

Управление компетенциями: системный подход к планированию карьеры и управлению профессиональным развитием сотрудников

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2003-2008:

Consulting Operations Manager Департамент Консалтинга Oracle СНГ

Knowledge Management Leader

Continuous Learning Leader Oracle CHΓ

Что такое знания?

«Знание – сида»

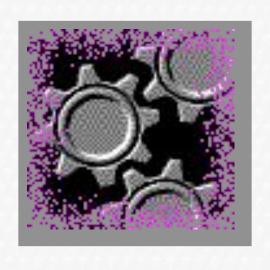
Сэр Фрэнсис Бэкон (1561 – 1626 г.г.)

Управление знаниями

Систематическое формирование, обновление и применение знаний с целью максимизации эффективности предприятий.

Карл Вииг, 1986 г.

Производительность



VS.



Эффективность

Чем управляем?

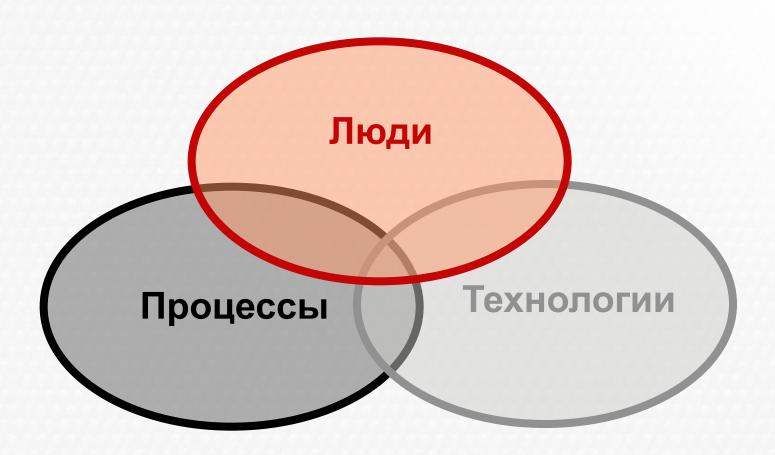
РЕСУРСЫ

ЗНАНИЯ

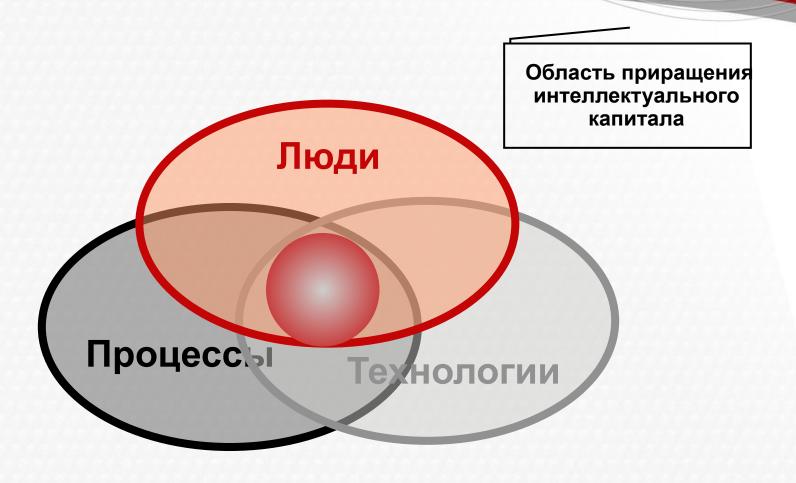
ДЕНЬГИ

ВРЕМЯ

Области формирования интеллектуального капитала компании



Области формирования интеллектуального капитала компании



Как управлять знаниями?



Сохранение и удержание знаний...

3a4em?

Компоненты системы управления знаниями



ПРОЦЕССЫ ТЕХНОЛОГИИ

Цикл управления знаниями



Передача знаний и Обмен знаниями

Ключевые области УЗ

- Обучение на рабочем месте
- Профессиональные сообщества
- Виртуальные рабочие группы
- Инструменты УЗ
- Инфраструктура УЗ
- Корпоративный портал

Дополнительные области УЗ

- Storytelling
- Наставничество
- Учет интеллектуального капитала
- Анализ социальных сетей
- Удержание знаний

Определения

•Компетенция – совокупность знаний, умений, навыков, способностей, талантов, поведенческих моделей сотрудника, необходимая для успешного и эффективного решения поставленной задачи



Определения

- ■Стратегия совокупность принципов, которыми руководствуется организация в процессе достижения целей в рамках миссии
- ■Стратегическое управление управление деятельностью компании по достижению стратегических целей

Определения

 Управление компетенциями — целенаправленная деятельность по приобретению и развитию компетенций, необходимых для достижения стратегических целей компании в рамках реализации её миссии



Стратегическое управление



Стратегический подход к управлению компетенциями

- •Профиль компетенций для каждой роли должен быть задан с учётом видения, миссии и стратегии компании
- •Формулировки компетенций должны отражать связь со стратегическим видением, миссией и целями компании
- •Критерии оценки уровня компетенций должны быть заданы с учётом их поведенческого проявления

Профиль компетенций

- •Определение необходимых ролевых компетенций
- Assessment
- •Анализ имеющихся и целевых компетенций
- •Планирование приобретения и развития необходимых компетенций
- •Реализация плана развития
- •Оценка достижений

Как это делалось в Oracle...



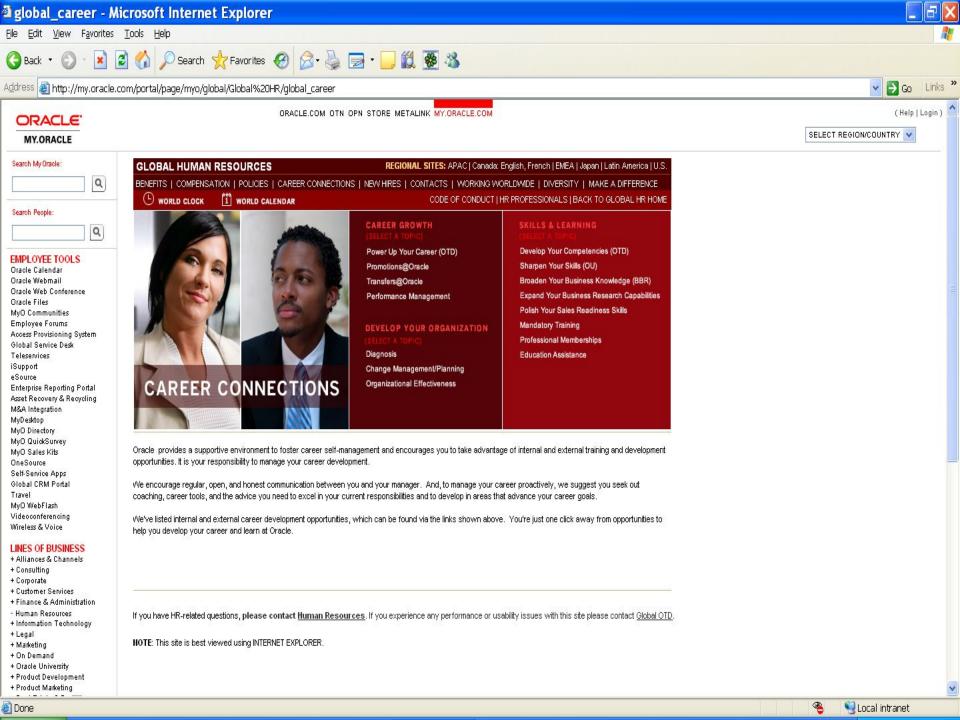
Ключевые области Vision 2010

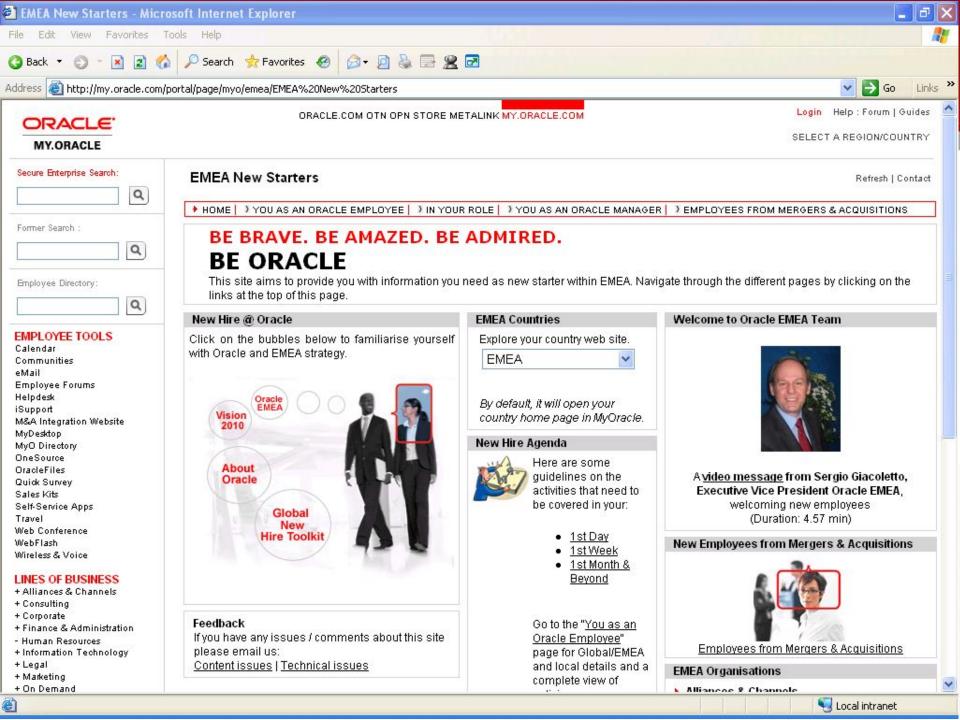
- Customer Success
- Partnering Excellence
- Innovation
- Continuous Learning
- Corporate Social Leadership

Принципы Vision 2010

- Honesty
- Transparency
- Entrepreneurship
- Openness to change
- Improved governance model
- Hiring & empowerment of the best people

Oracle Career Development





Career Development at Oracle: on target — together. ORACLE

MY CAREER TOOLKIT

Roles and Responsibilities Click to review!

