



Competencies, Skills & AI- Driven Data Power: The Future of Modern Qualification?

Martin Knapp

SoftDeCC Software GmbH

6.5.2025 – LEARNTEC Karlsruhe

SoftDeCC



Martin Knapp

Focused on creating **modern learning technology** environments, fostering **product innovation** and **AI**, and **expanding strategic partnership**

13 years of experience in industrial environments

- Internal IT consulting & project portfolio management
- Team lead for Training Design & Development – internal full-service provider: consulting, eLearning content creation, trainers, LMS
- Development and implementation of LMS, training, and reporting strategies including KPIs and achievement of quality & quantity goals
- Expansion of qualification management in production environments
- Project management for LMS development
- Design and expansion of a reporting landscape for complex training analytics & progress reporting
- Piloting innovations in simulation & augmented reality

Typical Starting Point

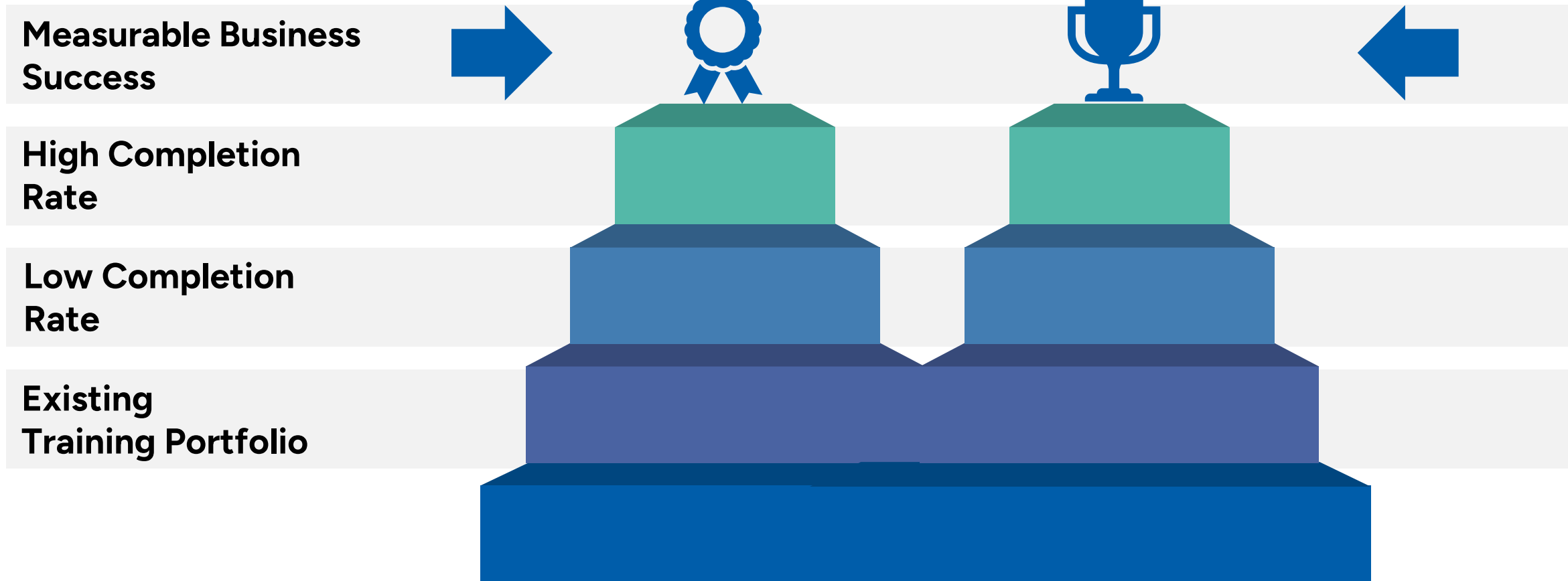
From Competency Matrix to Qualification Profile

Standardized Evaluations via Dashboards

How Can AI Support?

