

## The Engage Platform



Performance assessment that can  
change the future of your business

## THE CHALLENGE

We are living in an era where businesses are transforming in a blink. New technologies are disrupting the way people work and live. And surviving in the midst of all this can be tricky. It is a simple truth that 50% of all Fortune 500 companies are expected to be replaced at the top in the next 10 years.

So, in this volatile market, the question is how can your company thrive and win over the competition? The reality is, survival is driven by people with the right skills. CEOs globally rank investment in people as the number one priority to accelerate organisational performance.

And the biggest shift? In a market where skills are coveted, employees have more power and choice! So, how do you develop their skills, how do you nurture their aspirations - how do you keep them engaged? Why would they choose your company over another?

## THE SOLUTION

Accurate, tailored performance assessment is the foundation for all growth. Unless, you know your baseline, and can give detailed recognition and get employee buy-in, development is haphazard at best and a vast waste of time and money at worst. The Silent Edge Engage Platform gives you the accurate raw data to know what skills are in your workforce, to marry these with corporate direction to build your competitive edge.

With over 12 years' experience, Silent Edge's vast wealth of knowledge – in building Best Practice Frameworks that boost productivity and profitability – has now been harnessed into an omni-channel platform accessible throughout the organisation. Staff can access, and input to, their own training status and development journey. Managers can have instant sight of the capabilities of individuals, teams, regions or countries and can even benchmark the company against industry norms.

In today's environments, active working locations can now be anywhere – in the field, on the shop floor, or in the sales meeting. People want performance assessment to reflect actual working practices. Driving behavioural change and monitoring progress is a now real-time, interactive process not something that happens once a year in appraisals. And people expect individual attention – not the old 'sheep dip' approach to learning and development. For organisations wanting to develop their workforce, retain the brightest and the best – targeted, real-time, interactive performance assessment is vital.

## OBJECTIVE ASSESSMENT METHODOLOGY

Perhaps the most potent aspect of Silent Edge's Engage Platform methodology is the ability to take generic company competency frameworks and design actionable, measurable assessment frameworks against each job role. These objective frameworks eliminate the personal view of the assessor or staff member to allow accurate skills, knowledge and behavioural identification. With millions of assessments under our belt and a vast library of frameworks, we know what best practice looks like.

As Bob Schultz, general manager of IBM Watson Talent recently mentioned, 'It's all about skills, not about jobs. Skills are the new currency that allow you to survive as a business.' And it is only from true ground zero understanding of the skills of your staff that any progression can happen. False foundations give false results. Vague views on skills or range-based assessments are too nebulous for development and waste valuable training resources. The Engage Portal clarifies the right competencies for each role, the existing skills of each person and identifies the gaps to enable continuous growth of both the individual and the company.

## OUR PERFORMANCE ASSESSMENT TOOLS ARE EFFECTIVE IN A WIDE RANGE OF SECTORS

- Automotive
- Computing
- Construction
- Consumer
- Education
- Finance
- Insurance
- Manufacturing
- Media
- Recruitment
- Security
- Technology
- Telecommunications



Actual Ability vs Perception



Performance at a glance

## OUR FUNDAMENTAL SKILLSETS ARE DEPLOYED IN MULTIPLE DEPARTMENTS



### SALES

Build ROI and continued growth with accurate infield assessments that show skills in real working environments.



### CONTACT CENTRES

Clear role directives and personalised coaching against type of individual delivers results that build loyalty and retention rates.



### APPRENTICES

Ensure right candidate selection and right development pathways with targeted coaching that creates employee commitment and tenure longevity.



### CUSTOMER SERVICE

Get your customer service conversations spot on, improve brand image and CSAT with individual agent skills recognition and development.



### SELF-ASSESSMENT

Help employees stay productive and feel valued with access and input to own record that clarifies skills, progress and development needs.



### RECRUITMENT

Identify the right role skills, match against the right people with competency-based interviews that streamline the recruitment process.



### ONBOARDING & COMPLIANCE

Gain greater new-hire productivity, manage mutual expectations and get compliance completed faster with automated onboarding.



### HR

Get meaningful overview of all employees and their development progress with a single assessment platform across the company or across a single discipline.

### COMPANY-WIDE PORTAL OR SINGLE DISCIPLINE

Our best practice frameworks are set against your company needs. Progression can be certificated against the levels you require, for example, Apprentice, Graduate, Practitioner and Specialist. The platform can be deployed within a single discipline – such as company-wide sales – to boost activity and profitability. Or it can be implemented as the baseline assessment portal across multiple departments to give a global view of competencies and to improve overall company performance.

**“It’s all about skills, not about jobs. Skills are the new currency that allow you to survive as a business.”**

Bob Schultz, general manager,  
IBM Watson Talent

### REAL-TIME, OMNI-CHANNEL PLATFORM

Our competency frameworks are tailored for maximum results and put talent in the driving seat. But we don’t just provide the templates and walk away. We work with you to ensure you deliver the productivity improvements you seek. Accessible on mobile, tablets or laptops, The Engage Platform is a truly omni-channel tool that enables assessments to take place wherever the working environment is – in real-time. This provides a true reflection of an individual’s ability rather than the distorted view often achieved through office-based interrogations. And if time is short, the system allows managers to do partial assessments and come back to them later.

One-size training no longer fits all. Personalised developmental experience differentiates the winning businesses from the also-rans. In a time when development is now largely employee-driven, our omni-channel self-assessment module helps build staff engagement. It allows employees full access and input to their core record and development trace and enables bite sized learning that encourages ownership and retention.

### WINNING IN A CHANGING LANDSCAPE

Change is now a fact of corporate life. In order to meet evolving market needs and stay successful, companies need a workforce that is agile and rises to new challenges. Executives need visibility of their resources and staff skills to best direct their efforts and chase new opportunities. To fully achieve a new approach to talent, to truly sustain your business into the future, and to really leverage all the data and skills at your fingertips, companies need to tap the power of AI.

The Engage Platform gives full access to the readiness of the workforce. It identifies the requirements of new challenges, recognises existing key skill-sets, identifies potential high flyers and enables management to make confident strategic decisions. With links to any incumbent CRM or HR systems, The Engage Platform allows the real-time measurement, tracking, auditing and reporting of the talent of all your staff.



Performance assessment that can  
change the future of your business

**SILENT EDGE LIMITED**

77 Mount Ephraim  
Tunbridge Wells  
Kent TN4 8BS

Call +44 (0)1892 502200  
Email [info@silentedge.co.uk](mailto:info@silentedge.co.uk)

[silentedge.co.uk](http://silentedge.co.uk)