CAPSIM®

# How to Find & Fix the Skills Gaps that Matter Most (at Scale)

**Matthew Shell**
Senior Business Development Manager

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# Agenda

**1. Key Takeaways & About Capsim**

**2. The Current Environment**

- The Future of Work
- Upskilling / Reskilling Challenges
- The Importance of Soft Skills

**3. The Way Forward**

- Challenges to Consider
- CapsimInbox Platform Walkthrough
- Ingredients for Success

**4. Success Stories**

- Caterpillar
- Microsoft
- **Defense Contractor*

**5. Special Offer**

**6. Questions**

# Key Takeaways

- **But what's the goal?**
- **Help training professionals develop their most important resource: their people.**
  - Real-world learning reinforcement
  - Objectively assess soft skills
  - Customize and personalize training
  - Measure training impact
  - Streamline succession planning
- **Inbox simulations are the key**

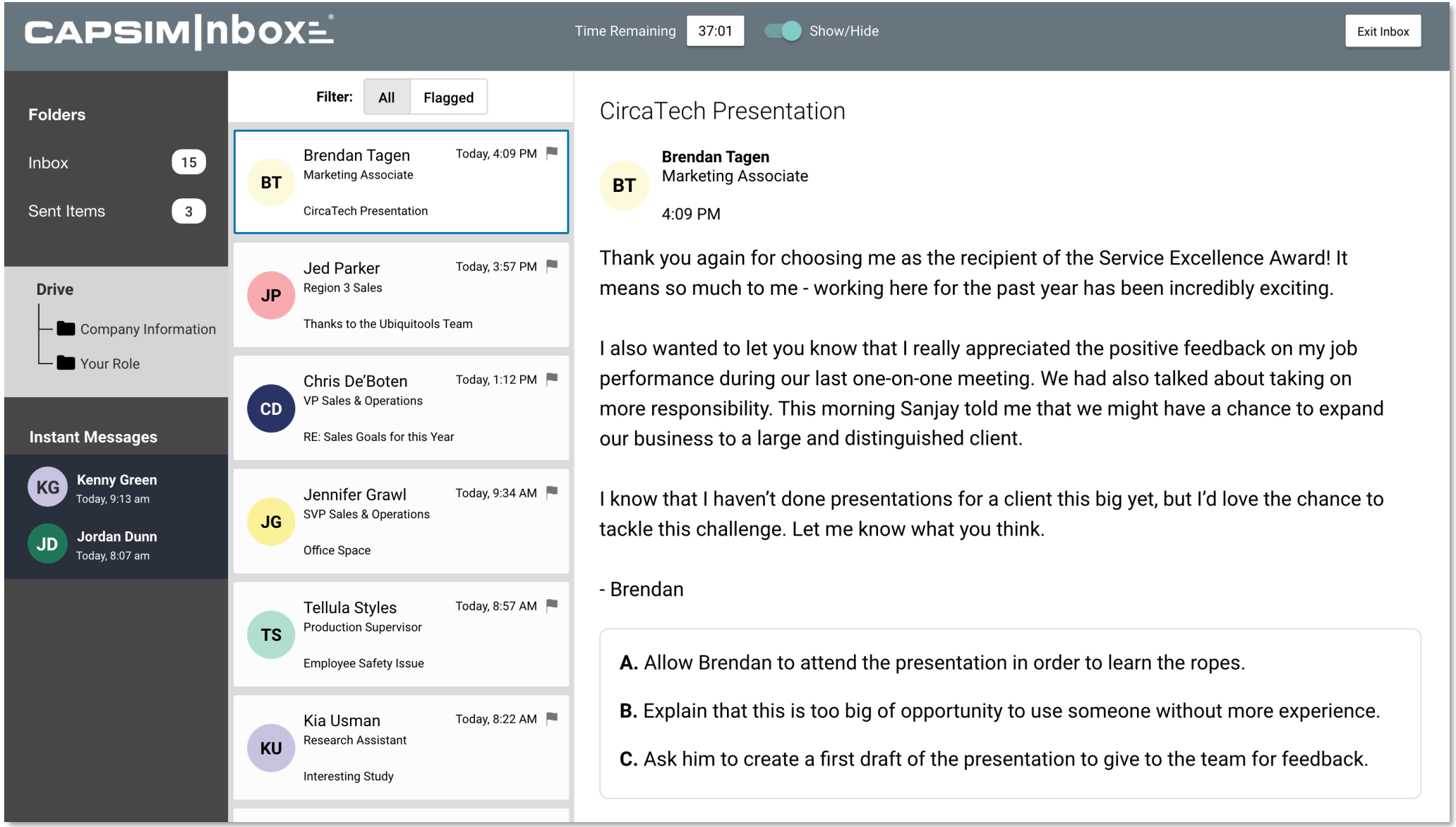
CAPSIM®

## 35+ years of experience with on-site and virtual programs

Management Trainings, Fast Track Development, High Potential Employees,

Strategy & Business Acumen, Executive Training, Custom Inbox Simulations

Microsoft Lilly OLYMPUS MERCK illumina Mesirow Financial Cummins




CapsimInbox Sample Moment: Business Management

# The Current Environment

- **L&D increasingly seen as a competitive advantage**
  - Your people are your greatest resource.
  - Instrumental to executing your strategy
  - A high-performing L&D function is more critical than ever before

- **The Future of Work**
  - Quickly shifting the modern business landscape
  - Need to re-align training to the realities of the business world
  - Re-evaluating existing methods amid new challenges

