



# CCL Compass™ Product Manual

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Learn. Develop. Coach.



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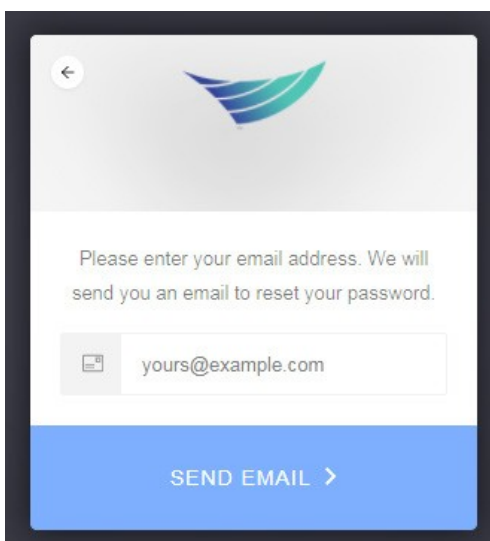
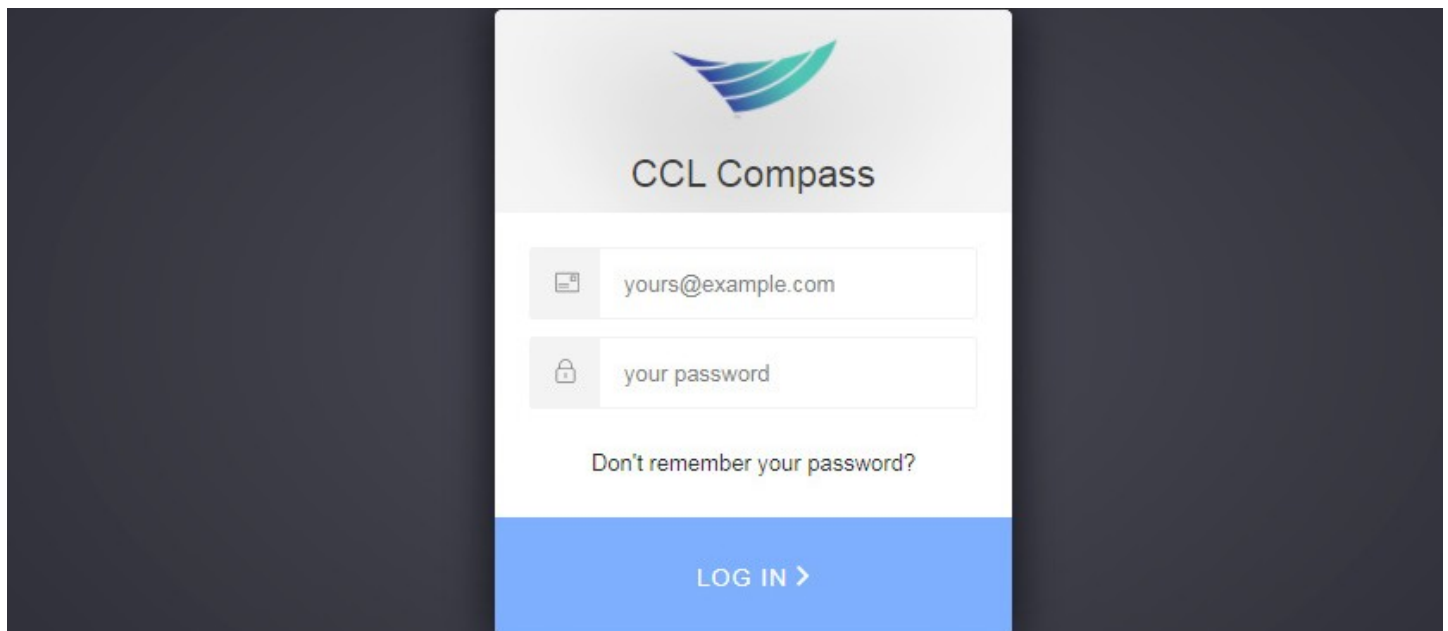
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# CCL Compass™

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 username and password and click Login
3. Forgot your Password?
4. Click Don't remember your password?

# First Time Log In

The first time you log into CCL Compass™ you are presented with an informational video and frequently ask question and answers. Clicking the (X) in the upper right corner or the Close button will close the window and take you to the Home Screen. You can access this information any time by selecting the FAQs link in the lower left banner at the bottom of every screen.

