



SERVICES

Graph-R



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CORE VALUES

In line with our core values, we actively practice the following in all our service engagements:

Endeavor

We make time to seek what is best for customers, partners, and colleagues. We are open-minded in search of the best ideas.

Clarity

We articulate clearly what we do, and what we are not trying to do. We display our full value without over-hyped marketing.

With those values in mind, this document outlines the typical processes, tools, and approaches we use to help you put skills at the center of your organization. In the interest of clarity, our typical approach is to work with you sequentially through the following steps:

1. Skill and role discovery exercises
2. Skill and role mapping processes
3. Provision of employee experiences
4. Employee engagement programs
5. Analysis tools and strategy sessions
6. Training and content development



However, we recognize that not all clients require the same starting point (or indeed the same end point), so we always apply flexibility and endeavor to seek what is best for you.

1. SKILL & ROLE DISCOVERY

Your organizational knowledge and skills are contained in the heads of your employees and in the documents they create. We use a mix of consulting processes, along with our specialized natural language processing tools, to create a consolidated picture of the skills and roles that are important to your business.

We work with you to identify the roles and skills in your organization from two main sources:

1. **Your existing staff.** We use repeatable interviewing, information gathering, and analysis processes to get a ‘top-down’ view from your executives and leaders, as well as from key parties such as your HR department, your IT department, and key operational divisions. We also recommend supplementing this initial intelligence by using similar research methods with a subset of employees that you identify as being examples of ‘what good looks like’ – to add a valuable element of ‘bottom-up’ intelligence.
2. **Your existing corpus of knowledge.** We have developed highly effective, bespoke software specifically to extract skill & role data from your existing documents and other content. Our software uses cutting edge natural language processing (NLP) techniques (based on artificial intelligence and machine learning) to identify, categorize, and digitize the relevant knowledge that is created by your employees every day – be that in the form of HR documents such as job descriptions and resumes, or in the form of business documents such as service & product data sheets, presentations, knowledge bases, training content, research reports and other collateral. We can analyze the data ‘in place’ such as in SharePoint libraries, OneDrive stores, and shared drives, or we can take copies offline to our secure stores if required.



The result is the beginning of a picture that describes the roles and skills which exist in your organization.

2. SKILL & ROLE MAPPING

Based on your existing job descriptions, employee resumes, other documents, and our discovery process, we assemble a complete mapping of roles and skills — using our authoritative data set for validation and enrichment.



This process typically identifies many additional skills that are relevant to your roles, but which have never formally been captured by your organization — including technical skills, soft skills, desirable attitudes and behaviors, and transferable competencies.

We do the bulk of this mapping for you, and then we run workshops and review sessions where you can further validate and refine the role maps. Additionally, we provide you with access to a portal where you can continue to use our intuitive role & skill management tools to keep your data updated as your organization evolves.

The result? A digitized, dynamic, and living framework of roles and skills that matter to your organization.

3. EMPLOYEE EXPERIENCE

Your new digitized framework of roles and skills should not become a silo that is only used in the HR department. We build engaging employee experiences and surface them where your employees work — in Microsoft Teams, Office 365, Google Workspaces, Cisco WebEx, Slack, and more.

We work with you to define the optimal experiences you want for your employees, but the general idea is that we develop bespoke apps that enable your employees to participate in the skills conversation. For example:

1. Employees might use the app to claim skills, set role-based career goals, consume skill-based training, and explore opportunities and career paths – all based on the role and skill mappings we have created for you.
2. You can exercise control over what employees see, by using our intuitive and easy-to-use administration tools.
3. You can then review the skills claimed by employees and rate their competency levels, if required. You can also assign skills and roles directly to employees (even if they have not self-identified), and you can set skill-goals and career paths for existing employees.
4. You can opt to include other concepts, such as onboarding processes for new employees, succession planning processes, and more.



The aim (at this stage) is to include true, bottom-up input from the people who perform the roles in your organization, which will enable you to use the app analytics to get a holistic (or even detailed) view of your workforce. When we have achieved that goal together, you can then start to use those insights to identify skill and talent gaps, and then to plan training, upskilling, cross-skilling, recruitment, and other initiatives.

4. EMPLOYEE ENGAGEMENT



Top-down skill-management rarely delivers the value and insight that you need. Our approach is to mix how employees self-identify skills with as much corporate oversight and refinement as you require.

However, this typically requires motivated employees who can easily adopt and incorporate our employee experience apps into their flow of work, without negatively impacting productivity.

We work with you to ensure adoption of the employee experience apps, and to encourage the desired behaviors from your employees. We use our adoption and engagement templates to define the optimal campaigns and we help you execute on the resultant adoption strategy. Our templates include phases that guide:

1. Goal and strategy definition.
2. Preparation and promotion.
3. Engagement and enablement.
4. Measurement and reinforcement.

In brief, we help you implement a mix of bottom-up and top-down approaches, while ensuring employee engagement.

5. ANALYSIS & STRATEGY

When your digitized, dynamic, and living framework of roles and skills is up and running (and being interacted with by your employees), it will be a source of hugely valuable insight that you can use to inform your upskilling, cross-skilling, training, and recruitment strategies.

We will build the analysis tools and dashboards that are most useful to you, but we have many ready-made reports available such as:



1. Role balance and distributions across your entire organization.
2. Skill histogram and distribution charts.
3. Drilldowns to show which employees have specific skills.
4. Training logs.
5. Goal setting and goal completion metrics.
6. Skill-gap analysis for individuals, as it relates to the roles they perform.
7. Skill-gap analysis for specific roles, as it relates to employees in that role.
8. Aggregated skill gaps that provide an organizational-level picture.

We also provide strategic input to help you fill skill and talent gaps, such as:

- Identifying existing employees who can be re-deployed from roles where they may be under-utilized into roles where your organization has gaps.
- Helping you increase internal employee mobility.
- Building internal talent marketplaces.
- Identifying when recruitment might be the required solution.
- Performing informed training needs analysis.
- Creating training, upskilling, and cross-skilling strategies.

6. TRAINING & CONTENT DEVELOPMENT

An often-overlooked approach to filling talent gaps (especially in the realm of digital skills) is to repurpose your existing talent. Rather than going straight to recruitment, we help you create highly relevant training programs that unlock your existing talent and redeploy them into the roles you need. In brief, our philosophy is to ensure any training created is driven by a real analysis of what is needed and what will have the largest positive impact for your organization, based on the analysis of skill and talent gaps.



We use professional instructional designers, courseware architects, content creators, and instructors to help at every stage of the process. Our experts have designed and created entire curricula for some of the largest corporations in the world, including software vendors such as Microsoft and Cisco, financial institutions such as Wells Fargo, governmental organizations, healthcare & pharmaceutical enterprises, and more.

Our experts collaborate closely with your subject matter experts to ensure all training programs are relevant, useful, and pitched at exactly the right level to fulfil your organization's training needs.

7. SUPPORT

With locations in the UK, USA, and Australia, we are committed to supporting you when and where you need us.

All our support is provided by the actual consultants who know your business (and who understand the solutions we have created for you), rather than anonymous support ticket processors.

The result? Responsive, useful guidance.



CONTACT US

To find out more or start a no-obligation, free discussion with us, please contact us at <https://graph-r.com/#contact>