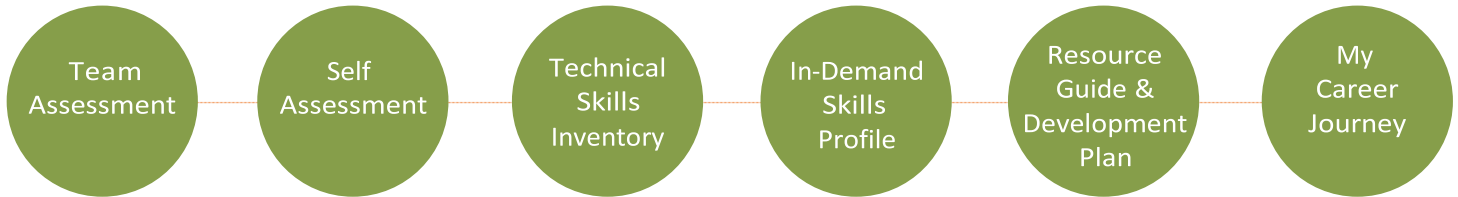
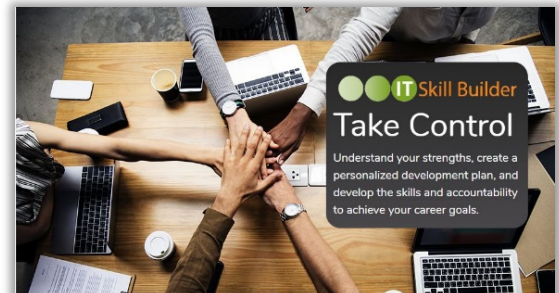


# Manager Quick Guide: Coaching and Developing Your Team



**Build your company's talent brand and help your people to develop their self-awareness and grow their digital fluency.**

**IT Skill Builder** is a cloud-based assessment and personal development solution that incorporates workforce analytics for a full picture of the organization's skills, strengths, and areas of opportunity. Clarify current technical skills and behavioral competencies and gaps, and then develop and coach for success. IT Skill Builder allows people managers and staff to explore career development in new ways, increasing engagement, individual growth, and internal mobility.



## 1. Get Started

- Go to [www.itskillbuilderassessment.com](http://www.itskillbuilderassessment.com)
- Click on the **Create an Account** link and enter your email and pin.
- Complete the fields on the preferences page and save.
- Explore the IT Skill Builder landing Page. From here you can complete a *Self-Assessment*, view your personal *Development Plan*, access the *Resource Guide*, and view *My Team*.

## 2. Provide Feedback

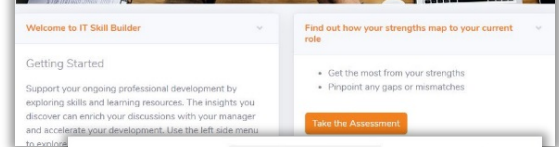
- **Team Member Assessment:** select **My Team > Assess Team Members**; select team member, click **Start Assessment**.
- Evaluate your team member on four levels of ability ranging from Novice to Expert in each of the 14 competencies.

## 3. Align on Next Steps

- From the My Team Status Page, click on **View Results** for each team member to access their Target Comparison report.
- Discuss results with your direct report, identifying areas of growth and opportunity and next steps to be taken.

## 4. Stay Connected

- Under **My Team**, click on **View Team Status** to view your direct report's status, their Target Comparison Reports, their Career Journey, and their Development Plans.
- Visit **Manager Coaching Materials** in the Help Page to view resources on Building Trust, Distribution of Opportunity (best practices for employee engagement), and Aligning on Next Steps.



Competency	Self Score	Manager Score	Gap	Build Your Plan
Development	Novice	Proficient	Opportunity	Resource Guide
Networking	Novice	Proficient	Opportunity	Resource Guide
Analysis	Competent	Expert	Opportunity	Resource Guide
Leading Change	Competent	Expert	Opportunity	Resource Guide
Security	Competent	Expert	Opportunity	Resource Guide
Architecture	Novice	Competent	Opportunity	Resource Guide
Problem Solving	Novice	Competent	Opportunity	Resource Guide
Communication Skills	Competent	Proficient	Opportunity	Resource Guide
Design	Competent	Proficient	Opportunity	Resource Guide
Influencing Others	Competent	Proficient	Opportunity	Resource Guide
Organizational Understanding	Competent	Proficient	Opportunity	Resource Guide
Client Orientation	Competent	Competent	Stated	Resource Guide
Infrastructure	Competent	Competent	Stated	Resource Guide
Innovation	Proficient	Proficient	Stated	Resource Guide
Leadership	Proficient	Proficient	Stated	Resource Guide
Project Management	Proficient	Proficient	Stated	Resource Guide
Technical Understanding	Proficient	Proficient	Stated	Resource Guide

My Team	Employees	Employee Assessment	Manager Assessment	View Results	View Plan
Assess Team Members	Adam Employee	03/19/19	03/19/19	View Results	View Plan
	Bob Employee	Partially Completed	07/18/19	View Results	View Plan

**Georgia Employee**  
Data Scientist  
Manager: Tara Manager  
georgia.employee@tsb.com

Last Login: [Date]

**Development Plan**  
30% Completed

You have completed 6 item(s) on your development plan, toward a goal of 20 items this period.