**Welcome to CCL Compass™**

**CCL Compass Video**

**What is CCL Compass for?**  
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](#) and review this [Quick Start Guide](#).

**What are competencies?**  
A competency is a broad human capability made up of...

**Action Items**

- [Connect with Mike Cook on CSAT - 3/30/2017](#)  
Create metrics for digital learning business and track them quarterly - Monitor and track performance. Build simple metrics to assess progress and make them a part of your regular communications. Look at
- [Building Credibility: Acting With Integrity](#)  
Earns and maintains the trust of others by acting with integrity, honesty, and transparency.
- [Leading With Purpose](#)

Center for Creative Leadership

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# Home Screen

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

The screenshot displays the CCL Compass home screen. At the top, there is a teal header with the CCL Compass logo on the left, a search bar in the center, and a 'Goals' button on the right showing 2 active goals. Below the header is a large banner image of a sailboat on the ocean with the text 'Learn. Develop. Coach.' in the center. To the left of the banner is a vertical navigation bar with icons and labels for Home, Assessments, Development Grid, Competencies, and Career Detainers. Below the banner, there are three numbered action steps: 1. Review your Assessment, 2. Explore key competencies, and 3. Create goals. Each step includes a brief description and a 'Learn more' link. Below these steps are three buttons: 'Review Assessment', 'Explore Competencies', and 'Create Goals'. At the bottom of the main content area, there is an 'Action Items' section with two columns: 'Bookmarks' and 'Highlights'. The 'Bookmarks' column lists two items: 'Bring positive energy to each meeting - 8/22/2016' and 'Ask more questions before committing - 8/25/2016'. The 'Highlights' column lists two items: 'Vision' and 'Relationship Management'. The footer of the page contains the Center for Creative Leadership logo on the left and copyright information on the right: 'About CCL | Privacy | Terms of Use | Contact Us | FAQs © 2018 Center for Creative Leadership. All Rights Reserved.'

**Search Bar** – Type in a word or a competency name to receive the results.

**Goals Button** (upper right) – The Goals section shows you the number of active goals that you have. Clicking on the Goals section will open up the goals window where you are able to 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) – Will always take you back to the Home page.

**Assessment** (left navigation bar) – This section is only available to those that have completed a 360 assessment. All of your assessment data is available online to be used as an aid to making Goals.

**Development Grid** (Left navigation bar)– Once you have moved through the detailed questions on the assessment and select the Thumbs (emotion icons) for each item, you will be able to access the developmental Grid to help you better identify your strengths and your opportunities for further development.

**Competencies** (left navigation bar) – Will take you to the competencies window which lists all of the competencies and allows you to bookmark them and click on the title and small description to see the details page for that competency.

**Career Derailers** (left navigation bar) - Will take you to the Career Derailers window which lists all the Derailers and allows you to bookmark them and click on the title to see the details page for that Derailer.

**Review your Assessment** (optional) – This section is only available to those that have completed a 360 assessment. All of your assessment data is available online to be used as an aid to making Goals. When using for the first time, Review your Assessment, Explore key competencies and Create goal are available to assist you with what you need to do to get started. This section can be closed by clicking the “X” in the upper right of the window. Clicking the Learn More links will take you to “How to” videos for that section.

**Explore Competencies** – Will take you to the competency page. When using for the first time, Review your Assessment, Explore key competencies and Create goal are available to assist you with what you need to do to get started. This section can be closed by clicking the “X” in the upper right of the window. Clicking the Learn More links will take you to “How to” videos for that section.

**Create goals** – Will open the goal creation window. When using for the first time, Review your Assessment, Explore key competencies and Create goal are available to assist you with what you need to do to get started. This section can be closed by clicking the “X” in the upper right of the window. Clicking the Learn More links will take you to “How to” videos for that section.

**Action Items** – This area lists your current action items in a list so you are able to easy open them and add or edit them as needed.

