



The Essential Skills Framework



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KAEFER



Skills Builder
PARTNERSHIP

Essential Skills

Essential Skills Framework - What Is It?

The Skills Builder Framework is the leading approach to measuring and developing essential skills. The Framework was developed by Skills Builder Partnership and leading sector bodies the CIPD, CBI and Gatsby Foundation.

The Universal Framework breaks down each of 8 essential skills into 16 tangible and progressive steps, supporting professional development throughout an employees' careers.



Essential Skills Framework
The Universal Framework



Online Benchmarking Tool
Benchmark | Skills Builder



The KAEFER UK & Ireland Framework

A KAEFER UK & Ireland specific framework has been designed and co-created by KAEFER employees through data gathered from surveys, previous competence measures used and job descriptions.

The framework sets the expected skill step (level) a supervisor, senior supervisor, operational manager and senior operations manager should be working at, for each Essential Skill.

How Does It Work?

1. Each essential skill is translated into progressive steps, supporting progress for individuals of all roles, and all stages of their career.
2. Each 'step' within each skill is benchmarked to determine a pathway from 'beginner' to 'mastery' level.
3. Based upon this evaluation, a specific pathway and action plan for employee developed can be determined.
4. Individuals have access to an online benchmarking tool which can be used for self-assessment and reflection of competence with each of the Essential Skills, supporting development planning.



Self-Assessment and Review Process

When reviewing skill competence in accordance with the KAEFER UK & Ireland Framework, the following rating system should be used to determine current competence against the expected skill step for level of seniority.

-  **Not Trained:** Unaware of Expectation
-  **Learning:** Can do with Support / Demonstrates on Occasion
-  **Competent:** Consistently Applying Independently
-  **Advanced:** Can Coach and Support Others

Communication

Listening

Receiving, retaining and processing information



Getting Started

1: Focusing

I can listen for at least a short time

2: Recalling

I remember simple instructions

3: Checking

I ask questions if I don't understand

4: Retelling

I pass on information accurately

Intermediate

5: Recognising purpose

I know why someone is communicating with me

6: Note-taking

I record important information

7: Active listening

I show I am paying attention

8: Questioning

I ask open questions to understand more

Advanced

9: Summarising

I summarise or rephrase what I learnt

10: Recognising tone

I recognise tone of communication

11: Identifying influence

I recognise when someone is trying to influence me

12: Comparing views

I compare different points of view

Mastery

13: Analysing views

I explore why different points of view might come about

14: Investigating bias

I analyse where bias is shown

15: Strategic questioning

I use questions to challenge perspectives

16: Evaluating perspectives

I objectively evaluate and integrate different perspectives

The KAEFER UK & Ireland Skills Framework

Supervisor Level	Senior Supervisor Level	Ops Manager Level	Senior Ops Manager Level
Step 4: Retelling	Step 8: Questioning	Step 11: Identifying Influence	Step 15: Strategic Questioning
Step 7: Active listening	Step 9: Summarising	Step 12: Comparing Views	Step 16: Evaluating Perspectives