

Knowledge and Skill Assessments

Use Rehearsal to get a baseline understanding of a team's current knowledge level and capability.

Challenge

Many leaders and managers assume that they have a full understanding of their team's current knowledge and skill level. The reality is that actual capabilities are often well below current expectations.

Approach

Create simple scenarios that will allow you to directly observe and assess the current capabilities of teams and individuals. Use Hotseat scenarios for a one-time attempt. The prompt can be as simple as "You have received a call from your colleague asking about...how do you respond?"

Benefits

- Obtain a true view of your team's current knowledge and capabilities
- Identify specific skills and knowledge components that may be lacking
- Surface top individuals who can mentor and coach others
- Identify which individuals need more practice and coaching

Applications

- Solutions, Services, and Products
- Company Messaging
- Storytelling

Industry Example

A widely-recognized animal health company needed to develop sales skills with stronger product knowledge, while guaranteeing compliance in their highly regulated industry. They utilized Rehearsal to establish a baseline and use the platform for continued skills development.