



Skillset Messages and Managers User Guide

Competency Module



Introduction

The Skillset Messages and Skillset Managers Color Bars are key features in providing speedy and transparent communication between managers and staff within StaffReady Competency. Managers are allowed to customize what types of actions will trigger notification messages to be sent to staff as well as when supervisors receive notification messages.

Transparent communication between managers and staff creates significant employee morale gains as employees have easier access to their managers, quick notification of changes to skillsets, and open information flow. Gone are the days of slow or ineffective responses to employee requests and schedule visibility.

Once you've mastered this effective feature, you can rest easy knowing that staff will always be informed of changes and your managers will always be informed when employees complete their required assessments, gaining even more from StaffReady Competency.

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Enabling Skillset Messages: Assignee Messages

To begin adjusting **Skillset Messages**, first navigate to the **Setup** tab, select the relevant Skillset, locate the **Skillset Messages** color bar, and select it to expand it. (Yellow box, Figure 1)

You can elect to edit message settings for **Assignees**, **Supervisor Assessments**, and **Supervisor Tasks**. Select the **Turn On** link adjacent to the message setting you wish to enable. (Figure 2)

Selecting **Assignee Messages** lets you determine which notifications employees who are assigned the task receive.

Select the **Turn On** link for an individual message or the **Turn On All** link to enable all messages. There are three settings for each message type: **Off**, **On**, and **Override**. (Figure 3)

Off means that the Skillset will not generate a message.

On means that the Skillset will generate a message and it is selectable for recipients.

Override means that messages are generated and sent regardless of recipient preferences.