# The Current Environment

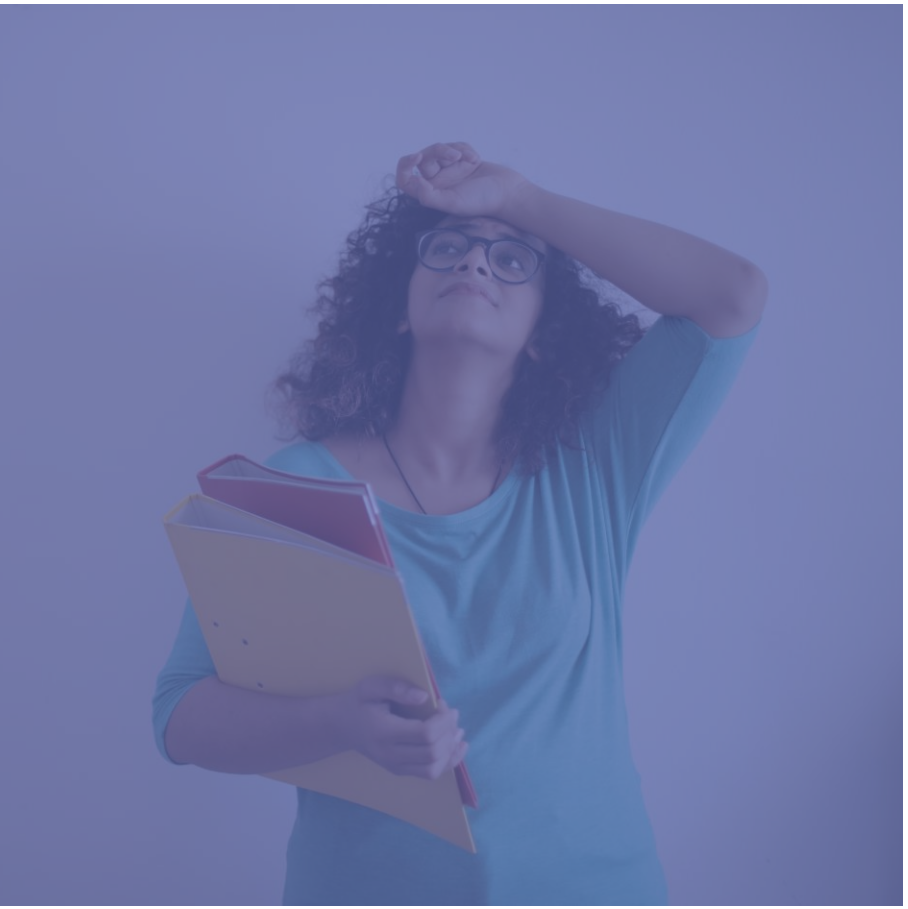
- **Rapid leaps in technology are changing the way we work**
  - ChatGPT & BardAI: automating tasks and executing tasks instantly
  - Allows for more efficient decision-making and productivity
  - Can enhance L&D with personalized training & coaching

- **The shift is enhancing the need to upskill and reskill**
  - Nearly 60% of the global workforce before 2027 (WEF '23)
  - New job roles and responsibilities will emerge
  - Adaptative, custom training will keep you ahead of the curve

# The Importance of Soft Skills

- Soft skill development is the #1 priority for companies (LinkedIn 2018)
- 92% of hiring and training professionals say soft skills matter more than hard skills (LinkedIn 2019)
- 63% of organizations are willing to hire someone with transferable soft skills then train to full proficiency (Monster '22)

# The Struggle of Skill Development



## The Current State

- **70% of employees** say they don't have mastery of the skills needed to do their jobs (Gartner)
- Only **12% of employees** apply new skills learned in L&D programs to their jobs (Shift eLearning)
- Only **25%** of executives believe that training measurably improved performance. (McKinsey)

## Pre-Webinar Survey

- **81% of today's registrants** say that developing a data-driven learning strategy is a priority for their team.
- However, **66%** said their existing assessment methods do not provide access to the quality data they need to maximize training impact.

# The Way Forward

- **Right People** ⟶ Who has the potential?
- **Right Skills** ⟶ Where are their skill gaps?
- **Right Way** ⟶ Can they practically apply their skills?

