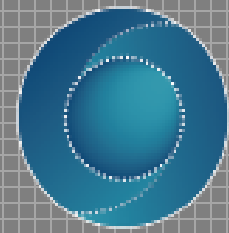


# CASE STUDY



TALENT  
LIFECYCLE  
DESIGNS  
ATTRACT • GROW • ENGAGE

## Client Info

Industry: RETAIL SALES

Employee Size: 200

HR Team Size: 4

## PROJECT: DESIGN PERFORMANCE MANAGEMENT APPROACH

Talent Lifecycle Stage(s):

- Attract & Acquire
- Learn & Grow
- Culture & Engagement

Type of Engagement:

- Gap analysis
- Resource creation
- Advisory
- Facilitation

The situation and need:

Angela had previously been engaged with this company to assess employee engagement and benefits preferences as part of an ownership change, and part of that assessment uncovered that employees wanted formalized development and feedback. And so, executive management asked Angela to engage in that work.

Approach and techniques deployed:

- Survey of employee preferences
- Review and assessment of required training
- Interviews with managers
- Creation of resources to meet needs

Key output and impact:

After assessing the current landscape of development and feedback, Angela spent time to develop a series of tools, including a set of competencies needed for success, quarterly review template, an individual development plan template, a and a mentoring program. Angela also created a set of implementation plans, including a comprehensive launch and communication plan.

Angela was subsequently retained to implement this work along with other employee experiences identified by the employee survey, much of it in the midst of a complete company re-brand. The company reports increased engagement and an elevated sense of the role of the HR team.

**“With Angela’s help we have taken on many talent management projects. She is so professional and easy to work with. I couldn’t give her higher praise. As a result of our engagements with her, we have generated tangible results - most notably people are happier and profits are soaring.” - KB, Owner**