Can-Do/Will-Do^{SM}

AVATAR

Avatar begins by analyzing your organization, with an emphasis on your people. This allows us to understand your employees, processes, procedures and environment. By gaining a solid understanding of what your company is all about, we can offer practical suggestions that help you reach your goals.

The Can-Do/Will-Do model is an important tool that we use to better understand your employees. It helps us identify the most effective strategies for achieving improved performance.
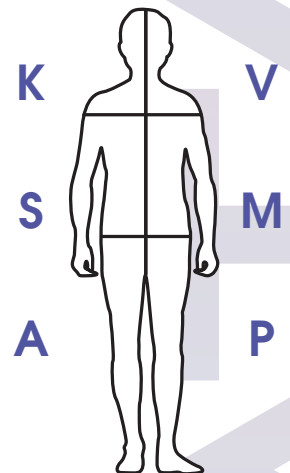Three attributes refer to whether an employee *Can Do* the job:

- **Knowledge** is what employees need to know, or should know. Knowledge is learned through education. Examples of knowledge include information about your services, customers and competitors.

- **Skills** are learned through training and practice. Examples of skills include how to resolve conflicts, how to efficiently staff a department or how to clearly communicate.

- **Abilities** are mental and physical traits. These include one's height, strength, visual acuity and - to some degree - general intelligence.

Can-Do   Will-Do

K   V

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A   P

Three attributes influence whether an employee *Will Do* the job:

- **Values** are the principles and beliefs upon which a person bases decisions. They're learned early in life and change very little in adulthood. Values include honesty, integrity and a good work ethic. Most behaviors are influenced by one's values.

- **Motivations** are the activities and rewards to which a person is attracted - money, prestige, job security, etc. For example, not everyone would like to be a scientist, nor does everyone want to be a plumber. But, there are people who enjoy spending their lives in a lab or under a sink.

- **Personality** refers to one's disposition. It is the foundation of how one might react to situations or to other people. Personality traits influence a person's willingness to do his or her job. Some traits include conscientiousness, risk aversion, compliance, attention to detail and extroversion.

Using this proprietary model, Avatar defines the ideal attributes for the most important positions in your organization. The Can-Do/Will-Do Model provides the foundation for determining the most effective strategies for bringing about improved performance.

Please give us a call. Let us achieve success with you.

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