**How do we bridge the gap?**

- Data-driven, transformative, and scalable solutions

# Attributes of a Winning L&D Strategy

Attribute #1

## Data-Driven Decisions

**Identify areas for improvement, make informed decisions, and measure the effectiveness of training**

Attribute #2

## Transformative Training

**Ensure training is relevant, experiential, and developmentally-focused**

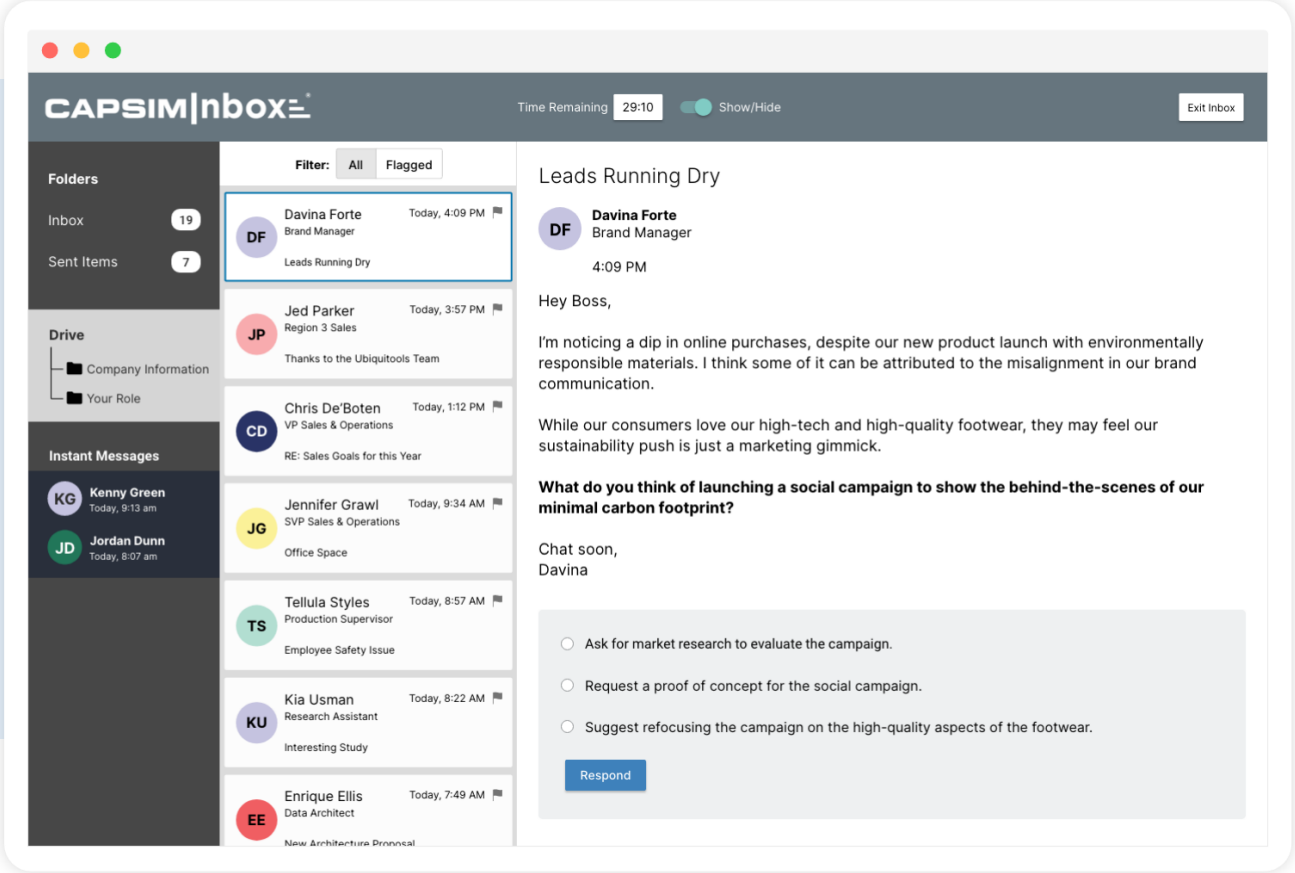
Attribute #3

## Scalable Solutions

**Create transformative trainings that can be implemented anywhere, anytime**

# Inbox Simulations

- **Authentic experiences** via a familiar email interface
- **Measure what matters** most with real-time skills data
- **Quality feedback** delivered individually and instantaneously




