



Forecast Skills Achievements

With the Manager Dashboard in Adobe Captivate Prime



Contents

About this Document	2
Skills in Adobe Captivate Prime	2
The Manager Dashboard.....	3
Team Skills	3
The Skills Tracker.....	4
Use Case.....	6
Summary	7

About this Document

This document aims to show you how to use the Manager's Dashboard to:

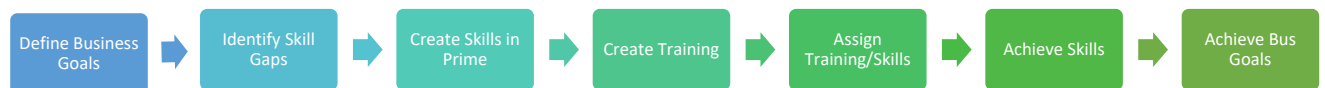
- ✓ Track your team's training achievements.
- ✓ Gain insight into the achievement of Skills by the team and its members.
- ✓ Use the Skills Tracker to forecast when your team will achieve assigned Skills.

The insight you gain will then help you decide what Skills need to be encouraged more, as well as to take corrective action if necessary.

Audience: Team Managers

But first, let's understand a little bit about "Skills" in the Adobe Captivate Prime LMS.

Skills in Adobe Captivate Prime



Organizational or business goals are translated into Skills in the Adobe Captivate Prime LMS. i.e. what Skills do you need in your business so that you can achieve XYZ goals? Create Skills in the LMS (as [Admin](#)) and then create [Courses](#) and link every Course to a Skill.

There are two ways for learners to achieve Skills:

1. Learners are enrolled in or enroll themselves in Trainings, they earn credits, complete Levels, and so achieve a Skill.
2. The Admin can assign Skills to learners. Once a Skill is assigned, a learner must search for related trainings in their catalog e.g. by using the "My Skills" filter. [Learn more about Skills in Adobe Captivate Prime here.](#)

The Learner Journey:



Through [Reports](#) and the LMS' Skill tracking ability, Admins and Managers track the progress made towards the achievement of Skills. Every Manager has a Team Dashboard that displays the [Skills Status](#) and also has a [Skills Tracker](#). These tools let a Manager know where a team's strengths lie and what areas need focus, and additionally the Skills Tracker can also forecast completion dates.

The Manager Dashboard

The Manager Dashboard is a one-stop managerial solution for tracking team learning activities. Especially relevant to organizations with multiple teams and managers, this feature is a great way to have the facts at your fingertips.

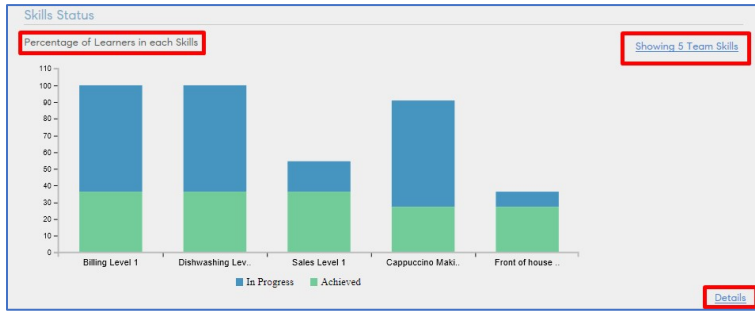
At a glance you can identify your team's status on three fronts: **Learning Summary**, **Compliance Status** and **Team Skills** (status and forecast). For the purpose of this document we will only consider Team Skills.

Team Skills

The Manager Dashboard lets you view your team's achievement status of the top skills and gain insight into the expertise levels of the team. Use this feature to:

- See the percentage of learners who have achieved the skills and those who are still in progress.
- Identify where your team's strengths lie – the graph shows the top 5 Skills of the team (based on the percentages of learners that have achieved the Skills).
- Identify key achievers.
- Drive Skill-based learning.
- Close Skill gaps.

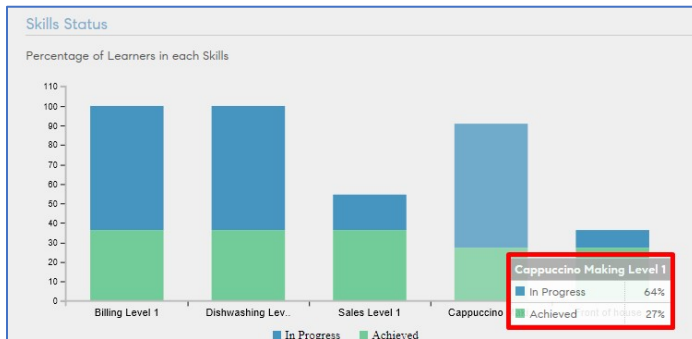
The graph below shows the completion rates for a set of Skills. (You can choose for which Skills you want to see the completion rates.)



