

5.3 Skills



Part of the **talent** manual — see also [1. Introduction](#), [2. What's New](#), [3. Scope](#), [4. Setup](#), [5.1 Training Courses](#), [5.2 Training Certifications](#), [6. Troubleshooting](#).

5.3.1 Creating a skill category and a skill

A skill is one competency the plugin can track — e.g. "Forklift Operation" or "Customer Communication". Every skill is either **Transversal** (a general, role-independent competency such as teamwork or communication) or **Technical** (specific to a job or piece of equipment), and is filed under a Skill Category of the matching type. Skills only become meaningful once they are targeted by a Skillset and scored in an Evaluation — see the next two chapters.

5.3.1.1 Open the skill category list

From the main menu choose **Management > Talent > Skills**, then the **Skill Categories** dropdown management link. Skill categories are hierarchical, like other GLPI dropdowns — you can nest them if useful.

5.3.1.2 Fill in the category details

- **Name** — the category's title. Required.
- **Type** — Transversal or Technical. Every skill filed under this category inherits its type; this is what splits a user's skill radar into its two charts.

 New item - Skill category

Name	Customer Service	Comments	
As child of	----- ▼ i +	Type	Transversal ▼

+ Add



In this example: a new Transversal category, "Customer Service".

5.3.1.3 Save the category

Click **Add** to create the category.

5.3.1.4 Open the skill list

From the main menu choose **Management > Talent > Skills**. The list shows every skill the current entity can see, alongside the pre-existing Teamwork, Problem Solving and Forklift Operation skills used elsewhere in this manual.

☐	ID
☐	Teamwork
☐	Problem Solving
☐	Forklift Operation
☐	Inventory Management
☐	Safety Compliance

The skill list, scoped to the current entity.

5.3.1.5 Start a new skill

Click **Add** to open a blank skill form.

5.3.1.6 Fill in the skill details

- **Name** — the skill's title. Required.
- **Code** — a short, unique, read-only identifier GLPI generates from the name the first time you save. Used internally to reference the skill; it never changes afterwards, even if you rename the skill later.
- **Type** — Transversal or Technical; picking a type filters the **Category** dropdown below to categories of the same type.
- **Category** — which Skill Category this skill is filed under. Required.

 New Skill

Name *

Customer Communication

Type *

Transversal

Description

Communicates clearly and courteously with customers, in person and by phone.

Code

Category *

Customer Service

i

+

+ Add

In this example: a Transversal skill, "Customer Communication", filed under the "Customer Service" category.

5.3.1.7 Save the skill

Click **Add** to create the skill. GLPI returns to the skill list, and the new entry appears there, alongside its auto-generated code.

☐	ID
☐	Teamwork
☐	Problem Solving
☐	Forklift Operation
☐	Inventory Management
☐	Safety Compliance
☐	Customer Communication