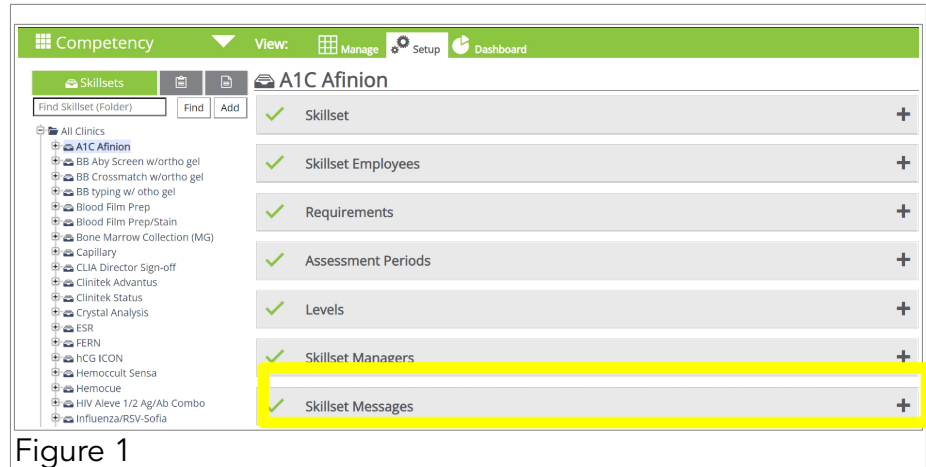


Figure 1

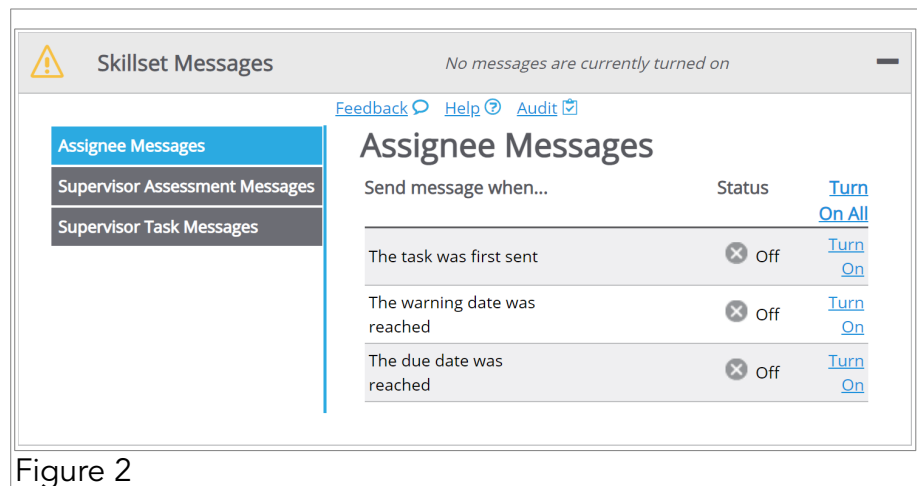


Figure 2

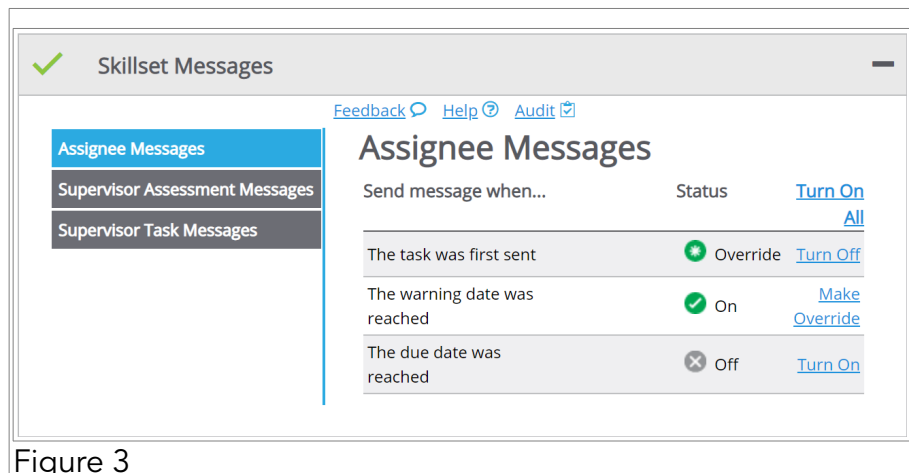


Figure 3

Supervisor Assessment and Supervisor Task Messages

Selecting the **Supervisor Assessment Messages** side tab will allow you to enable notification messages that are sent to supervisors when an assessment is not passed or when an assessment is completed. (Figure 1)

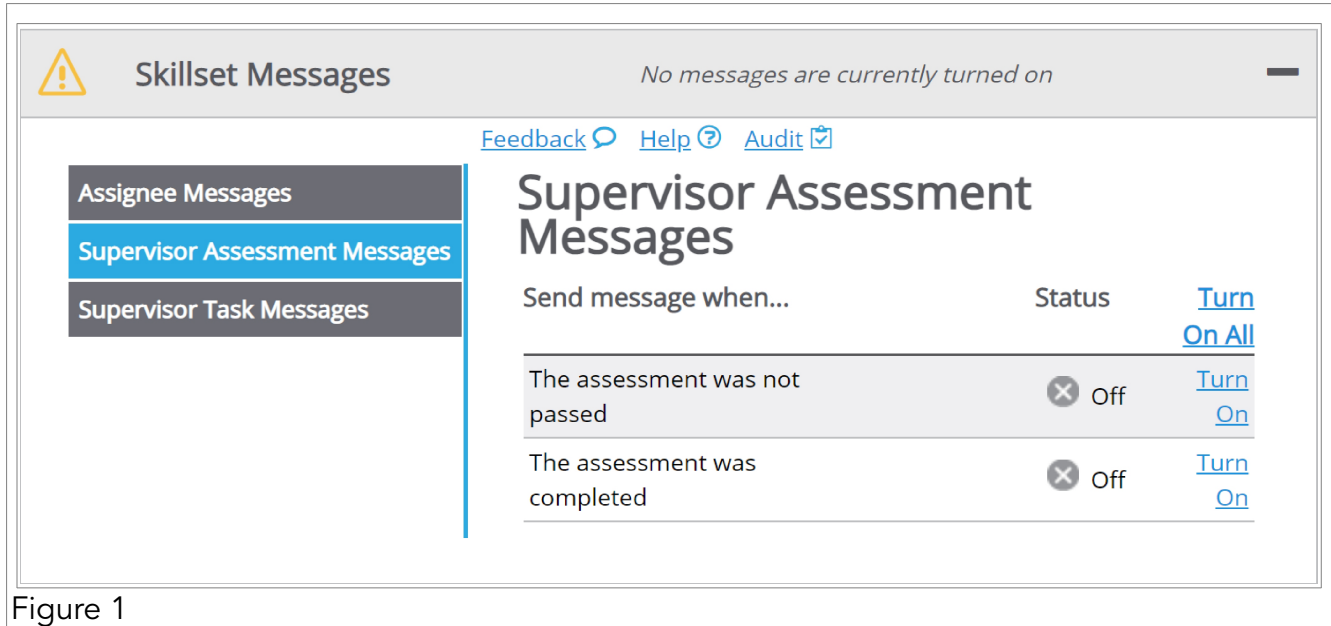


Figure 1

You can also set when **Task** notification messages are sent to supervisors when a warning or due date is reached. (Figure 2)

