

DeXtraD and DeXtraD iDP Modules (Individual Development Programme)

Is your workforce competitive, lean and fit?

In many ways the way in which services, in both the public and private sectors, are delivered is at a crossroads; a combination of changing customer expectations and severe financial constraints may result in organisations having to radically re think the way in which they deliver their services. Advances in technology will help matters, but the stark reality remains; they are going to have to get used to the idea of 'having to do more with less'.

esp advance ltd, in partnership with Bangor University and the Isle of Anglesey County Council, has developed a product specifically designed to address these challenges. DeXtraD iDP is a multi faceted diagnostic tool kit designed to identify and quantify a wide range of factors that can have an effect on both the efficiency and quality of service delivery.

The system is a second generation version of our highly successful training needs analysis product. Whereas the original system was successful in assessing competence in the technical aspects of a business process, DeXtraD has been developed to go one stage further by taking a more holistic view of organisational requirements and staff development thereby enabling it to address a wide range of aspects of service provision and an individual's character and abilities that contribute to their effectiveness in the workplace.

DeXtraD iDP Modules

Traditionally, employers tend to concentrate on improving the technical competence of their workforce whilst paying little heed to the effect individual personality traits can have on service delivery. In reality, knowledge of the business process is only one aspect of what is needed for an individual to be fully effective; they must also have an aptitude for the work in question as well as the correct attitude towards that work. Additionally, even when all these characteristics are present, they will also need a working environment that is conducive to their giving their best.

Understanding whether an individual is suited to a particular role or whether they have the right attitude towards their work is no easy matter. When asked about such matters individuals will often give the answer that they believe is expected of them rather than the one that actually represents their views. Consequently, managers are often left to make subjective judgements on the basis of their own perceptions of any given situation. DeXtraD seeks to aid the decision making process by adding a scientific, evidence based dimension to the problem, thereby preventing over reliance on subjective judgements that may sometimes be flawed. The system allows the user to measure the subtle, often subconscious, factors that can have an effect on performance that might otherwise have been missed.

Why should my organisation use DeXtraD?

The system starts from the premise that before any issue can be effectively addressed it must first be identified and quantified. For example, most organisations have a comprehensive raft of policies and procedures relating to equalities and diversity; however, how many of those organisations actually know what the views of their workforce are with regards to those issues?

DeXtraD has been designed to address a wide range of factors that can have an effect on any organisation. It uses a combination of well established techniques to assess knowledge,

competence, attitudes, aptitudes, values and individual personality traits in order to allow the individual to be more effectively developed to meet the demands of his/her role.

The system is extremely flexible; most of its parameters are user defined. It can be applied on an individual, team, departmental or corporate level. Assessments can also be undertaken at entry, intermediate or advanced levels. The various modules within the system can be switched on or off as required and it can be used by both service users and service providers.

What do I get with the DeXtraD System?

The core of the system is the information element which allows the user to gather and disseminate information, amongst other things, to assess technical competence within any given business process. This is achieved by breaking the business process down into a number of related topics which are then assessed on an individual basis. The assessment may be in the form of questions that are multi choice, numeric or free text.

e-learning

DeXtraD is a simple to administer, easy to use, platform for all your e-learning needs including:

- Telling your staff about procedural changes
- Providing them with information for professional development
- Advising them of changes in legislation that affect the way you work.

You simply choose what information you need to deliver and enter it onto the system and if you need to monitor that colleagues have read the information you can have it delivered individually.

Information for professional studies can be uploaded, amended and its access monitored using this method, you can ensure that money invested into training is being used effectively.

Links can be created to web-based external documentation, for example, the latest building regulations, to provide a greater depth of information where required.

e-testing

This versatile testing tool has a wide variety of uses and formats, including individual (password protected) system logins, ensuring that you know who has been allocated a task, whether that task has been completed and the results on individual, group or corporate basis.

The system has been designed to ensure a flexible, but straightforward set of administration functions. For example, you can ask questions and set the response to be in any of the following formats:

- Data collection
- Date
- Free text
- Multiple choice, multiple answers
- Multiple choice, single answers
- Numbers
- Numbers list
- Yes no list

These different formats allow you to pre-set correct (and incorrect) values for answers, providing an objective, immediate set of reports for your analysis.