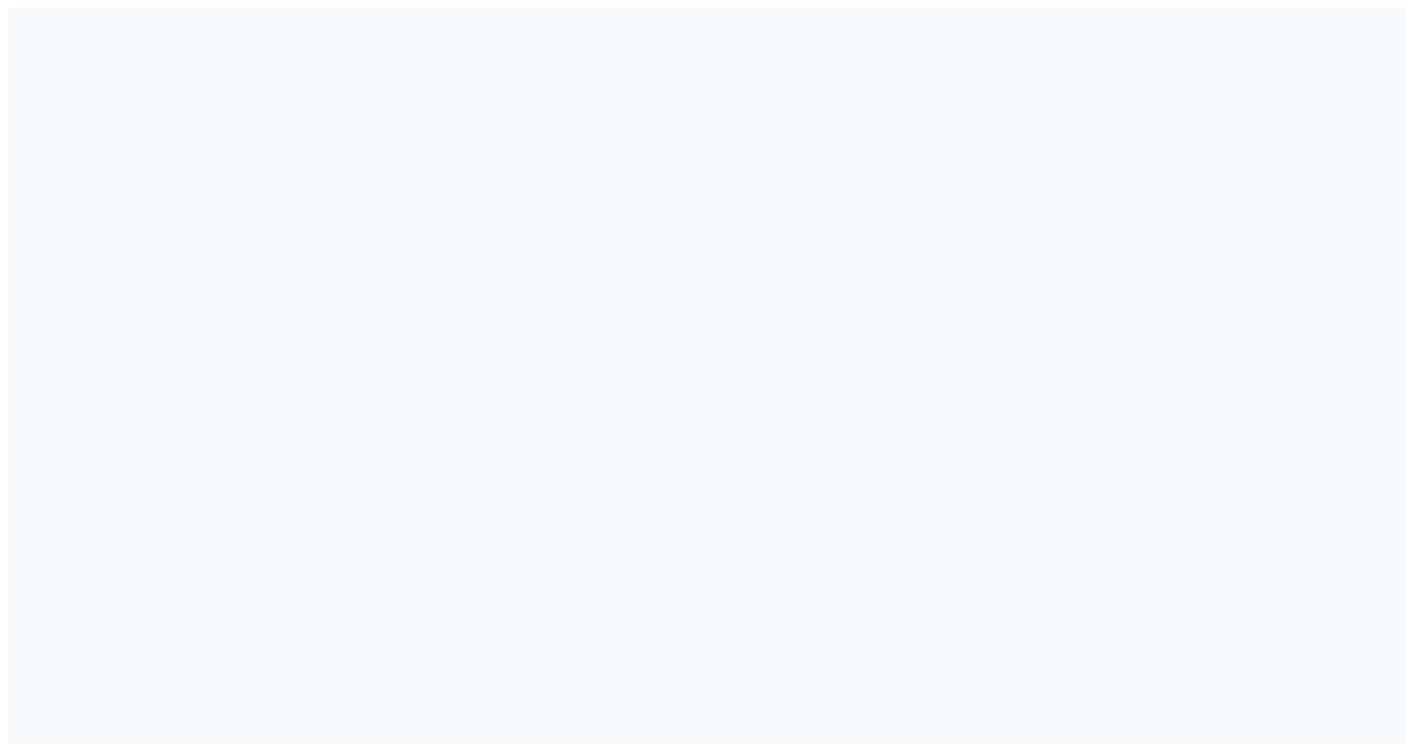
The new skill appears in the list, with its generated code.

