CCL Compass™
Product Manual

Learn. Develop. Coach.

# Contents

CCL Compass™

CCL Compass is an online tool that provides competency information and actionable tips to assist you with creating your leadership development plan and for coaching others. A competency is a broad human capability made up of an interrelated set of knowledge, skills, and perspectives. Leadership competencies point to a capability that distinguishes superior leader performance. The link to the tutorial demo is located here:

https://vimeo.com/167145073

Logging In
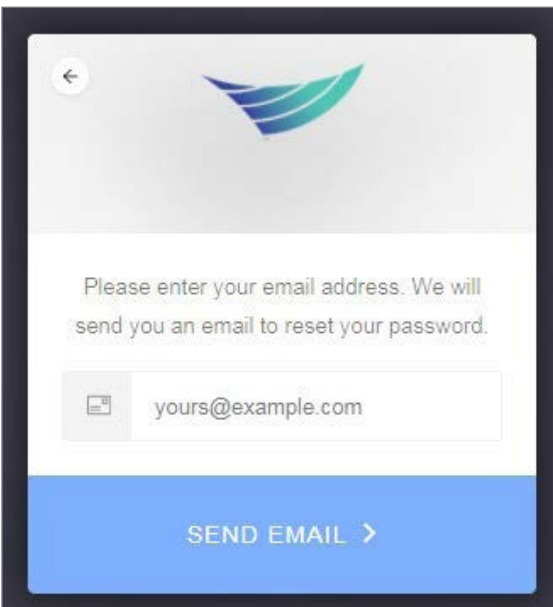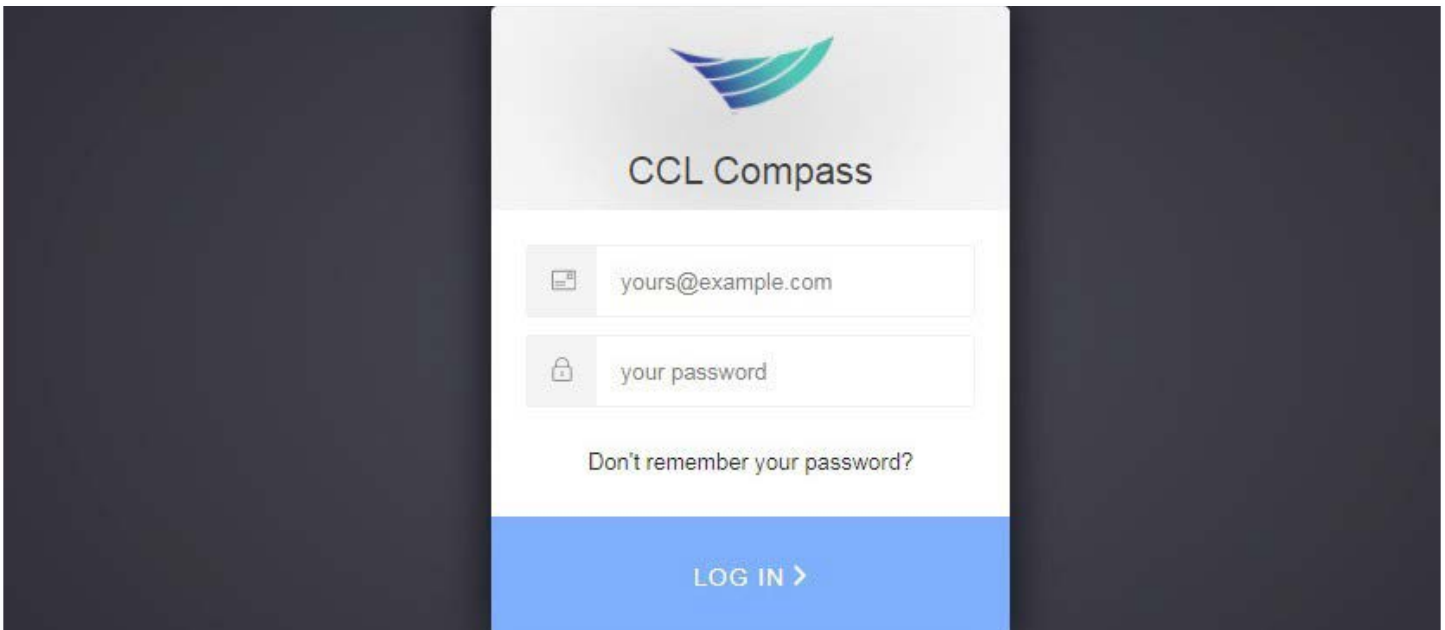
1. CCL Compass™ is located here: https://compass.ccl.org

