central test
EMPOWERING TALENT

GUIDE

CENTRAL TEST'S COMPETENCY REFERENTIAL

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Central Test's Competency Referential

Central Test has developed a scientifically approved competency model based on advanced algorithms enabling you to assess 63 key skills in line with the challenges of today's work environment.

With the introduction of our Predictive Model, our competency referential serves as a common basis for Central Test's assessments and tools like PROFESSIONAL PROFILE 2, VOCATION, 360 Feedback, Smart Interview, Talent Map, Talent Matcher, etc.

Organised around 3 groups of profiles (Generic, Sales and Management), the referential provides a robust mapping of individuals to the relevant potential required for a role.

The competency referential is regularly updated in order to ensure that it stays relevant to changing workplace demands.

The competency referential is active by default on the reports of the following assessments :

- PROFESSIONAL PROFILE 2
- CTPI-R
- EMOTION 2.1
- SALES PROFILE-R
- VOCATION
- AVATAR
- MOTIVATION
- WORK PROFILE
- BIG FIVE PROFILE
- SMART MODULES
- MYLAB PERSONALITY ASSESSMENT
- MYLAB CAREER INTEREST ASSESSMENT
- MYLAB EMOTIONAL INTELLIGENCE ASSESSMENT

Competency Classification

63 competencies reflecting the most relevant skills when it comes to selecting and developing talents

GENERAL PROFILE	MANAGERIAL PROFILE	COMMERCIAL PROFILE
Includes 47 key skills that are applicable to all levels and roles.	Includes 47 generic skills + 6 managerial skills specific to leadership and top level management.	Includes 47 generic skills and 10+ sales skills that are specific to sales profiles/roles.

Competency Glossary

Our competencies comprise of 10 categories under which we define various key skills relevant in the current work environment

ANALYSIS & EXPERTISE	PLANNING & VISION	SELF-MANAGEMENT & SELF-KNOWLEDGE	VALUES & INTERGRITY	RELATIONSHIP MANAGEMENT
Decision-making	Time Management	Respecting Instructions	Sense of Duty	Conflict Resolution
Analytical Thinking	Organisational Skills	Stress Management	Modesty	Team Cohesion
Learning Agility	Strategic Planning	Self-appraisal	Openness to Diversity	Interpersonal Skills
Knowledge Management	Risk Management	Responsiveness	Discretion	Empathy
Perspective Taking	Innovation - Creativity		Impartiality	Team Motivation
Knowledge Sharing	Global Vision		Respect	Helping Others
	Crisis Management			
	Project Management			
	Multitasking			
	Artistic Sense			

Competency Glossary

COMMUNICATION & INFLUENCE	WORK COMMITMENT	MANAGEMENT	COMMERCIAL SKILLS	PRACTICAL SKILLS
Influencing Skills Strategic Communication Listening Skills Self-affirmation Presentation Skills Conduct of Negotiation Charisma	Quality Orientation Initiative Taking Responsibility Striving Involvement Availability	Mentoring Managerial Courage Promoting Change Delegation Performance Management Leadership	Understanding Needs Closing Deals Identification of Opportunities Prospecting Skills Networking Pitching Strategic Selling Customer Satisfaction Sales Drive Empathic Sales	Practical / Technical Mindset Physical / Outdoor Endeavour

ANALYSIS & EXPERTISE

Gathering, evaluating, and using relevant information to understand the environment and act accordingly.

1	**DECISION-MAKING**	Making the best possible choice based on the information available, as well as being able to explain these decisions.
2	**ANALYTICAL THINKING**	Breaking down problems and complex situations into components to find appropriate solutions.
3	**LEARNING AGILITY**	Showing an inquisitive mind with a high interest in new things.
4	**KNOWLEDGE MANAGEMENT**	Following the evolution of knowledge in one's field or service regularly in order to be up-to-date and gain expertise.
5	**PERSPECTIVE TAKING**	Taking a step back to analyse facts and situations objectively before acting or deciding.
6	**KNOWLEDGE SHARING**	Transmitting one's capabilities and expertise to others.

