

Certification of staff — Narrow and wide sense

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Introduction

The certification of staff is traditionally understood as a system of organizational and special measures on the valuation of the conformity of the professional and personal peculiarities of the particular worker and economic division to the corporate requests, norms, values.

What is the alternative to the traditional approach in the conditions of transitive economy, or in a small business environment, where the corporate norms have not been developed or have not been tested test by time?

What is a criteria for valuation? What is the respectfulness of criterion?

Our decisions of the problems described lay in the aspect of using of the additional functions of certification: search (development), coordination, presentation of corporate values, norms, requests.

The given additional opportunities are realized by means of introduction of the reflective training - practical work modulus: innovational, interests coordination , training of sales, training of accuracy of the execution actions.

So there is an addition to a traditional function of certification. The valuation of conformity of qualities to criterion factor is added by a new one coefficient of the co-authorship - coordination of normative base.

There is a proposal to discuss the contents of new modules of certification that are realized in the Ukrainian consulting market of as a satisfaction of the enterprises' wish in transitive economy, and to discuss also the forecast of the similar need in other economic conditions.

THE TRADITIONAL SCHEME OF THE CERTIFICATION

1. The order on certification is issued not later than 1 month before certification:

the plan of certification;

date, place, time;

stages of certification and responsible persons;

the list of the persons certified;

the list of the direct chiefs of the persons serried;

the list of certification commission;

the documentation and criterion:

the report (if corresponds to the position functions);

the characteristic of the direct chief (if supposed the agreed characteristic or authorized by the team).

2. The procedure of certification.

3. The Conclusion of the commission as a valuation of conformity or - not conformity.

THE DEFECTS OF THE TRADITIONAL CIRCUIT OF CERTIFICATION

1. The absence of the legal status for the module of the psychological valuation.

2. The absence of orientation of the traditional sphere of certification on service of equality of patterns of ownership.

3. Specialization of the commission conclusion as the valuation of the conformity - not conformity of the person to a function at the moment of certification instead of the forecast of the value of conformity and the value of readiness to the development (changes).

THE PURPOSE OF CERTIFICATION IN THE FRAMES OF THE RESOURSABLE APPROACH.

ADDITIONAL REFLECTIVE MODULES OF THE CERTIFICATION.

CONCEPTUAL BASE.

The purposes of certification in resoursable approach.

1. The estimation of the cost of the worker's potential conformity to the requests.

2. The harmonization of the relations in the field of the employer's and worker's responsibilities for the worker's potential development up to a level of requests or for self-determination on external or internal rotation.

The mechanism of estimation of the cost of the workers' potential conformity to requests is provided through the interaction of the formal (traditional) aspects of certification and its additional modules. The additional modules are subdivided on preparatory and main.

1. The main additional modules include three kinds of valuation:

Self-valuations of competence of the person certified;

Expert valuation of the person certified (made by chiefs and colleagues);

Integrative psychological valuation on the basis of psychological inspection.

2. The preparatory additional modules can have the following purposes:

the development of the concept of corporate philosophy, culture, purposes, values;

the development, coordination of criteria of certification;

the readiness of acceptance of certification as corporate value of readiness to market competitiveness;

the modeling of valuation of intellectual, personal and communicative properties of the person in a group discussion as readiness for certification;

the advanced acceptance of the plan of development by the participants of the certification or self-determination on rotation at the stage of preparatory measures (up to the stage of formal certification);

the providing of the readiness to a formal certification as an agreement with valuation criteria.

The mechanism of the harmonization of the relations in the field of the employer's and worker's responsibility for development of potential of the worker up to a level of requests functions by means of the application of the technology reflective training - practical work. The technology provides a transparency of remedial and productive aspects of group discussion. The theme of the discussion is selected according to interests of an audience and necessity to set its difficulty level. The resolution of problems (every participant displays himself accordingly to the given level of difficulty) provides the operative display of intellectual abilities. Insidepersonal conflictness of the discussion participants allows to display personal features operatively with the help of collision with a planned level of difficulty. The style of behaviour in the group discussion displays organizational and communicative properties. Due to absence of the contradictions between obvious validity and conceptual validity in the valuation of intellectual, personal and communicative properties, the idea of abilities of the separate persons and the whole team to be a resource of the business discussion becomes accessible for understanding and acceptance by the participants of a training - practical work. Being a point of issue, frequently during the discussion the concept of the responsibility for competitiveness of resources closes a part of the mechanism of the harmonization of the relations in the field of the responsibility through acceptance of the obligations in the field of individual development of each employee.