Typical Starting Point

Typical Starting Point

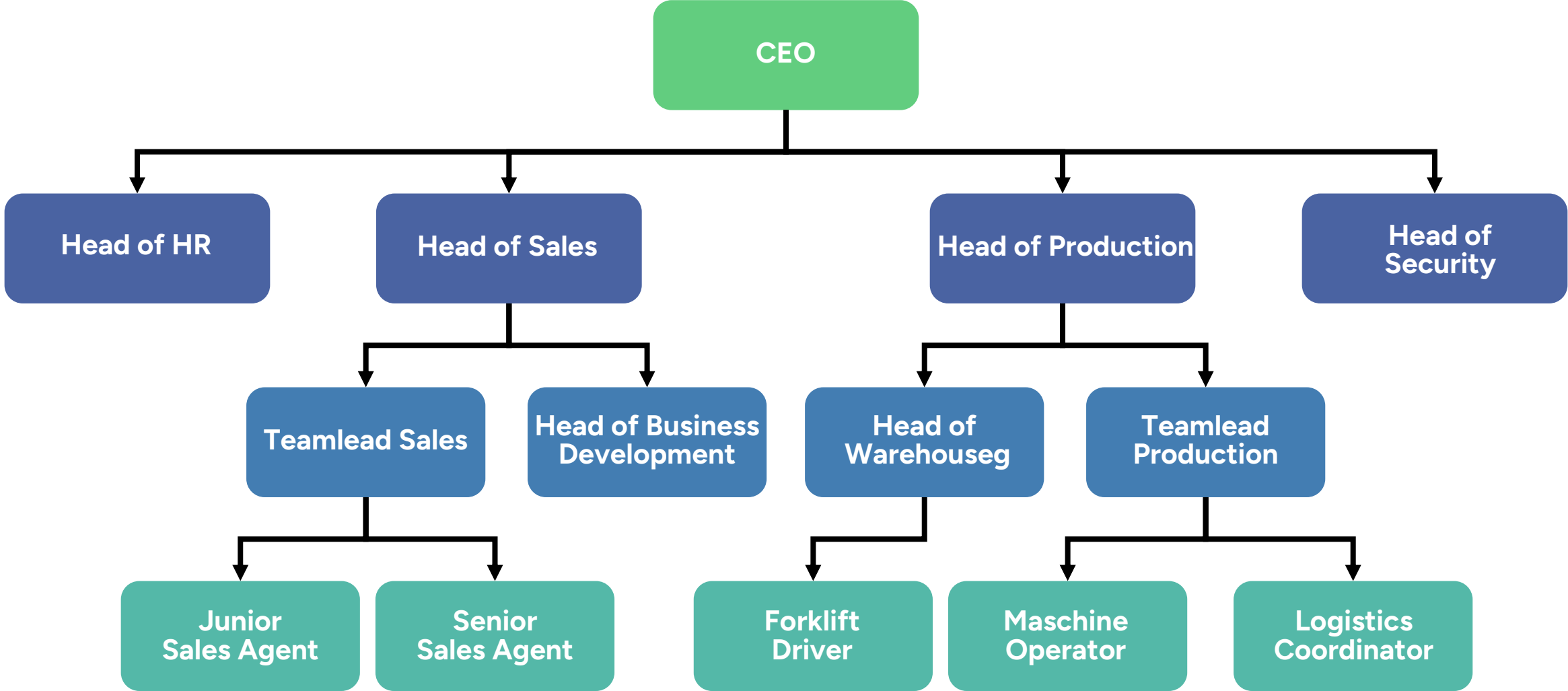


Typical Starting Point



Example Organization

Example Organization



Example 1: Competenc Matrix - Sales

Job Title	Sales Manager
Job Level	Senior
Area of Responsibility	Sales of Company's Products & Services