You can also configure the chart values to show results for other skills when you click on 'Showing _ Team Skills'.

The 'Details' link will take you to the Skills Summary page where you can get deeper insight into individual skills.

Hover over the bar chart (in your actual LMS) to view the percentages. For example, below you see the percentage of learners who have achieved Cappuccino Making Level 1 (27%) and those still In Progress (64%).

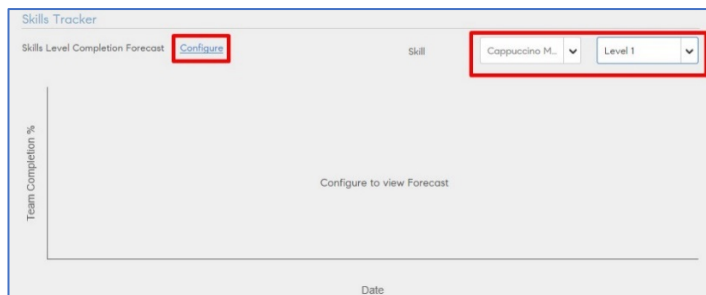


Captivate Prime knows:

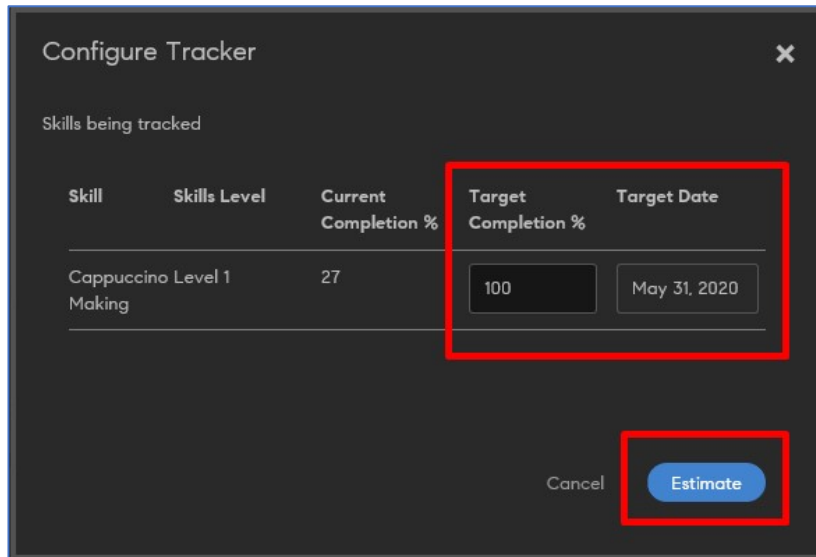
- the percentage of learners required to complete the training by a certain deadline.
- the time taken by each learner until now to achieve the Skill.
- therefore, the time that X % learners will take.

The Skills Tracker

Use the Skills Tracker to predict and set a realistic goal/completion date for the achievement of a Skill for your team. Select a Skill and Level, then click on 'Configure' to set a goal/get an estimate.



The 'Configure' link opens a pop-up window where you can set the percentage of the team that must achieve the Skill as well as the Target Date. Click on 'Estimate' to forecast when the learners will achieve the skill. See the example below. The Admin has entered Target Completion % as 100% and Target Date as May 31, 2020.



The Tracker uses an algorithm that estimates when the team will achieve the goal, based on current trends. Captivate Prime uses the current level of Skill progress of the team to calculate this. If 27% of the team has currently achieved the Skill and 64% of the team is "in progress", the algorithm will first find the average time taken by learners in that 27% to achieve the Skill. It will then use this data to project the estimated time for X (Target Completion %) learners to achieve the Skill.