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

**Highlights** – Access the competencies that you have highlighted text in.

**Settings** – Select your notification options and leader level or change your password.

**Sign out** – Will sign you out of your Compass.

**CCL Information** – This area provides links about CCL, Privacy statement, Terms of Use and Contact us and FAQs.

# Competencies

The screenshot displays the CCL Compass interface. At the top, there is a teal header with the CCL Compass logo, a search bar, and a 'Goals' button with a count of 2. Below the header, the user's name 'Anthony Holiday' is visible. A dark grey sidebar on the left contains navigation links: Home, Assessments, Development Grid, Competencies (highlighted), and Career Detainers. The main content area is titled 'Competencies' and features a filter dropdown menu with options: All, Leading Self, Leading Others, Leading Managers, Leading the Function, and Leading the Organization. The list of competencies includes:

- Balance** (star icon): Makes thoughtful decisions about how to invest their time.
- Boundary Spanning** (star icon): Working across formal and informal boundaries to collaborate and drive results.
- Business And Professional Knowledge** (star icon): Excels at his/her professional function; is a quick study; understands financial information.
- Business Development** (star icon): Guides the organization toward profitable new ventures.
- Champion Change** (star icon): Inspires, champions, and drives change.
- Change Acceptance** (star icon): Embraces and champions change.
- Initiative** (star icon): Independently assesses situations, adds without hesitation.
- Innovation** (star icon): Creates an environment for breakthrough innovation.
- Interpersonal Savvy** (star icon): Maintains positive, effective working relationships.
- Leading The Culture** (star icon): Builds a healthy, productive work climate while paying attention to unwritten rules and assumptions.
- Leading With Purpose** (star icon): Energizes the people around you as well as the organization with a personal example of passion and commitment.
- Learning Agility** (star icon): Seeks out diverse experiences and applies lessons learned to new...

At the bottom of the page, there is a blue footer with the Center for Creative Leadership logo and contact information: About CCL | Privacy | Terms of Use | Contact Us | FAQs. © 2018 Center for Creative Leadership. All Rights Reserved.

- *The Competencies (left navigation) link takes you to a list of all competencies.*
- *You can future sort by clicking the drop down window that sorts by all competencies or one of the 5 groupings.*
- *Selecting the star will place that competency in the Bookmarks section of the Home Screen so you can more easily navigate to it.*



# Competency Detail Page

The competency detail page is broken up into different sections and those sections are color coded. As you progress through the materials the progression bar at the bottom will show your progression. 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 information to your computer.

**CL Compass™** Search Goals 1

★ **Building and Managing External Partnerships** Download

*Connects with stakeholders, peer organizations, and strategic partners.*

**Overview**

As the world of business becomes increasingly complex, organizations are more and more often seeking expertise and opportunities outside the boundaries of their organizations. 59% of high-performing organizations collaborate extensively with outside partners, and this figure has been increasingly rapidly over the last decade (IBM, 2012). To avoid being left behind, it is vital that you develop the skills and strategies necessary to initiate and maintain successful external partnerships.

Leaders skilled at building and maintaining external partnerships acquire a deeper understanding of their markets and are better equipped to foster new alliances to enter new territories. And they know that alliances are not just built with vendors who can support the business but with customers and clients whose needs gives the organization its purpose. Their understanding of marketing strategy, research, and planning, plus the ability to change plans when needed to adapt, establishes even more promising directions for their organization - and their careers - to follow.

**What high performance looks like**

- Treats major vendors as partners - moves beyond transactional relationships to build collaborative synergies
- Puts self in the shoes of the audience - speaks to their needs and interests
- Develops strong relationships with the governing board and communities in which the organization operates
- Builds strong relationships with key customers
- Builds mutually beneficial relationships with strategic partners
- Collaborates well with others

**Characteristics of High Performers**

collaborative | competent | self-assured | engaging | compelling | intentional  
| skilled at sales

Overview Back Next

## Highlights

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

- Sets a positive personal example for the organization
- Ensures executive team members model the culture in their behavior

**Other Behaviors Associated with Leading the culture**



Reflects on the underlying beliefs or assumptions that drive key decisions

Encourages others to question their beliefs or assumptions about the organization  
Creates a sense of accountability and personal ownership  
Stays in touch with how people think and what they believe in this organization

**Highlight** – This will highlight the text in yellow. It will also save the competency 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 bring up the goal section and add that text to the Goal Description section for you.

# Goals

Development goals help you focus your efforts on key improvements that you've 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.