Career Development at Oracle consists of 3 basic steps:



1. Assessment



2. Planning Your Development



3. Implement Your Plan

Global Tools > MY CAREER TOOLKIT

This toolkit provides the basis for you to focus on your potential and career aspirations. To get started, be sure to read Kerrie Whitle's message below to learn how Oracle provides a supportive environment that fosters career self-management.

Then using the My Career toolkit, follow the three basic steps: 1. Assessment. 2. Planing Your Development and 3. Implement Your Plan to help you discover your capabilities and identify organizational opportunities for your career development.

FROM THE DESK OF Kirsten Hanson, Sr. Director, Organization & Talent Development

Dear Colleague,

Career Development in Oracle sometimes seems to be a challenge that is rather complex or randomized. With the My Career toolkit we try to guide and support you in your Career at Oracle.

At Oracle, we provide a supportive environment to foster career self-management and encourage you to take advantage of internal and external training and development opportunities. It is your responsibility to manage your career

Helpful Career Development Links

- Development My Competencies
- Global Development Options Matrix
- Global Core & Functional Competencies
- Career Assessment Toolkit My Career Development Dlan

development. More >

Allan Marker

More >

"In Oracle I have learned that personal entrepreneurship can live in a big organisation - and that "the land belongs to those who farm it." More >

"Working at Oracle allowed me to learn how some of the world's regions develop their economies, social infrastructures and people. I feel that, through Oracle

products and services, I can influence and be part of the region's evolution."

Learn from Career Development Success Stories



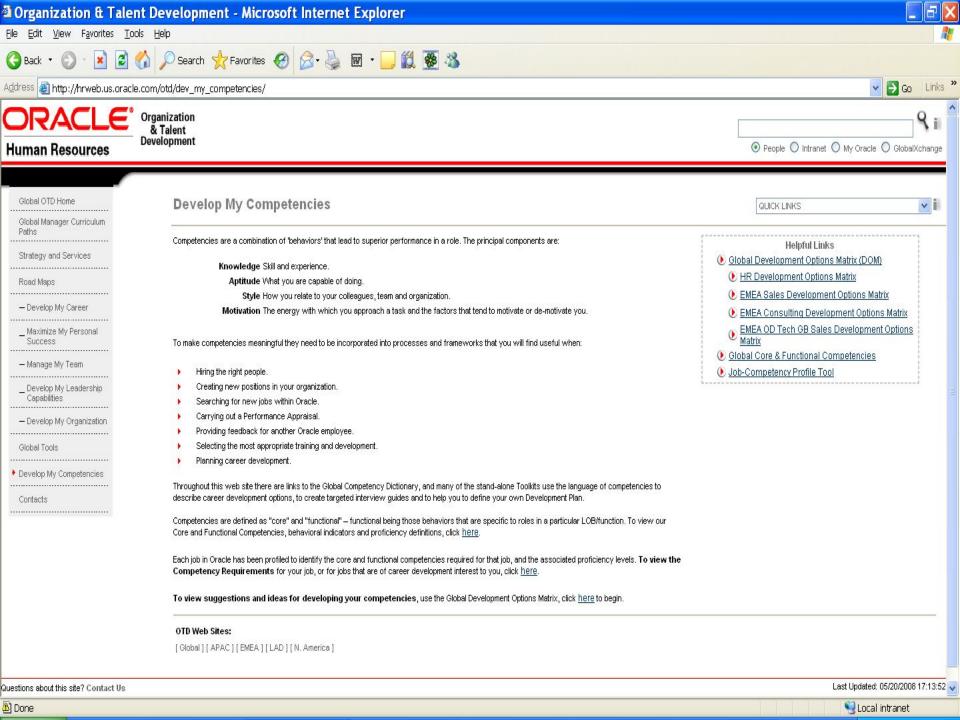
Ricardo Martínez

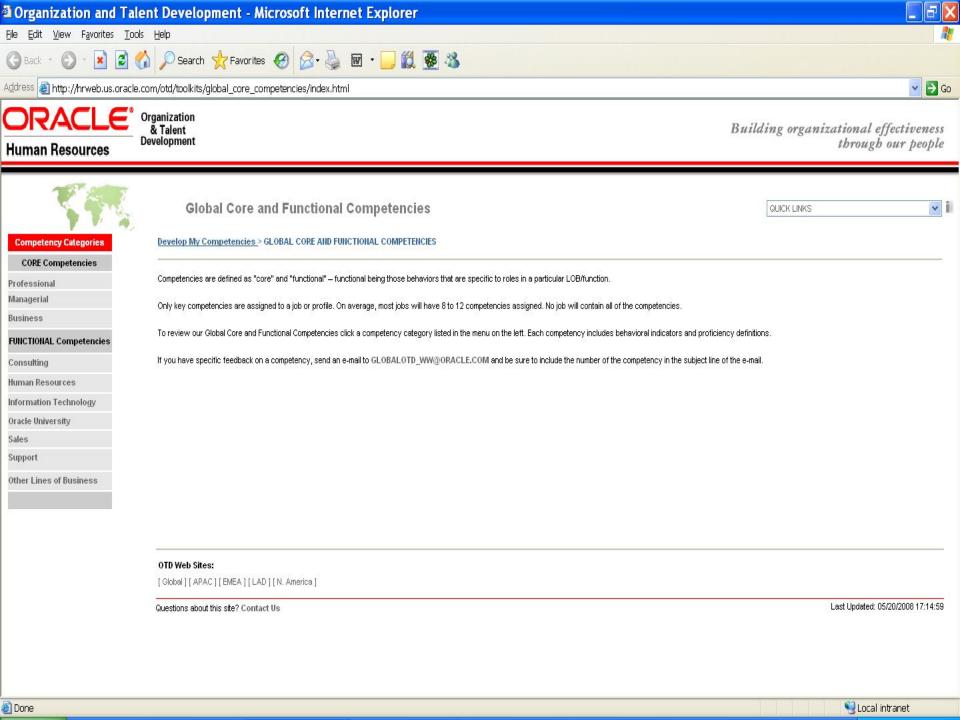
Alfonso Di lanni

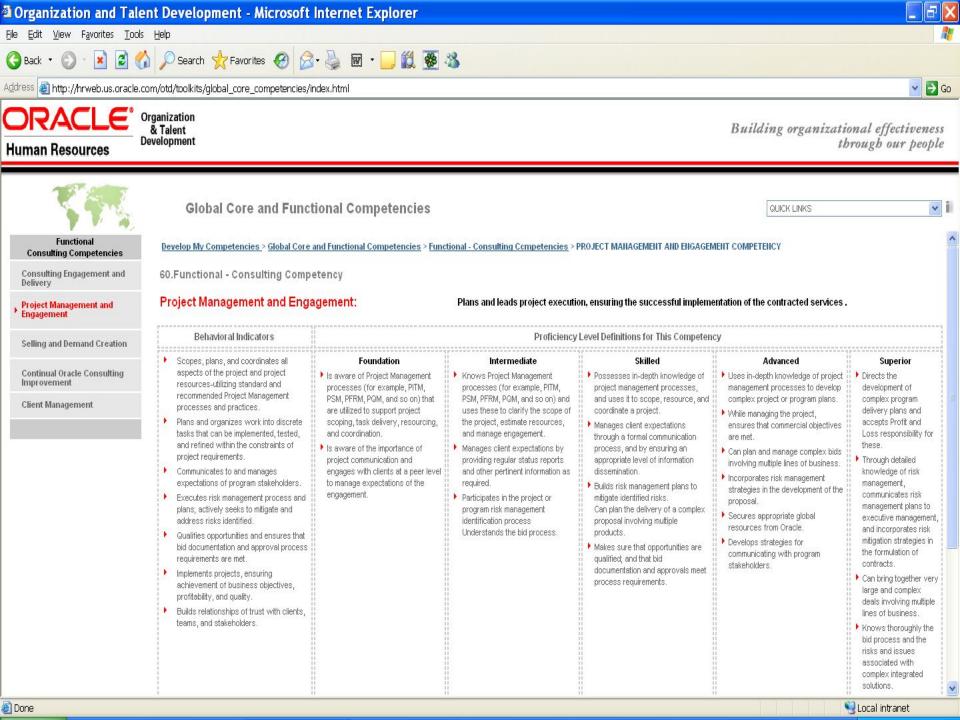
"Set your objectives: If you have the push, Oracle provides the means." More 🕨