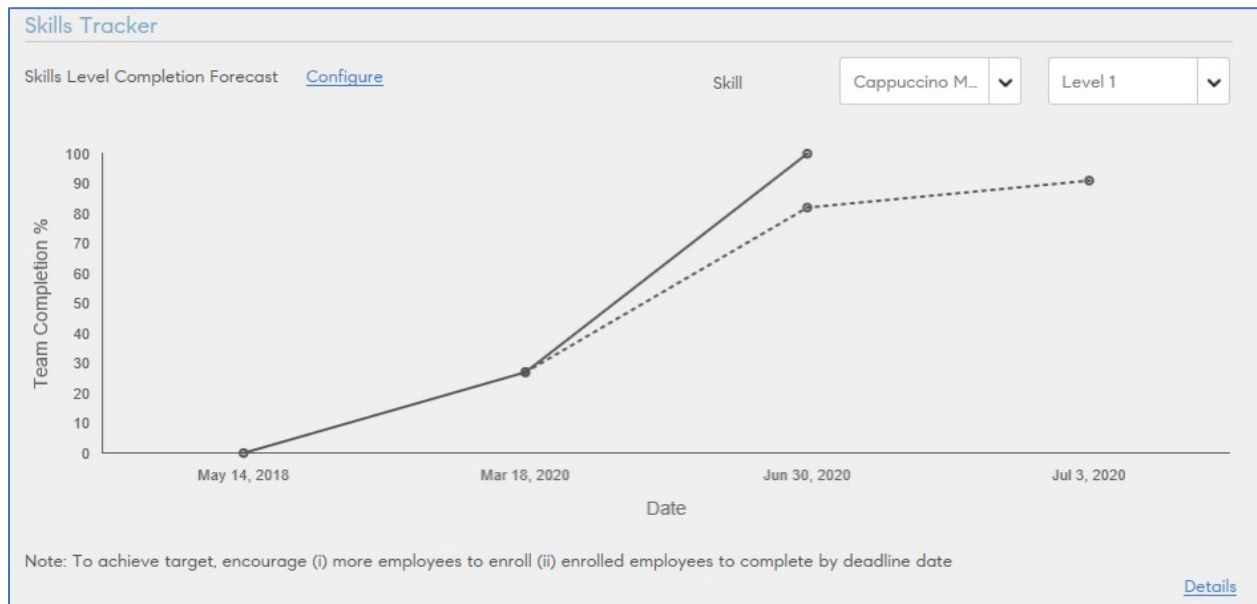
Based on the forecast, you may or may not achieve a goal of 100% Skill achievement. Reasons for this may be:

1. The forecast shows that the team will achieve the Skill beyond the target date.
2. You have not enrolled all your team members in the Skill/ Trainings. (If you want them to be directly enrolled in the Skill, please ask the Admin to do so.)

The figure below shows:

- The date of Skill assignment (May 14, 2018).
- Today's date (Mar 18, 2020) with current rate of achievement at 27%.
- The Target Completion rate (100% completion) – marked on the black line.
- The Target Date (Jun 30, 2020) – black line and dotted line.
- The percentage of the team (dotted line) that may achieve the skill by Jun 30, 2020, possibly 90% as only 90% of the team is enrolled in the Skill. Thus, we see a message below stating, "To achieve a target, encourage more employees to enroll."

- The estimated date (dotted line) by which the enrolled percentage (here only 90% of the team) will have achieved the skill (Jul 3, 2020).



This tool should give you a realistic forecast for Skills achievement. Based on this you can take measures to enroll more learners or encourage learners to complete Training faster.

Use Case

Coffee HQ sees that cappuccino sales are dropping in certain franchises A, C and T. Management finds out through customer surveys that the quality of cappuccinos at these outlets has fallen. They learn that those franchise employees are not making good cappuccinos because they are not properly Skilled in it.

L&D creates a Skill in the LMS called Cappuccino Making with just one level to be achieved. They create a Course with two modules. One is self-paced learning where employees must watch a video on how to make the perfect cappuccino followed by a short Q & A test. The other is an activity module where they attend a workshop on the nuances of making cappuccino and are scored on their abilities. The Manager enrolls the employees of Franchises A, C and T in the Skill Cappuccino Making. Once they have completed the Course, they earn enough credits to achieve the Cappuccino Making Skill. This should ensure the quality of the cappuccinos in franchises A, C and T is as per requirements, resulting in an increase in cappuccino sales.

Now, as Manager of Franchise A you need to make sure all your employees achieve this Skill. Your Manager Dashboard in Captivate Prime provides you with the tools to evaluate the current training situation and to



forecast Skill achievement, i.e. this tool will tell you by when your employees will complete the necessary training and achieve the much-needed Cappuccino Making Skill.

The Admin, who identifies the Skill gap, enrolls people in the training, a Course aligned with the Skill, Cappuccino Making. In a few weeks when you track training reports, your manager dashboard shows that only 20% have achieved this Skill. 80% have started the training but have not completed it – they are “in progress”. You need 100% of your employees to complete this training by December 2020. You can use the Skills forecast tool to calculate exactly when the whole team will complete their training. If the tool shows that they will take longer than the deadline you have created, then you can take the necessary measures to push and drive training in the Skill of Cappuccino Making so that you meet the deadline.

Summary

When the achievement of a Skill is tied to a Business Goal such as, for example, the need to increase sales, it becomes incumbent on managers to drive their teams towards achieving the Skill. With the manager dashboard that provides immediate information on the Skills Status of the team, managers can make decisions about how to proceed. The Skills Tracker is a great way to predict when a given Skill will be achieved given the current completion rate of learners. Accordingly, once you have this information, you can reset your deadlines or create necessary interventions to motivate / drive learners towards completion of training towards the achievement of Skills.