The screenshot shows the CCL Compass interface. At the top, there is a teal header with the CCL Compass logo, a search bar, and a 'Goals' button with a '2' notification. The main content area is titled 'Boundary Spanning' with a star icon and a sub-header 'Overview'. A red circle '2' is placed over the 'Overview' sub-header. To the right, a 'My Goals' sidebar is open, showing a list of goals: 'Energy' and 'Listen', each with a right-pointing arrow. Below the list are two buttons: 'Add a Goal' (with a red circle '3') and 'See all goals' (with a red circle '4'). At the bottom of the main content area, there is a navigation bar with 'Overview', 'Back', and 'Next' buttons.

1. Select the Goals button to open up the My Goals window.
2. If looking at a competency detail page it will move over to the left so that you can set goals and actions items at the same time.
3. Current goals are listed as links and selecting the Add a Goal link will take you to the Goal Detail Window.
4. Takes all of your goals and presents them in a list. See all Goals

The screenshot shows the 'All My Goals' section of the CCL Compass interface. At the top, there is a teal header with the CCL Compass logo, a search bar, and a 'Goals' button with a '2' notification. The main content area is titled 'All My Goals' and includes 'Download' and 'Share' buttons. Below this is a search bar and a table with the following data:

<input type="checkbox"/>	Name	Description	Status
<input type="checkbox"/>	<a href="#">Energy</a>	Knows what interests or excites people	In Progress
<input type="checkbox"/>	<a href="#">Listen</a>	Is willing to listen and be influenced	In Progress

On the left side of the interface, there is a vertical sidebar with the user's name 'Anthony Holiday' and navigation icons for 'Home', 'Assessments', and 'Development Grid'.

# Goal Detail Window

**All My Goals**

Download Share

Name	Description
Energy	Knows what interests or excites people
Listen	Is willing to listen and be influenced

**My Goals**

Goal Name [Goal Guidelines](#)

1 Energy

Goal Description

Knows what interests or excites people

Privacy

2  Make goal private ([learn more](#))

3 Download Share

**Action Items (1)**

Name	Due Date
Bring positive energy to each meeting	8/22/2016

4 Add Action Item

**Plan for Success**

5 Delete Close Save

**Goal Detail**

Plan for Success

What behaviors will you demonstrate?

What behaviors will you focus on as you progress through your goal?

How will you know you're making progress?

What are some indicators that will help you measure your progress?

What is in it for you, your team and your organization?

How will progress on your goal influence development?

What is it going to take for you to achieve this goal?

What resources will you need to achieve this goal?

Delete Close Save

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 are able to see them. Marking them not private will allow your Facilitator/Coach to see them if you are working with one.
3. You are able to download the goal into a PDF or share your goal via email with others or your Facilitator/Coach.
4. You can add Action Items to keep you focused by selecting the Add an Action Item link. Goals that have passed due dates are highlighted in red.
5. Clicking on Plan for Success will open another section with optional questions you can answer to insure you are on the path to success.

# See all Goals

Takes all of your goals and presents them in a simple chart. You can sort by name and status.

**CCL Compass™** Search competencies Goals 3

Breiffni McCormack

All My Goals

Share  Download

<input type="checkbox"/>	Name	Description	Status
<input type="checkbox"/>	<a href="#">Leading Globally</a>	Shows an interest in other cultures - asks questions and does background research	In Progress
<input type="checkbox"/>	<a href="#">Leading with Purpose</a>	Demonstrates energy, drive and ambition	In Progress
<input type="checkbox"/>	<a href="#">Building Talent</a>	Sizes up development needs - sees how people can improve	In Progress

1. Select one or more goals to activate the Share or Download buttons.
2. Share your goals with your Coach or any email address.
3. Select one or more goals and download them in PDF to your computer.
4. Click the Name to open that goal.