2. Enter your email address and password and click Log In.

3. Click "Don't remember your password?" to reset your password.

First Time Log In

The first time you log into CCL Compass™ you will be presented with an informational video and a list of Frequently Asked Questions. Click the (X) in the upper right corner of the box or the Close button at the bottom to close the window. You can access this information any time by selecting the FAQs link in the lower right corner at the bottom of every screen.
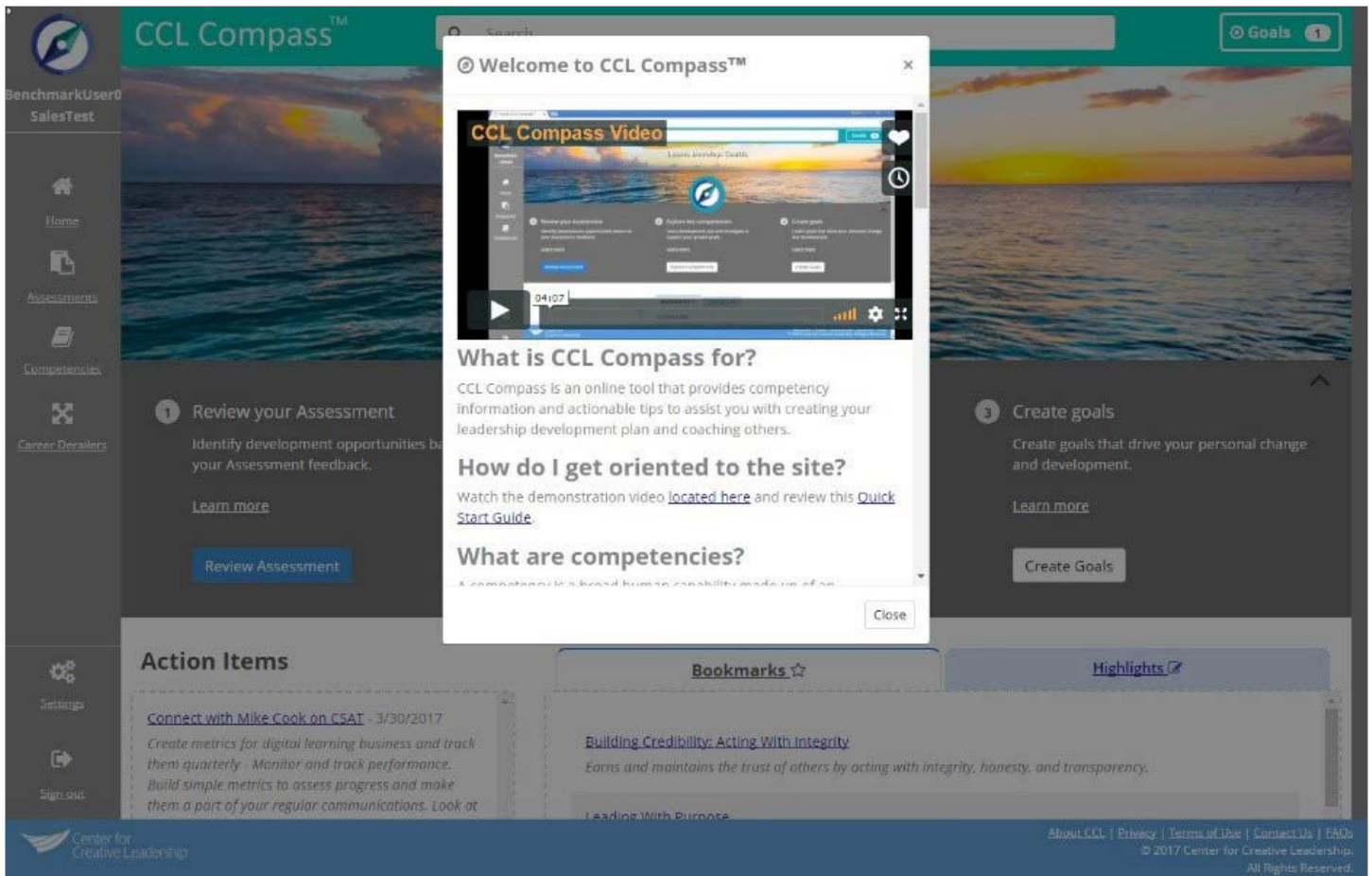
Home Screen

