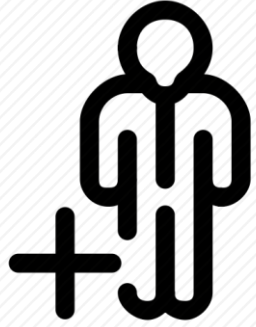


SUCCESS
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IDEA
TARGET
CAREERS
MANAGEMENT
JOBS
PLAN

Projects Done



Project 1

NEO – New Employee Orientation

Situation: The organization(s) had their operations PAN India. The program was designed in order to have an engaged New Hire in First 90 days in order to ensure maximum productivity and low early attrition.

Task: Assigned with responsibility to Lead Onboarding and Wellbeing of New Hires to sustain the headcount along side scaling up.

Purpose

- Initializing the process of integrating and acculturating new employees into the organization.
- Actively engaging a new employee through a structured & standardized on-boarding program.
- Accurately assess the new employee over the initial period (30-60-90 days).
- Creating a sense of commitment amongst the new employees.

Action

The entire Program was Split into 03 parts - Pre-Joining | Joining | Post Joining

Result

- The feedback was received through Employee On-Boarding Survey on the completion of **30,60 & 90** days by all New Joinees.
- The feedback(s) along with recommendation were analyzed and shared with Management to take necessary actions. In the First batch post starting the project the Overall Score was 3 however after few months of Implementation the score moved closer to 4 and bringing early attrition cases.

Programs have been set up successfully at 03 organizations from ITES, Logistics & Real Estate industry(s) with head counts ranging from 500 to 10,000+



Situation: Varied programs were running on an ad-hoc basis with a short-term purpose being met.

Task: Create a robust capability development process to nurture talent internally for future growth / career progression.

Purpose

- Map out a framework for employee's basis present & future roles.
- Define the gap w.r.t skills and competencies that employees need to develop to have more internal opportunities for growth while fostering a healthy competition.
- Classify trainings under O2 category(s) to have a better health check of the organization
 - Coaching for Performance aimed at present role & development thereof
 - Coaching for Development aimed at increasing promotability / fitment for higher roles & responsibilities.
- Developing & delivering Training content suited to augment individual growth

Action

The entire program was split into O3 parts:

- Capture training Needs as per Bi-Annual Management Conversations
- Classification of Training needs
- Training Impact Measurement via:
 - a. Implementation of Kirk Patrick Model (NPS)
 - b. Pre & Post training ratings of participants for competencies addressed [rating scale of 0-10]

Result

- 100% on time execution of Bi-Annual MC process
- Trainings calendarized along with budgets
- Internal Trainers identified to reduce external trainings / create Subject Matter Experts for in-house trainings.
 - Training Need Classification o 2019-20 – 35% of the organization was coached for development. o 2020-21 – 47% of the organization was coached for development.
 - A clear indicator that we are fostering internal growth v/s aiming at improving current performance levels.
- Minimum benchmark of 70% NPS Score set out.
 - 2019-20 – 65% trainings executed with a NPS of 72% & above.

Program has been set up successfully at O2 organizations from ITES & Real Estate industry(s) with head counts from 500 to 10000+

Project 2

Capability Development Program(s)

Project 3

A player in Key Seats



Situation: Key seats which are imperative to drive business need to be nurtured for fostering structured internal growth / career progression opportunities & succession planning. Reach a level of high performance to achieve our BHAGs by creating a team of A players in key seats who are customer centric and outcome oriented. Implement the 80-20 pareto rule.

- **Task:** Have 80% A Players' in key seats over the next 3 years (2021)
- **Purpose**
 - Key Seats to be adequately filled (preferably internally / externally).
 - Upskill staff to perform better in present & future roles.

Action

The entire program was split into 04 parts:

- Biannual evaluation of key seats via a tripartite discussion
- Creation if Individual Development Plans (IDPs) for Potential A rating employees
- 360 feedbacks to help facilitate discussions & identify trends in behaviour early on.
- Provide opportunity(s) to them for exploring their leadership potential by working on special projects.

Result

- A player percentage moved from 57%(2018) to 73% (2020)
- Rigor for actionables / IDP execution to ensure 100% execution of plans
- Exit for C rated staff.
- Redeployment of B rated staff.
- Hiring process changed to bring on high performing staff.
- Monitoring of new hires to ensure early attention & retention along with high performance.

Program has been set up successfully at 01 Real Estate industry. Headcount impacted 200+



Project 4

Institutionalize

Topgrading[™]

methodology

Situation: Top Grading hiring methodology being followed only for Executive Team hiring.

Task: Hire more A Players via Top Grading.

Purpose

- Standardize the hiring process across all levels in the organization.
- Upskill staff to probe better & have a better screening of potential hires.

Action

The entire program was split into 03 parts:

- Internal Subject Matter experts:
 - a. I got trained & certified on the subject from the Top Grading Institute , Chicago (USA)
 - b. Trained the Talent Acquisition Team & Hiring Managers.
- Implementation
 - a. Phased implementation of the 12-step process.
 - b. Adaptation of the hiring questions to our organization's needs including translation to Hindi.
 - c. Develop hiring questions for front line staff hiring.
- Documentation
 - a. All conversations to be documented well [process of interview notes initiated].
 - b. Reference checks made more strict / thorough.
 - c. Tracking of Hiring quality
 - a. A rating of staff at probation assessment / confirmation.
 - b. Early exits count

Result

- Top Grading success measured by count of new hires rated as A.
 - -Moved up from 27% (2018) to 50% (2021).
- Recruitment steps redefined & crystallized for improved quality of hiring.
- Timeframe & screening questions for telephonic prescreening as per level of hire defined.
- Employee Referral % has gone up to 48%. + Reduced per cost hire by 38%.

Program has been set up successfully at 01 Real Estate industry. Headcount impacted 500+

Thank you