

OPIC PROGRESS™ backgrounder

1. Who developed OPIC PROGRESS™?

OPIC PROGRESS™ was developed by Opic's specialist senior management team, headed up by Opic CEO, Peter Zarris. The team comprised organisational psychologists, learning experts, IT specialists, and program designers.

The result is OPIC PROGRESS™, a registered Opic product designed to change the DNA of organisations and develop a learning and development culture globally.

2. How long did the process take to develop?

Because of the intricate nature of OPIC PROGRESS™, in particular the linking of the 12 global capabilities to specific development activities and roles, as an end to end project, it took a little over three years to complete.

3. What is the reason for pitching the program at middle management and below?

OPIC PROGRESS™ is specifically designed to focus on the most neglected part of the market - the group of people below middle management. Often cost and internal expertise is cited as the most common reasons why broader development initiatives are not provided across these levels. As such, one of the challenges for the Opic Group was to provide a career development tool that was not only robust and effective, but also relevant and more importantly cost effective, allowing broad en masse application within large organisations.

The program is seen as an adjunct and complementary service to Opic's developmental services, which include 360° and broader capability assessments using tools more relevant to senior specialist and executive roles.

4. Why is the development of capabilities more important than specialist skills?

The development of skills and of capabilities are both crucial to the success of large global corporate organisations.

Opic defines skills as "what you do" and capabilities as "how well you do what you do."

Broadly skills include specialist and professional skills and day-to-day skills such as computer skills, report writing skills, marketing skills, sales skills, etc. Capabilities include the ability to influence key stakeholders, work effectively in teams, communicate broadly, resolve conflicts, think strategically and manage the work performance of others – the things that help them perform more effectively in their roles.



5. What is the purpose of each of the modules?

OPIC PROGRESS NOW™ is targeted at people who are new to their roles (6-12 months) and focuses on improving performance in that role. The process assists individuals to gain insight into their existing capability and identify gaps based on the requirements of their role.

OPIC PROGRESS FUTURE™ is targeted at those who are looking to develop themselves for a future role. Individuals assess their current capabilities against their future job interests and match these to potential roles within their organisation to gain direction for their career planning.

6. Why is middle management and below important?

In corporate organisations individuals in middle management roles and below make up the bulk of the organisation's workforce.

Given that one in two workers are disengaged – with 28% actively looking for new jobs and 40% looking to be employed elsewhere within the next 12 months - a huge proportion of these individuals come from middle management and below.

7. As a talent identification tool how does OPIC PROGRESS™ differs from other tools out there?

OPIC PROGRESS™ is unique in that it provides organisations with a program to retain and grow their own talent, focusing on capability development, rather than skills' development.

Based on an online methodology, it links assessment with development. Most importantly it links the development planning process with building organisational capability and value – something lacking in most people development processes.

The career planning module links employee career development with roles within an organisation and provides employees with an opportunity to browse all roles in their organisation that match their career aspirations and interests.

Research shows that career development is the highest driver of employee engagement and that individuals that perceive their organisation to be investing in their development are more likely to garner commitment.

8. Who provides further development for participants once their weaknesses have been pinpointed?

As a development planning tool, OPIC PROGRESS™ was designed to remove the need for managers to have to "come up" with a development plan for their staff and concentrate instead on implementation.



On completion of either OPIC PROGRESS NOW™ or OPIC PROGRESS FUTURE™, individuals are provided with a development plan emphasizing the development of three broad-based capabilities. They can then download the corresponding “Development Resource Guides” provided by the program which explains how they should proceed in developing this capability. The resources guide also provides a recommended reading list that points to appropriate literature to kick-start this development process.

With assistance from their manager, they then need to determine the next course of action – be it training, coaching, mentoring. These can be sought internally, through Opic or other development providers.

9. Does the assessment process for OPIC PROGRESS NOW™ differ to that of OPIC PROGRESS FUTURE™?

The aims of the two modules are related but different. OPIC PROGRESS NOW™ focuses on developing individuals within their current role and developmental interventions relate to the specific requirements of that role.

OPIC PROGRESS FUTURE™ identifies future roles within the organisation which may relate to the candidate’s potential so the development suggestions are broader and often relate to developing capabilities which can assist people make a transition into a leadership role.

By way of example, the development plan for account managers in their incumbent roles focuses on developing capabilities that would lead to success short term. This may include things like selling, networking and building relationships.

The same participant however may identify sales management as a future role. Future development plans would include performance management, staff development, and budgetary management skills.

10. How is OPIC PROGRESS™ made available to staff?

The PROGRESS™ program is hosted on the Opic website and can be accessed online. Participants are provided with website links, login details and passwords and can easily access the program via the Internet.

Organisations can customise the OPIC PROGRESS FUTURE™ part of their program by uploading the relevant roles in their organisation and make them available for participants to access. These ideally should include every role available in the organisation, from customer service, operational, and marketing jobs to senior management and CEO roles.



Individuals can browse these jobs and determine if these are where their interest lies and can compare their current capabilities against these roles and identify gaps and development areas.

11. Does OPIC PROGRESS FUTURE™ only highlight opportunities inside the organization they're working in?

The simple answer to this question is yes. The more complex answer is that it may open broader career opportunities for people once they have identified future career paths they are interested in.

Specifically OPIC PROGRESS FUTURE™ was designed to build employee commitment internally by addressing key retention challenges facing modern organisations globally – namely the identification of appropriate future roles within an organisation.

Research indicates that people tend to look for their next promotion outside an organisation because this information is more readily available or because internal future options are not well flagged outside people's immediate work area.

