

EMAIL/YAMMER TEMPLATES FOR INTERNAL POSITIONING

Email 1 – From the President or Leadership Team

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Dear [Company Name] Team,

I hope you are doing well. As the President of [Company Name], I am thrilled to share an important initiative that underscores our commitment to your professional growth and collective success.

We have adopted the Pinnacle Series learning management system (LMS) and the KnowledgeSmart skills assessment platform to maintain our position as industry leaders and foster a culture of continuous improvement. This strategic investment is designed to provide each of you with unparalleled opportunities for skill development, knowledge enhancement, and career advancement.

**Why We Chose Pinnacle Series and KnowledgeSmart**

1. **Personalized Learning and Development:** Pinnacle Series offers a comprehensive LMS with on-demand training, adaptive learning paths, and an extensive library of resources tailored specifically for the AEC (Architecture, Engineering, and Construction) and manufacturing sectors. This platform ensures that your learning journey is customized, relevant, and impactful, providing access to the knowledge you need when you need it.
2. **Objective Skill Assessments:** KnowledgeSmart enables us to conduct thorough skill audits and assessments tailored to our industry. These tools help us clearly understand your current skill levels, identify areas for improvement, and recognize your strengths. Objective assessments eliminate unconscious bias, ensuring fair and accurate evaluations and providing you with a secure and confident path for growth.
3. **Resource Optimization:** By understanding our collective skill set, we can efficiently level project resources. This means assigning the right people to suitable projects, improving productivity, and enhancing project outcomes. Your skills are not just a part of the equation, and they could be the key to driving innovation and tackling new challenges.
4. **Career Advancement:** Regular skill assessments and targeted training pave the way for your career growth within the company. We are deeply committed to supporting your professional development and providing opportunities to advance and excel in your career. This commitment is a testament to our belief in your potential and our dedication to your success.
5. **Innovation and Excellence:** A workforce continually honing its skills is better equipped to drive innovation and maintain its competitive edge. Your participation in these programs helps us stay ahead of industry trends and deliver exceptional client results.

**Why Objective Skill Assessments?**

A good sense of our abilities is natural, but unconscious bias can sometimes influence self-assessments. We might overestimate or underestimate our skills for various reasons, such as past experiences, confidence levels, or workplace dynamics. Objective skill assessments help eliminate this bias by providing a clear, accurate picture of where we stand.

1. **Unconscious Bias:** Objective assessments ensure that we accurately measure our skills without the influence of unconscious bias. This helps identify actual areas for improvement and ensures fair evaluation for all team members.
2. **Consistency:** Standardized assessments ensure that everyone is evaluated using the same criteria, leading to consistent and comparable results across the team.
3. **Data-Driven Decisions:** Objective data from skill assessments allows us to make informed decisions about training needs, project assignments, and career development opportunities.

**The Bigger Picture**

Our commitment to skill assessments reflects our dedication to your personal and professional growth. It is not about monitoring your performance but empowering you with the necessary tools and knowledge to succeed. By investing in your skills, we are investing in the future of [Company Name].

**Next Steps**

We will be rolling out these programs in the coming weeks. Your participation is essential to the success of this initiative. I encourage you to engage positively with the skill assessments and training opportunities provided. We can achieve great things together and continue building a thriving, innovative company.

Contact your manager if you have any questions or need further information.

Thank you for your dedication, hard work, and continuous learning and development commitment.

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Shorter version

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**[Date]**

Dear [Company Name] Team,

I hope you are doing well. As part of our commitment to fostering a culture of continuous improvement and professional growth, I am excited to announce our adoption of the Pinnacle Series learning management system and the KnowledgeSmart skills assessment platform. These tools will provide you with personalized learning paths, objective skill assessments, and targeted training opportunities. Participating in these programs will enhance your skills and career prospects and contribute to our collective success, driving innovation and excellence at [Company Name]. Moreover, as we engage with these platforms, we will gain a wealth of data to fuel improved data-driven decision-making, ensuring we allocate resources effectively and optimize project outcomes. Your engagement is crucial, and I would like you to take full advantage of these resources.