The CCL Compass™ home screen has many features to assist you with identifying competencies and assigning goals.

Search Bar – Type in a word or a competency name to search for a specific topic.

Goals Button (upper right) – The Goals section shows the number of active goals created. Clicking on the Goals button will open the My Goals window, where you can see your goals in detail, add new goals, add action items to your goals, download, and print or share your goals.

Home (left navigation bar) – Returns you to the Home screen.

Assessments (left navigation bar) – If you have completed a 360-degree assessment, click Assessments to review your data.

Development Grid (left navigation bar) – This chart indicates your strengths and potential development areas based on the items selected that pleased or displeased you from your assessment, using the Thumbs Up/Thumbs Down icons.

Competencies (left navigation bar) – Displays the full list of competencies included in CCL Compass. Use the dropdown selection in the upper right corner to display competencies by category.

Career Derailers (left navigation bar) – Displays the full list of career derailers included in CCL Compass.

Review your Assessment (optional) – This section is only available if you have completed a 360-degree assessment. Click Review Assessment to view your data. Click the Learn More link to view a "How to" video for that section.

Explore Key Competencies – Displays the full list of competencies included in CCL Compass. Click the Learn More link to view a "How to" video for that section.

Create Goals – Opens a My Goals panel on the right side of the screen. Click the Learn More link to view a "How to" video for that section.

Action Items – This area lists all action items created for your goals. Clicking on an action item directs you to the associated goal detail.

Bookmarks – This area lists the competencies that you have bookmarked by clicking the star next to the competency title.

Highlights – This area displays all the text that has been highlighted within each competency.

Settings – Change your account settings, including notification options, leader level or change your password.

Sign out – Signs you out of your CCL Compass account.

Competencies

- *The Competencies link (left navigation) takes you to the full list of competencies in CCL Compass.*
- *Click on the drop down arrow in the upper right corner to sort the competencies by category.*
- *Clicking on the star bookmarks that competency and displays it in the Bookmarks section on the Home Screen for quick access to that competency.*

Competency Detail Page

The competency detail page is divided into sections, which are color-coded. As you scroll through the content, the progression bar at the bottom displays the section you are in. You can scroll, use the Next and Back buttons, or navigate to a color-coded section. Click the Download button in the upper right corner to save a PDF version of the content.

Highlights

This feature allows you to select text to highlight, copy, or create a goal. Once you select text, you have the following choices:

Highlight – This will highlight the text in yellow. It will also save that text in the Highlights section of the Home screen for easy navigation.

Copy – Copy the text to paste in another section or application.

Create Goal – This will open the My Goals panel and add the highlighted text to the Goal Description section.

Goals

Development goals help you focus your efforts on key improvements that you have identified to continue your leadership journey. Often times, these are tied to core competencies needed to be successful at your leadership level in the organization.