Oracle Organization & Talent Development









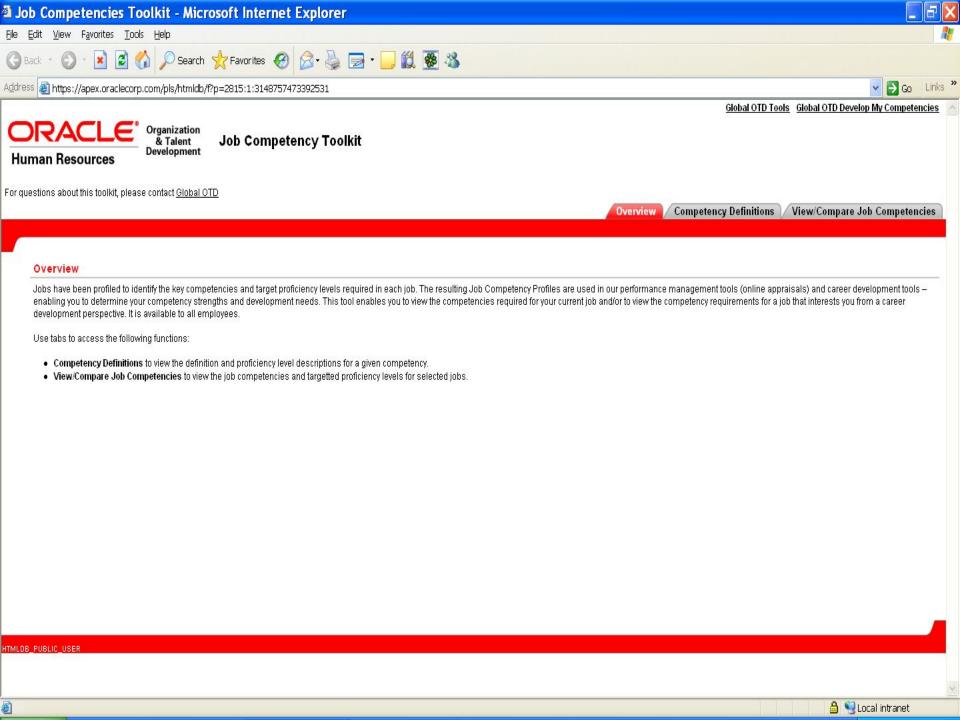


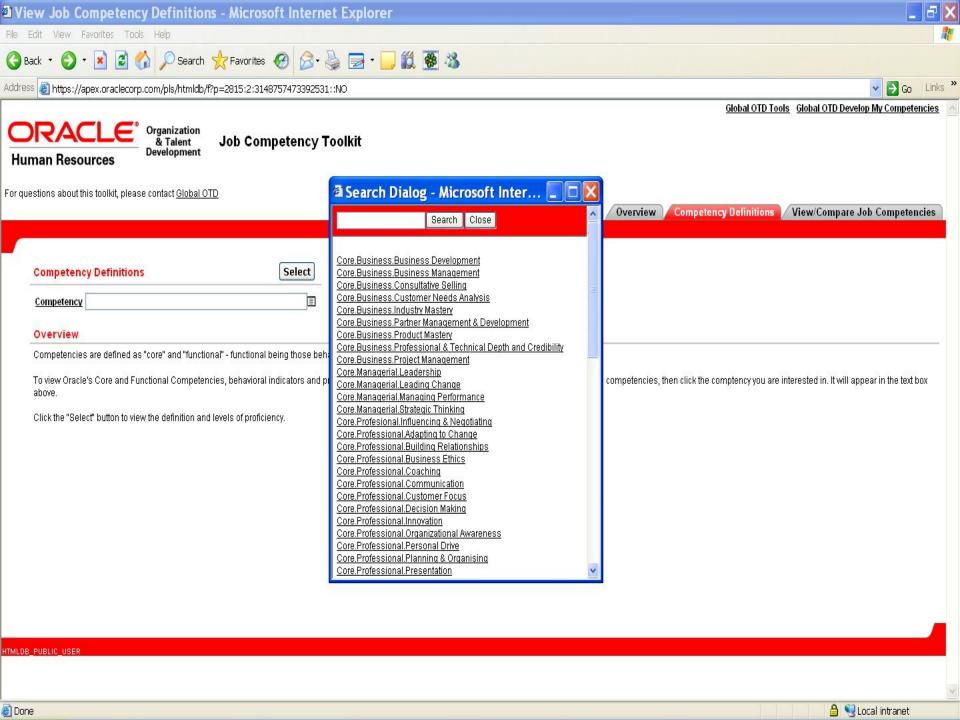
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OTD Web Sites:

[Global][APAC][EMEA][LAD][N. America]

Questions about this site? Contact Us





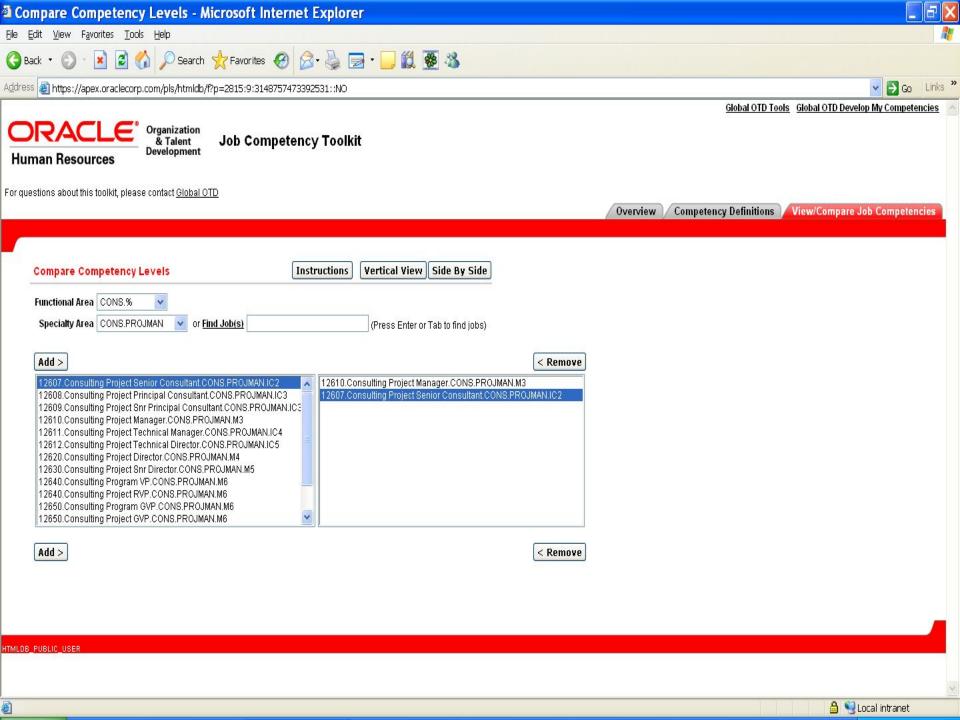
■ View Job Competency Definitions - Microsoft Internet Explorer File Edit View Favorites Tools Help 🔾 Back 🔻 🕞 🖹 🙎 🏠 🔎 Search 🧙 Favorites 🚱 🛜 🍃 🕞 📜 🎉 👺 🔉 Address (a) https://apex.oraclecorp.com/pls/htmldb/f?p=2815:2:3148757473392531::NO::: ✓ Digital Services Organization & Talent Development **Job Competency Toolkit Human Resources** For questions about this toolkit, please contact Global OTD Competency Definitions View/Compare Job Competencies Select **Competency Definitions** Competency Functional.Consulting.Project and Engagement Managemer **Competency Levels**

Competency/Level	Description
Functional Consulting Project and Engagement Management	Definition Plans and leads project execution, ensuring the successful implementation of the contracted services Behavioral Indicators - Scopes, plans, and coordinates all aspects of the project and project resources-utilizing standard and recommended Project Management processes and practices - Plans and organizes work into discrete tasks that can be implemented, tested, and refined within the constraints of project requirements - Communicates to and manages expectations of program stakeholders - Executes risk management process and plans; actively seeks to mitigate and address risks identified - Qualifies opportunities and ensures that bid documentation and approval process requirements are met - Implements projects, ensuring achievement of business objectives, profitability, and quality - Builds relationships of trust with clients, teams, and stakeholders
1-Foundation	Is aware of Project Management processes (for example, PITM, PSM, PFRM, PQM, and so on) that are utilized to support project scoping, task delivery, resourcing, and coordination - Is aware of the importance of project communication and engages with clients at a peer level to manage expectations of the engagement
2-Intermediate	Knows Project Management processes (for example, PITM, PSM, PFRM, PQM, and so on) and uses these to clarify the scope of the project, estimate resources, and manage engagement - Manages client expectations by providing regular status reports and other pertinent information as required- Participates in the project or program risk management identification process- Understands the bid process
3-Skilled	Possesses in-depth knowledge of project management processes, and uses it to scope, resource, and coordinate a project - Manages client expectations through a formal communication process, and by ensuring an appropriate level of information dissemination - Builds risk management plans to mitigate identified risks- Can plan the delivery of a complex proposal involving multiple products- Makes sure that opportunities are qualified; and that bid documentation and approvals meet process requirements
4-Advanced	Uses in-depth knowledge of project management processes to develop complex project or program plans - While managing the project, ensures that commercial objectives are met - Can plan and management strategies in the development of the proposal- Secures appropriate global resources from Oracle - Develops strategies for communicating with program stakeholders
5-Superior	Directs the development of complex program delivery plans and accepts Profit and Loss responsibility for these- Through detailed knowledge of risk management, communicates risk management plans to executive management, and incorporates risk mitigation strategies in the formulation of contracts - Can bring together very large and complex deals involving multiple lines of business - Knows thoroughly the bid process and the risks and issues associated with complex integrated solutions - Secures management buy-in at the executive level; develops communication strategies to deliver program messages at the CEO/CIO level and within Oracle management

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3-Skilled

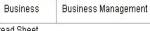
Job Competency Target Levels (Vertical View)