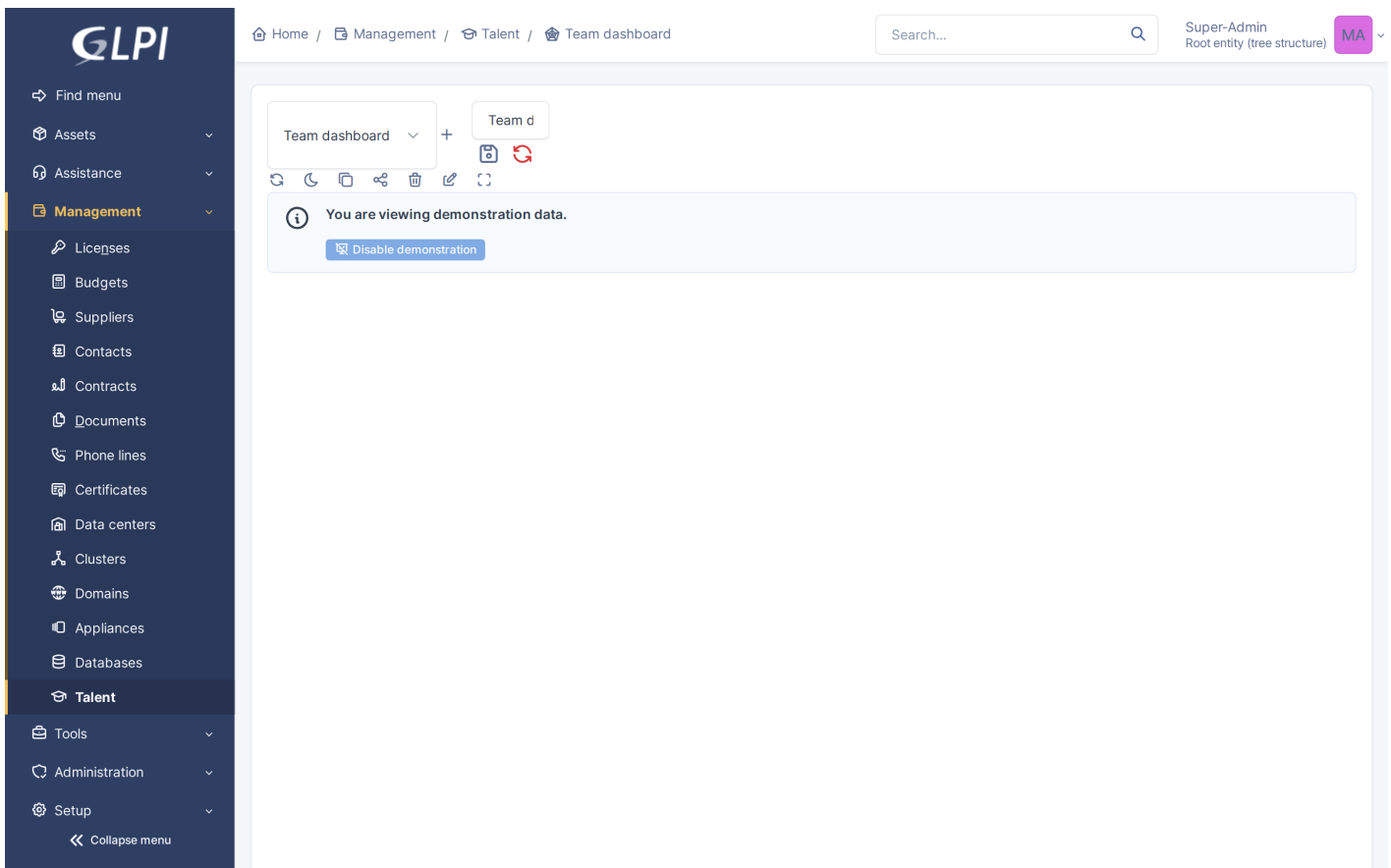
5.3.2 The team dashboard

Talent adds a Team dashboard to GLPI's native dashboard system — the same "Central > Dashboard" area that hosts GLPI's own Assets and Helpdesk dashboards. It aggregates every evaluation across a group into two team-average radar charts and five KPI figures, and can be filtered to a single group at a time.

5.3.2.1 Open the Team dashboard

From the main menu choose **Management > Talent > Team dashboard**. Like any GLPI dashboard, it can be shared with other profiles from its own share icon — sharing is managed the same way as GLPI's built-in dashboards, not through Talent's own rights.





The Team dashboard: five KPI cards (Job Fit, average Transversal/Technical scores, team members evaluated, and how many are below target) above the team's average Transversal and Technical radar charts.

“ **Note:** Every card can be filtered to a single group with the dashboard's own group filter — useful when several Skillsets apply to different teams and a manager only wants to see their own.

5.3.3 Recording an evaluation and reading a skill radar

An Evaluation is a snapshot: on a given date, an evaluator scores a user against every skill their group's Skillset targets. Scoring the same skills again later builds a history, which is what lets the radar chart show progress rather than just a single point in time.

5.3.3.1 Open the evaluation list

From the main menu choose **Management > Talent > Evaluations**. The list shows one row per evaluation already on record, including the earlier baseline evaluation this chapter is about to add to.

The evaluation list, showing the previous evaluation on record for Jane Smith.

5.3.3.2 Start a new evaluation

Click **Add**, then pick the **User** being evaluated. The skills table below fills in automatically once a user is selected: it lists every skill their group's skillset targets, alongside the target itself and the score from their most recent previous evaluation, if any.