Simulation-based behavioral assessment

# Inbox Simulations

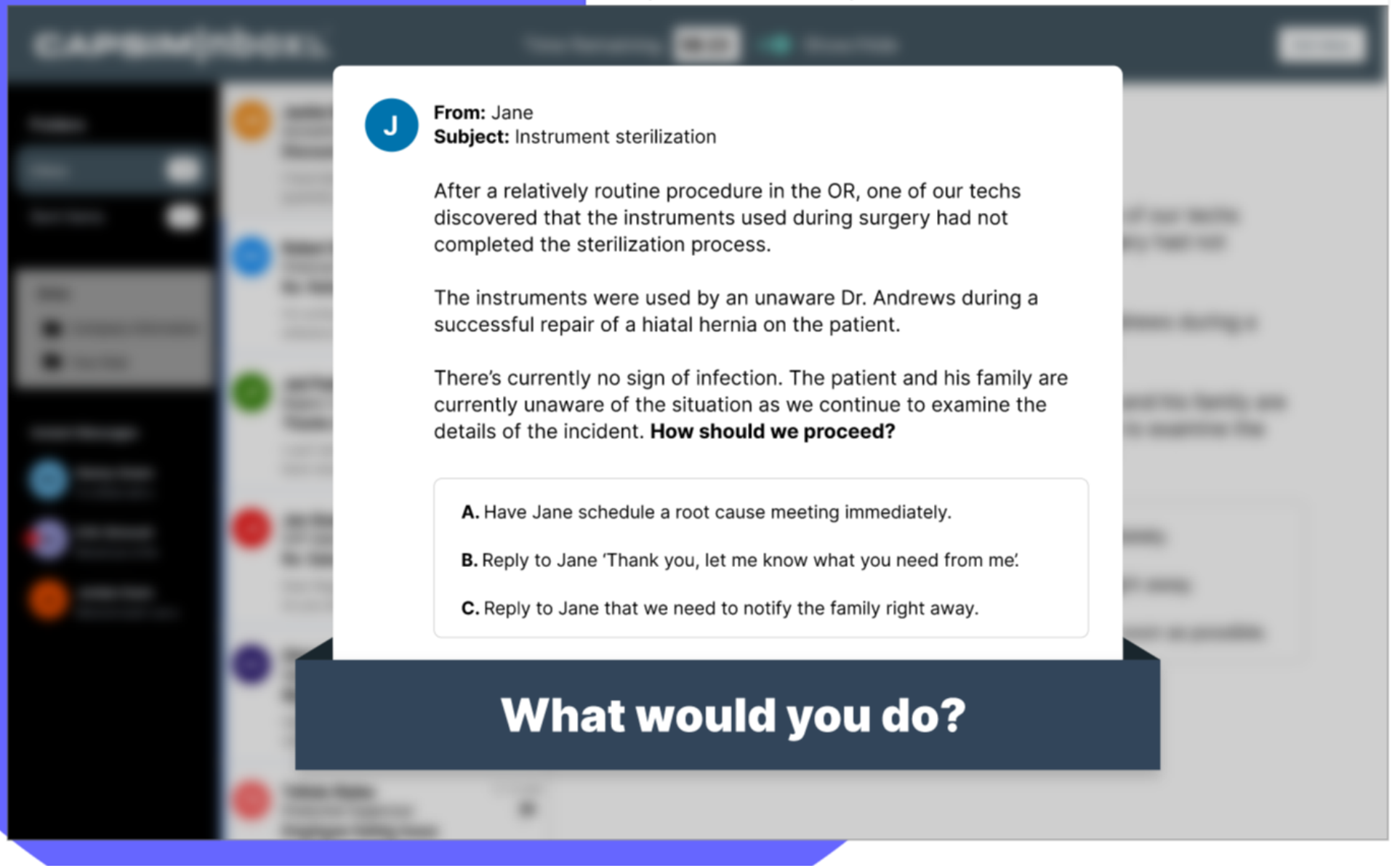
## Key Benefits

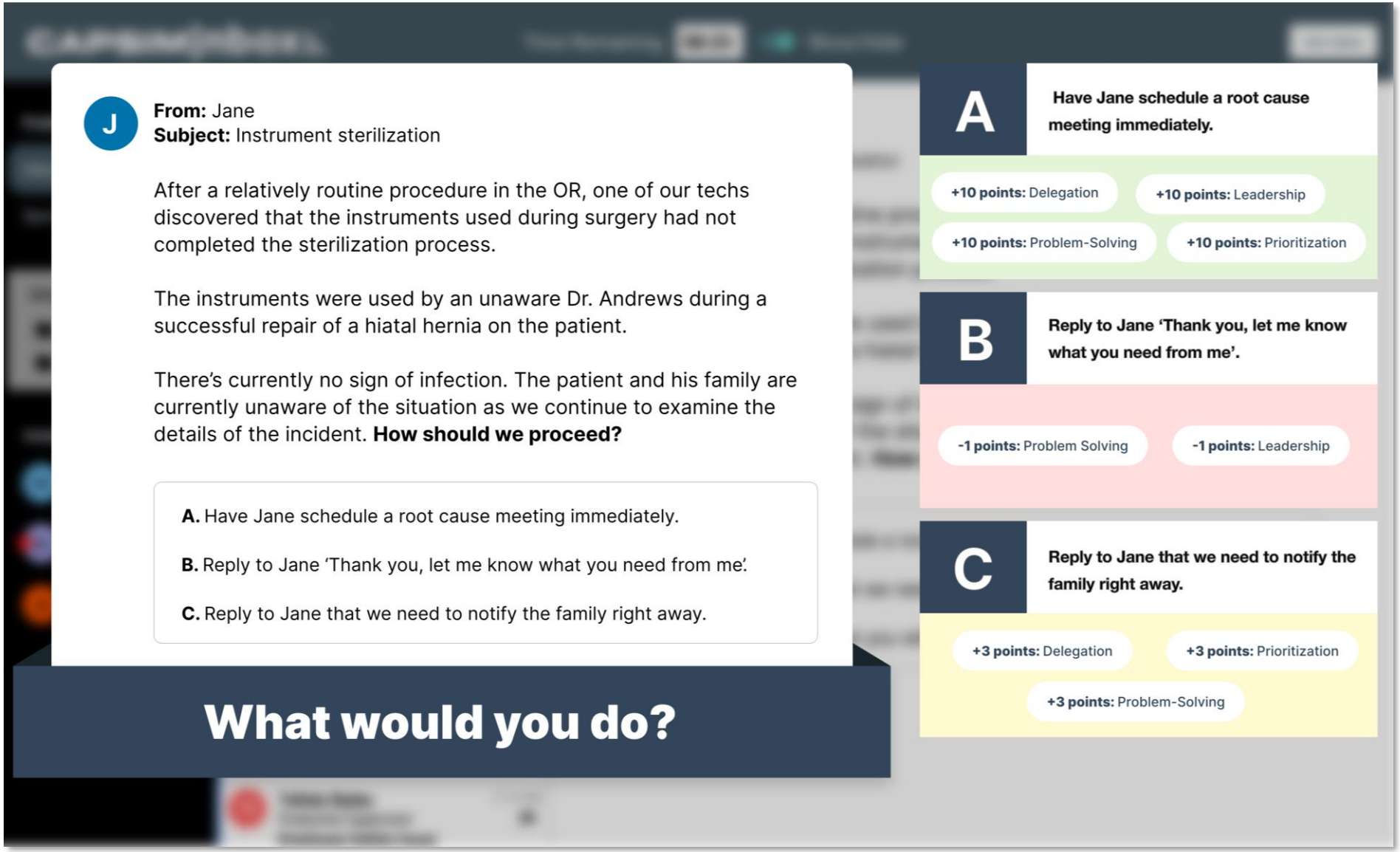
- Provides relevant, real-world situations to practice applying knowledge
- Accurately assessing the proficiency of soft skills for each individual
- Provides quality feedback to improve areas in need of development

## Use Cases

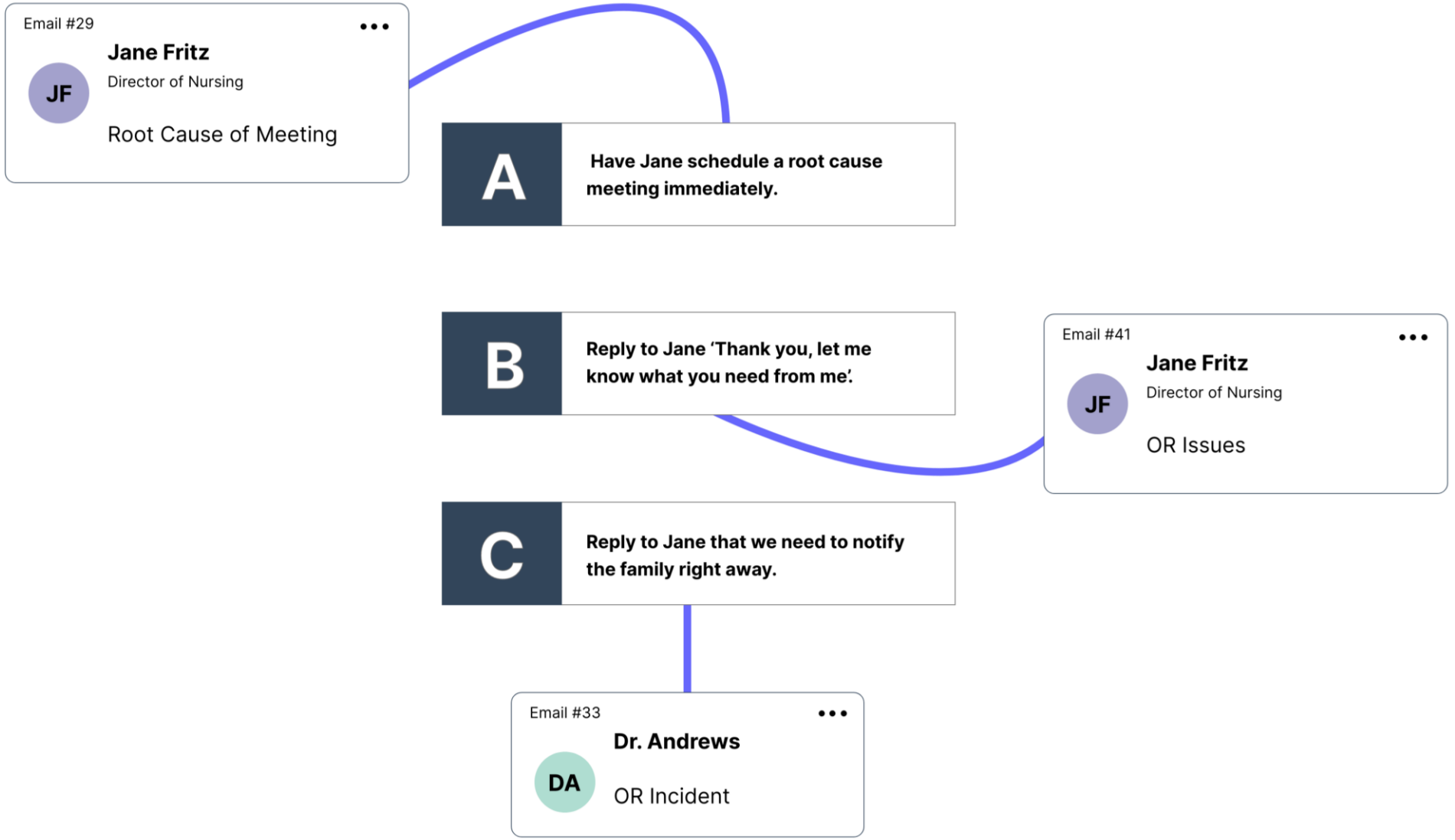
1. Find & Fix Skill Gaps
2. Identify Emerging Leaders
3. Quantify Training Impact
4. Career Pathways / Succession
5. Certification / Compliance Training
6. Pre-Hire Assessment