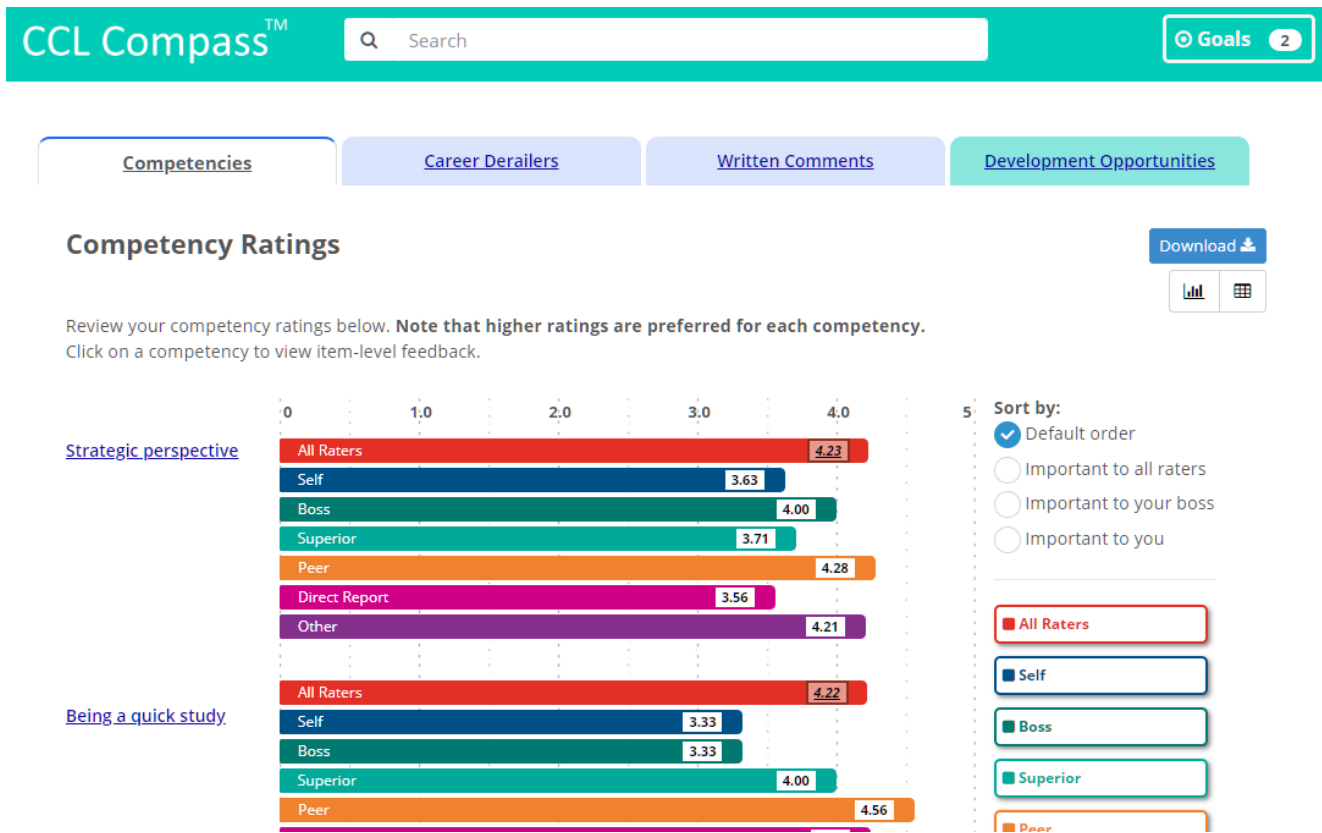
# Assessment

These features are only available to those that have taken a 360<sup>®</sup> assessment. When selecting the Assessment link on the left side navigation, all of your scores by competency and group are displayed in the Assessment Window. There are currently 2 types of assessments available, Benchmarks<sup>®</sup> or SkillScope<sup>®</sup>. Depending on which assessment you have taken depends on how the results are displayed.

## Benchmarks<sup>®</sup> 360

### Assessment Window (Bar Chart View)

All of your scores by competency and groups are displayed.



**Competencies** (tab) – All of your scores by competency and groups are displayed.

**Career Derailers** (tab) – All of your scores by possible derailers and groups are displayed.

**Written Comments** (tab) – This section will list out any written comments from the open ended questions on your assessment. You have the opportunity to view them online and download.

**Developmental Opportunities** (tab) – This section charts your strengths and potential development needs based on your feedback, i.e. the items you selected that please and displease you.

**Competencies** (links) – Link to the actual assessment questions and scores that are associated with that competency.

**Scores** – Broken out by group. These results can be viewed many different ways.

**View** (buttons) – Change the view from bar lines to a grid.

**Sort by:** (drop down) – this allows you to sort the most important competencies based off of group.

**Groups View** (buttons) – these group buttons allow you to see or hide different groups in the bar chart.

**Competency Item Detail** (Bar Chart View)

This section lets you take a deeper dive into your “scores by:” item and allows you to indicate which results please and displease you to identify strengths and developmental areas to work on.