New Evaluation

User *

Smith Jane

i

Comment

SKILLS

TYPE	SKILL	BASELINE	PREVIOUS SCORE	CURRENT SCORE
Transversal	Problem Solving (skill-problem-solving)	3	3	N/A
Transversal	Teamwork (skill-teamwork)	4	3	N/A
Technical	Forklift Operation (skill-forklift-operation)	5	4	N/A
Technical	Inventory Management (skill-inventory-management)	4	3	N/A
Technical	Safety Compliance (skill-safety-compliance)	5	4	N/A

+ Add

Selecting Jane Smith loads the skills her group's baseline targets, each with its target score and her previous score for comparison.

5.3.3.3 Score each skill

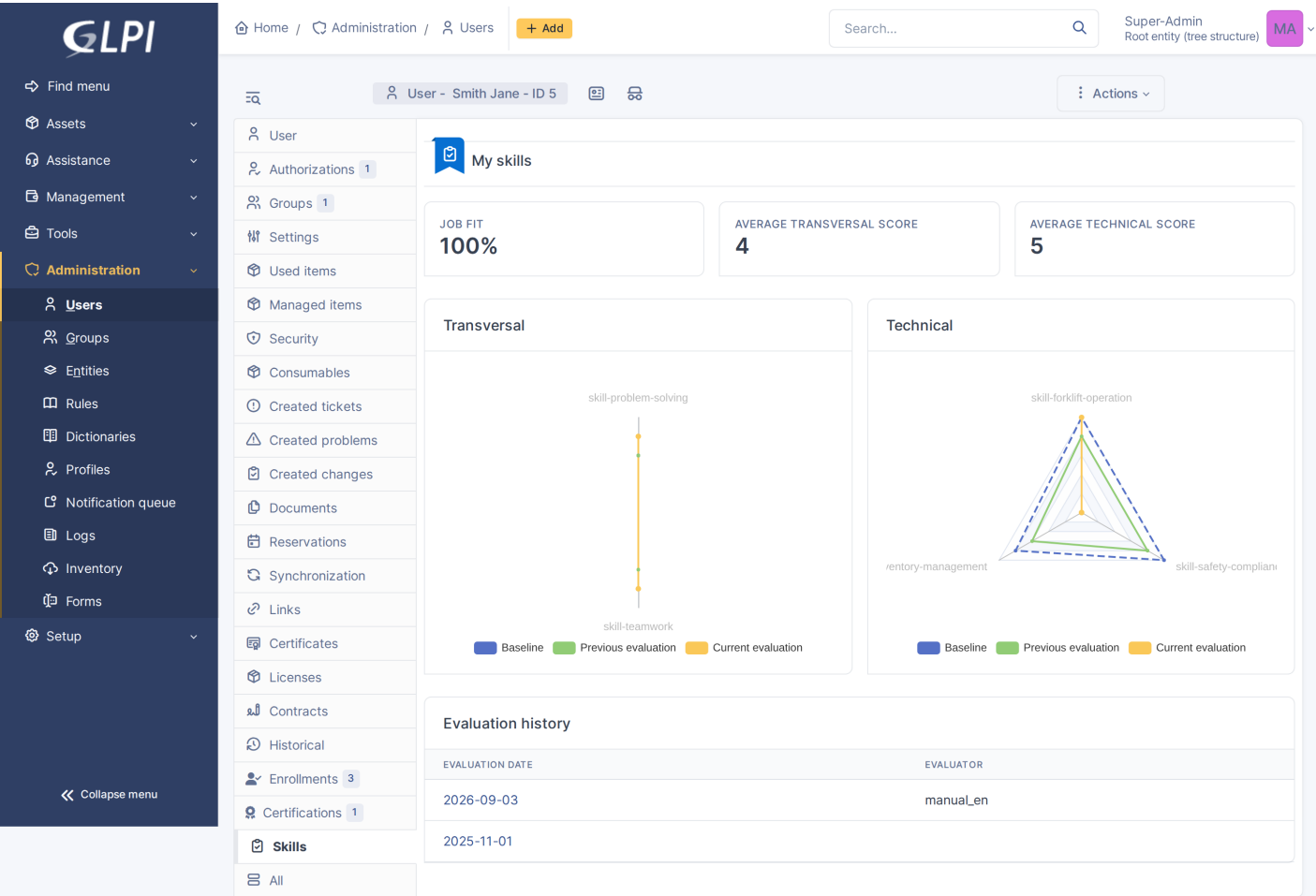
Set the **Current score** for each skill on the 0–5 scale, or **N/A** for a skill that genuinely cannot be assessed this time (excluded from every average and from the radar chart, rather than counted as a 0).

