



Top 10

Essential Skills for Frontline Success:

A Competency Blueprint





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PMaps Competency Framework – Introduction

The success of your frontline team is the cornerstone of customer satisfaction and operational efficiency. Drawing on extensive research across diverse industries and insightful discussions with high-performing frontline professionals, we've distilled the essence of exceptional frontline performance into a groundbreaking competency blueprint.

Anchored in the renowned **Big 5 Personality Model**, this blueprint goes beyond traditional hiring metrics to reveal the core competencies that set top performers apart.

Our research-based approach combines industry-wide insights with focused group discussions and studying past performance data, delving into the real-world challenges and triumphs experienced by frontline workers. By understanding the competencies that drive outstanding performance, we've crafted a comprehensive guide designed to transform your hiring strategy from the ground up.

This document has been meticulously crafted to provide HR managers, talent acquisition specialists, and organizational leaders with an in-depth look at the core skills that set high-performing frontliners apart. By aligning our extensive **PMaps Competency and Job Ontology framework** with a thorough analysis of **86 distinct frontline job roles**, we've distilled the essence of frontline excellence into a clear and actionable format.



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Tips for Efficient Use

- **Benchmark Against Excellence: Use** the blueprint to compare your current hiring criteria against the competencies proven to drive success in frontline roles. Identify gaps and opportunities for alignment to ensure you're searching for the right traits.
- **Tailor Interview Questions:** Use the behavioral indicators to derive interview questions and scenarios that directly probe for the competencies highlighted in the blueprint. This targeted approach allows for deeper insights into candidate suitability beyond the resume.
- **Enhance Training Programs:** Leverage the blueprint to refine your onboarding and training processes. By focusing on nurturing these key competencies, you can accelerate new hire ramp-up time and enhance overall performance.
- **Continuous Improvement:** Adopt the blueprint as a living document within your HR practices. Regularly review and update your hiring and development strategies based on ongoing results and feedback to stay ahead of industry shifts.
- **Data-Driven Decisions:** Incorporate the blueprint into your HR analytics to track the impact of competency-based hiring on performance metrics such as customer satisfaction, sales results, and employee retention.



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By integrating these core competencies into your hiring and development strategies, you'll not only attract the right talent but also foster an environment where frontline excellence is the norm, not the exception.

Embrace this competency blueprint as your guide to unlocking the full potential of your frontline team, ensuring they have the essential skills to thrive and drive your business forward.

All the best! 

Top 10 Essential Skills for Frontline Success: A Competency Blueprint

Essential Skills

*Skill Significance Score

Definition

Customer Orientation

96%



The ability to understand the customers' needs, take actions based on the needs, and prioritize them to aim for a win-win situation.

- ✓ Responds effectively to ensure that the demands of customers are fulfilled
- ✓ Places priority on delivering exceptional customer service
- ✓ Grasps the necessity of delivering great service to customers
- ✓ Helps in providing advice to help customers make good choices
- ✓ Ensures customers make well-informed choices by offering advice

*Skill Significance Score:

This metric quantifies the occurrence rate of specific competencies within a set of **86 job roles**, extracted from PMaps' extensive **72-competency framework**. It's a snapshot of the essential skills shaping frontline excellence.



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Essential Skills

Skill Significance Score

Definition

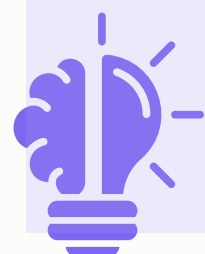
Result Orientation

95%



The ability to focus on efficient, timely, quality results by directing efforts on expected outcomes while providing exemplary service within expected timeframes.

- ✓ Sets clear, prioritized objectives
- ✓ Translates objectives into action plans, including identifying task interdependencies
- ✓ Uses measures where appropriate, and monitors progress (including both quality and 'output') and monitors progress
- ✓ Ensures others are clear what is expected of them



Top 10 Essential Skills for Frontline Success: A Competency Blueprint

Essential Skills

Skill Significance Score

Definition

Effective communication

94%



The ability to be able to convey the expected information in a clear and concise manner such that it makes the impact that it was intended for.