# CapsimInbox Sample Moment : Healthcare Administration






CapsimInbox Sample Moment: Healthcare Administration




CapsimInbox Sample Moment: Healthcare Administration

# The Three Ingredients

**Ingredient #1**

## Authentic Experiences

**Provide relevant, real-world practice applying knowledge**

**Ingredient #2**

## Measure What Matters

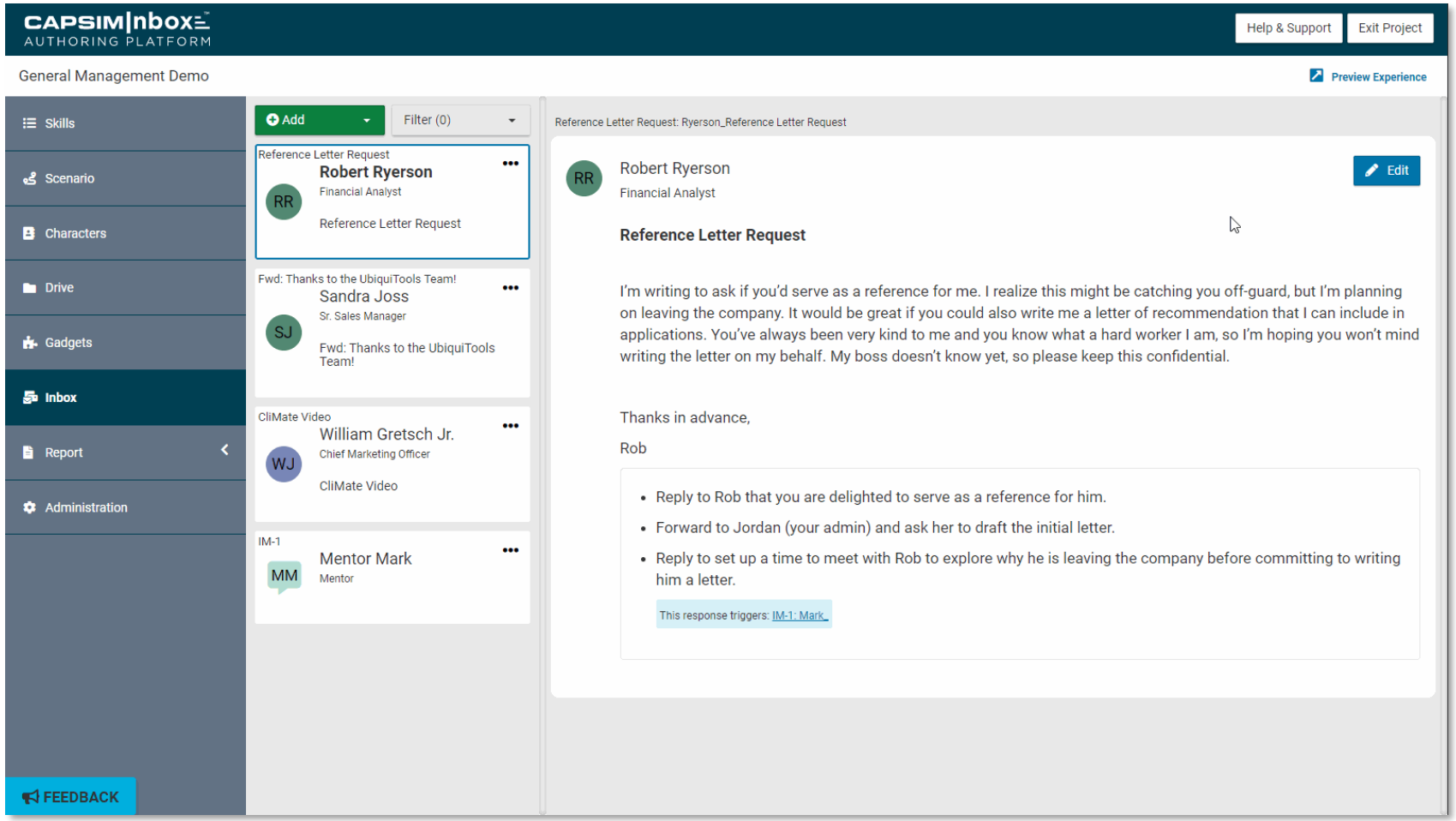
**Measure your training impacts, accurately**

**Ingredient #3**

## Quality Feedback

**Providing quality feedback on key strengths and areas for improvement**

# CAPSIM|nbox™ AUTHORING PLATFORM



CAPSIM|nbox™

# 3 Options to Consider

## Ready-to- Use

- 4 Capsim-created experiences
- 19 Core Leadership/Soft Skills Assessed
- Comparative results with global data

## Custom by Client

- SaaS-style Authoring Platform
- Develop at your pace
- No developmental or access fees

## Custom by Capsim

- Developed by Capsim's SMEs
- Fast development
- Minimal touchpoints with your team

# Success Stories

1. **Caterpillar:** Skills Gaps Analysis
2. **Microsoft:** Measuring Training Impact
3. ***Defense Contractor*:** Role-Specific Assessment