Best regards,

[Your Name]

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Email 2

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Dear Team,

At [Company Name], we believe in fostering a culture of continuous learning and development. To support this mission, we have invested in the Pinnacle Series & KnowledgeSmart platforms to provide top-tier online learning opportunities tailored to your needs.

To make the most of these resources and help us understand your current skill levels, we ask you to participate in our upcoming skill audits and assessments. These assessments identify areas where you can enhance your skills, minimize downtime, and access targeted training modules that align with your professional growth and career aspirations.

**What's in it for you?**

1. **Personalized Learning Paths:** By understanding your current skills, we can tailor training programs specific to your needs, ensuring you spend time on the most relevant and impactful learning activities.
2. **Career Development:** The insights gained from these assessments will help us provide you with opportunities for professional development and career advancement within the company.
3. **Increased Efficiency:** With targeted training, you can reduce the time spent on trial and error, leading to more efficient project execution and job satisfaction.
4. **Innovation and Growth:** Continuously improving your skills will enable you to contribute to innovative solutions and drive our company forward.

**Why is this important for [Company Name]?**

1. **Resource Optimization:** Skill assessments help us level project resources, ensuring we assign the right people with the right skills to suitable projects.
2. **Enhanced Project Outcomes:** By better understanding our collective skill set, we can improve project planning, execution, and delivery, ultimately enhancing client satisfaction.
3. **Sustainable Growth:** Investing in our employees' skills fuels innovation, drives excellence, and positions us for long-term success in the industry.

**Next Steps**

Please complete the Pinnacle Series & KnowledgeSmart skill assessments by [specific date]? The assessment should take approximately 2-3 hours to complete. Your participation is crucial in helping us roll out effective training programs that benefit you and the company.

Please contact your project manager for FAQs.

I appreciate your commitment to continuous learning and development.

Best regards,

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Email 3

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Subject: Understanding the Importance of Skill Assessments

Dear Team,

As we strive for excellence and continuous improvement at [Company Name], we want to share why skill assessments are crucial to our professional development and company growth strategy.

**Why Skill Assessments Matter**

1. **Personalized Development Plans:** Skill assessments help us identify your strengths and areas for growth. With this knowledge, we can create customized development plans aligning with your career aspirations, ensuring you receive the most relevant and impactful training.
2. **Enhanced Job Performance:** By understanding your current skill levels, we can provide targeted training that helps you perform your job more effectively. This not only boosts your confidence but also increases your efficiency and productivity.
3. **Career Advancement:** Regular skill assessments highlight your progress over time and help you identify opportunities for career advancement within the company. We aim to support your growth and help you achieve your professional goals.
4. **Innovation and Excellence:** A workforce continually honing its skills is better equipped to drive innovation and excellence. Skill assessments ensure we stay ahead of industry trends and maintain a competitive edge.
5. **Optimal Resource Allocation:** Knowing our team members' skill sets allows us to allocate resources more effectively. We can match suitable people to suitable projects, leading to better outcomes and higher client satisfaction.

**Why Objective Skill Assessments?**

A good sense of our abilities is natural, but unconscious bias can sometimes influence self-assessments. We might overestimate or underestimate our skills for various reasons, such as past experiences, confidence levels, or workplace dynamics. Objective skill assessments help eliminate this bias by providing a clear, accurate picture of where we stand.

1. **Unconscious Bias:** Objective assessments ensure that we accurately measure our skills without the influence of unconscious bias. This helps identify fundamental areas for improvement and ensures fair evaluation for all team members.
2. **Consistency:** Standardized assessments ensure that everyone is evaluated using the same criteria, leading to consistent and comparable results across the team.
3. **Data-Driven Decisions:** Objective data from skill assessments allows us to make informed decisions about training needs, project assignments, and career development opportunities.

**The Bigger Picture**

Our commitment to skill assessments reflects our dedication to your personal and professional growth. It is not about monitoring your performance but empowering you with the necessary tools and knowledge to succeed. By investing in your skills, we are investing in the future of [Company Name].

**Next Steps**

We will be conducting skill assessments through the Pinnacle Series and KnowledgeSmart platforms. Please complete these assessments by [specific date]. The process is designed to be straightforward and should take approximately 2-3 hours to complete.

