

The skills builder principles

1. Keep it simple

A consistent focus on crucial skills helps assure everyone's shared understanding and makes the process of building these skills as tangible as possible. Using consistent language makes a big difference.

Things to consider:

- Does everyone know which key skills you need for your business?
- Do you use consistent language when referring to these skills?
- Do you have visual reminders of the skills displayed in the office?

2. Start small, keep growing

Starting as soon as possible allows more time for mastery. The earlier you start training your employees the sooner they will master their skills.

Things to consider:

- Do you consider these skills for all of your employees?
- Could you introduce these skills earlier on?
- Are there opportunities for employees to further develop the skills as they grow?

3. Measure it

Take the time to reflect on your employees' skills by observing them or by encouraging self-assessment. This gives a balanced understanding of strengths and weaknesses, highlights progress and illuminates the next steps to take.

Things to consider:

- Are you using a consistent skills framework and assessment tools?
- Does your framework reflect quantifiable progress over time?
- How often do you assess your employees?

4. Focus

Building skills should build upon an employee's previous learning and skill set. It should set time apart to build on the skill.

Things to consider:

- Do you make dedicated time to focus explicitly on teaching skills?
- What opportunities are there to do this?

5. Keep practising

To accelerate the progress of crucial skills, they should be used and reinforced as often as possible – whenever you have the chance with employees.

Things to consider:

- Do your employees use crucial skills regularly?
- When they do, are these opportunities highlighted clearly to them?
- Do your employees have the chance to reflect regularly on the skills and their development?

6. Bring it to life

Ensure your employees see the relevance of these skills by using them in business processes and seeing their importance for business operations.

Things to consider:

- Are the skills framed in terms of their usefulness?
- Are there opportunities for employees to use these skills outside of business?