1. Select the Goals button to open the My Goals window. All goals will be listed.
2. If looking at a competency detail page, it will remain open behind the My Goals window.
3. Select the Add a Goal link to open a new goal detail window.
4. See All Goals displays a detailed list of all goals, including goal name, description, status, and whether or not it is marked as private.

Goal Detail Window

1. After clicking the Add a Goal link, add the Goal Name and the Goal Description.

2. You are able to make your goals private so that only you can see them. Not marking them private allows your Facilitator/Coach to see them (if you are working with one).

3. Download the goal into a PDF or share your goal via email with others.

4. Add Action Items to keep you focused by selecting the Add Action Item link. Items that have past due dates are highlighted in red.

5. The Plan for Success section provides optional questions you can answer to insure you are on the path to success.

See All Goals

Display all of your goals in a simple chart. You can sort the list by name, status, or private.

1. Select one or more goals to activate the Share or Download buttons.
2. Share your goals via email with your Coach or others.
3. Selected goals can be downloaded into a PDF file.
4. Click the goal name to view the goal details.

Assessments

The following features are only available to those who have taken a 360-degree assessment. The Benchmarks® 360 Suite of assessments and Skillscope® are available in CCL Compass. The display will vary based on the assessment you have taken.

Benchmarks® 360 Suite
ASSESSMENT WINDOW (BAR CHART VIEW)
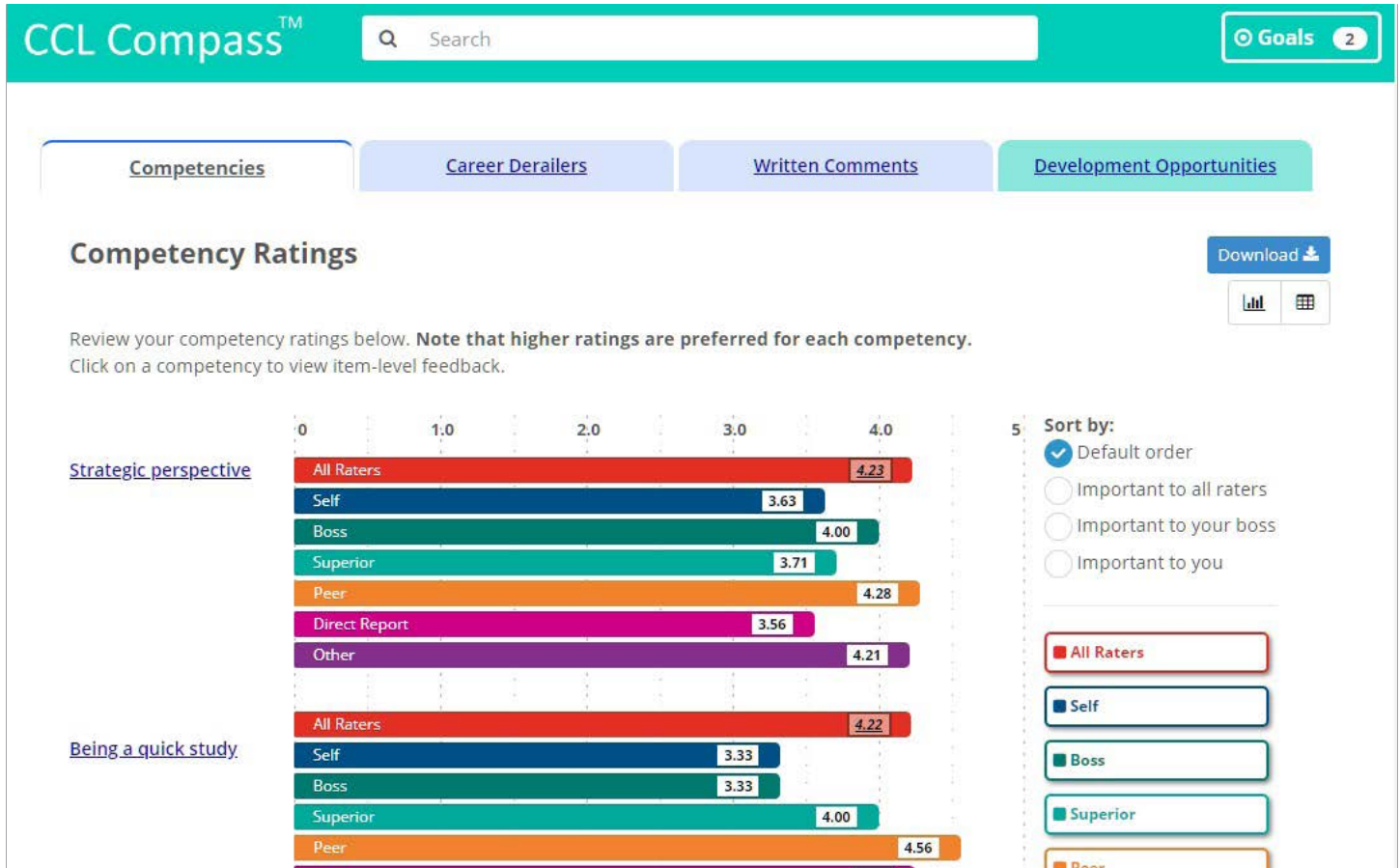
Competencies (tab) – Displays competency-level scores.