Please feel free to contact your project manager if you have any questions or concerns.

Thank you for your participation and commitment to continuous learning and development.

Best regards,

[Your Name]
[Your Position]
[Company Name]

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Email 4

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**Subject: Understanding the Value of Skill Assessments at [Company Name]**

Dear [Employee's Name],

I hope this message finds you well.

We understand that some of you may be concerned about the necessity and validity of skill assessments. I want to take a moment to address these concerns and explain why these assessments are a critical part of our growth and development strategy at [Company Name].

**Why Skill Assessments Are Important**

1. **Objective Measurement:** Skill assessments objectively measure your current skill levels. Unlike self-assessments, which can be influenced by unconscious bias, these assessments give a clear and accurate picture of your abilities, ensuring fair and consistent evaluation for everyone.
2. **Carefully Vetted Content:** The content of our skill assessments has been carefully vetted and curated by industry experts. These assessments are designed to reflect real-world scenarios and challenges you may encounter in your role, ensuring that the skills being assessed are relevant and valuable.
3. **Personalized Development:** By understanding your strengths and areas for improvement, we can create personalized learning paths tailored to your needs. This targeted approach helps you focus on the most impactful training, saving time and enhancing professional development.
4. **Data-Driven Decisions:** The data we gather from these assessments is invaluable for making informed, data-driven decisions. It helps us allocate resources effectively, optimize project assignments, and identify opportunities for innovation and improvement.
5. **Enhanced Career Opportunities:** Regular skill assessments and targeted training pave the way for your career growth within the company. We are committed to supporting your professional development and providing opportunities to advance and excel in your career.

**Your Role in Our Success**

Your participation in these assessments is crucial. It helps you grow and develop and contributes to the overall success and competitiveness of [Company Name]. By engaging positively with these assessments, you are helping us build a stronger, more capable team ready to tackle new challenges and seize new opportunities.

**Next Steps**

We encourage you to approach these skill assessments with an open mind and a commitment to your professional growth. Please do not hesitate to contact your manager for any questions or concerns.

Thank you for your dedication and cooperation in this vital initiative.

Best regards,

Email 5 – What to Expect

Subject: What to Expect from Our Skill Assessments and Audits

Dear [Employee's Name],

I hope this message finds you well.

We implement skill assessments and audits through the Pinnacle Series and KnowledgeSmart platforms as part of our continuous improvement and professional development initiatives. I want to share what you can expect to ensure you are well-prepared and understand the process.

**Why Skill Assessments and Audits?**

We aim to build a responsive, agile workforce capable of adapting to industry changes. Skill assessments and audits provide us with critical data to:

* **Improve Project Resource Management:** Assign the right individuals to suitable projects based on skills.
* **Create a Learning Culture:** Encourage ongoing team learning and knowledge sharing.
* **Propagate Training and Development:** Deliver impactful training aligned with strategic goals and personal development plans.
* **Support Coaching and Mentoring:** Match mentors and mentees based on data rather than subjective opinions.

**When Are Skill Assessments Used?**

1. **Recruiting:** Narrow down candidates or decide between finalists for a position.
2. **Career Development:** Evaluate current performance and ensure skill growth.
3. **Learning and Development:** Checkpoint progress along a learning path.
4. **Rapid Adoption of New Skills:** Ensure mastery of new essential skills before engaging in project work.
5. **Reskilling and Upskilling:** Encourage learning new skills to address talent gaps.

**The Skill Assessment Process**

1. **Invitation:** You will receive an email invitation to complete the skill assessment.
2. **Starting the Assessment:** Click the provided link to initiate the session. Complete the background information and continue.
3. **Instructions and Materials:** Read all instructions, watch user movies, download necessary datasets, and review question types. Click the green start bar to begin.
4. **Background Questions:** Answer background questions and select your self-rating score.
5. **Assessment Portal:** Enter the portal, where you may see a digital proctor message reminding you to complete the assessment independently.
6. **Feedback Tools:** Use the training request and skipped question buttons to give additional feedback.
7. **Submission:** Once you have answered all questions, submit your answers for marking or review them one last time.
8. **Company Survey:** You might be prompted to complete a company survey at the end, providing more subjective feedback.