Job Code: 12607.Consulting Project Senior Consultant.CONS.PROJMAN.IC2				
Class	Area	Competency	Target Level	Description
Core	Business	Product Mastery	2-Intermediate	Demonstrates a sound knowledge of Oracle's total product/service offerings and can position benefits and value to customers Clearly defines and analyzes key customer technical requirements Conducts face-to-face discussions with key decision makers and determines the best approach to meet a customer's needs.
Core	Professional	Building Relationships	1-Foundation	Initiates friendly and informal contact with team Maintains working relationships with other internal contacts.
Core	Professional	Business Ethics	1-Foundation	Complies with Oracle's Code of Conduct Understands obligations to promptly report violations to Oracle's Code of Conduct Is aware of Oracle's Ethics helpline for reporting ethics violations- Timely completed Oracle's Ethics and Business Conduct training and other related required training.
Core	Professional	Communication	1-Foundation	Presents written and verbal information clearly and concisely Listens carefully to the content of information being conveyed by others in order to understand the key points.
Core	Professional	Customer Focus	2-Intermediate	Thoroughly understands the customer's business environment, practices, and core processes Networks with relevant decision makers at appropriate intervals.
Core	Professional	Personal Drive	4-Advanced	Displays strong tenacity, drive, and energy to see things through to conclusion Pursues increased accountability and challenge Takes responsibility for personal development and the realization of objectives.
Core	Professional	Planning & Organising	2-Intermediate	Establishes and uses effective procedures and systems to monitor and track activities to ensure successful achievement of goals and projects Identifies and articulates potential risks or problem areas in plans.
Core	Professional	Presentation	2-Intermediate	Communicates in an articulate, concise, and logical manner Builds credibility by demonstrating knowledge and providing relevant information in a timely and accurate manner Relates content to audience's experience and maintains audience interest with presentation style, which includes pauses, animation, and so on.
Core	Professional	Quality	2-Intermediate	Uses processes within own team and operates within existing guidelines Applies professional, technical, and operational experience to continuously improve service quality.
Core	Professional	Results Orientation	2-Intermediate	Demonstrates a positive attitude while focusing on completing tasks or goals Delivers quality results on time.
Core	Professional	Teamwork	2-Intermediate	Demonstrates a willingness to put team needs before those of self, and contributes to team decision making.
Functional	Consulting	Client Management	2-Intermediate	Verifies that Oracle solution offerings and the consulting engagement effectively address the client's business needs, and informs Oracle management of potential problem areas - Clearly and accurately communicates the Oracle message during client interactions - Personally ensures that issues raised by the client are followed up by Oracle- Understands the importance of client referenceability- Builds the client's confidence in Oracle's capabilities by maintaining a high quality of consulting deliverables and through the effective use of Oracle resources, thus achieving short-term engagement goals
Functional	Consulting	Consulting Engagement & Delivery	1-Foundation	Contributes to the creation of deliverables within defined scope, quality standards, and timelines - Considers alternative solutions or systems - Seeks and utilizes feedback from team members to refine and validate suggested solutions
Functional	Consulting	Project and Engagement Management	2-Intermediate	Knows Project Management processes (for example, PITM, PSM, PFRM, PQM, and so on) and uses these to clarify the scope of the project, estimate resources, and manage engagement - Manages client expectations by providing regular status reports and other pertinent information as required- Participates in the project or program risk management identification process- Understands the bid process
Job Code: 1	2610.Consulting	g Project Manager.CONS.PROJMAN.M3		
Class	Area	Competency	Target Level	Description

Establishes team plans and goals, prioritizing and aligning them with the organization's strategic and operational plan. - Monitors personal and team performance. -

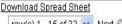
Makes improvements and adjustments to optimize achievement of results. - Reviews skill mix and requirements, and implements plans to optimize them.

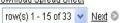
Core











Job Competency Target Levels (Side by Side Report)

Skill Class	Skill Area	Skill	Consulting Project Manager M3	Consulting Project Senior Consultant
Core	Business	Business Management	3	
		Product Mastery	2	2
	Managerial	Leadership	3	
		Leading Change	3	
		Managing Performance	3	
		Strategic Thinking	3	
	Profesional	Influencing & Negotiating	2	
	Professional	Building Relationships	2	1
		Business Ethics	2	1
		Communication	4	1
		Customer Focus	3	2
		Personal Drive		4
		Planning & Organising	3	2
		Presentation	3	2
		Quality	3	2
		Results Orientation	4	2
		Teamwork	5	2
Functional	Consulting	Client Management	3	2
		Consulting Engagement & Delivery	3	1
		Project and Engagement Management	4	2

Download Spreadsheet



Human Resources Organization & Talent Development

Development Plan

- Please complete 'Section One Planning My Development' below. Your development plan should include competencies requiring development in your current role as well as strengths that you would like to develop further. (Please copy this page if you have more than 3 development areas).
- Please complete your 'Development Plan' below.
- Discuss and agree with your Manager the activities that you will undertake to meet your current and future career development needs, the time scales and support required for each development area.

 When you have agreement with your Manager, save your plan so that you can refer to and update it and email a copy to
- your Manager (co your HR Manager)
 During your review period (this may be the end of the appraisal cycle), please complete "Section Two Evaluating My
 Development" and discuss it with your Manager. Once completed, email a copy to your Manager (co your HR Manager).

Section One - Planning My Development	Development Area 1	Development Area 2	Development Area 3
Area To Be Developed			
What is the skill or competency you would like to develop?			6
Objective Describe what you will learn from developing skills in this area and how you will apply them in your role?		y.	
Development Actitivites			
List the development activities you will undertake to achieve your objective – eg, work assignments, professional experiences, reading, training, coaching etc. Development Suggestions: Global Development Options Matrix APAC BMEA AMERICAS			
Support Required What support do you require from your Manager (or others) in achieving this objective?			
Target Completion Date			
Section Two – Evaluating My Development			
Were the development activities completed? If so, when? If not, what is your new target date?			
Have you achieved your development objective? Please provide detail.			
Did the development activity assist in improving work performance? Please provide detail.			