Competencies & Skills	Level	Required Qualification 1	Required Qualification 2	Required Qualifikation 3
Customer Acquisition	Expert	Customer Acquisition Advanced	Sales Strategies Professional	
Negotiation Techniques	Expert	Sales Techniques Advanced	Communication Advanced	Psychology for Negotiations
Conduct Sales Conversations	Expert	Sales Strategies Professional	Rhetorics Advanced	Empathy Training
Develop Sales Strategies	Expert	Sales Strategies Professional	Data Analysis Advanced	Innovation Workshop
Product- & Market Knowledge	Advanced	Product- and Market Knowledge Expert	Market Research Professional	
Manage CRM System	Advanced	CRM Systems Basics	CRM Systems Advanced	
Networking	Advanced	Networking Advanced	Event Strategies	Sociale Competencies Professional

Example 2: Competence Matrix - Production *SoftDeCC*

Job Title	Maschine Operator - CNC
Job Level	Junior
Area of Responsibility	Manufacturing Parts according to specifications

Competencies & Skills	Level	Required Qualification 1	Required Qualification 2	Required Qualification 3
CNC Programming	Basics	CNC-Basics	G-Code Training	
Operate Maschine	Basics	Machine Operator 1	Safety Instruction	
Quality Control	Basics	Measurement Technology Basics		
Maintenance	Basics	Machine Maintenance Basics	Lubricants	
Read Drawings	Basics	Read Technical Drawings		
Material Knowledge	Basics	Material Knowledge-Basics		
Problem Solution	Basics	Error Analysis - Basics		
Work Safety	Basics	Safety Instruction	First Aid	