Typical usage includes:

- Knowledge testing during recruitment
 - Technical knowledge
 - Literacy skills
 - Numeracy skills
- Knowledge testing during development
- Training needs analysis
- Post training assessment
- Ensuring key personnel are up to date with policy, legislation, new procedures
- Compliance testing (health and safety etc.)

The system is accompanied by comprehensive administration and reporting suites to enable you to get the information you need out of the system, in the format you require.

e-forms

You can use DeXtraD to set up forms that you are regularly required to use, or to gather information for returns and reports that you return regularly. This is exceptionally useful where more than one person is required to supply complex information in the same return or where those providing the information work on different sites.

A very simple example would be a sample of a statistical return completed by more than one manager:

Category	Number of clients
Homelessness prevented – duty to re-house	
Homelessness prevented – no duty to re-house	
Homelessness not prevented – duty to re-house	
Homelessness not prevented – no duty to re-house	
Total	

Team A has 40 clients in the 1st category, 15 in the second, 18 in the 3rd and 12 in the 4th
 Team B has 33 clients in the 1st category, 21 in the second, 12 in the 3rd and 20 in the 4th
 Team C has 18 clients in the 1st category, 11 in the second, 10 in the 3rd and 15 in the 4th

The DeXtraD reporting suite will allow you to assimilate this information and report by individuals, teams and Region and where the other regions are completing the same returns, to report corporately. Clearly more complex reporting would become far easier. The administration function would allow you to identify, at a glance, who has not provided the information, enabling a simple follow up process.

Are you required to survey your staff or customers for opinions? If so, DeXtraD is the ideal tool to gather this information as you can ask questions about any subject, in a variety of formats. Best of all, you can either deliver the surveys so that the person responding knows that they will be accountable for their answers, or set the survey anonymously, the choice is yours.

Typical uses include:

- Statistical returns
- Multi user reports

- Regularly used forms
- Audit surveys and returns
- Staff surveys (anonymous or known)

In addition to the 'skills module', the system also contains a range of 'bolt on' modules that can be activated as required by the user. These modules enable the assessment of the more subtle aspects of an individual's personality that will be required for them to be successful in their role. The modules use a range of established psychometric and psychological techniques to build a comprehensive profile of the person being assessed. The latter is needed as psychometric assessments are heavily dependent on the person being assessed giving responses that fully reflect their views, something that is not always the case. The Psychological element of the assessment measures sub conscious attitudes that the individual may not even be aware of. The majority of the science used is well established but, in some cases, has never been previously used in these environments. It is important to note that Modules include:-

- Attitudes towards error and fraud
- Propensity to risk taking
- Attitudes to equality and diversity issues
 - Disability discrimination
 - Ageism
 - Sexism
 - Homophobia
 - Religious tolerance
 - Racism
- Staff recruitment
- Attitudes towards work and benefits

It is important to note that the system is intended to complement rather than replace existing methods.

Applications

Skills assessment
 Assessment of risk appetite
 Measurement of core values
 Recruitment and retention
 Equalities and diversity
 Return to work strategies
 Information gathering (e.g. statistical returns)
 Staff surveys
 Customer surveys

WHY SHOULD MY ORGANISATION BUY THE SYSTEM?

Given that the both the public and private sectors are likely to be facing a prolonged period of increased demand for services set against diminishing funding, DeXtraD provides an opportunity to more effectively meet these challenges by mitigating some of the effects of financial constraints. DeXtraD provides a rare opportunity to make efficiency savings whilst improving service delivery rather than at the expense of service delivery. Benefits can be on two levels; firstly, by up-skilling staff it can provide improvements in the quality of service delivery and secondly, it has the potential to produce tangible cash savings. That being the case, the system has the potential to be self financing in a relatively short period of time; even if it remains cost neutral, it may still provide improved customer service. The system's

flexibility makes it equally valid in the fields of staff recruitment, training and development, compliance or risk management.

The system has been developed by a partnership between the public, private and educational sectors and brings together well proven scientific approaches in a new and innovative way. The Psychology Department of Bangor University is a world class centre of excellence and we have already worked with over 200 Local Authorities across the UK.

Organisational benefits may include:

- Reductions in error and fraud
- Better quality recruitment and retention of staff
- Improved quality of service delivery
- Lower levels of short term sickness absence
- Improved staff satisfaction levels
- Improved risk management
- Better compliance with equalities and diversity policies

Be sure to get the most from your resources.

For more information, or a demonstration of the system, why not contact us:

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