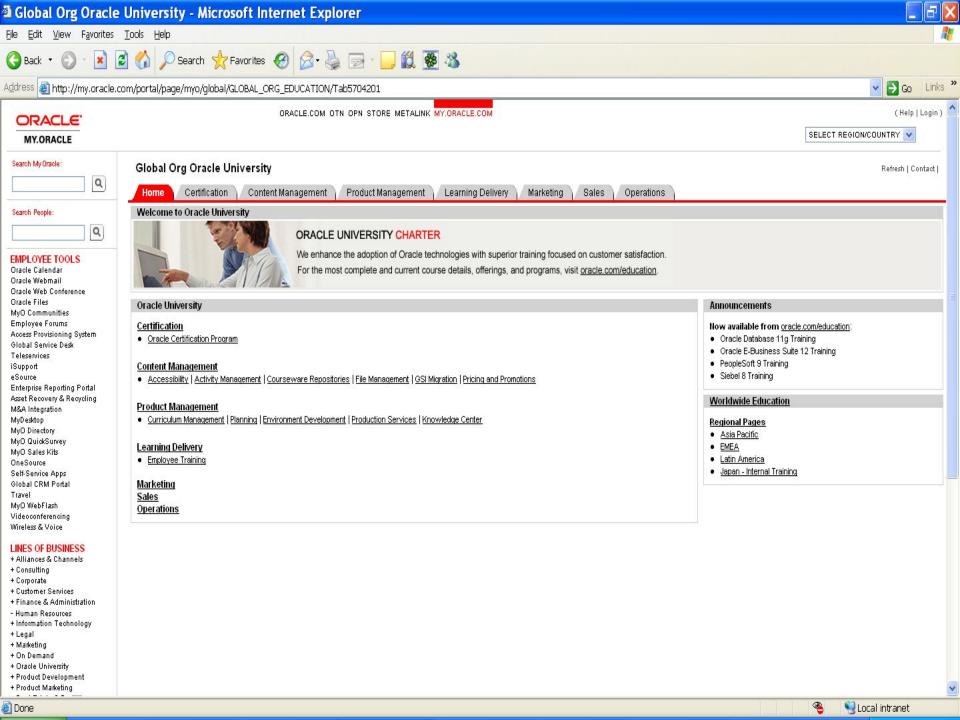


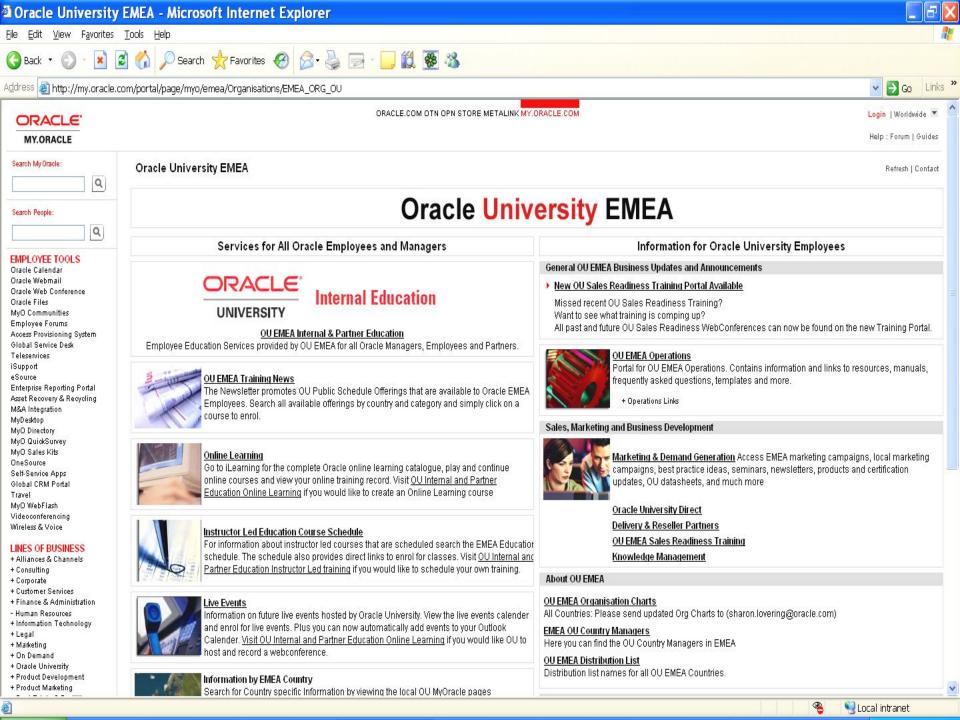
Human Resources

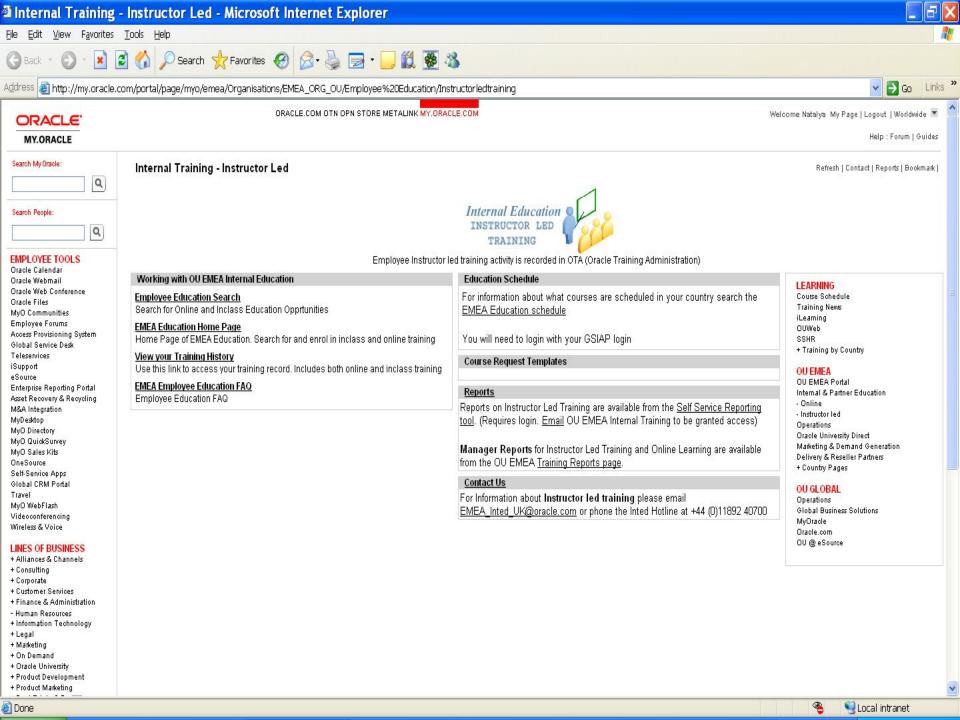
Organization & Talent Development

Development Plan
Describe your career aspirations.
What development activities or experiences can you undertake to support you in achieveing your career aspirations?
What timeframes are you working towards?