Tip: Try to build such matrices using AI

Connections

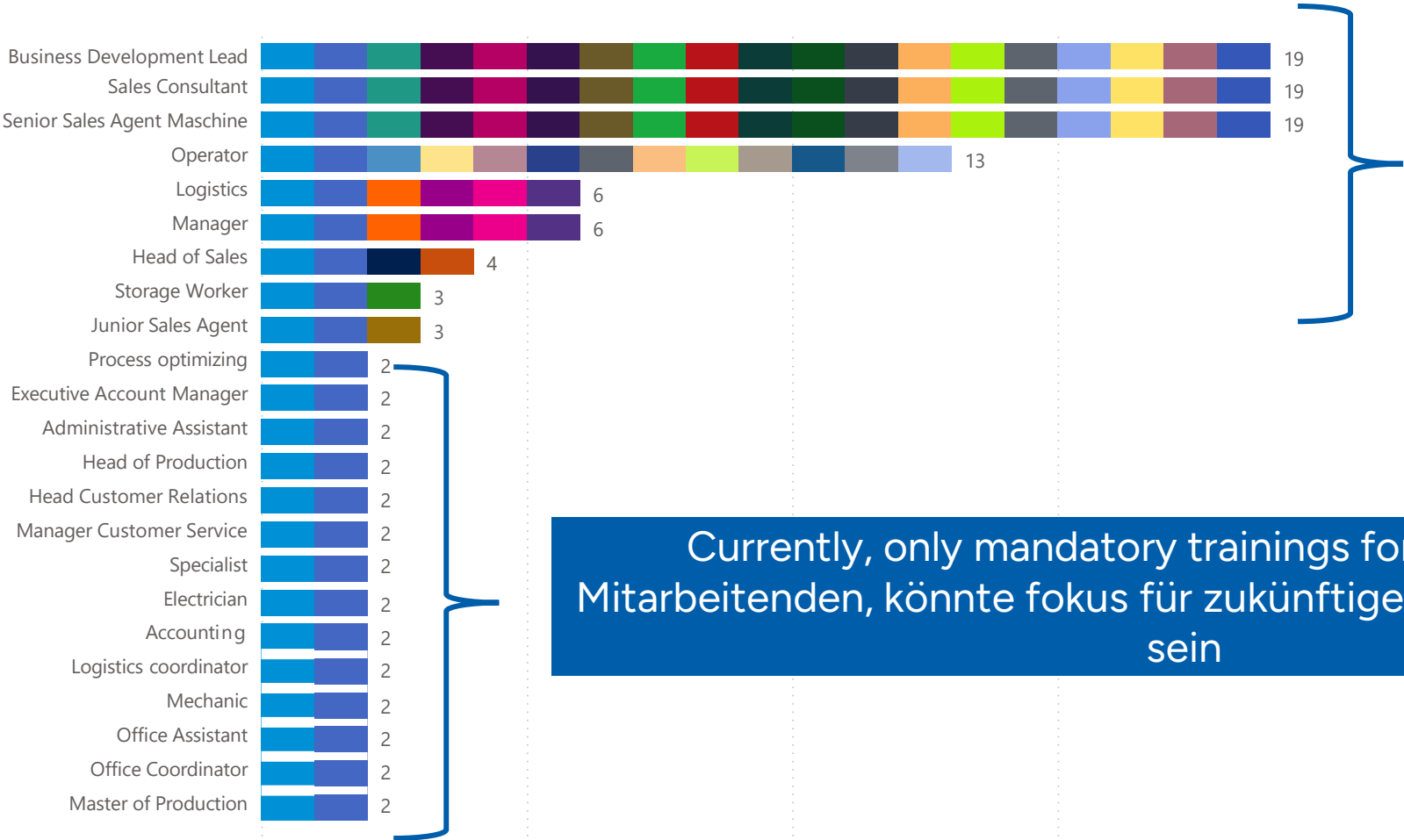


Typical Questions

	Personnel Development / Academy	Managers	Learners
Current Status?	What is the organization's level of completion? How can I increase it?	What is the completion level of my team?	What is my completion level?
Direct Actions?	Which trainings are missing in our portfolio?	Do I have to remind someone to complete trainings?	What do I have to do? Are there any recommendations?
Strategic Questions?	Which employees have completed too many or too few trainings?	Which Trainings can I recommend to my team members?	How can I advance myself? <ul style="list-style-type: none">• Current Job• Desired Job

Standardized Evaluations using Dashboards

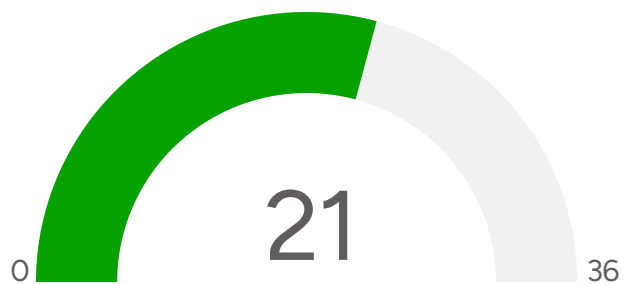
Available Qualification Profiles by Job Title



Certain qualification profiles have already been developed and entered in the system

Currently, only mandatory trainings for all employees Mitarbeitenden, könnte fokus für zukünftige Qualifikationsprofile sein

