

CASE STUDY



**TALENT
CENTRIC
DESIGNS**

Client Info

Industry: HEALTHCARE

Employee Size: 500

HR Team Size: >20

PROJECT: Create Our Performance Management Processes

Primary Area of Practice:

- ☐ Attract & Acquire
- ☒ Learn & Grow
- ☒ Culture & Engagement
- ☐ HR Strategy & Structure

Type of Engagement:

- ☒ Gap analysis
- ☒ Resource creation
- ☒ Advisory
- ☐ Facilitation

The situation and need:

The organization had recently reorganized and upgraded its People team (with Angela's advisory help) and one of their first desired steps was to introduce a more holistic approach to performance management, which was an expressed need according to engagement surveys.

Approach and techniques deployed:

- Competency model delineated by role and level
- Performance management templates and guides for leaders
- Training session – deck and talking points

Key output and impact:

Angela was asked to create a systemic and holistic approach to performance management so she advised that a shared **competency model** be created first, which was agreed to. Angela created a model that was shared across the whole organization while delineating it by role and level. This was shared in a listening strategy by the People team, guided by Angela, to get feedback and ideas from key influencers in the company.

Once the competency model was finalized, Angela integrated it into a series of Performance Management templates, including a **quarterly performance update job aid** and an **annual review guide**. She also created the **deck and trainer talking points** for rolling this out to managers for the first time. Additionally, Angela helped to **integrate the competencies into job postings and interview guides** for the Talent Acquisition team and advised on how to integrate it into **Learning Pathways** with the Learning team.

The new framework has been well received.

"I found Angela to be incredibly thoughtful and expert in her field. Her guidance was invaluable in identifying areas for our improvement and, most importantly, suggestions for how to address these areas and build strength. For this first time in many years, we are headed in a direction that I believe will support the growth we are anticipating." – MA, CEO

"The impact was monumental - we were finally able to take action in ways that had been previously stalled for years. Angela provided a road map to guide us in changing directions. I appreciated her sensitivity and integrity in working with our team and valued her very specific, actionable feedback and recommendations for our organization." LB, CMO