**Thumbs** (emotion icons) – allow you to identify if you are pleased or not pleased with those results at the item level. These selections inform the creation of your Developmental Opportunities Grid.

**Assessment Questions** – These are the items on the assessment for that competency.

**Question Scores** – scores per item by different groups.

**Emotion Icon Summary** – This tallies the items across all of the competencies on the entire report that pleased and displeased you.

**View** (button) – Change the view from bar lines to a grid.

**Sort by:** (buttons) – these group buttons allow you to see or hide different groups in the bar chart view.

# Assessment Window (Grid View)

Throughout the manual we have shown you the bar chart view and detailed out its features. Below is a visualization of the Grid View.

CCL Compass™

Goals 2

Competencies
Career Detainers
Written Comments
Development Opportunities

### Competency Ratings

[Download](#)

Bar
Grid

Review your competency ratings below. **Note that higher ratings are preferred for each competency.**  
 Click on a competency to view item-level feedback.

Name	Importance			Ratings							
	All Raters	Boss	Self	All Raters	Self	Boss	Superior	Peer	Direct Report	Other	
<a href="#">Strategic perspective</a>	5	1	1	4.23	3.63	4.00	3.71	4.28	3.56	4.21	
<a href="#">Being a quick study</a>	0	0	0	4.22	3.33	3.33	4.00	4.56	4.25	3.72	
<a href="#">Decisiveness</a>	4	1	0	3.89	3.67	3.00	4.00	4.00	4.12	4.25	
<a href="#">Change management</a>	5	1	1	4.26	4.11	3.89	3.88	4.37	4.13	3.79	
<a href="#">Leading employees</a>	5	1	0	4.12	3.62	4.00	3.60	4.06	3.95	4.15	
<a href="#">Confronting problem employees</a>	1	0	0	3.55	3.67	3.50	3.20	3.47	3.33	3.40	
<a href="#">Participative management</a>	4	1	1	4.39	4.22	4.22	4.13	4.41	4.30	3.90	
<a href="#">Building collaborative relationships</a>	6	1	1	4.33	4.14	4.14	4.00	4.37	4.25	4.10	
<a href="#">Compassion and sensitivity</a>	1	0	0	4.54	4.33	4.33	4.40	4.56	4.15	4.00	
<a href="#">Putting people at ease</a>	1	0	0	4.72	4.00	4.67	4.33	4.78	4.35	4.50	
<a href="#">Respect for differences</a>	1	0	1	4.71	4.25	4.75	4.25	4.83	4.60	4.30	
<a href="#">Taking initiative</a>	6	1	1	4.06	3.80	4.00	3.60	4.08	4.10	3.75	
<a href="#">Composure</a>	1	0	0	4.60	4.00	4.25	4.33	4.75	4.50	4.40	
<a href="#">Balance between personal and work life</a>	0	0	1	4.44	3.67	4.00	4.00	4.56	4.25	4.10	
<a href="#">Self-awareness</a>	4	1	1	4.38	4.00	4.50	3.75	4.50	3.90	3.85	
<a href="#">Career management</a>	4	0	0	4.52	4.14	4.29	4.00	4.67	4.55	4.33	

**Competencies** (links) – Link to the actual assessment questions and scores that are associated with that competency.

**Importance** (section) – View the 1–5 importance rating given by each group and also have the ability to sort by each group.

**Ratings** (section) – View your scores by group and also have the ability to sort by each group.

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

# Competency Item Detail (Grid View)

This section lets you take a deeper dive into your scores by item and allows you to indicate which items please and displease you to help you identify strengths and developmental areas to work on.

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	1.00	3.67	1.00	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	+	1.22	3.73	+
5. Understands higher management values, how higher management operates, and how they see things.	3.00	1.00	1.00	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	1.00	1.00	4.33	3.50	1.00
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

Legend:  
- Lowest scores in this  
- Highest scores in this  
- Gap of at least 3 points between raters from one rater group

Navigation: Previous Next Close

**Thumbs** (emotion icons) – allow you to identify if you are pleased or not pleased with those results at the item level. These are what move the competencies on the chart in the Developmental Opportunities section.