Caterpillar

# Objectively measure soft skills

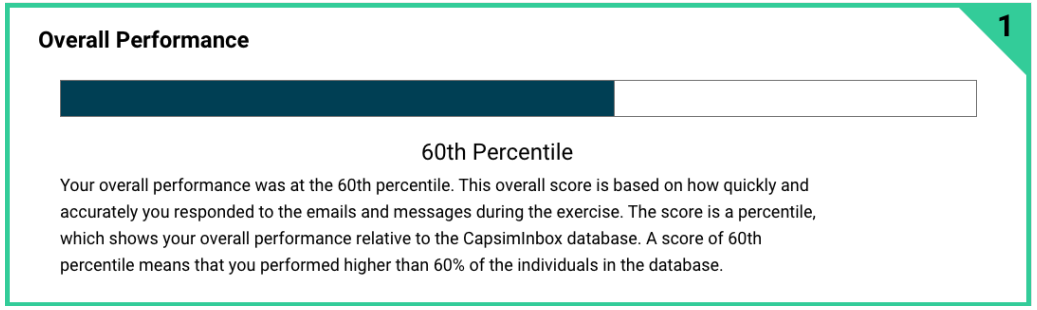
# Caterpillar

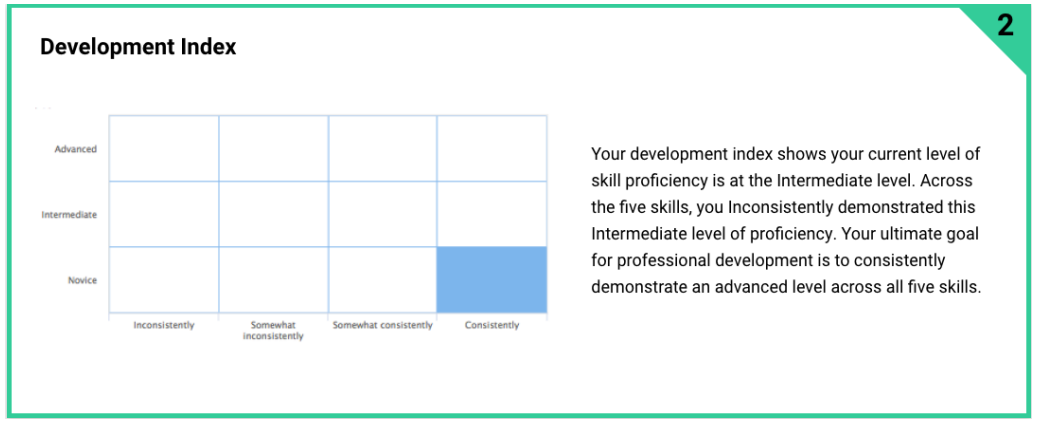
Illinois-based construction manufacturing company

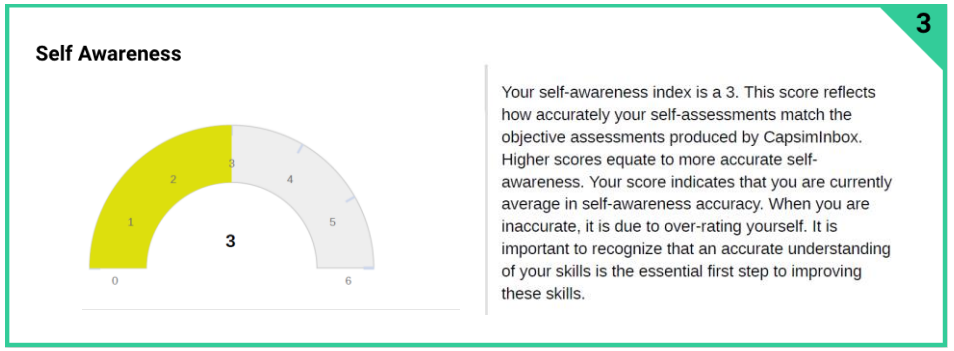
**Challenge: Assess soft skills of sales managers globally**

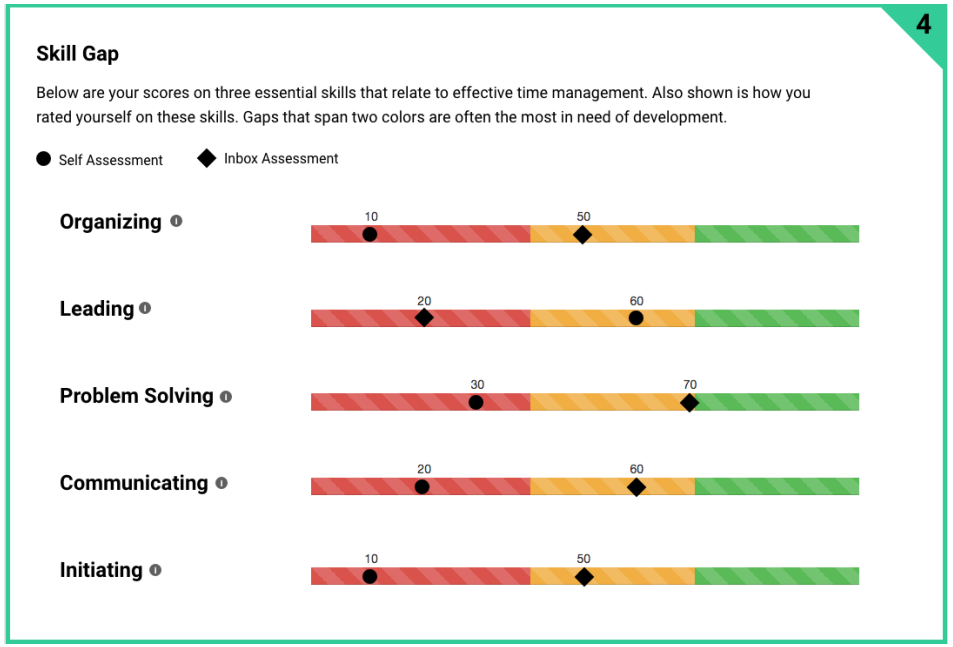
- International Executive Education Program via Rutgers
- 10-month online training program
- Did not provide objective measurement of skill development

# Solution: Leadership Development Series



# Results

## Benefits: Leadership Development Series

- Ready-to-use allowed for instant implementation
- Global percentile data for comparison
- Self-directed, low admin involvement

## Outcomes

- **Make training initiatives more impactful (focus on critical skills gaps)**
- **Accelerate development**

Microsoft

# Measuring the impact of training (Pre-/Post-Test)

# Microsoft

World-renowned, multinational tech company

**Challenge: Empirically measure training impacts from new program**

- Launched a new “Journey to Principal” program, need to assess impact
- Cohort of highly technical ICs aspiring for next stage in career
- Must be conducted virtually, across 14 countries on 3 continents

# Solution: Leadership Development Series

**Overall Percentile**

| CapsimInbox Version | Percentile |
|---|---|
| General Management | 49th Percentile |
| People Management | 71st Percentile |

**Skills Scores**

| Skill | Percentile | Net Change |
|---|---|---|
| Organizing | 54 → 61 | +7 |
| Initiating | 58 → 85 | +27 |
| Problem Solving | 46 → 95 | +49 |

“It's the ultimate validation of your training efforts to be able to say "here's where we were, and here's where we are now". Most training is technical, so it's easy to see that change. CapsimInbox lets us see it, even when the results aren't technical and in your face.