Number of Persons – completed all mandatory qualifications

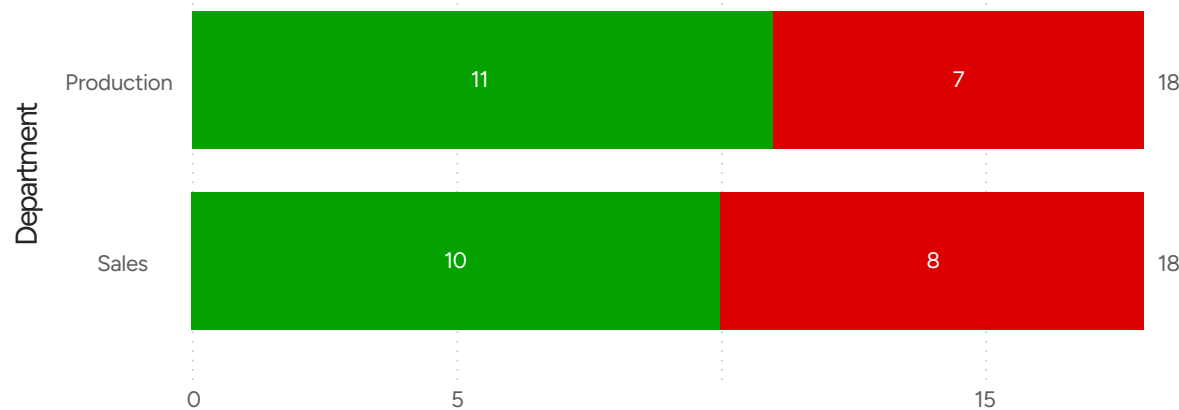


Number of mandatory qualifications



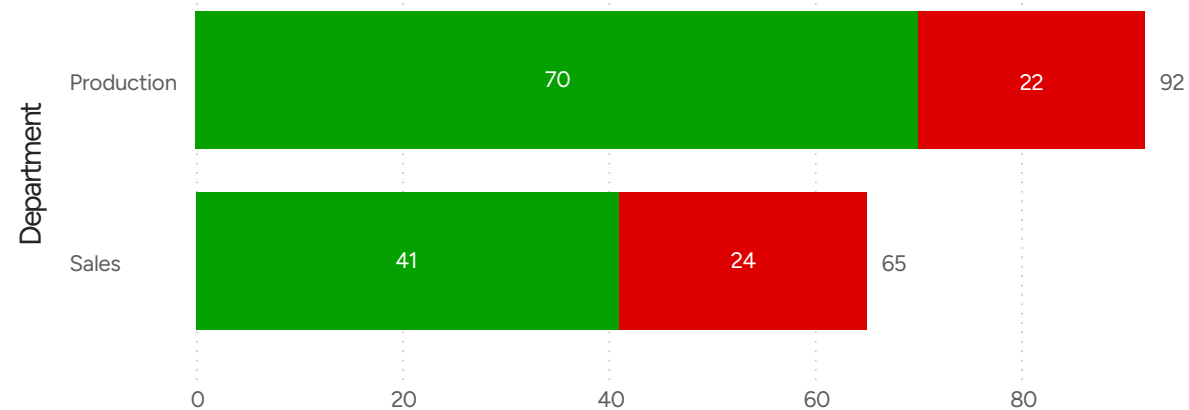
Number of persons – completed all mandatory qualifications