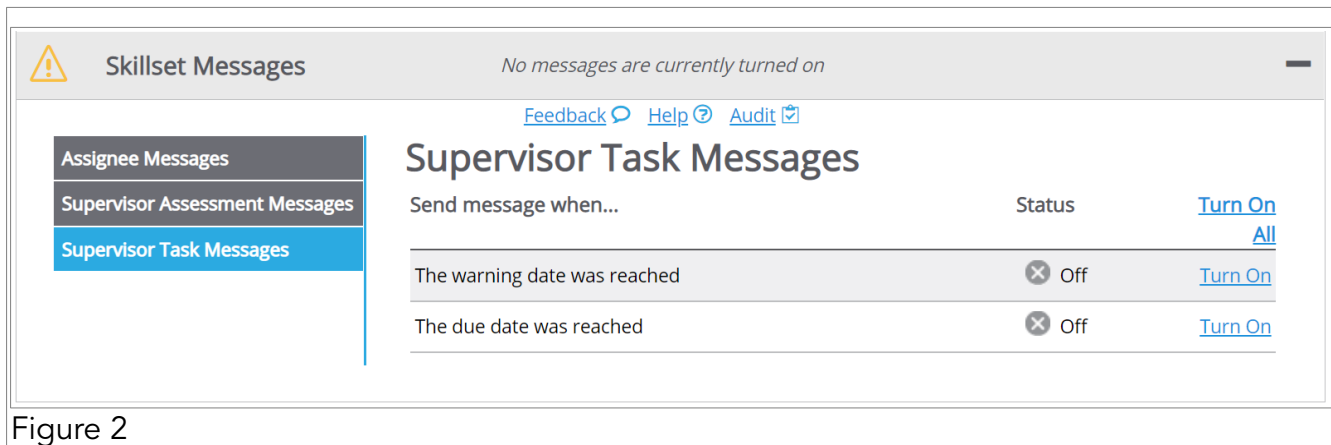


Figure 2

Add or Remove Skillset Manager

To add or remove a **Skillset Manager**, first navigate to the **Skillset Managers** color bar and select it to expand it. (Figure 1)

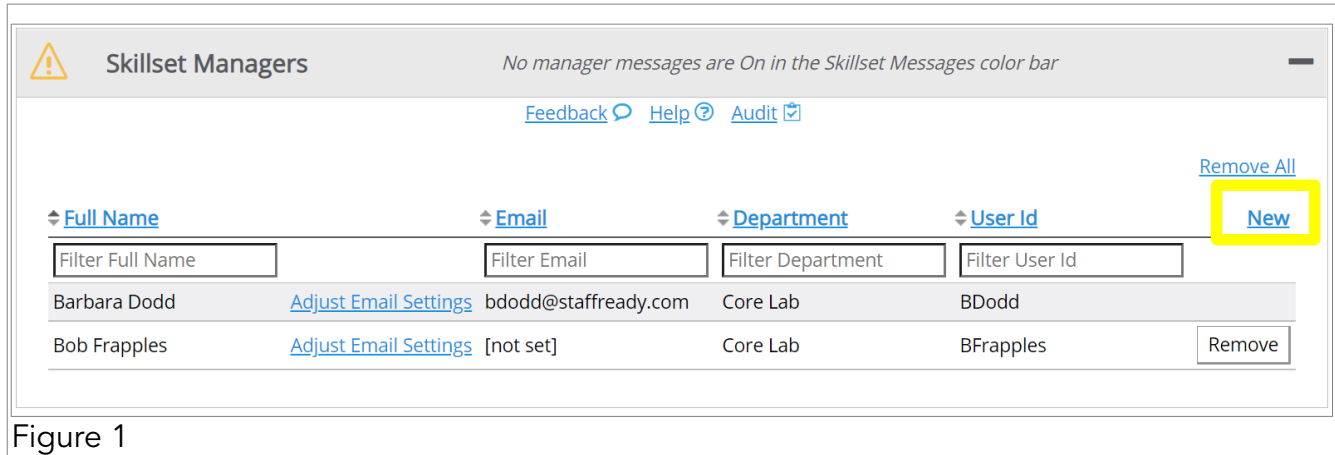


Figure 1

Select the **New** link (Yellow box, Figure 1) to open the **New Skillset Manager** pop-up window. (Figure 2)

You can enter a partial or full name into the **Manager** field to bring up the employee you want to add as a manager. Select the **Save Changes** button when you are finished.