**Key Concepts Explained**

* **Background Information:** Information like your primary learning method, years of experience, and self-rating helps management make insightful decisions.
* **Knowledge-Based Questions:** These assess your ability to recall information.
* **Competency-Based Questions:** These require you to perform specific tasks or skills with a required level of proficiency.
* **Activity-Based Questions:** These measure your ability to apply skills and knowledge learned using actual software tools.

**Your User Profile**

Access your personalized user profile at [KnowledgeSmart login link] to:

* Store and share achievement records.
* Analyze assessment results and manage skill ratings.
* Keep track of completed surveys.
* Self-enroll in approved assessments, surveys, and skill audits.

**Next Steps**

Your participation in these assessments is crucial for your personal development and the company’s success. The data gathered will fuel improved data-driven decision-making, ensuring we allocate resources effectively and optimize project outcomes.

For any questions or concerns, reach out to your project manager.

Thank you for your dedication and cooperation.

Best regards,

[Your Name]
[Your Position]
[Company Name]

Shorter messages for internal messaging e.g. Yammer

* + **Unlock Your Potential! 🚀** Complete your skill assessment today and discover personalized training just for you! Let's grow and innovate together. #ContinuousLearning #SkillUp
	+ **Be the Best You Can Be! 🌟** Participate in our skill assessments and take your career to the next level. Your skills might be just what we need for exciting new projects! #CareerGrowth #SkillAssessment
	+ **Your Skills, Your Future! 🔑** Skill assessments help us tailor training to your needs and level project resources efficiently. Complete yours by [date]! #ProfessionalDevelopment #ProjectLeveling
	+ **Shape Your Success! 🌠** Join the journey of continuous improvement with our skill assessments. Your hidden talents could lead to groundbreaking innovations! #Innovation #SelfImprovement
	+ **Maximize Your Impact! 💥** Participate in our skill assessments to boost your productivity and efficiency. Let's make your strengths known! #WorkSmart #SkillBoost
	+ **Fair and Square! 🎯** Objective skill assessments eliminate bias and ensure fair evaluations. Discover your true potential today! #FairAssessment #TruePotential
	+ **Know Your Strengths! 💪** Skill assessments highlight your strengths and areas for growth. You might uncover skills that open doors to new opportunities! #GrowthMindset #NewOpportunities
	+ **Tailored Just for You! 🎓** Personalized learning paths start with skill assessments. Complete yours by [date] and see where your skills can take you! #PersonalDevelopment #TailoredTraining
	+ **Stay Ahead of the Curve! 📈** Skill assessments keep us competitive and innovative. Your unique skills can help us tackle new challenges! #FutureReady #UniqueSkills
	+ **Invest in Yourself! 💼** Completing your skill assessment is an investment in your career. Embrace the journey of self-discovery and growth with us! #CareerAdvancement #SelfDiscovery

Resources

[KnowledgeSmart Guides for Employees 2023 - Word](https://portal.pinnacleseries.com/#/cheatsheetviewer?id=3c5e60a4-5393-4465-b750-96c3f03d77ba)

Invite Wording

**KnowledgeSmart Assessment Invite Template for Interviewees**

**Key Messaging:**

* + Adhere to your organization's standard interview guidelines.
	+ Position assessments in a positive light.
	+ Highlight that assessment questions mirror the workflows needed to be successful in the role.
	+ Consider the following wording when positioning assessments (also in our interviewee guide):
* The role you have applied for requires competency in specific skills, and our skills assessment will help us evaluate your skill strengths and skill gaps.
* We have guarded against unintended bias by carefully reviewing our assessment content and selecting contexts that are equally familiar to all and words with shared meanings.
* We ask various people with diverse perspectives to review our assessment content and tools.
* Any assessment that directly mimics what a person will do on the job is considered “validated.”
* Your assessment has been designed to predict success in certain parts of the role you have applied for.
* If your application is successful, your assessment results will help our company streamline onboarding, e.g., assign the right team members to the cooperative projects based on your unique skill profile and matching the right mentor to the right mentee.