Jim Chismar PMP, ProSci CMP
Team Manager in M365 FastTrack Center, Microsoft

# Results

## Benefits: Leadership Development Series

- Immediate skill gap analysis at beginning of program
- Quantify the skill development at the end of the program
- Track learner skills longitudinally from this point forward

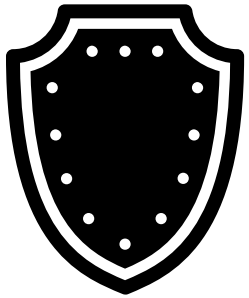
## Outcomes

- **Pinpoint current skill proficiencies at program start**
- **Empirical measurement of skill development after post-test and beyond**
- **Remediate future programs to be more effective based on post-test results**

# Defense Contractor

**Customize and personalize training in a relevant context**

# Defense Contractor

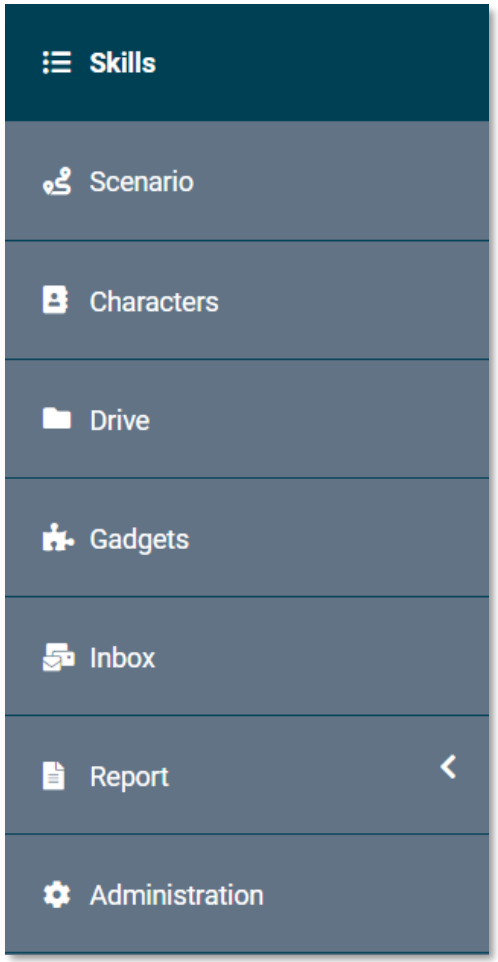


U.S.-based military defense contractor

**Challenge: A company- and role-specific simulation to assess key skills**

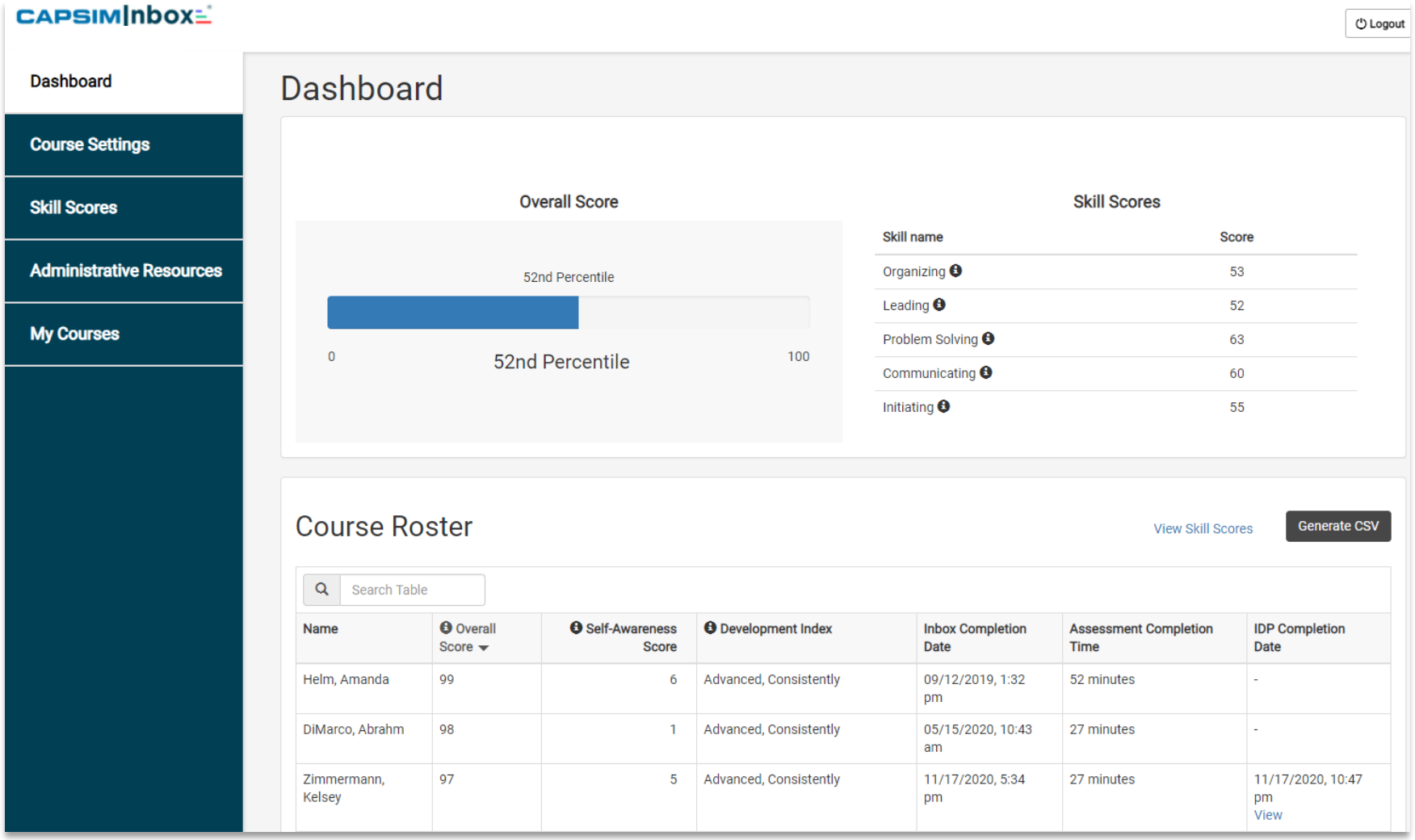
- Need for a highly customized simulation based in a **fictionalized version** of company
- Assess one's fundamental understanding of **program management**
- Assessment **must align** with long-established performance indicators
- Content must be based on **real experiences** of project managers at the company