- ✓ Maintains a respectful tone throughout the complete discourse
- ✓ Acts suitably in response to both written and verbal information
- ✓ Presents ideas and arguments simply and convincingly in both conversation and writing
- ✓ Creates and maintains interest as a result of properly explaining one's ideas



Top 10 Essential Skills for Frontline Success: A Competency Blueprint

Essential Skills

Skill Significance Score

Definition

Information Seeking

93%

The desire to explore the inner workings of the complex systems at work by asking questions.

- ✓ Uses accessible information, or consults other available resources
- ✓ Asks a series of probing questions to get at the root of a situation or a problem or potential opportunity
- ✓ Calls on others, who are not personally involved, to get their perspective, background information, experience, etc.

Behavioral
Indicators



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Essential Skills

Skill Significance Score

Definition

Self-Confidence

83%

The belief in one's own abilities to select an effective approach for accomplishing a task or activity even in challenging circumstances.



- ✓ Is competent and efficient, having confidence in one's own skills and abilities
- ✓ Comes across as an independent and assertive individual
- ✓ Takes initiatives and guides others during challenging times
- ✓ Is open and willing to work in situations involving uncertainty and risk



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Essential Skills

Skill Significance Score

Definition

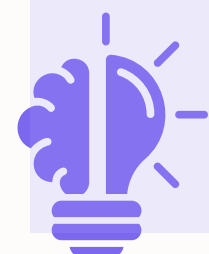
Learnability

78%

The drive to learn more about one's chosen area and to continuously utilize that knowledge in one's job responsibilities.

- ✓ Is willing to seek out challenging experiences and opportunities to develop
- ✓ Is willing to continuously learn and develop in the constantly changing environment
- ✓ Is inquisitive, asks questions and always aims to be informed
- ✓ Is open to feedback for continuous improvement

**Behavioral
Indicators**



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Essential Skills

Skill Significance Score

Definition

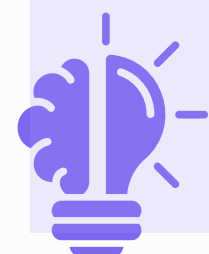
Stress Management

74%



The ability to maintain a stable performance under pressure or in adversity such as time pressure, excess workload or job ambiguity.

- ✓ Remains calm and composed under stress
- ✓ Has a positive and an optimistic outlook even under difficult circumstances
- ✓ Handles several stressful problems or tasks at once
- ✓ Tends to actively cope with problematic situations rather than being passive or dependent on others



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Skill Significance Score

Definition

Achievement Orientation

70%



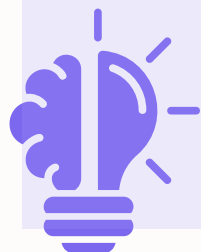
The tendency to aspire for and achieve outcomes that measure up to one's or others' standards of excellence.

- ✓ Maintains a consistent focus on achieving quality outcomes
- ✓ Develops or adapts methods for comparing results to objectives
- ✓ Actively pursues the plan of action despite setbacks
- ✓ Seek to comprehend the origin of difficulties and discovers methods for eliminating them



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Essential Skills	Skill Significance Score	Definition
<div><div><div>Influencing Skill</div><div><div><div>Behavioral Indicators</div></div></div></div></div>	65%	<p>The ability to convince others to change their minds and support one's cause as a result of employing appropriate strategies.</p> <ul style="list-style-type: none">✓ Gains others' support for ideas, proposals, and solutions✓ Gets others to take action to advance work objectives✓ Convinces others to accept one's point of view through one's way of presentation and speech



Top 10 Essential Skills for Frontline Success: A Competency Blueprint

Essential Skills

Skill Significance Score

Definition

Market Intelligence

63%



The ability to identify possibilities and new opportunities for the organization by gaining a strong and quick understanding of the business, customer competition, and industry.

- ✓ Is aware of the competitor's status, new trends, and innovation in the market
- ✓ Understands the market demand and suggest ways to cater to the market needs
- ✓ Efficient in analyzing customer demographics and suggest ways to target right customers in effective ways





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Let's Connect!

Your journey to **frontline excellence** doesn't have to stop here. Armed with our **Competency Blueprint**, you're well-equipped to elevate your team's performance. However, to truly harness the potential of your workforce, **PMaps' Talent Assessments** offer a deeper dive into assessing key skills for unmatched talent alignment and organizational growth.

Take the next step:

Explore how PMaps can revolutionize your talent strategy, ensuring your hires not only fit the job but excel in their roles, driving your business to new heights.

Discover more and elevate your hiring process at www.pmapstest.com.