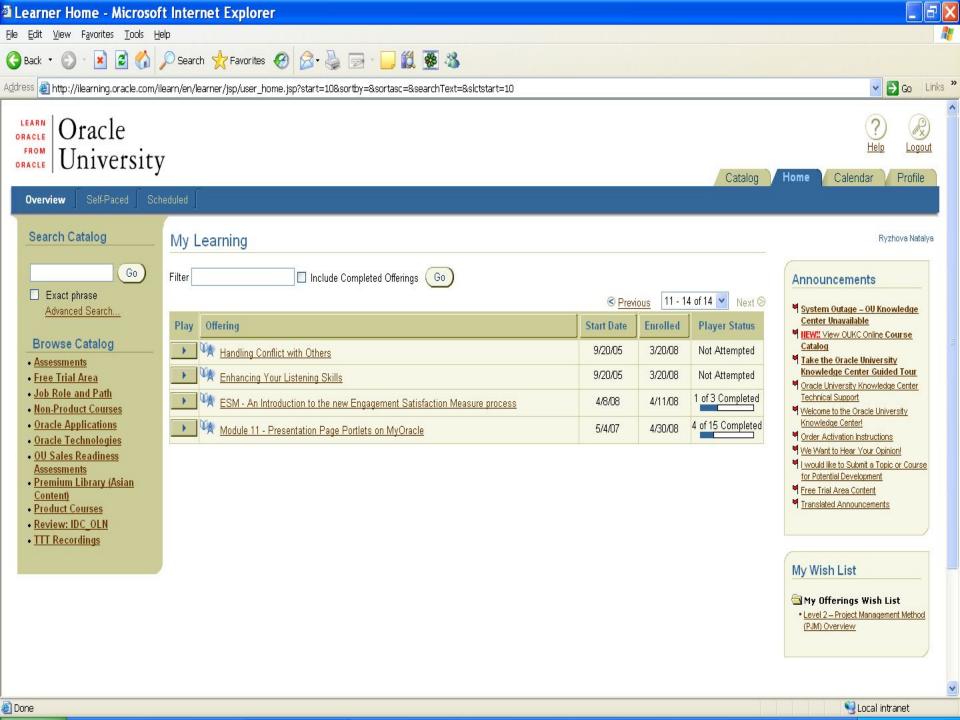
Oracle University

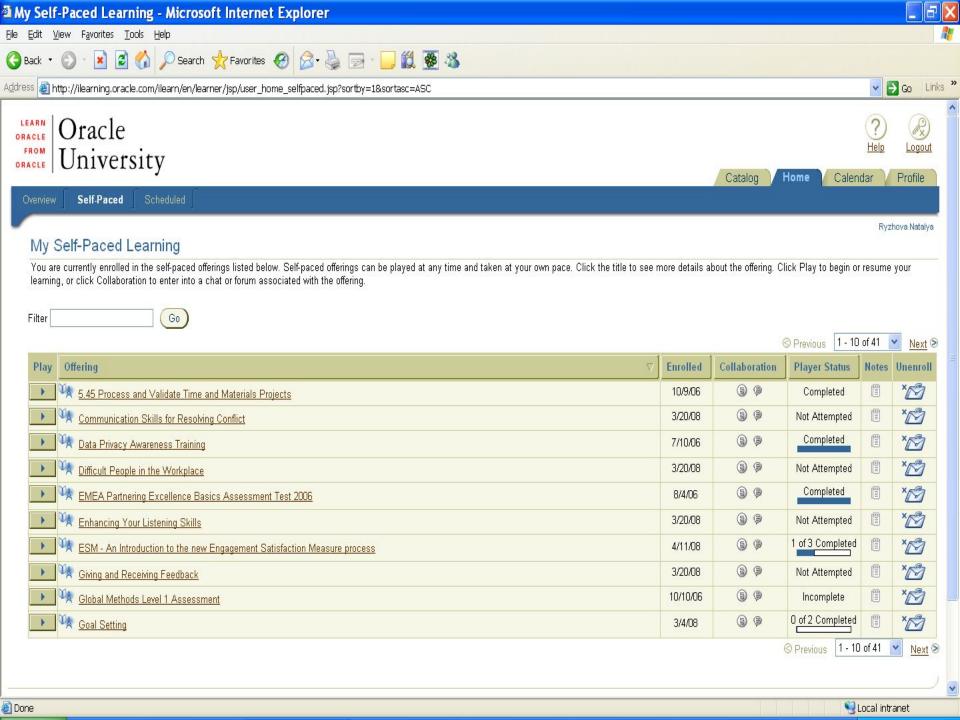


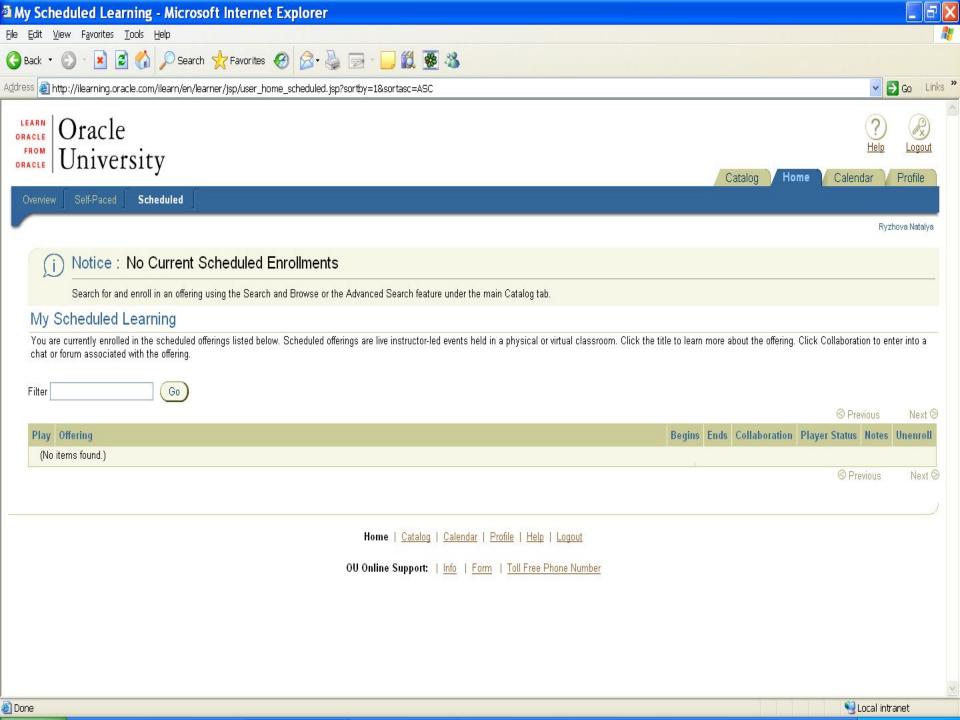


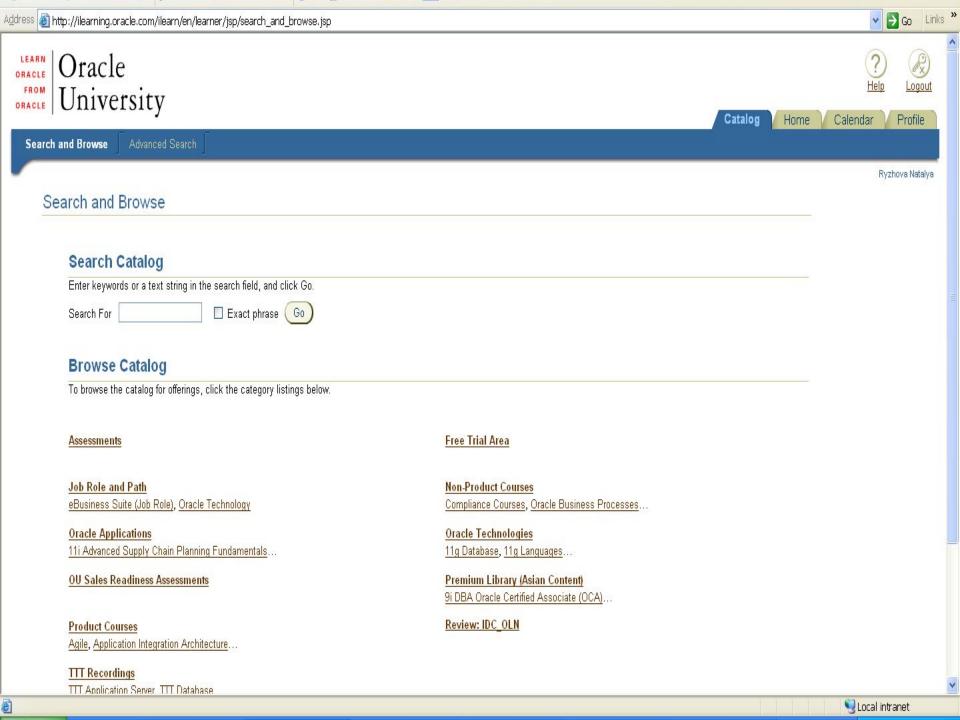


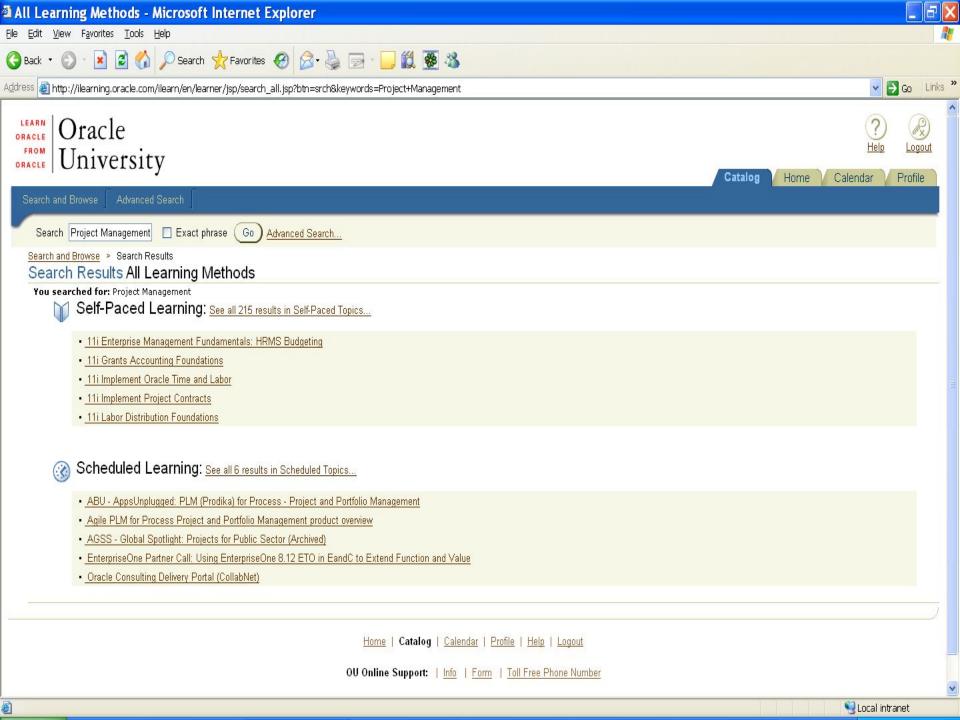
Oracle iLearning



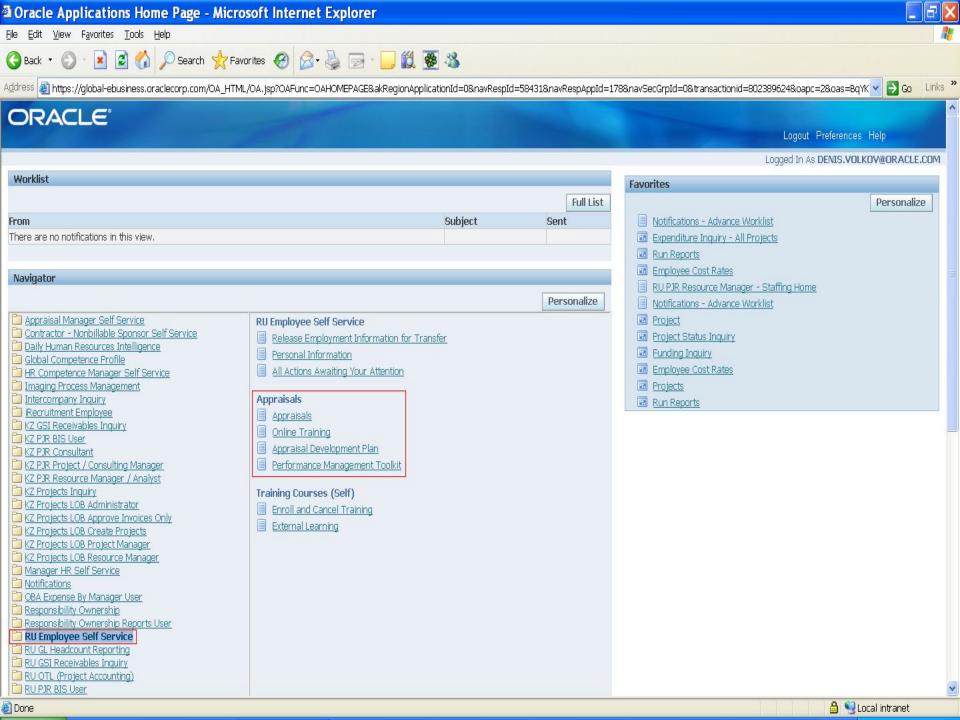


