



GUIDE

CENTRAL TEST'S COMPETENCY REFERENTIAL

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

Includes 47 key skills that are applicable to all levels and roles.

MANAGERIAL PROFILE

Includes 47 generic skills + 6 managerial skills specific to leadership and top level management.

COMMERCIAL PROFILE

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

Competency Glossary

COMMUNICATION & INFLUENCE

Influencing Skills
Strategic Communication
Listening Skills
Self-affirmation
Presentation Skills
Conduct of Negotiation
Charisma

WORK COMMITMENT

Quality Orientation
Initiative
Taking Responsibility
Striving
Involvement
Availability

MANAGEMENT

Mentoring
Managerial Courage
Promoting Change
Delegation
Performance
Management
Leadership

COMMERCIAL SKILLS

Understanding Needs
Closing Deals
Identification of
Opportunities
Prospecting Skills
Networking
Pitching
Strategic Selling
Customer Satisfaction
Sales Drive
Empathic Sales

PRACTICAL SKILLS

Practical / Technical
Mindset
Physical / Outdoor
Endeavour

GENERAL PROFILE

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.

GENERAL PROFILE

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.

GENERAL PROFILE

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.

GENERAL PROFILE

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.

GENERAL PROFILE

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 adhering 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.

GENERAL PROFILE

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.

GENERAL PROFILE

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 committed 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.

MANAGERIAL PROFILE

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 PROFILE

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	STRATEGIC 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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