Use this example invite wording for interviewees to customize your KnowledgeSmart assessment invite template

* + Use shift+enter after each line in your email wording to optimise spacing
	+ Configure the KnowledgeSmart guide for interviewees and share a link in your invite wording as well
		- * KnowledgeSmart Guides for Interviewees 2023 - Wor
	+ Remind candidates that the assessment score and elapsed time metrics are only part of the overall analysis.
	+ A unique combination of your assessment score, elapsed time, background information, subjective survey responses, and skill ratings will be considered alongside our other recruitment processes.
	+ Your assessment result will also be reviewed against related global benchmark and company benchmark data.

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**Invitation to Complete a KnowledgeSmart Skills Assessment**

You have been selected to complete a skills assessment, as part of our company's recruitment process.
The results give our recruiters valuable evaluation metrics to consider alongside our other recruitment processes.
This contributes to happier, long-term hires and helps us streamline onboarding process for successful applicants. Our guide for interviewee candidates is a helpful resource to prepare you for your skill assessment. If you have any questions please reach out to our team at any time.

**What we ask of you:**
- Undertake the assessment without seeking help.
- Don't discuss your results with others.
- Block out time in your diary to complete the assessment in one sitting.
- Please note your result will be evaluated from an accurate answer and elapsed time standpoint.
- Complete the assessment within the 2-hour time limit applied.

**Please be aware:**
To answer the task-based questions in this assessment, you must be able to open test models (dataset files) in the respective software application. To maximize your available time on this assessment, it is advised that you should have the correct version of the software installed before starting the assessment. For example, to take the Revit 2022 assessment, you should have Revit 2022 installed on your computer. If you do not have the applicable software installed please download a trial from [Autodesk website](https://www.autodesk.co.za/free-trials).

With that in mind, to begin your assessment please follow the link below and log in with your username and password.

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*The below information will be added in by default.*

[Click Here](https://nam04.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.knowledgesmart.net%2Favi%2Ftesttaker%2Ftesttaker.html&data=05%7C01%7Clisa.taylor%40eaglepoint.com%7Cd64b9ec892534d4d37bc08da43f1cd34%7Cb367af64c3b94bebb3557d845c796339%7C0%7C0%7C637897003074858585%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=WkD6RiJJGnRrEpWj0v4B150HGW2u3FLfXaobg2YXH%2Fk%3D&reserved=0) to watch a short movie which will guide you through the assessment process, explain how to navigate through the questions and offer tips on what to look out for.

Please note: If you receive two or more invites in close succession, the latter invite(s) will overwrite the password(s) from earlier mails. Please use the password from the LAST email invite received to access ALL open KS assessment sessions. You can re-set your KS password at any time, by clicking the 'Forgot password' link on the KS login page. Enter your KS username and the system will email you a new password.

Good luck.

The KnowledgeSmart Team

**Assessment:** Copy of AutoCAD Civil 3D 2019 (part 1) (14936)
**Click here:** [https://online.knowledgesmart.net/default.aspx?showLogin=true&Username=LisaTaylor1&InviteID=312080&Guid=13023](https://nam04.safelinks.protection.outlook.com/?url=https%3A%2F%2Fonline.knowledgesmart.net%2Fdefault.aspx%3FshowLogin%3Dtrue%26Username%3DLisaTaylor1%26InviteID%3D312080%26Guid%3D13023&data=05%7C01%7Clisa.taylor%40eaglepoint.com%7Cd64b9ec892534d4d37bc08da43f1cd34%7Cb367af64c3b94bebb3557d845c796339%7C0%7C0%7C637897003074858585%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=1bpxq7aSrCqqwhQ1594Y%2F5iqc5WBEOEEu3R3x%2B2BUfw%3D&reserved=0)

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**Additional Helpful Resources**:

· KnowledgeSmart Guides for Interviewees 2023 - Wor

· [Assessing Interview Candidates](https://portal.pinnacleseries.com/#/workflowviewer?id=98e2e1f6-2f21-4301-b7a6-d1c08bf66726&contentType=workflow) - Step by Step Workflow