Career Derailers (tab) – Displays career derailer scores (if applicable).

Written Comments (tab) – Displays the written comments provided by your raters. You can view them online and download.

Development Opportunities (tab) – This chart indicates your strengths and potential development areas based on the items selected that pleased or displeased you from your assessment, using the Thumbs Up/Thumbs Down icons.

Competency titles (links) – Click the link to display item-level scores associated with that competency.

Scores are displayed by rater category. These results can be viewed many different ways.

View (icons below Download button) – Change the view from bar lines to a grid.

Sort by – Sorts the competencies selected as most important in order by rater perspective.

Rater Groups (buttons) – Select to hide or display scores by rater category.

Benchmarks® 360 Suite
COMPETENCY ITEM DETAIL (BAR CHART VIEW)

Clicking on a competency title takes you to the item-level detail. This section allows you to take a deeper dive into your data, and indicate which results pleased and displeased you.

Thumbs (emotion icons) – Click to identify items that you are pleased with (Thumbs Up) or not pleased with (Thumbs Down). These selections inform the creation of your Development Opportunities Grid.

Assessment Items – These are the behavioral items in the assessment for each competency.

Scores – scores per item by different rater perspectives.

Emotion Icon Summary – Tallies the items across all competencies in the assessment that have been selected by you as either pleasing or displeasing.

View (upper right corner icons) – Change the view from bar lines to a grid.

Rater Groups (buttons) – Select to hide or display scores by rater category.

Benchmarks® 360 Suite
ASSESSMENT WINDOW (GRID VIEW)

Name	Importance			Ratings						
	All Raters	Boss	Self	All Raters	Self	Boss	Superior	Peer	Direct Report	Other
Strategic perspective	5	1	1	4.23	3.63	4.00	3.71	4.28	3.56	4.21
Being a quick study	0	0	0	4.22	3.33	3.33	4.00	4.56	4.25	3.72
Decisiveness	4	1	0	3.89	3.67	3.00	4.00	4.00	4.12	4.25
Change management	5	1	1	4.26	4.11	3.89	3.88	4.37	4.13	3.79
Leading employees	5	1	0	4.12	3.62	4.00	3.60	4.06	3.95	4.15
Confronting problem employees	1	0	0	3.55	3.67	3.50	3.20	3.47	3.33	3.40
Participative management	4	1	1	4.39	4.22	4.22	4.13	4.41	4.30	3.90
Building collaborative relationships	6	1	1	4.33	4.14	4.14	4.00	4.37	4.25	4.10
Compassion and sensitivity	1	0	0	[4.54]	4.33	4.33	4.40	4.56	4.15	4.00
Putting people at ease	1	0	0	[4.72]	4.00	4.67	4.33	4.78	4.35	4.50
Respect for differences	1	0	1	[4.71]	4.25	4.75	4.25	4.83	4.60	4.30
Taking initiative	6	1	1	4.06	3.80	4.00	3.60	4.08	4.10	3.75
Composure	1	0	0	[4.60]	4.00	4.25	4.33	4.75	4.50	4.40
Balance between personal and work life	0	0	1	[4.44]	3.67	4.00	4.00	4.56	4.25	4.10
Self-awareness	4	1	1	4.38	4.00	4.50	3.75	4.50	3.90	3.85
Career management	4	0	0	[4.52]	4.14	4.25	4.00	4.67	4.55	4.33

