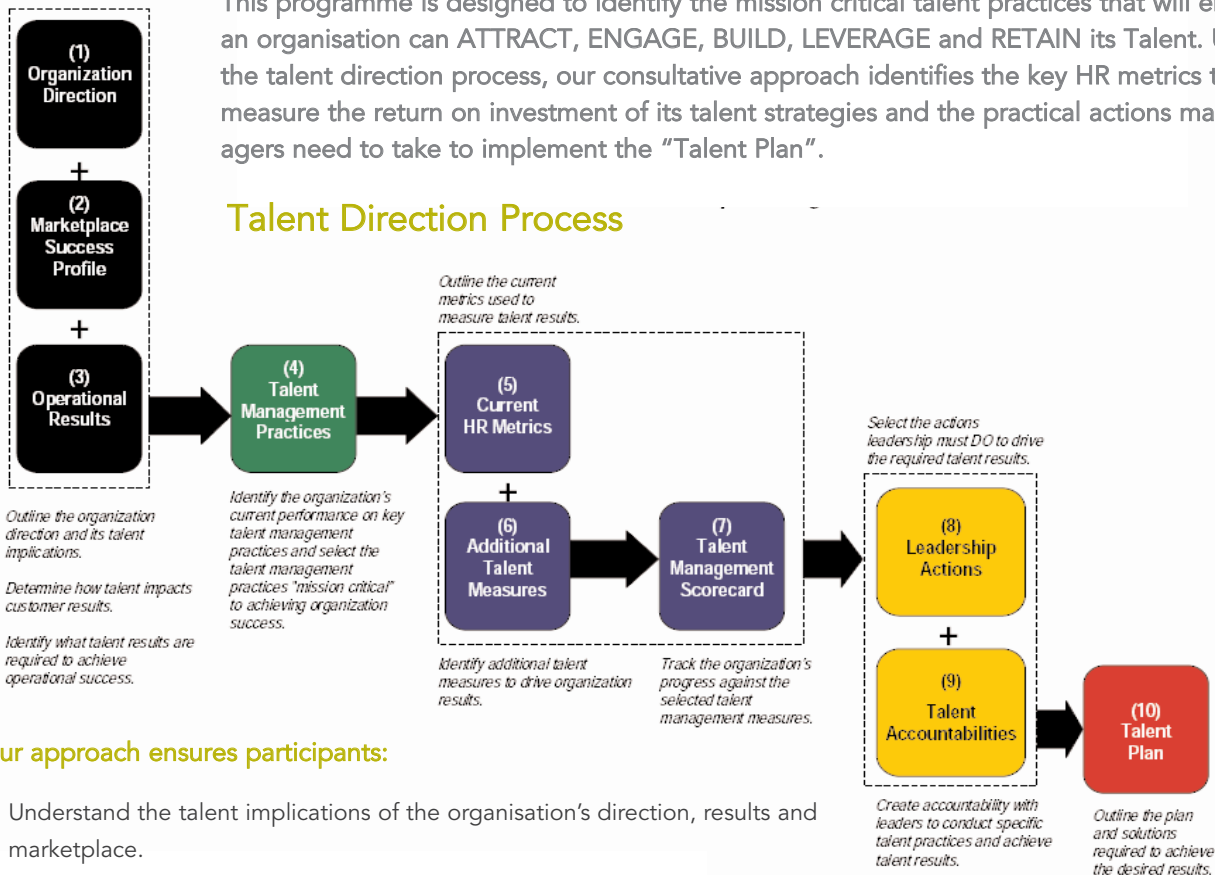


# Building Mission Critical Practices to Engage & Retain Employee Talent



This programme is designed to identify the mission critical talent practices that will ensure an organisation can ATTRACT, ENGAGE, BUILD, LEVERAGE and RETAIN its Talent. Using the talent direction process, our consultative approach identifies the key HR metrics to measure the return on investment of its talent strategies and the practical actions managers need to take to implement the "Talent Plan".

## Talent Direction Process



### Our approach ensures participants:

- Understand the talent implications of the organisation's direction, results and marketplace.
- Identify the organisation's current performance using key talent management practices and select the talent management practices that are mission critical to achieving organisational success.
- Measure how talent results impact the bottom line of an organisation.
- Determine the link between employee engagement and business performance.
- Outline what is "Most Critical" to engage and retain each individual employee.
- Assess the current performance of the organisation, a team, or individual employee on the critical talent variables.
- Understand why people disengage and leave organisations and are able to determine the length of service intentions.
- Utilise the Talent Strategy Grid to prioritise where to put the time and resources needed to impact talent results.
- Perform a rich, robust one-to-one dialogue with employees to identify the factors impacting employee engagement.
- Develop a Team Member Talent Plan to determine the actions needed to impact performance and desire to stay.
- Utilise the Fast Action Development Guide to identify actions that can be taken in 48 hours, 7 days, 30 days and 90 days to deliver Human Capital Results.





## Process Outline

### Introduction

Each intervention is built around a client's own needs and context. It is likely to include some of the following:

### Talent Direction Process

- Organisation Direction; Marketplace Success Profile; Operational Results; Talent Management Framework Assessment

### Core Concepts

- Review Talent quiz results
- Outline critical Talent results and organisation needs
- Define employee engagement levels
- Describe how "FIT" impacts employee engagement and retention

### Bottom Line Impact of Talent Results

- Outline how employee engagement impacts organisational performance and the business financials

### Cracking the Talent Code

- Identify what is "Most Critical" when engaging and retaining employees
- Assess the organisation's current performance

### One-to-One Dialogue

- Review the one-to-one dialogue process
- Practise creating a rich, robust one-to-one dialogue

### Team Member Talent Plan

- Learn the framework for the Team Member Talent Plan
- Practise applying the Three Manager Responses to team member examples

### Manager Role in Impacting Talent Results

- Outline the critical manager actions that impact talent results

### Developing Capabilities

- Perform a self-assessment
- Complete a Manager Capability profile
- Select a Manager Capability to improve using the Fast Action Development Guide

### Wrap-Up

- Outline how to take action back on-the-job

## Talent Toolkit®

### Hands-on Tools and Resources

To help participants build their capabilities and take action with their employees and team, each workshop participant receives a Talent Toolkit®.

The Talent Toolkit® provides hands-on tools and resources to help participants deliver Talent results and drive their organisation's performance.

### Talent Toolkit® Components

Below are just a few of the components within the Talent Toolkit®:

#### Retention Cards®

A hands-on tool that captures the variables impacting why people join, engage and stay in organisations.

#### Fast Action Development Guide

Targeted actions that build the seven manager capabilities needed to impact employee and team performance.

#### One-to-One Dialogue

Quickly and easily understand what is "Most Critical" to your employees, what it is really like, and what actions both you and the employee can take to increase the employee's performance.

#### Team Member Talent Plan

A simple framework to outline what managers will do to take action, involve the employee and manage expectations.

#### Human Capital Practices

A set of best practices to impact individual, team and manager performance.



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