

# Direct Manager Quick Guide

Coach your direct reports, develop their self-awareness, and grow their digital fluency with tangible data while building your company's talent brand



**IT Skill Builder** is a cloud-based assessment and personal development solution that incorporates workforce analytics for a full picture of an individual's skills, strengths, and areas of opportunity.

Technology professionals and their direct managers can align on skills at a behavioral level in 15 core competencies and then develop and coach for success.

IT Skill Builder allows individuals to explore leadership 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 (below the Login button), enter your email and PIN, first and last name, then select **Register Account**.
- Complete the fields on the preferences page; you will be directed to the landing page.

## 2. Provide Feedback

- From the left-hand menu bar, select **My Team > Assess Team Members**: choose a team member and click **Start Assessment**.
- Evaluate your direct report on four behavioral levels ranging from Novice to Expert in each of the 15 Core Competencies (the assessment will take ~30 minutes to complete).

Employees	Employee Assessment	Manager Assessment
Adam Employee	03/19/19	03/19/19
Bob Employee	Partially Completed	07/18/19

**Take Assessment**

Client Orientation

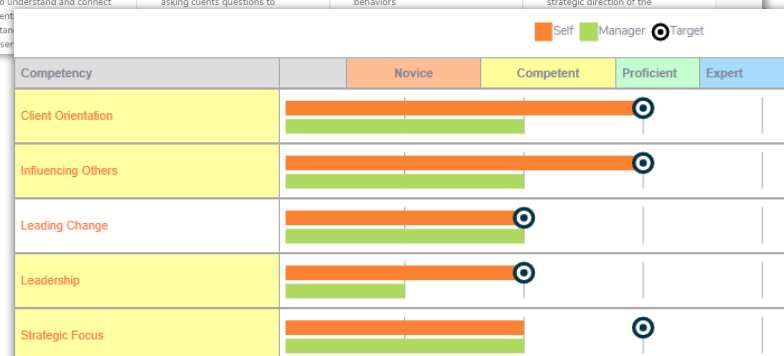
Definition  
A willingness and ability to see things from the client's perspective. It is an understanding that client satisfaction is based on the sum of all experiences they have with an organization and is integral to organizational success. It is focusing efforts on identifying and responding to current and future client needs and desires and displaying a genuine desire to do what is in the client's best interest.

Choose the target behavior that best describes your competency above.

Novice	Competent	Proficient	Expert
Performance Statement Examples <ul style="list-style-type: none"> <li>Operates in the best interests of the client and the company</li> <li>Follows through on commitments</li> <li>Empathizes with client situations</li> <li>Seeks to understand and connect with client</li> <li>Understands overall ser</li> </ul>	Performance Statement Examples <ul style="list-style-type: none"> <li>Profiles clients and understands them well enough to anticipate their needs</li> <li>Provides superior level of service by asking clients questions to</li> </ul>	Performance Statement Examples <ul style="list-style-type: none"> <li>Sustains, supports, coaches, reinforces and rewards individuals and teams that demonstrate appropriate service delivery behaviors</li> </ul>	Performance Statement Examples <ul style="list-style-type: none"> <li>Creates a common understanding, language, and behaviors to define excellent service</li> <li>Persistently establishes the strategic direction of the</li> </ul>

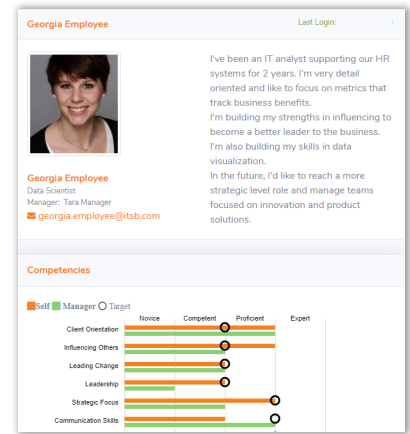
## 3. Review the Results

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



## 4. Encourage Continued Learning & Development

- Under **My Team**, click on **View Team Status** to view your direct report(s), their assessment report, and their Career Journey (click the orange compass icon next to an employee's name to open their Career Journey page).
- Visit the **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.



## FAQs



### How do I find my PIN for creating an account?

- Your particular PIN will be emailed to you with your invitation to IT Skill Builder. If you cannot locate it, please contact Bethany or Laurel (info below).

### If I log out without fully completing a direct report's assessment, will my completed answers be saved?

- As you go through the assessment, your answers are automatically saved. When you return to the site and select "Take Assessment", you will be directed to complete the assessment where you left off.

### Who will have access to the assessment results?

- Your assessment information is shared with your direct report once you have completed your side of the assessment and they have completed their self-assessment.

### I have created an IT Skill Builder account, but I can't remember my password?

- Please use the "Forgot Password" option located below the orange log-in button on the log-in page. A member of the IT Skill Builder Support team will shortly be in touch with a temporary password.

### I can't find my direct report in the Team Status view?

- If a team member is missing, contact IT Skill Builder Support 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 15 core competencies.

### How do I discuss results with my direct report?

- Visit the Help Page for resources on guiding the conversation, aligning on skill levels, identifying areas of opportunities together, and building a plan of leadership growth.

### What if I already have an IT Skill Builder account?

- If you have an account, there is no need to re-register when another one of your direct reports joins. As each individual registers in IT Skill Builder they will appear in your My Teams view.

## Build a digitally fluent IT team with IT Skill Builder

- Core Assessment helps people determine focus areas based on tangible data and personal career goals.
- Skills Profiles and leading-edge analytics enable targeted development in current and desired roles.
- IT Skill Builder can be used as is with our core content tuned for IT or can be customized for your organization with your branding, job titles and skills profiles.

**Leverage IT Skill Builder to accelerate your team's growth in core and emerging skills and make informed decisions about workforce planning.**

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