Mission of the consulting enterprise - the executor of certification.

The mission is the maintenance of the Parties by reflective vision of the both potential and urgent opportunities (interests). The assistance to recomprehend of the social-professional, communicative, intellectual stereotypes. The assistance in the acceptance of the decisions about prior inclusion of the financial resources or intellectually-organizational resource for the maintenance of the development of the human resources.

CONCEPTUAL BASE

The concept group reflection is developed by a scientific direction in the psychology of group reflection (groups - reflection psychology). The concept is represented on the theoretical-psychological, scientifically applied and inculcated levels. A parental scientific direction of the group -reflection psychology is the direction - the psychology of the reflection.

Psychology of group reflection at the theoretical level affirm:

1. personal and communicative conditionalitiness of processes of creation new by the individual and by the group;

2. Theoretically parity mutual conditionalitiness by the individual or by the group of process of creation new;

3. Conceptually traced interrelation of the mechanism of creation new with mechanisms: self-regulation, acceptance of the decisions, coordination of interests, security of claims in achievements.

The working definition of the concept of the group reflection - that is the system of the highly-organized mental reflection. On the part of result this system is evaluated by a degree of the subjective or objective novelty of the received intellectual product, and also by the depth of the analysis of the given product. On the part of process this system is evaluated by the volume of the reflection channels, by the speed of processing of the information, and also by quantity and by the level (quality) of the recomprehending of stereotyped

knowledge or experience. It is measured by parameters of productivity, procesuality (structure, dynamics(changes)), functional parameters.

Psychology of the group reflection on an applied and inculcated levels affirm:

1. The opportunity of the development of the reflective potential of the both individual and group subjects.
2. The opportunity of influence on the development of reflective potential, both on the part of the subject, and on the part of the agent of influence.
3. The opportunity of increase of efficiency of activity, in case the activity of the subject includes the reflection (irrespectively independently or together with the agent of influence the activity) is carried out.
4. The agent of influence can be as the knowledge about reflective mechanisms (applied level), as third persons - reflective the trainer(s).
5. The positive effect of the development of the reflective potential by the reflective trainers is achieved by their realization of reflective procedures.
6. A link of reflective mechanisms and reflective procedures is the empirical reality.

The methods

- The main method of the valuation (diagnostics) of urgent and potential abilities of staff and administrative personnel is context-parametrical, substantial - semantic analysis of reflective processes.
- The main method of organization of the reflective environment includes a training - practical work, reflective interview, reflective interview.
- The additional methods create natural or real events for the companies and persons. The probable deviations(rejections) of processes from the purposes are predicted and the scripts of returning to them are developed.

VARIANTS OF THE SCRIPTS OF PREPARATORY MODULES OF CERTIFICATION

The variants of the scripts of preparatory modules of certification can be directed on an audience of the persons certified directly. In this case scripts will realize the purposes of preparatory additional measures (see above). The variants of the scripts of preparatory modules of certification can be directed on an audience of the persons certified indirectly. The indirect variant of influence can be realized through the script of external competition on the vacancy announced. The audience of persons serried in this case has the status of a commission of experts or representatives of the employer and passes preparation through comprehension of a level of requests to the new arriving for a work and through comprehension of competitive potential of the applicants in the market of labour.

THE SUMMARY

The discussion about the contents of the new modules of certification sold in the Ukrainian consulting market as a satisfaction of the enterprises' wish in transitive economy, and also forecast of similar needs in other economic conditions is offered.

We invite all colleagues who is busy with the introduction and updating of foreign (or developed in other welfare environment) technologies of organizational psychology to close co-operation, joint researches.

Everybody who is interested in the usage of the reflective mechanism as an explanatory method in the decision of particular - psychological problems (adaptation of the technologies in new socio-cultural environment) is offered the experience of long-term developments of our institute (e-mail: chief@iris-psy.kiev.ua).