The newly added manager will now appear within the **Skillset Managers** color bar.

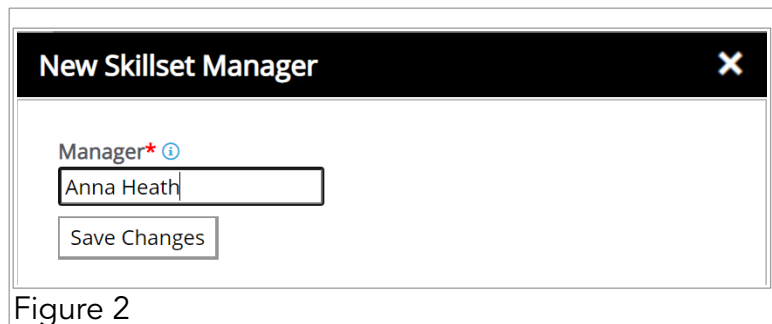


Figure 2

To remove an individual manager, select the **Remove** button next to a manager's name. To remove all managers (except yourself), select the **Remove All** link. (Figure 3)

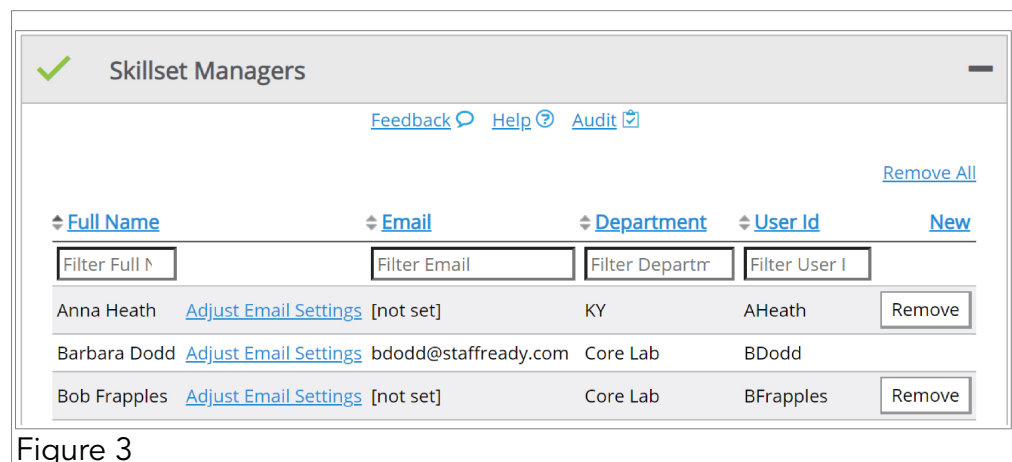


Figure 3

Adjust Email Settings

To adjust the email settings for a manager, select the **Adjust Email Settings** link adjacent to their name. (Yellow box, **Figure 1**)

If you have not configured message settings prior to selecting this link, it will display a message that no messages have been turned on. (**Figure 2**)

Please consult pages **3** and **4** of this document for how to enable those messages.

If you had previously configured message settings before selecting the link, you will have the option to turn off these settings. (**Figure 3**)

Select the **X** in the top right corner to close the pop-up window.