**Assessment Questions** – These are the questions on the assessment for that competency.

**Question Scores** – scores per question by different groups.

**Emotion Icon Summary** – This tallies the items across all of the competencies on the entire report that pleased and displeased you.

**View** (button) – Change the view from bar lines to a grid.



# SkillScope® Assessment Window

## Competency Ratings

Download

Review your competency ratings below.  
Click on a competency to view item-level feedback.

Name	Importance		
	Self	Boss	All Raters
<a href="#">Solves problems</a>	--	✓	1
<a href="#">Communicates information</a>	✓	✓	3
<a href="#">Takes action</a>	✓	✓	3
<a href="#">Takes risks, innovates</a>	--	--	3
<a href="#">Manages conflict</a>	--	--	1
<a href="#">Manages teams</a>	--	--	4
<a href="#">Develops relationships</a>	✓	✓	--
<a href="#">Influences others</a>	✓	--	4
<a href="#">Open to influence</a>	--	--	1
<a href="#">Develops people</a>	--	✓	--
<a href="#">Knows the job/business</a>	--	--	3
<a href="#">Drives for results</a>	--	--	3
<a href="#">Manages time</a>	✓	--	1
<a href="#">Copes with pressure; demonstrates integrity</a>	--	--	1
<a href="#">Manages and develops self</a>	--	--	2

**Competencies** (tab) - All of your scores by competency and groups are displayed.

**Written Comments** (tab) – This section will list out any written comments from the open ended questions on your assessment. You have the opportunity to view them online and download them to PDF.

**Developmental Opportunities** (tab) - This section charts your strengths and potential development needs based on your feedback, i.e. the items you selected that please and displease you.

**Competencies** (links) – Links to the competency items associated with that competency on your assessment.

# Competency Item Detail

This section lets you take a deeper dive into your scores by item and allows you to indicate which results please and displease you to identify strengths and developmental areas to work on.

**Solves problems**

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: 7  
Selected items that displease you: 5  
[View selected items](#)

Item	Self	Boss	Development Needed	Other Raters	Strength
1. Seeks information actively.					
2. Probes for underlying data; checks the validity of information.					
3. Creates order out of large quantities of information.					
4. Is a keen observer of people, events, and things.					
5. Defines problems effectively.					

Strength Equals 1 rater     
 Development Needed Equals 1 rater     
 # = Total raters if more than 5

[Previous](#) [Next](#)

**Thumbs** (emotion icons) – allow you to identify if you are pleased or not pleased with those results at the item level. These selections will inform the creation of your Developmental Opportunities Grid.