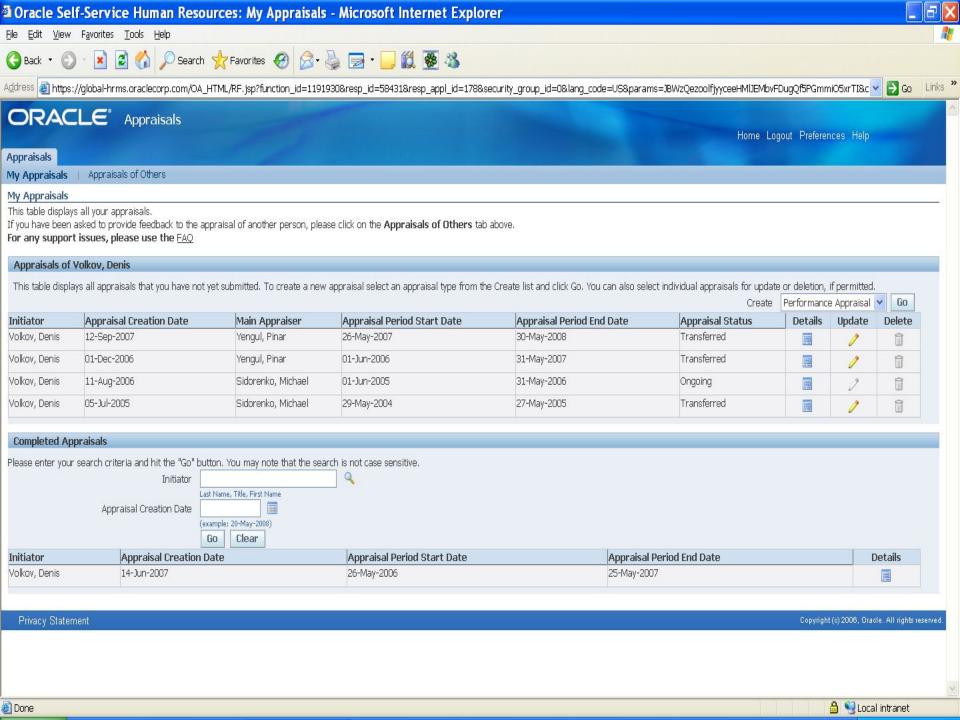




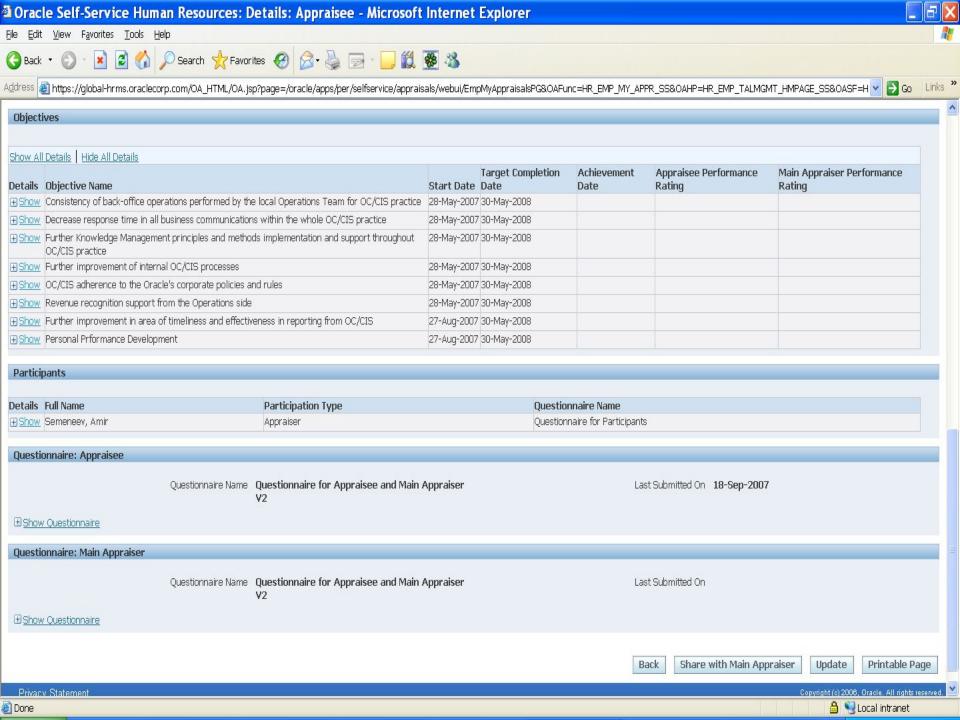


Oracle Employee Appraisal

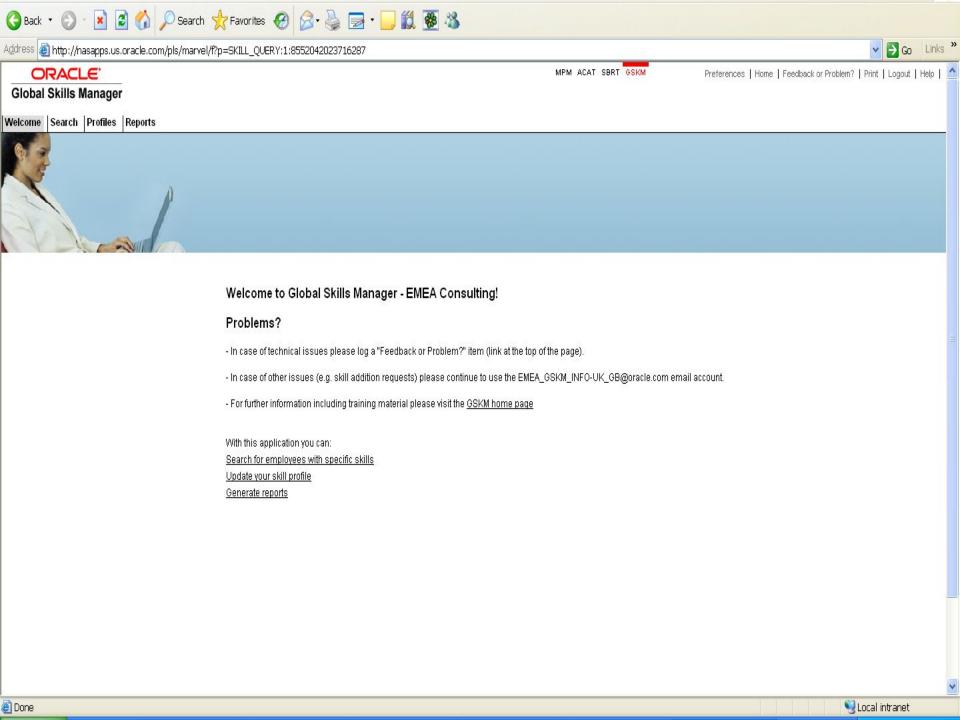


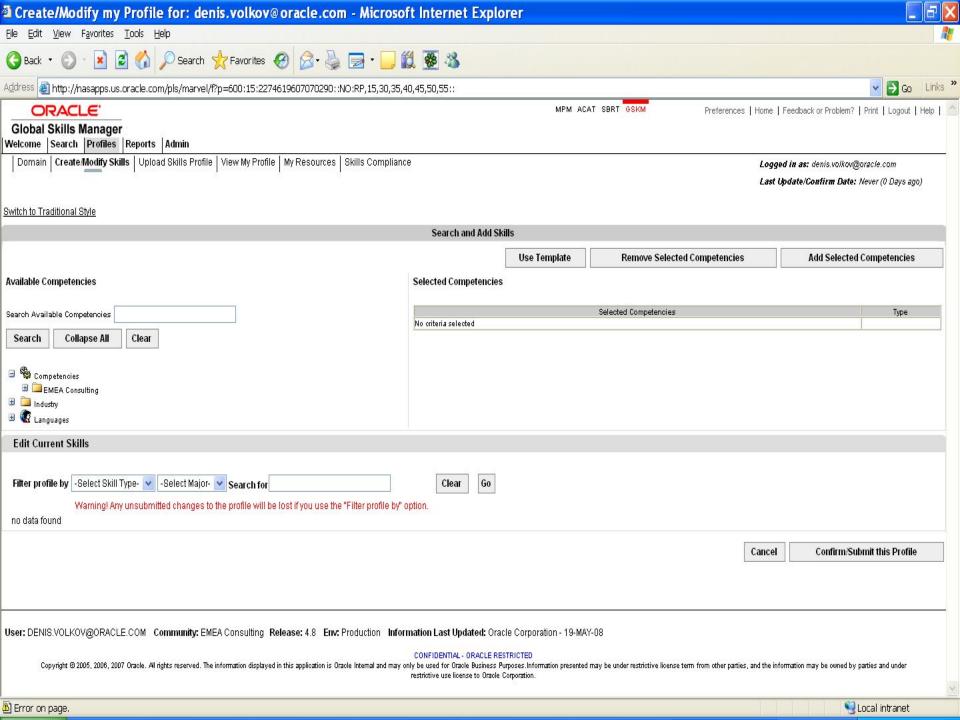


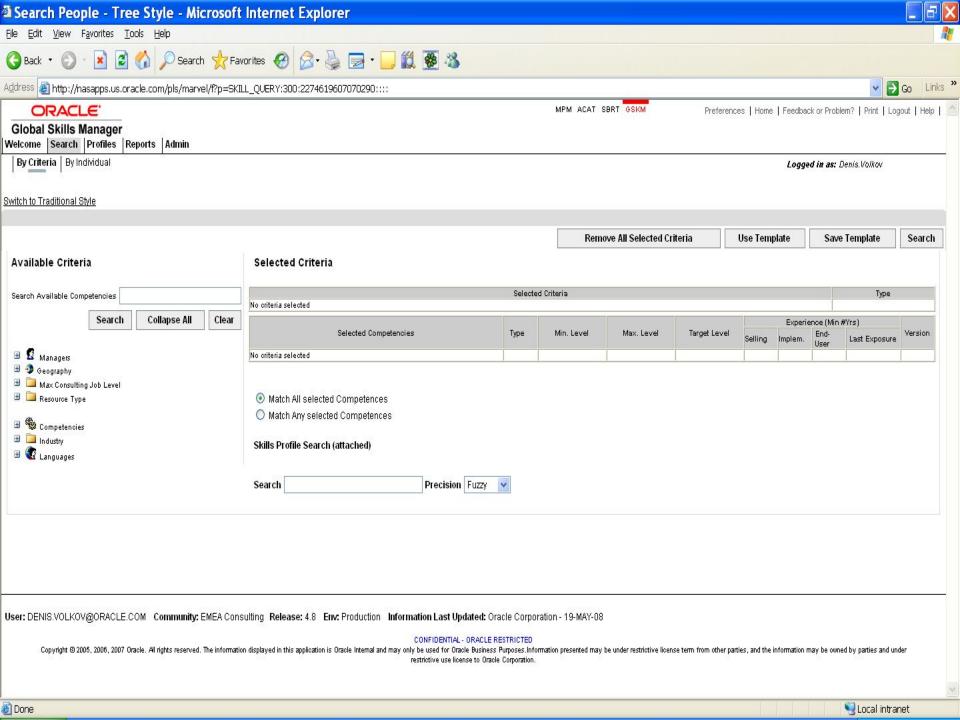


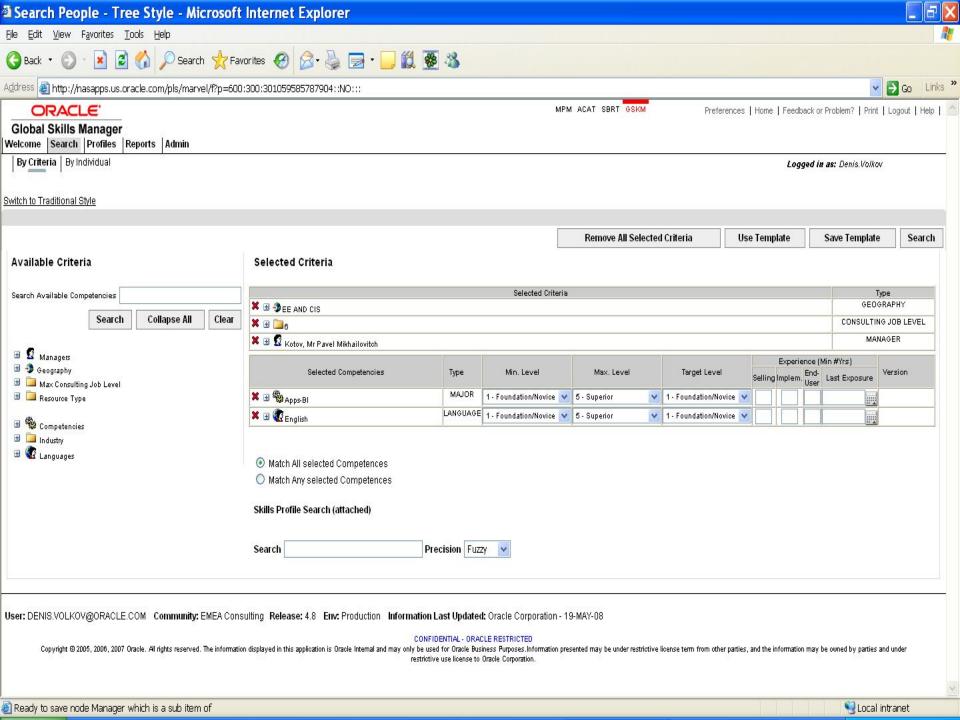


Global Skills Management System (GSKM)