Competencies (links) – Displays competency-level scores.

Importance (section) – Displays which competencies were selected as important for success by All Raters, Boss, and Self. Click the arrow to the right of the rater category title to sort by that perspective.

Ratings (section) – Displays competency-level scores by rater category. Click the arrow to the right of the rater category title to sort highest to lowest by that perspective.

View (buttons) – Change the view from graph to bar lines.

Benchmarks® 360 Suite
COMPETENCY ITEM DETAIL (GRAPH VIEW)

Clicking on a competency title takes you to the item-level detail. This section allows you to take a deeper dive into your data, and indicate which results please and displease you.

Strategic perspective

Identify up to 10 items that please you and 10 items that displease you across all your competencies to identify development opportunities. Pay attention to items where all rater groups rated you similarly.

Selected items that please you: **25**
Selected items that displease you: **11**

View selected items

Name		Self	Boss	Superior	Peer	Direct Report	Other
👍👎	1. Does his/her homework before making a proposal to top management.	4.00	[5.00]	3.00	3.67	3.00	3.67
👍👎	2. Works effectively with higher management (e.g., presents to them, persuades them, and stands up to them if necessary).	3.00	4.00	4.00	4.50	3.00	4.00
👍👎	3. Links his/her responsibilities with the mission of the whole organization.	5.00	[5.00]	4.00	[5.00]	4.75	4.50
👍👎	4. Once the more glaring problems in an assignment are solved, can see the underlying problems and patterns that were obscured before.	3.00	4.00	-	3.33	3.73	-
👍👎	5. Understands higher management values, how higher management operates, and how they see things.	3.00	3.00	4.00	4.67	4.50	4.00
👍👎	6. Analyzes a complex situation carefully, then reduces it to its simplest terms in searching for a solution.	4.00	3.00	3.00	4.33	3.50	3.00
👍👎	7. Learns from the mistakes of higher management (i.e., does not repeat them him/herself).	4.00	4.00	4.00	4.50	4.50	4.00
👍👎	8. Has solid working relationships with higher management.	3.00	4.00	4.00	4.00	3.50	3.00

[#] - Lowest scores w/ ties
[#] - Highest scores w/ ties
* - Gap of at least 3 points between raters from one rater group

‹Previous Next› Close

Thumbs (emotion icons) – Click to identify items that you are pleased with (Thumbs Up) or not pleased with (Thumbs Down). These selections inform the creation of your Development Opportunities Grid.

Assessment Items – These are the behavioral items in the assessment for each competency.

Scores – scores per item by different rater perspectives.

Emotion Icon Summary – Tallies the items across all competencies in the assessment that you have selected as either pleasing or displeasing.

View (upper right corner icons) – Change the view from grid to bar lines.

