

Vado

Competency Development Toolkit



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Summary

Vado provides video streaming learning content to improve individual performance, employee engagement, overall retention, and organization results. Each course contains:

- ✓ A short instructional video (videos are 1 – 2 minutes long)
- ✓ Step by step Implementation Guide
- ✓ Downloadable Job Aid
- ✓ Self Assessment

The learning content is delivered on the Evolve Learning Manager LMS or can be delivered on your LMS.

All of our courses end with a code to show the intended audience:

M=Manager

I=Individual contributor

Competency Development Toolkit

Vado provides courses for the most common organization competencies. Each competency contains up to five development courses with a mix of courses appropriate for Managers and Individuals.

Vado can create a Competency Development Toolkit to meet your needs or map our courses to your competency model.

Development Competencies

- 1 Career Development
- 2 Communication
- 3 Customer Service & Customer Focus
- 4 Developing Talent
- 5 Diversity
- 6 Engagement
- 7 Giving Feedback
- 8 Innovation
- 9 Inspiring Others
- 10 Integrity & Trust
- 11 Leadership
- 12 Managing Conflict
- 13 Organization Vision & Strategy
- 14 Performance Management
- 15 Problem Solving & Decision Making
- 16 Providing Challenging Work
- 17 Providing Resources
- 18 Recognition
- 19 Teamwork
- 20 Work/Life Balance

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(1)

Career Development

Build and develop your career.

Code	Course Result
638i	Learn how to brand and promote what you love to do
849i	Build relationships with colleagues to learn about their role, skills, and expertise
850i	Identify potential career opportunities
260i	Explore the jobs and opportunities within the company
950i	Identify your current skills and capabilities and determine what gaps exist

(2)

Communication

Strengthen your ability to listen to others and deliver clear, concise messages.

Code	Course Result
440m	Evaluate how well you listen to others' ideas and opinions
455m	Use the three communication elements to strengthen your ability to deliver clear and concise messages
460m	Team members let you know when you perform selected communication actions
677i	Monitor and improve your nonverbal communication actions
854i	Actively seek the thoughts and opinions of others

(3)

Customer Service & Customer Focus

Understand and meet your customers' needs.

Code	Course Result
345m	Strengthen your understanding of your customers' needs and what you can do to meet them
874i	Understand the changing needs of your customers and work to anticipate and meet those needs
902i	Balance the conflicting priorities of different customers
639i	Positively handle queries or complaints from your customers
187i	Keep your customers informed of key information, progress and status updates

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(4)

Developing Talent

Develop the skills and capabilities of others.

Code	Course Result
488i	Identify the top actions you can do to strengthen your skills, capabilities, and overall performance
625m	Identify actions you can take to support each person's development
618i	Determine if you display an attitude to learn
592i	Create a personal skill development plan
584i	Identify skill development opportunities for yourself and/or your employees

(5)

Diversity

Seek out the opinions of individuals who have different experiences, skills, and backgrounds.

Code	Course Result
955m	Evaluate how well you listen to others' ideas and opinions
580m	Actively seek the thoughts and opinions of others in key situations
255m	Share with your team how people react to you when you speak freely with others
213i	Evaluate how well you work with individuals with different perspectives and expertise
766m	Get clear on the various experiences, backgrounds, skills and perspectives of your team

(6)

Engagement

Create an engaging work experience for yourself and others.

Code	Course Result
630m	Connect the work employees do to the organization and to future opportunities
144i	Identify one action that if done more will increase your personal success
579i	Outline the actions that will increase your personal engagement and performance
745m	Determine how an employee's top talents are used in his or her job
755m	Create the connection between company objectives and employees' core work

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Giving Feedback

Provide consistent, high quality feedback.

Code	Course Result
520m	Improve the quality of the feedback you give your employees
534m	Receive feedback from your team on how you're doing as a manager
197m	Employees receive feedback on their job performance
820i	Identify the areas you need feedback on to deliver great results
872i	Ask your boss for feedback on your performance

(8)

Innovation

Strengthen your innovative and risk-taking actions.

Code	Course Result
205m	Increase the level of innovative actions of your employees
734m	Encourage the capturing and sharing of best practices and lessons learned
937i	Demonstrate good judgment for how creative ideas and suggestions will work
432i	Seek out new or cutting edge programs or processes that positively impact the organization's strategy
209i	Identify the time you are most creative and innovative

(9)

Inspiring Others

Create a work environment that is inspiring and exciting for others.