● All Qualifications Achieved ● Qualifications Missing



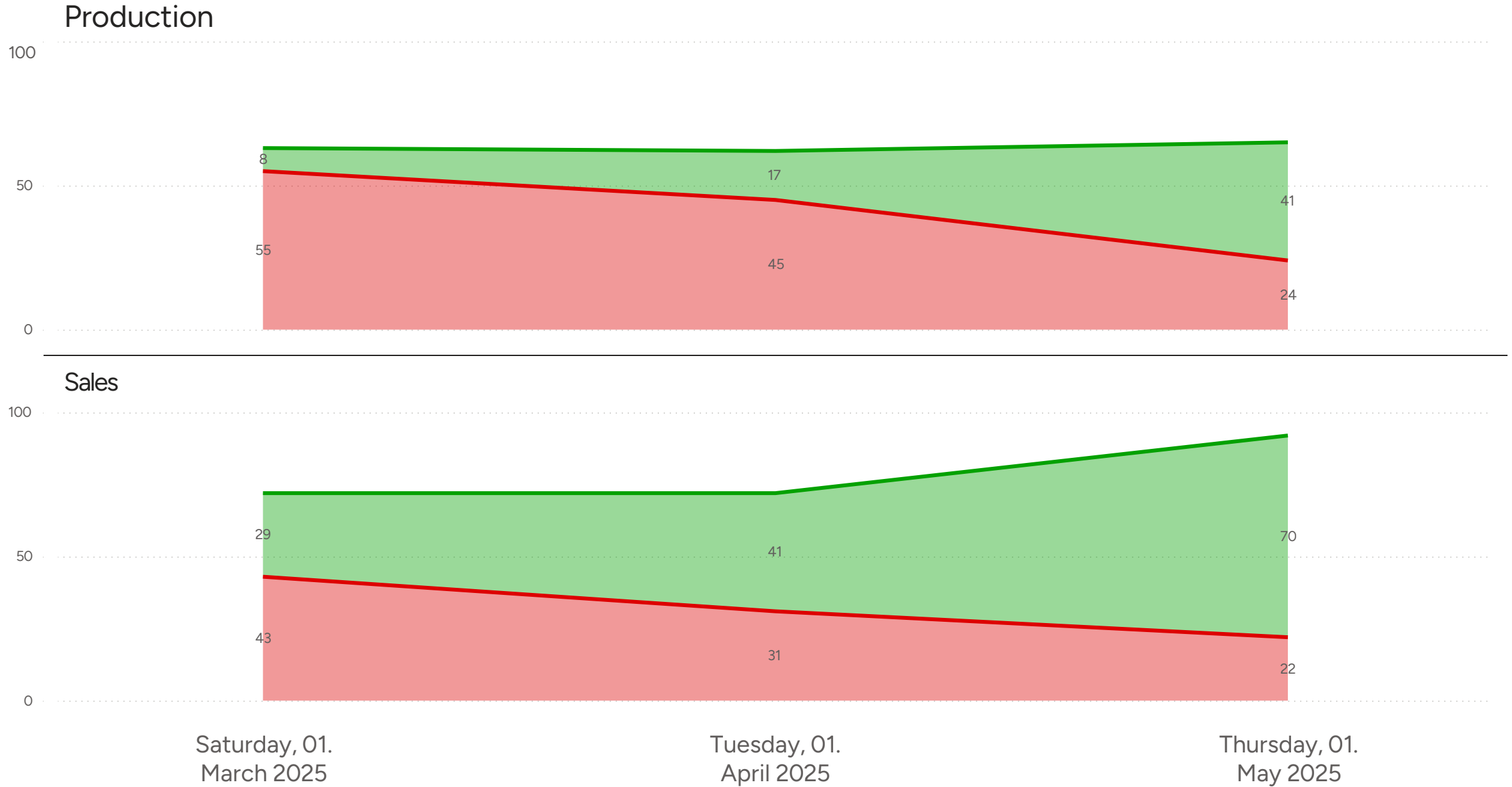
Numer of mandatory qualifications per department

● Sum of NumberOfAchievedQualifications ● Sum of NumberOfMissingQualifications



Number of mandatory Qualifications per Department

● Sum of Missing Qualifications ● Sum of Achieved Qualifications



Qualification Achievement per Person

Ahmed El-Sayed (Key Account Manager, Sales) 	Ali Al-Mansouri (Logistic manager, production) 	Ali Hassan (Elektriciaon, Production)
Anna Bauer (Junior Sales Agent, Sales) 	Anna Schmidt (Business Development Lead, Vertrieb) 	Carlos Hernandez (Office Coordinator, Sales)
Chloe Martin (Sales Consultant, Sales) 	David Lee (Safety Officer, Production) 	David Müller (Head of Production, Production)
Emily Brown (Customer Relations Manager, Sales) 	Emma Johnson (Head of Storage, Production) 	Fatima Al-Farsi (Junior Sales Agent, Sales)
Hannah Klein (Senior Account Manager, Sales) 	Ines Schmidt (Customer Service Specialist, Sales) 	John O'Connor (Safety Officer, Production)
Juan Pérez (Senior Sales Agent, Sales) 	Julia Wagner (Logistics coordinator, Production) 	Laura Fischer (Head of Sales, Sales)
Lisa Nguyen (Administrative Assistant, Sales) 	Lisa Wang (Machine Operator, Production) 	Lukas Weber (Head of Production, Production)
Marco Rossi (Sales Assistant, Sales) 	Marie Dubois (Technician, Production) 	Maya Schulze (Prozess optimization, Production)
Michael Nguyen (Storage Worker, Production) 	Niklas Bergmann (Production planer, Production) 	Oliver Fischer (Account Executive, Sales)
Peter Schröder (Account Manager, Sales) 	Robert Müller (Supply Chain Analyst, Production) 	Sarah Khan (Sales Assistant, Sales)
Sophie Müller (Office Assistant, Sales) 	Sophie Müller (Production planer, Production) 	Sven Meier (Machine Operator, Production)
Tomás Silva (Mechanic, Production) 	Yasmin Khan (Sales Trainee, Sales) 	Yuki Tanaka (Safety Officer, Production)