5.3.3.4 Save the evaluation

Click **Add** to record the scores. The evaluation date is set automatically to today and cannot be backdated.

5.3.3.5 View a user's skill radar

Every user has a **Skills** tab on their own GLPI profile (visible to the user themselves, to anyone managing their group, or to an evaluator with full access), showing two radar charts — Transversal and Technical — plotting the target, the previous score and the current score for each skill side by side, alongside three KPI figures: **Job Fit** (how close the current scores are to target, overall), and the average Transversal and Technical scores.

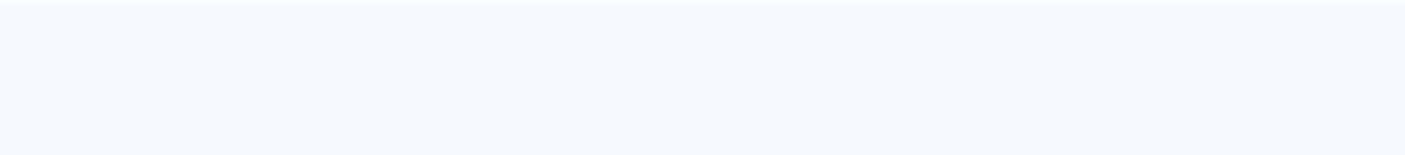


Jane Smith's skill radar: the Technical chart shows her scores now exceeding target on Forklift Operation.

5.3.4 Building a skillset

A Skillset is a baseline: for each skill it lists, it sets the target score (0-5) a group is expected to reach, and whether that skill is a **core** requirement. A Skillset applies to one or more GLPI Groups — not to individual users — so everyone in that group is measured against the same expectations. A user with no group, or whose group has no Skillset, has nothing to be evaluated against.

5.3.4.1 Open the skillset list



From the main menu choose **Management > Talent > Skillsets**. The list shows every skillset the current entity can see, including the pre-existing "Warehouse Associate Baseline" used by the Evaluations chapter.

☐	NAME
☐	Warehouse Associate Baseline

The skillset list, scoped to the current entity.

5.3.4.2 Start a new skillset

Click **Add** to open a blank skillset form.

5.3.4.3 Name the skillset

- **Name** — the skillset's title, e.g. the role or team it sets the baseline for. Required.
- **Description** — optional context on who this baseline applies to and why.

New Skillset

Name *

Customer Service Team

Description

Expected skill levels for front-of-house customer service roles.

Groups

+

+ Add

In this example: a new skillset, "Customer Service Team".

5.3.4.4 Save the skillset

Click **Add** to create the skillset. GLPI returns to the skillset list; open the new skillset from there to reach its own form, where the **Skills** and **Groups** tabs become available.

5.3.4.5 Add a skill and its target score

Switch to the **Skills** tab. Pick a **Type**, then a **Skill** of that type, and click **Add** to append it to the table below with a default target of 0 — adjust the **Baseline** dropdown to the score this group is expected to reach, and tick **Core** for a skill that is a hard requirement rather than a nice-to-have.

☐	TYPE	SKILL	CODE	BASELINE	CORE	
	Transversal	Customer Communication	customer-communication	4	☐	

Save



In this example: "Customer Communication" added with a target score of 4.

5.3.4.6 Save the skillset's skills

Click **Save** to record the target scores. These are what an evaluator sees as the "Baseline" column when scoring anyone in a group this skillset applies to (set from the **Groups** tab).

“ **Note:** A skillset only takes effect once it is linked to a group on its **Groups** tab — see the pre-existing "Warehouse Associate Baseline" skillset (linked to the "Warehouse Team" group) in the Evaluations chapter for that workflow.

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