Code	Course Result
550m	Inform and inspire your employees regarding the team's vision
600m	Show employees how they support the organization's goals and strategy
725i	Identify what excites you the most about the company and its future
893i	Evaluate how inspiring your words and actions are to others
659m	Share with your employees the great things they do and how they make a difference

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Integrity & Trust

Strengthen the level of integrity and trust seen by others.

Code	Course Result
265i	Perform an integrity review on your actions and behaviors
212i	Talk with your boss regarding how your actions and behaviors support the company mission and values
235m	Increase the actions and behaviors that demonstrate you are a reliable leader with integrity
400m	Build trust with others by building relationships with integrity
225m	Solve for the reasons you struggle to meet commitments

(11)

Leadership

Provide strong leadership within the team and organization.

Code	Course Result
220m	Determine if your actions are consistent with your values
206i	Increase the consistency between your actions and the company values
631i	Analyze key experiences from the last two years to discover what you've learned
389i	Create a concise branding statement to connect others to the organization's vision
554i	Become a powerful and inspirational role model to others

(12)

Managing Conflict

Successfully resolve different types of conflict with others.

Code	Course Result
322i	Use a process for managing conflict with others
176m	Learn how to recognize when team members need help managing conflict
239m	Use a mediation process to help groups resolve existing conflict
684m	Create a conflict management agenda item to create a conflict management culture
621i	Identify someone who is good at conflict management who you can learn from

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Organization Vision & Strategy

Passionately and clearly convey the company's vision and strategy.

Code	Course Result
614i	Identify what you need to do differently to effectively contribute to the organization strategy
775i	Talk with your boss regarding how your actions and behaviors support the company mission and values
252i	Select the actions you will take to lead the organization's vision and strategy
689i	Ensure alignment to the organization's strategy before committing to a project or initiative
377i	Determine how you will talk about, promote and share the organization's vision with others

(14)

Performance Management

Manage the performance of others.

Code	Course Result
413m	Employees get clear on their work priorities for the next 30 days
510m	Employees gain a clear understanding of what they must deliver in the next three months
500m	Improve the feedback employees receive on their performance
810i	Work with your boss to create accountabilities for how you are responsible to achieve business results
815m	Provide recognition to your employees each and every day

(15)

Problem Solving & Decision Making

Make good sound decisions, solving for problems in the right way at the right time.

Code	Course Result
595m	Evaluate whether you acted with appropriate speed to problems and issues
350m	Analyze essential information and the pros and cons of key decisions
355m	Determine what is required to ensure issues are solved in the right way at the right time
360m	Identify a number of potential solutions for the same problem
370i	Identify all possible outcomes before implementing a decision

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Providing Challenging Work

Create opportunities for challenging work.

Code	Course Result
714i	Identify the actions you can take to increase the level of challenge in your own work
823i	Talk to your boss about the right level of challenge for you
585m	Increase the level of challenge an employee experiences at work
842m	Perform a job evaluation to determine if a particular role uses an employee's best skills and abilities
597m	Create the right level of work autonomy for your team

(17)

Providing Resources

Ensure individuals have the resources they need to be successful.

Code	Course Result
792m	Define the strategic priorities for the department and align the required resources
940m	Consider the customers' needs when allocating resources
198m	Create a resource management agenda item to ensure team needs are met
805i	Identify the resources you need to be successful in your role
855m	Evaluate how well you manage the team or department resources

(18)

Recognition

Recognize others for their work, contribution, and accomplishments.

Code	Course Result
505m	Employees are recognized for their accomplishments and contribution
903m	Find others within the organization who can give praise and recognition to your team
845m	Create the right balance between public and private recognition
988i	Recognize your peers for their contributions and accomplishments
543i	Recognize your boss for his or her contribution to the team's achievements and your individual success

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Teamwork

Build a culture of teamwork within the team and among different departments or groups.

Code	Course Result
700i	Increase objectivity by identifying various perspectives of the same situation
705m	Determine your work priorities as a leader and as an individual contributor
720i	Increase your willingness to share your knowledge and expertise with others
475m	Create a team meeting agenda item to reinforce great teamwork
710m	Encourage project teams and work teams to rely on each other's skills, knowledge, and abilities

(20)

Work/Life Balance

Create balance for yourself and others between work and one's personal life.

Code	Course Result
680m	Understand what work/life balance looks like for each person
685m	Determine if the workload is right for your employees and for the company
762i	Define what great work balance looks like for you
287i	Meet with your boss to discuss your work/life balance needs
763i	Check your personal expectations regarding your workload and job requirements