PLANNING & VISION

Assessing the environment in order to think creatively, organise work effectively, and anticipate the consequences of actions.

1	TIME MANAGEMENT	Prioritising tasks pragmatically so as to meet deadlines.
2	ORGANISATION SKILLS	Organising and scheduling work or tasks in a way that is methodical and rigorous.
3	STRATEGIC PLANNING	Anticipating and establishing action plans to achieve long-term goals.
4	RISK MANAGEMENT	Identifying opportunities, priorities and risks, with the aim of minimizing the probability of failure and increasing the chances of success.
5	INNOVATION - CREATIVITY	Thinking outside the box and looking at things from new perspectives.
6	GLOBAL VISION	Looking at the big picture to grasp things as a whole.

PLANNING & VISION

Assessing the environment in order to think creatively, organise work effectively, and anticipate the consequences of actions.

7	**CRISIS MANAGEMENT**	Anticipating, facing and learning from a crisis.
8	**PROJECT MANAGEMENT**	Taking charge of and following up on tasks that lead to the completion of a project, from design to delivery.
9	**MULTITASKING**	Carrying out multiple tasks or projects simultaneously, while ensuring minimal risk of error.
10	**ARTISTIC SENSE**	Being perceptive about, or sharing ideas, thoughts, feelings and emotions via arts and crafts.

SELF-MANAGEMENT & SELF-KNOWLEDGE

Questioning one's thoughts and actions in a deliberate and pertinent manner and knowing how to manage them appropriately.

1	**RESPECTING INSTRUCTIONS**	Adhering to procedures by following and implementing directives.
2	**STRESS MANAGEMENT**	Managing one's own emotions and remaining calm and productive in challenging situations.
3	**SELF-APPRAISAL**	Having a critical and realistic view of one's performance.
4	**RESPONSIVENESS**	Adjusting quickly to unexpected changes to plans and situations.

VALUES & INTEGRITY

Following principles and standards of ethical behaviour and thereby helping to create and maintain a positive work environment.

1	**SENSE OF DUTY**	Respecting and adherieng to codes of conduct, remaining honest, and being reliable.
2	**MODESTY**	Being modest when it comes to estimating one's abilities and their worth.
3	**OPENNESS TO DIVERSITY**	Showing tolerance and acceptance of other people's ways of thinking, cultures, and values.
4	**DISCRETION**	Respecting confidentiality and exercising restraint in the disclosure of information.
5	**IMPARTIALITY**	Treating people fairly and basing decisions on objective criteria.
6	**RESPECT**	Behaving with regard to others' feelings, wishes or rights.

RELATIONSHIP MANAGEMENT

Interacting effectively with others, promoting cooperation, minimising conflict and enabling people to work towards common goals.

1	**CONFLICT RESOLUTION**	Maintaining harmony within the team by mediating conflicts.
2	**TEAM COHESION**	Encouraging activities that will enable united and productive teams.
3	**INTERPERSONAL SKILLS**	Interacting effectively and building healthy relationships with others.
4	**EMPATHY**	Effectively identifying and understanding the needs of another person.
5	**TEAM MOTIVATION**	Creating a harmonious environment within a group by fostering team spirit and building synergy.
6	**HELPING OTHERS**	Identifying, prioritising and helping others meet their wants or needs with determination.

COMMUNICATION & INFLUENCE

Understanding and being understood by others by actively listening to others and sharing ideas and information in an adapted manner.

1	**INFLUENCING SKILLS**	Promoting ideas and convincing others, as well as communicating in an assertive and tactical manner.
2	**STRATEGIC COMMUNICATION**	Sharing the most relevant information, and adapting to the audiences needs and understanding.
3	**LISTENING SKILLS**	Being attentive to, caring about and effectively interpreting what the other person is saying.
4	**SELF-AFFIRMATION**	Expressing and defending one's point of view with assertiveness, while showing respect for oneself and others.