**Assessment Questions** – These are the items on the assessment for that competency.

**Self-Strength Indicator color** – Self-scores per item.

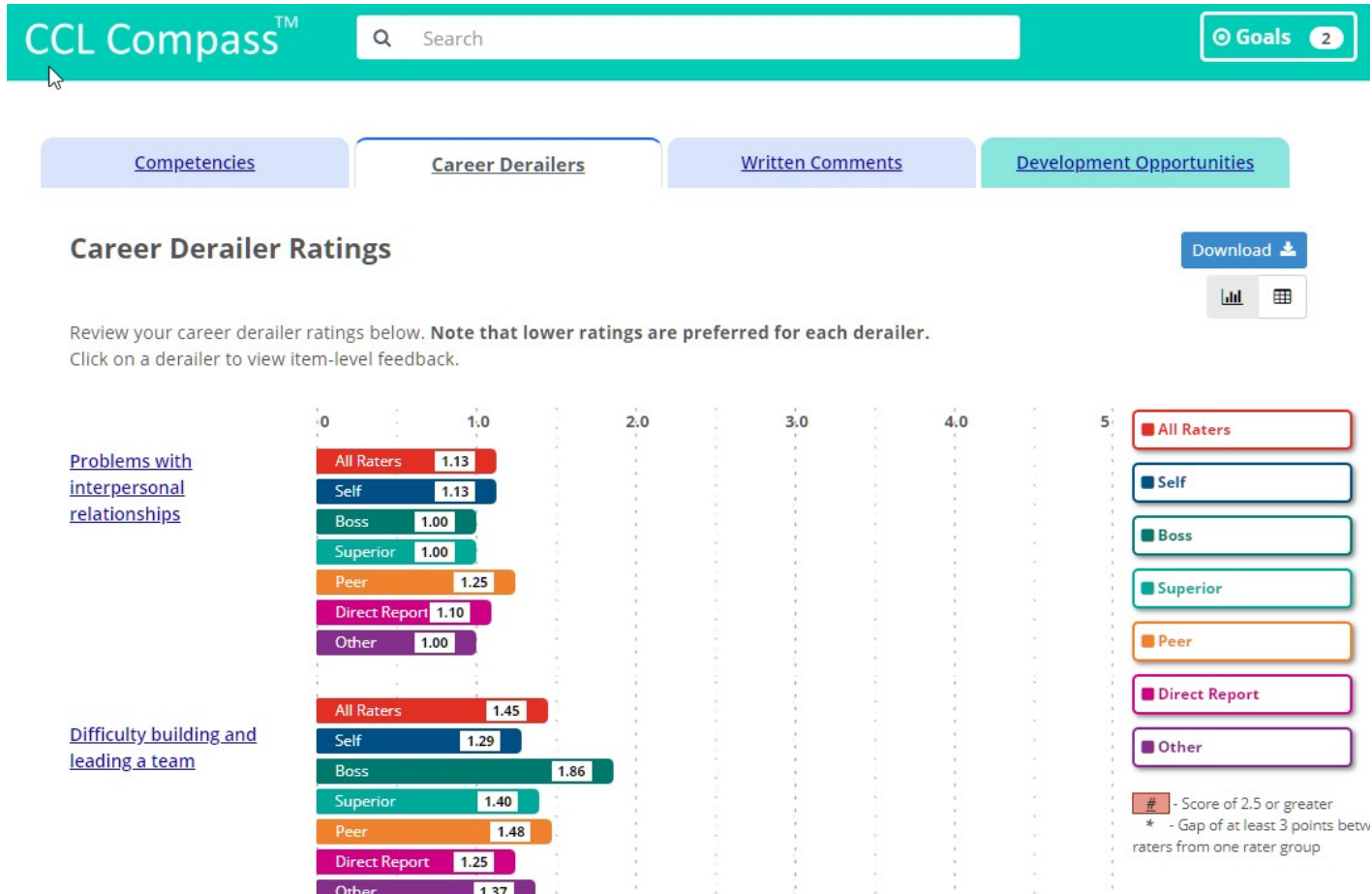
**Boss-Strength Indicator color** – Boss-scores per item.

**Other raters Strength Indicator color** – Self-scores per item.

# Career Derailers

(Benchmark® Assessments Only)

This tab charts your possible derailers.



**Competencies** (links) – Link to the actual assessment items and scores that are associated with that competency.

**Scores** – Broken out by group. These results can be viewed many different ways.

**View** (buttons) – Change the view from bar lines to a grid.

**Sort by:** (drop down) – this drop down allow you to sort the most important competencies based off of group.

**Groups View** (buttons) – these group buttons allow you to see or hide different groups in the bar chart.

# Developmental Opportunities

This tab charts your strengths and potential development needs based on your feedback. Competencies scores are plotted on a chart from most important to lowest (up to down) and by which results displeased or pleased you (left to right). You need to use the thumbs up and thumbs down buttons in the Competency Question Detail section to populate this chart.



1. Sort by importance to: select the different groups.
2. Download a PDF or share your results with others through email or save to your computer.
3. Competency (links) take you to the competency page. Not the competency question detail page.

# Contact Us

The screenshot shows a contact form for the Center for Creative Leadership. At the top left is the logo, and at the top right is the text "CCL - Americas +1 336 545 2810". Below this is the instruction: "Please use the contact number above or complete the form below to send an e-mail." The form includes fields for "Subject:", "First Name:", "Last Name:", "Email Address:", and "Message:". The "Subject:" dropdown menu is open, showing three options: "Please select your subject", "I am having technical issues", "I have a question about CCL Compass", and "I have a question about other CCL products or services". At the bottom of the form are "Cancel" and "Submit" buttons.

***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 the search icon. Any competency with that word will be returned.

### *How are goals used?*

Development goals help you focus your efforts on key improvements that you've 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?*

Either from the Home screen "Add a Goal" button or click on 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 Competency 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 be able to email anyone a copy of your goal.

### *What devices are supported?*

Tablets and PC's 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 can I learn more about Compass™?*

You can learn more about Compass™ by downloading the Compass™ Product Manual.

### *How do I contact CCL?*

Once signed into 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.