Succeed with Data Transparency

Personnel Development



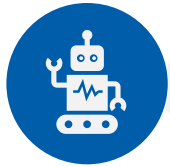
Manager

Staff Member

	LMS	Automatic Mails	Personal
HR Team	X		
Manager	X	X	X
Staff Member	X	X	X

How can Artificial Intelligence support?

Analyze all qualification profiles concerning irregularities & Risks



Interpretation & identification of training needs:

Irregularities & Risks:

- **Manager Development:**

Very small target group, but broad, strategically relevant training offering. Possible bottle neck concerning succession planning or leadership pipeline!

- **Machine Operators:** high density of qualifications (10 trainings/2 persons). Risky, when one drops out, monopoly of knowledge!

- **Production Techniques:**

currently not required – check / delete course offering or redefine target group.

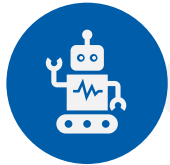
- **Sales Expert:**

very demanding, broad training offering – might indicate focusing of High Potentials.

- **Mandatory Trainings:**

legally mandatory for all employees across corporation, high coverage, requires monitoring on a regular basis.

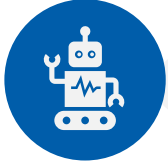
Which persons have the most missing qualifications?
Are there recommendations of action?



Here is an analysis of the individuals with the most open qualifications, along with concrete action recommendations for you as a leader:

Persons with most missing qualifications:

Name	Department	Jobtitle	Missing Qualifications	Completed Qualifications	Required Qualifications
Lisa Wang	Production	Machine Operator	13	0	13
Anna Schmidt	Sales	Business Development Lead	9	10	19
Juan Pérez	Sales	Senior Sales Agent	5	14	19
Sven Meier	Production	Machine Operator	4	9	13



Action Recommendationf for you as a team lead

Immediate Actions for Lisa Wang & Anna Schmidt:

- Rapid qualification measures (e. g. training sessions, onboarding, targeted training).
- Personal goal setting and prioritization of the most important qualifications.

Identify Root Causes:

- Clarify in one-to-one meetings why qualifications are missing (e. g. lack of training offers, time constraints, poor communication).
- Check whether the qualification requirements are realistic and up to date.

Individual Development Plans:

- For everyone with more than 2 open qualifications, create a plan with clear learning objectives, deadlines, and responsibilities.

Promote Knowledge Transfer:

- Involve mentors or experienced colleagues to accelerate skill development.

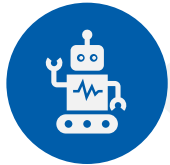
Regular Monitoring:

- Review progress monthly, provide feedback, and adjust actions if necessary.

Provide Resources:

- Ensure, that time for qualification and appropriate learning materials are available.

I would like to work as a team lead



Hello Sven! I am ready to support you as your personal development assistant.