COMMUNICATION & INFLUENCE

Understanding and being understood by others by actively listening to others and sharing ideas and information in an adapted manner.

5	**CHARISMA**	Showing natural charm and a personal presence in order to connect with and influence others
6	**PRESENTATION SKILLS**	Sharing the most relevant information, and adapting to the audiences needs and understanding.
7	**CONDUCT OF NEGOTIATION**	Bargaining effectively by being diplomatic and strategic to increase profit.

WORK COMMITMENT

Demonstrating sincere commitment to, and adhering to, the company's goals, with the overall aim of moving the company forward.

1	**QUALITY ORIENTATION**	To be meticulous with an eye for detail to ensure the highest level of quality and service.
2	**INITIATIVE**	Seizing opportunities and being a driving force to create or move things forward.
3	**TAKING RESPONSIBILITY**	Taking ownership of projects, and accepting the consequences of their success or failure.
4	**STRIVING**	Constantly seeking to excel and surpass one's goals.
5	**INVOLVEMENT**	Being highly committed and putting the maximum amount of energy and effort into achieving work-related objectives.
6	**AVAILABILITY**	Being commited to the organization and being willing to offer help whenever possible.

PRACTICAL SKILLS

Executing tasks that involve concrete results, whether this be working outdoors, with objects or technical equipment.

1	**PRACTICAL/TECHNICAL MINDSET**	Using one's hands or tools, techniques and machinery to perform day-to-day functions or solve problems with precision and dexterity
2	**PHYSICAL/OUTDOOR ENDEAVOUR**	Maintaining physical effort or a stationary posture, or requiring to working outdoors or move around a lot.

MANAGEMENT

Leading a team, knowing how to delegate and evaluate performance, and communicating in an inspiring manner.

1	**MENTORING**	Taking responsibility for employees' development and progression by coaching them to help them improve.
2	**MANAGERIAL COURAGE**	Speaking confidently and setting limits when the situation demands it.
3	**PROMOTING CHANGE**	Communicating a new vision in a clear, engaging and inspirational manner in order to encourage the involvement of all.
4	**DELEGATION**	Assigning tasks and responsibilities appropriately, according to individual abilities and needs.
5	**PERFORMANCE MANAGEMENT**	Evaluating, monitoring and managing employee performance in order to maintain standards and achieve objectives.
6	**LEADERSHIP**	Leading a group towards a common goal by being a source of motivation and inspiration.

COMMERCIAL SKILLS

Achieving sales goals by convincing clients, maintaining sales pressure and identifying business opportunities.

1	**UNDERSTANDING NEEDS**	Asking the right questions to accurately pinpoint a customer's needs.
2	**CLOSING DEALS**	Directing negotiations to a definite end point, with a positive outcome for both parties.
3	**IDENTIFICATION OF OPPORTUNITIES**	Understanding the market perfectly in order to be able to identify and seize business opportunities.
4	**PROSPECTING SKILLS**	Developing a solid client base by being convincing, sociable and tenacious.
5	**NETWORKING**	Making contacts and developing a network of influential people for potential opportunities.
6	**PITCHING**	Conversing in a manner that is subtle yet impactful in order to persuade the person or audience one is speaking to.

COMMERCIAL SKILLS

Achieving sales goals by convincing clients, maintaining sales pressure and identifying business opportunities.

7	**STARTEGIC SELLING**	Handling complex sales that involve multiple stakeholders, while ensuring that the solutions offered are tailor-made to meet the business approach appropriately.
8	**CUSTOMER SATISFACTION**	Being responsive in handling customer queries and requests, to generate loyalty and positive experiences for them.
9	**SALES DRIVE**	Having a taste for, as well as being driven by, the successes and challenges that come with making a sale or closing a deal.
10	**EMPATHIC SALES**	Using a sales approach governed by codes of conduct or standards, and regulations to deliver services in the interest of the customer.

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