Result Page - By Criteria - Microsoft Internet Explorer



File Edit View Favorites Tools Help

View Results

Last

Name A

Glazunov

Kirilenkov

Korneenko

Maysteryuk

<u>Vedeneev</u>

1-5

Apps-BI

English

EE AND CIS



First

<u>Name</u>

Vladislav

Vladimir

Alexander

Artem

Dmitry

Filter - Match ALL selected Competences

Download to Spreadsheet

Selected Criteria

Kotov, Mr Pavel Mikhailovitch



Resource

Type

E

Е

E

E

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Type

COMPETENCE

GEOGRAPHY JOB_LEVEL LANGUAGE

MANAGER

<u>Job</u>

Code

20515

20310

20610

20410

20515

Min Level

1 - Foundation/Novice 5 - Superior







Consulting

Job Level

5

3

6

5

Target Level

1 - Foundation/Novice





Location

Oracle Netherlands

Office) (Moscow, RU)

Office) (Moscow, RU)

Oracle Netherlands

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vladimir.kirilenkov@oracle.com

alexander.korneenko@oracle.com

artem.maysteryuk@oracle.com

dmitry.vedeneev@oracle.com

Experience (Min #Yrs)

Selling Implementation End-User Last Exposure

Job Title

Principal

Staff

Senior

Senior

Principal

Consultant

Consultant

Principal

Consultant

Max Level

1 - Foundation/Novice 5 - Superior 1 - Foundation/Novice

Consultant

Consultant



Back

Cost Center

Name

Consulting -

Employees

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Billable

Yes

Yes

Yes

Yes

Yes





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Attached

Profiles

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Cost

Center

Code

4880

4680

4880

4680

4880



Direct

Manager

Kotov, Mr Pavel

Mikhailovitch

Version

1-5

Mikhailovitch

Mikhailovitch

Mikhailovitch

Mikhailovitch

Next Level

Manager

Semeneev, Mr.

Semeneev, Mr.

Semeneev, Mr.

Semeneev, Mr.

Semeneev, Mr.

Adiljyevitch

Adiljyevitch

Adiljyevitch

Adilivevitch

Adiljyevitch

Next Level

Manager

Pyykkönen, Mr

Sakari (Tuomo)

Pyykkönen, Mr

Sakari (Tuomo)

Pyykkönen, Mr

Sakari (Tuomo)

Pyykkönen, Mr.

Sakari (Tuomo)

Pyykkönen, Mr

Sakari (Tuomo)

Jyrki-Tuomo

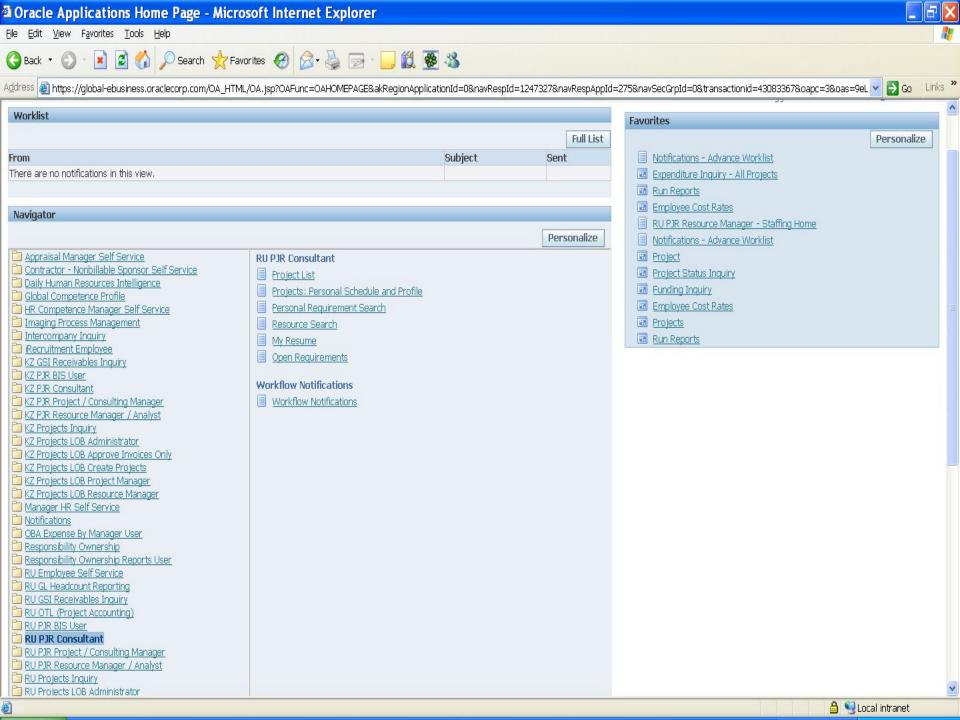
Jyrki-Tuomo

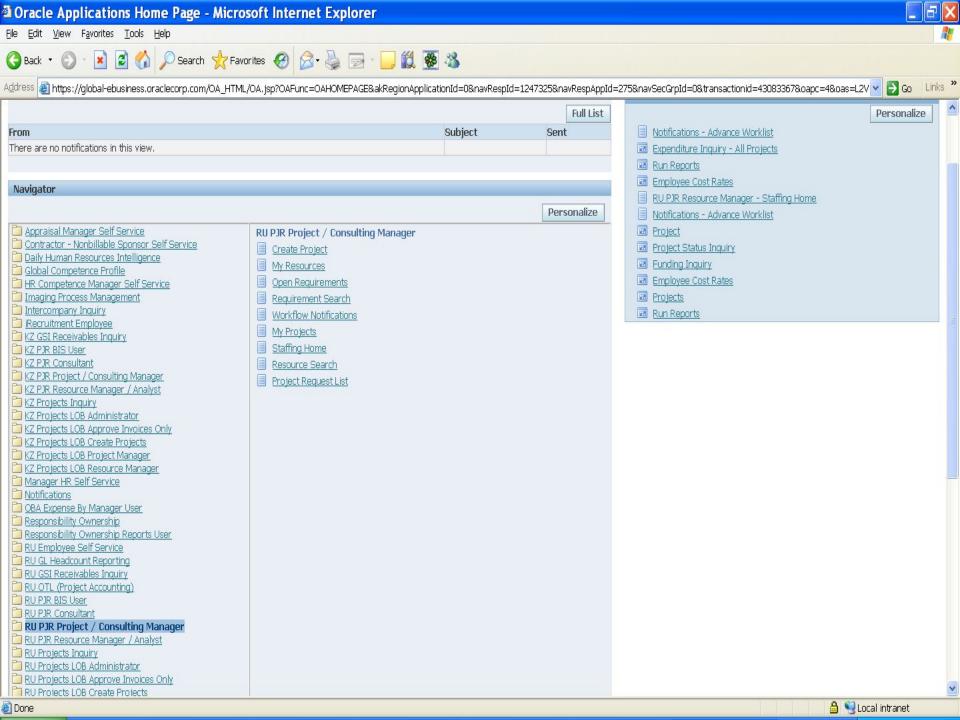
Jyrki-Tuomo

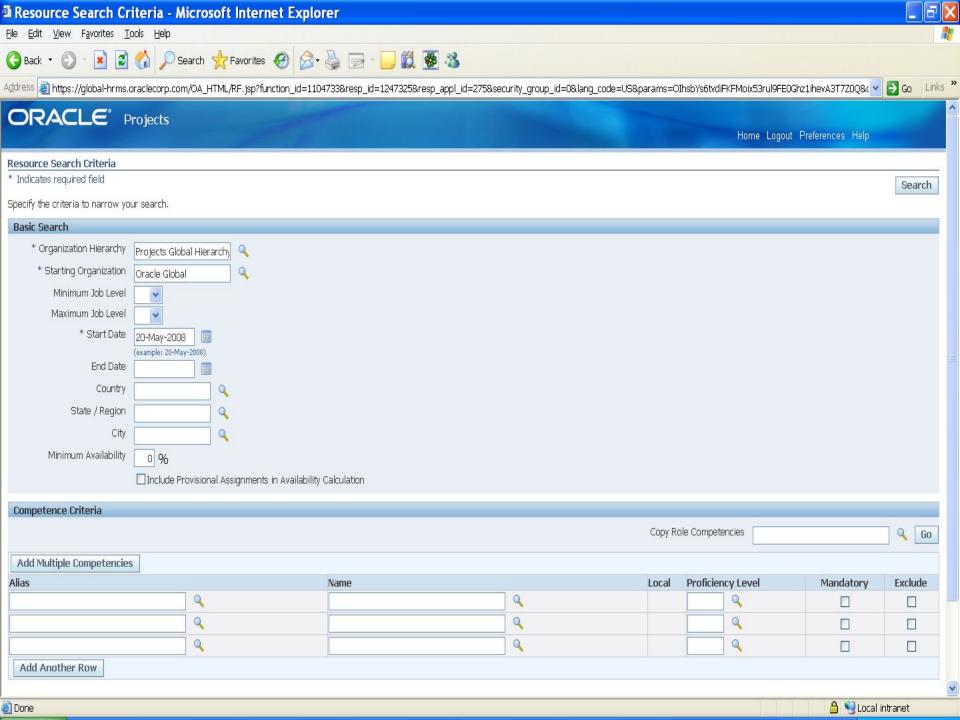
Jyrki-Tuomo

Jyrki-Tuomo

Oracle Project Resourcing System (PJR)









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