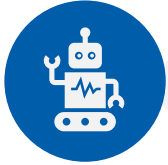
This is an overview about your current qualifications and trainings:

- **Name:** Sven Meier
- **Company:** Example company
- **Department:** Production → production line
- **Job Title:** Machine Operator

Completed Trainings:

- Safety at location
- Maschinen Operator Training
- Machine Maintenance - basics

Your training and qualification catalog includes both completed and potentially still open topics (see the list with QualificationIDs).



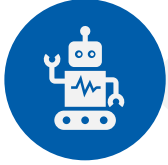
How can I support you?

Examples:

- Recommendations for upcoming training or qualifications
- Career development paths in your role
- Overview of your qualifications as a PDF or table
- Reminder for annual safety instructions
- Support with applications for further training
- Tips for upskilling in machine operation / production
- Preparation for discussions with supervisors about your development

I would like to take on a team leader position
in the future





To become a team leader in manufacturing/production, additional qualifications and skills are especially important alongside your current technical knowledge. Here is a selection from your qualification catalog that will optimally prepare you for a team leader role:

Recommended Qualifications for Aspiring Team Leaders:

• **Basics of Personnel Management (ID: 34)**

Covers leadership fundamentals such as motivation, delegation, and conflict management.

• **Emotional Intelligence and Employee-Oriented Leadership (ID: 37)**

Key soft skills for interacting with employees and fostering a positive work environment.

• **Conflict Resolution in Customer Service (ID: 19)**

Helps manage and resolve conflicts within the team or with other departments professionally.

• **Effective Communication and Feedback Culture (ID: 9)**

Essential for team leaders to communicate clearly and give constructive feedback.

• **Time Management in the Office (ID: 13)**

Supports better organization of your own time and that of your team.

• **Lean Manufacturing Practices (ID: 24)**

Promotes efficient workflows and process optimization within the team.

• **Process Optimization in Manufacturing (ID: 18)**

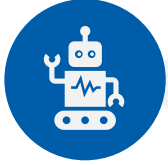
Helps improve team workflows and reduce waste.

• **Emergency Management (ID: 16)**

Important for acting confidently and leading the team in critical situations.

• **Social Skills Professional (ID: 57)**

Deepens interpersonal skills that are essential for any team leader.



Additional Courses (optional, but helpful):

- Agile Leadership (ID: 38)
- Empathy Training (ID: 55)
- Advanced Rhetoric (ID: 49)

Tip:

The combination of leadership, communication, and organizational skills is especially crucial for the team leader role.

Next Steps:

- Discuss a development plan with your supervisor.
- Register for the recommended courses or inquire about internal or external offerings.
- Consider taking on small projects or temporary leadership roles to gain leadership experience.

Would you like a personalized recommendation (e. g. order, priorities) or support for the conversation with your manager?

Tools

Benefit

Dashboards

Standardized, comparable

Artificial
Intelligence

Personalized, understands
complex connections,
24/7 available

The data basis is an important prerequisite

SoftDeCC Software GmbH

International established LMS Vendor

- Development, Service and Support in Munich
- Strong Sector and Process Expertise
- ISO 9001 & ISO 27001 certification
- Longterm cooperation with renowned customer network

TCmanager® LMS

High range of functions and flexibility

- Learning platform & learning portals
- Seminar Management
- Qualification Management
- Many interfaces
- Flexible & highly scalable
- On-premises or cloud

Proven, reliable in use worldwide for over 25 years.



Over 2 Million
Learners



From SMEs to
Global Corporations



Deployed in over
100 Countries



Over 200.000
Training Events p. a.



Hall 1 - Booth D68

Feel free to come by and experiment
with the demo data together.

SoftDeCC



Martin Knapp

Head of Business Development &
Solution Consulting

SoftDeCC Software GmbH
München

martin.knapp@softdecc.com
+49 89 30 90 839 - 43
www.softdecc.com



[linkedin.com/in/
martin-knapp](https://www.linkedin.com/in/martin-knapp)

6.5.2025 – LEARNTEC Karlsruhe

SoftDeCC