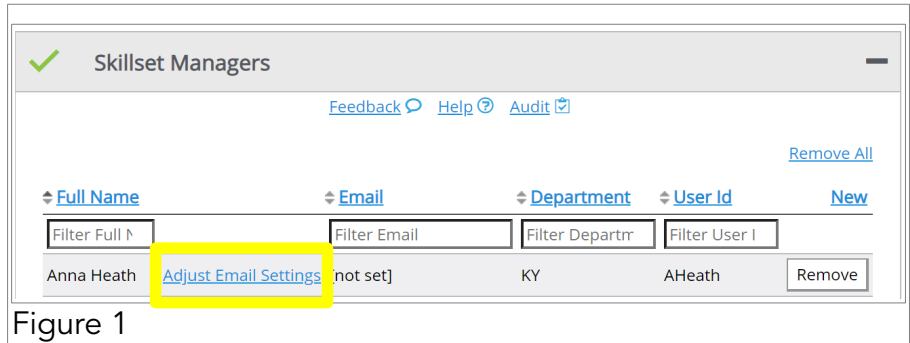


Figure 1

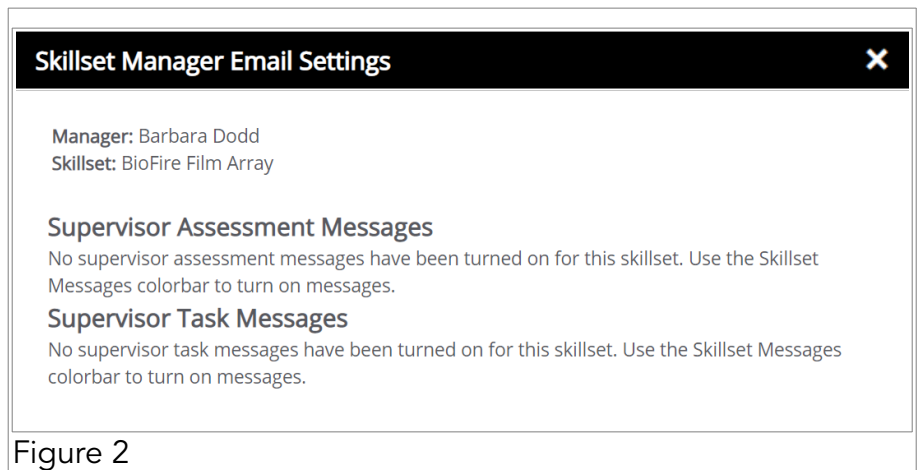


Figure 2

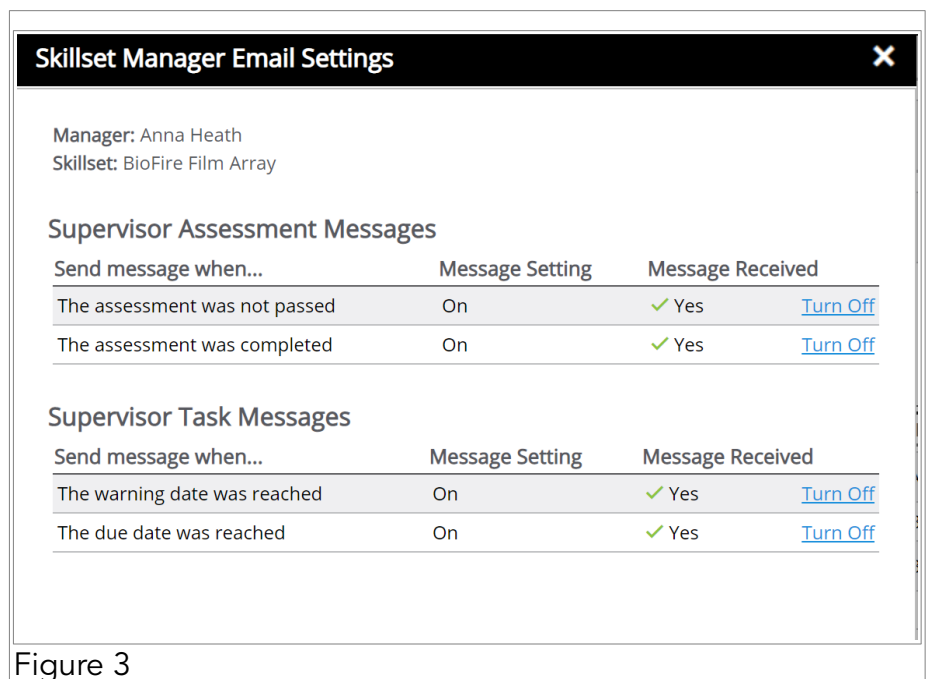


Figure 3

Resources

This concludes the User Guide for **Skillset Messages and Skillset Managers**. We hope that you have a better understanding of these features and how they function within the entire framework of the Competency module.

For more focused Guides on the functions and features discussed in this document, please check out the linked Guides on this page for supplemental reading.

For further assistance, please contact our Support Team directly.

Our service hours are Monday through Friday, 6am to 5pm PST.

Phone: 1-877-229-5230

[Online Support Form](#)

Related Topics

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