Benchmarks® 360 Suite

CAREER DERAILERS (BAR CHART VIEW)
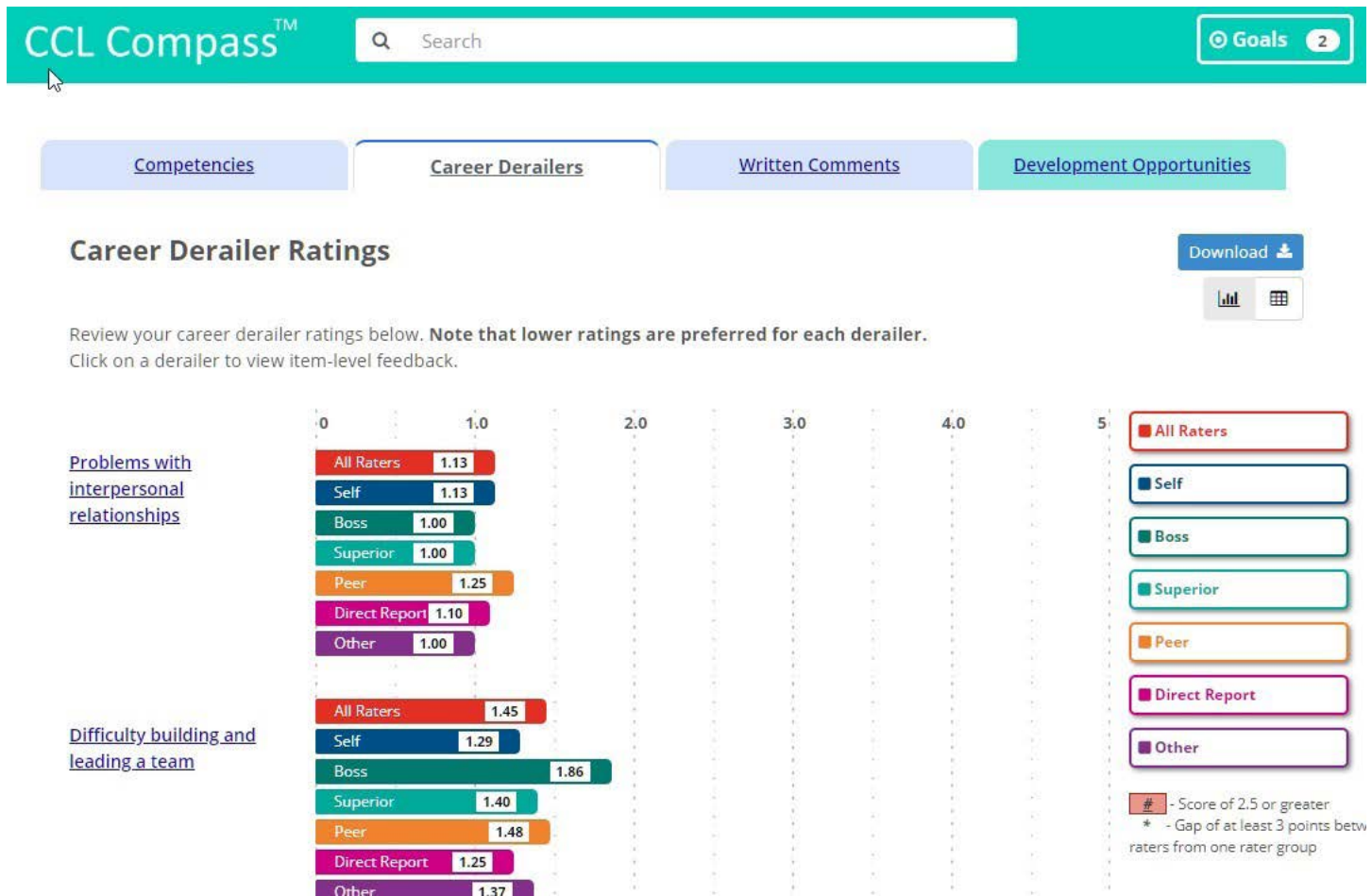
Derailment Factors (links) – Click to view the behavioral items and scores associated with each derailment factor.

Scores – Displayed by rater category. These results can be viewed many different ways.

View (upper right corner icons) – Change the view from bar lines to a grid.

Rater Groups (buttons) – Select to hide or display scores by rater category.

Skillscope®

ASSESSMENT WINDOW

Competencies (tab) – Displays the competencies and the Importance for Success results.

