

IKM for Knowledge Measurement

Managing Knowledge begins with Measuring Knowledge

The need for organizations to measure knowledge is not new. Most organizations are confronted with difficult challenges such as:

- How can we improve the quality of candidates employed?
- What areas of training are really needed across the enterprise?
- How can we identify the individuals who need training within the organization?
- How can we ensure our training programs are effective?
- How can we ensure we have the required skills for future projects?
- How can we reduce staff turnover?

Answering these questions is essential to leverage your employee base and optimize Human Resource utilization.

Improve your bottom line

By incorporating a web-based assessment solution into your day-to-day process for recruitment drives, skill audits, project staffing, and training, you will be able to unleash the full potential of your employee base and add to your competitive advantage - seriously improving your bottom line.

Recruitment Drives: Placing the person with the right skills and knowledge in the right position will increase productivity and reduce staff turnover. Costs associated with rectifying hiring errors range between 1 to 2 times the candidates annual salary. By using a knowledge measurement solution to establish candidate suitability, you can:

- Reduce hiring time and costs
- Incorporate an objective benchmark to differentiate candidates

Training: A knowledge measurement solution will provide an inviting environment for self-learning with employee knowledge-building empowerment. It also gives the organization an ability to evaluate weaknesses at a detailed level and devise appropriate training and review programs. This will:

- Increase job satisfaction
- Reduce training time and cost
- Improve training ROI
- Provide objective ROI confirmation

Skill Gap Analysis: Performing a thorough skill gap analysis with a knowledge measurement solution provides a fast way for greater clarity of knowledge levels to target performance issues. Done effectively, skill gap analysis will:

- Eliminate unnecessary training
- Reduce training time and costs
- Improve hiring requirement definition

Project Staffing: A knowledge measurement solution will reveal a group's collective skill set that will:

- Optimize use of employee skills
- Improve team productivity
- Strengthen overall team morale by building more compatible teams
- Identify weaknesses that can then be addressed through training or targeted hiring

Optimize your Talent Management Process

Your Talent Management strategy should be a continual process that evolves and improves over time. Using a knowledge measurement solution will empower you to deliver on your Talent Management objectives.

Benchmark Skill Levels: Use a short series of assessments to identify knowledge levels. Compare results within the organization and across the industry for most accurate benchmarking. Use results as a baseline from which all knowledge levels should be measured.

Skills Audit: Conduct skill and knowledge assessments to form a comprehensive proficiency profile, highlighting absolute strengths and weaknesses.

Analyze: Use assessment results to identify training and recruitment requirements at an individual, group or enterprise level.

Train or Recruit: Conduct your tailored training programs in areas of weakness for individuals and departments who need it most. Use the skills audit results to develop mentoring programs.

Embark on recruitment drives ensuring only a shortlist of quality candidates are evaluated. Target candidates with the skills to fill the knowledge gaps of the current employee base as identified in the Skills Audit.

Evaluate and Refine: Ensure you are recruiting the right candidates and delivering adequate training programs to the right people by evaluating skills and knowledge at regular intervals. Make sure your assessments are designed to allow repeated use with the same assessment-taker.

As your Talent Management strategy continues, you will learn more about your organization for improved training and recruitment.

IKM helps blue chip organizations across the globe meet their knowledge measurement needs. Join other IKM customers to gain benefits such as:

- Reduce assessment development time by 95%
- Cut hiring time by over 55%
- Reduce staff attrition by 15%
- Reduce training costs by 22%

What to look for in a Knowledge Measurement Solution

Only a leading edge knowledge measurement solution can fully exploit the potential of your talent management strategy and optimize your knowledge measurement strategy. To ensure you gain the most benefit from your assessment application, you should look for a solution that offers:

- Concise assessments of applicants to determine a shortlist of quality candidates
- Option of using standard, customized or completely new assessments
- Supervised or unsupervised assessments with remote internet access
- Adaptive testing at a sub-topic level to provide absolute strengths and weaknesses*
- Weighted questions and answers to improve granularity of results*
- Multiple Correct Answers to increase result accuracy, reliability and usability*
- Percentile rankings to ensure benchmarking at enterprise and industry level
- Powerful reporting and analysis capabilities for better decision making
- Aggregation capability to analyze skill gaps at a group level
- Stored assessment history for further analysis/skill searching
- Proven solution with large client base
- Global solution with local representation

* Talent management functionality varies across IKM assessment packages.

Working in Partnership

IKM works with organizations in partnership to ensure they are better positioned to make informed decisions on recruitment and employee training programs.

Contact IKM Regional Offices to begin the process of enhancing workforce knowledge management across the enterprise.