# Solution: Custom Inbox




- **Skills:** Insert the skills you want to assess with relevant context
- **Scenario:** Write the role introduction to set the scene
- **Characters:** Input additional stakeholders the learner will interact with
- **Inbox:** Create the situations and interactions the learner will encounter

# Solution: Custom by Capsim



# Results

## ‘Custom by Capsim’ Simulation

- 45-minute, custom scenario to assess PMs at multiple levels
- Set directly in a fictionalized version of company
- Developed in under 3 months with I/O Psychologist and SMEs

## Outcomes

- **Highly relevant experience where learners can practically apply knowledge**
- **Instant data on the skills that matter most to the Program Manager role**
- **Now under consideration to be modified into a hiring tool**

# Inbox Simulations: **In Summary**

- Immersive learners in authentic, real-world experiences
- Accurately assess performance with empirical data
- Provide instantaneous and individualized feedback
- Create an action plan to develop skills needing improvement
- Repeat assessment to catalog longitudinal development

# Enterprise

CAPSIM|nbox™

**Instant access to the “Leadership Development Series”**

- Business Management
- People Management
- Ethical Decision Making
- Time Management

**Access to the CapsimInbox Authoring Platform**

Create your own Inbox Simulations

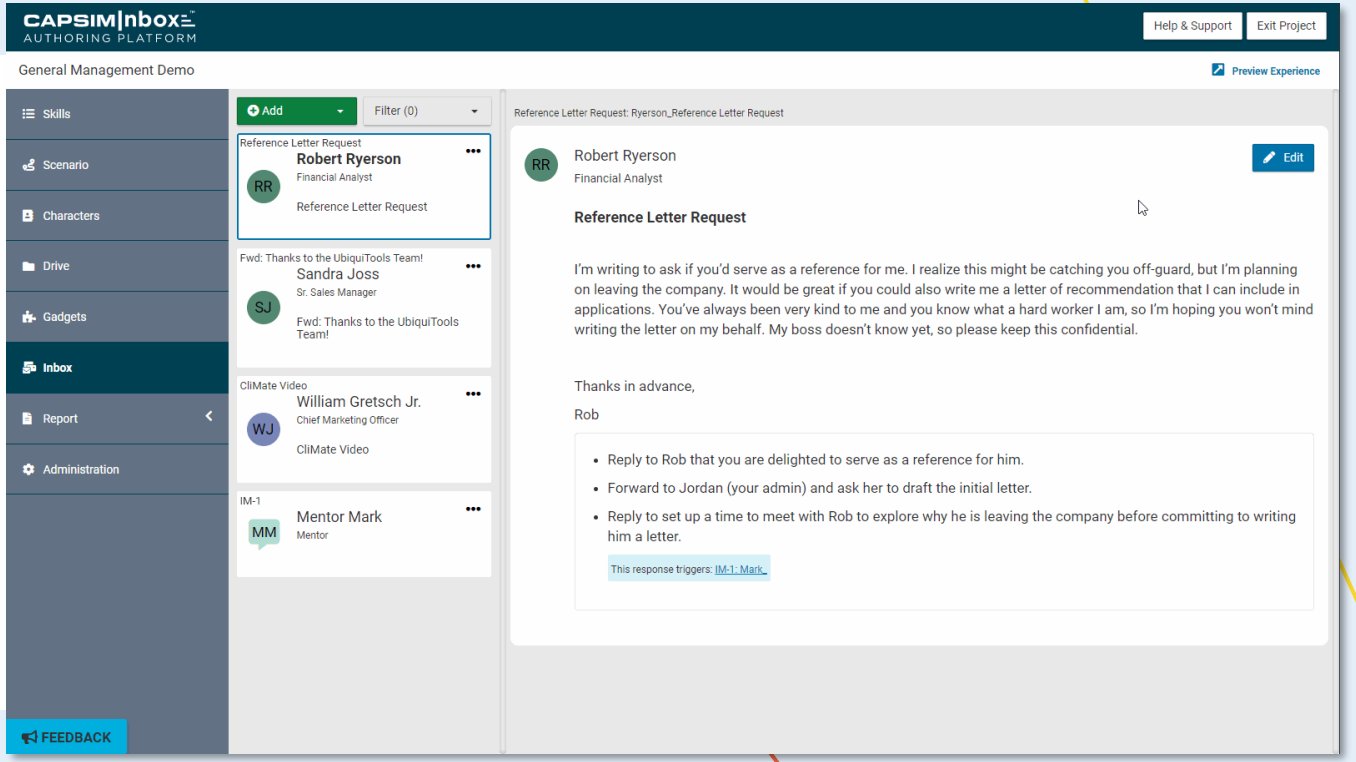
**Don’t want to build? Consider ‘Custom by Capsim’**

We can partner to deliver a custom simulation in no time at all!

**Stay tuned for our Special Offer!**

# Special Offer: CapsimInbox Launchpad

- Custom proof of concept in a week
- Aligned directly to your needs
- Requires only 30-mins of your time
- Pilot with your team in just one week
- As easy as 1, 2, 3!




**Create your custom proof of concept today!**

# Special Offer: Custom Proof-of-Concept

**Step #1**

## Needs Analysis

**Schedule a call with Capsim to determine scope of your custom project.**

**Step #2**

## Delivery & Pilot

**Within one week, you will receive a custom proof of concept to pilot internally.**

**Step #3**

## Debrief & Next Steps

**Meet with Capsim to share feedback and discuss potential next steps.**

# Thank you for your time!

## Interested in learning more?

- "Test Drive" any of our Inbox Simulations
- Custom Consultation on how we can assist
- Explore the CapsimInbox Authoring Platform

CapsimInbox Chat w/ Matt
Meeting Link

Schedule a call to discuss:

- Proof of Concept
- 1-on-1 Demo

CAPSIM

**Matt Shell | 312.477.7271**

**matt.shell@capsim.com**

**LinkedIn QR:**