Written Comments (tab) – Displays the written comments provided by your raters. You can view them online and download.

Development Opportunities (tab) – This chart indicates your strengths and potential development areas based on the items selected that pleased or displeased you from your assessment, using the Thumbs Up/Thumbs Down icons.

Competency titles (links) – Click the link to display item-level data associated with that competency.

COMPETENCY ITEM DETAIL

Clicking on a competency title takes you to the item-level detail. This section allows you to take a deeper dive into your data, and indicate which results pleased and displeased you.

Thumbs (emotion icons) – Click to identify items that you are pleased with (Thumbs Up) or not pleased with (Thumbs Down). These selections inform the creation of your Development Opportunities Grid.

Assessment Items – These are the behavioral items in the assessment for each competency.

Self-Strength Indicator – Self-rating per item (blue-strength; orange-development area).

Boss-Strength Indicator – Boss rating per item (blue-strength; orange-development area).

Other Raters Strength Indicator – Other Raters rating per item (blue-strength; orange-development area).

Development Opportunities

This tab displays your strengths or potential areas for development based on your selections of results that pleased or displeased you using the Thumbs Up and Thumbs Down. Hover over the information icon to view the items mapped to each competency. Click the star next to the Compass title to bookmark that chapter.

1. Sort by Importance for Success by various perspectives.
2. Download or share your Development Opportunities grid in a PDF.
3. Click on the competency title to view/read the Compass content.

Contact Us

Need assistance or have a question?

Use the Contact Us link on the footer of any screen.

FAQs

What is CCL Compass™?

CCL Compass™ is an online tool that provides competency information and actionable tips to assist you with creating your leadership development plan and coaching others.

How do I get oriented to the site?
Watch the demonstration video located here: https://vimeo.com/167145073

What are competencies?
A competency is a broad human capability made up of an interrelated set of knowledge, skills, and perspectives. Leadership competencies point to a capability that distinguishes superior leader performance. The competencies in this tool are grouped into five areas:

- **Leading Self**
- **Leading Others**
- **Leading Managers**
- **Leading the Function**
- **Leading the Organization**

How do I find a specific competency?
Type in the name of the competency in the search field and press enter.

How are goals used?
Development goals help you focus your efforts on key improvements that have been identified to continue your leadership journey. Often times, these are tied to core competencies needed to be successful at your leadership level in the organization.

How do I add a goal?
From the Home screen, click "Create Goals", or click on the Goals button in the upper right corner.

What makes a goal effective?
Effective Goals are:

- **Quantifiable – progress can be measured.**
- **Realistic – achievable and a relevant priority.**
- **Concise – as specific as possible.**
- **Continuous process – when one goal is met, another should be set.**

What are action items?
Action items identify the specific steps you will take to change your behavior, develop a competency, or accomplish a goal. They should be measurable and include deadlines.

Can I add the action items to my calendar?
Yes, click the "Download to calendar" button next to the due date.

Am I able to download/print my goals?
Yes. Select a goal and select "Download this goal" link to access a PDF of that goal.

Can I download/print my assessment data?
Yes. Go to the Assessments link (left navigation bar) and select the download button.

Can I download/print competency information?
Yes. Go to the Competencies link (left navigation bar), select a competency, then select the download button.

Can I see all of my goals and their statuses?
Yes. Go to goals and select the "See all goals" link. A list of your goals and their individual statuses will be available.

Can I share my goals with others?
Yes. Go to goals and select the "Share this goal" link to email anyone a copy of your goal.

What devices are supported?
Tablets and PCs are supported with access to the internet.

What are the technical requirements?

Browsers:
- IE10 or higher recommended
- Chrome
- Firefox
- Safari

Browser settings:
- JavaScript is required
- Cookies must be enabled

How do I contact CCL?
Once signed into CCL Compass™, use the Contact Us link in the lower right footer. This displays phone numbers and has the option to quickly send an email for assistance.