Strategic Focus	Added/Completed (1/0)
Communication Skills	Added/Completed (0/1)
Client Orientation	Added/Completed (1/0)
Innovation	Added/Completed (0/1)
Influencing Others	Added/Completed (1/0)

**Skills**

- RESTful HTTP
- JSON format
- NodeJS

**Competencies**

Legend: Self (Green), Manager (Orange), Target (Blue)

Competency	Self	Manager	Target
Client Orientation	Novice	Competent	Proficient
Influencing Others	Novice	Competent	Proficient
Leading Change	Novice	Competent	Proficient
Leadership	Novice	Competent	Proficient
Strategic Focus	Novice	Competent	Proficient
Communication Skills	Novice	Competent	Proficient
Collaboration	Novice	Competent	Proficient

## FAQs

### How do I find my pin code?

> Your pin code will be emailed to you with your invitation to IT Skill Builder.

### Can't find my employee?

> To view your employees, click on **My Team > View Team Status**.

> If you are missing an employee, contact the IT Skill Builder team at [support@ouellette-online.com](mailto:support@ouellette-online.com).

### Can I assess myself?

> Yes. Click on My Competencies > Take the Assessment to evaluate yourself in the 14 core competencies.

### How do I discuss results with my employee?

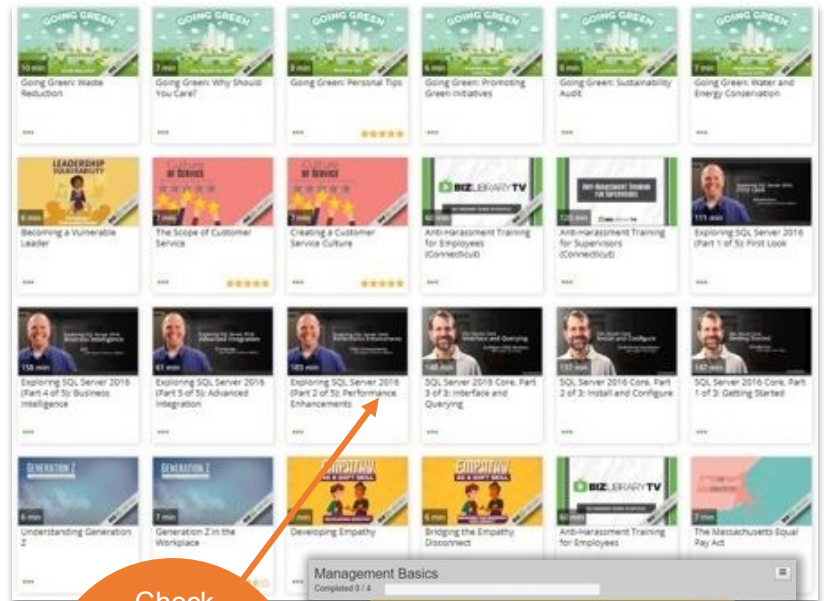
> Visit the Help Page for resources on guiding the conversation, identifying opportunities together, and building a plan of growth.

### Can I add items to my employee's plan?

> Only the employee can add items to their plan. You can view an employee's plan from the My Teams Status page.

### Where can I check my employee's overall progress?

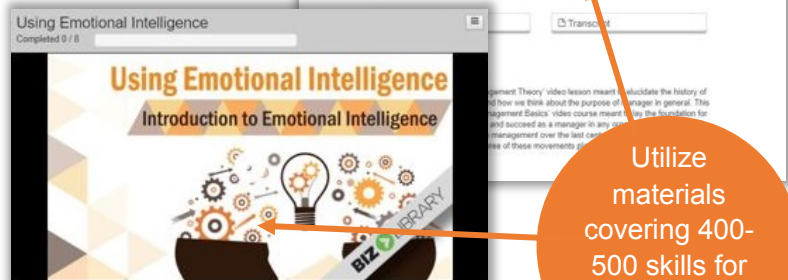
> Open their Career Journey report. Click on **My Team > View Team Status** and click the compass icon next to an employee's name.



Check out our library of 5000+ microlearning resources!

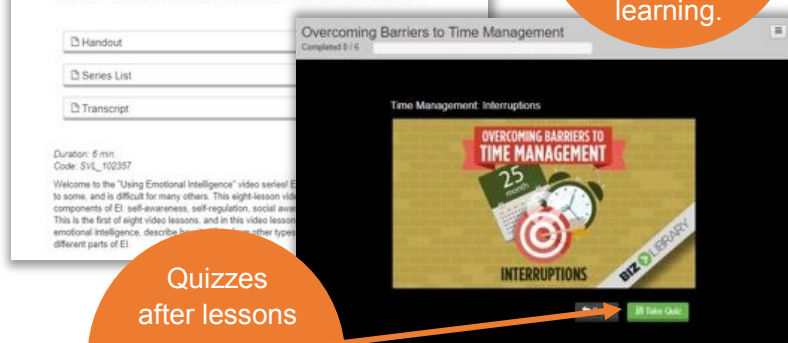


Evolution of Management Theory



Using Emotional Intelligence (Part 1 of 8): Introduction

Utilize materials covering 400-500 skills for continual learning.



Quizzes after lessons ensure comprehension of the topic.

Time Management: Interruptions



“It’s important for each one of us to learn new tools, adapt our skills, and become more multidisciplinary in our expertise.” – *Josh Bersin*

 **IT Skill Builder**  
FOR MORE INFORMATION,

### CONTACT:



**Laurel Glidewell**  
[lglidewell@ouellette-online.com](mailto:lglidewell@ouellette-online.com)  
206-979-4403

**Casey Scheinler**  
[cscheinler@ouellette-online.com](mailto:cscheinler@ouellette-online.com)  
603-782-7473