

CASE STUDY



**TALENT
CENTRIC
DESIGNS**

Client Info

Industry: FINANCIAL SERVICES

Employee Size: 20,000

HR Team Size: ~250

PROJECT: Design our Summer Intern Program

Primary Area of Practice: Type of Engagement:

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

- Gap analysis
- Resource creation
- Advisory
- Facilitation

The situation and need:

Due to a shortage in talent at entry level roles, and the desire to grow into more advanced roles internally, the need for a comprehensive intern program was identified. Angela was relied on to lead this effort.

Approach and techniques deployed:

- Design of overall intern program including purpose and approach
- Creation of elements including communications, collateral, learning plans
- Training of hiring managers and recruiters

Key output and impact:

Angela established the program's purpose and overall architecture, including a [workforce plan](#) to identify the number of interns needed, [expectations for managers](#) who were tasked with leading interns, [creating learning programs](#) for the interns to participate in, and a [strategic plan to covert](#) interns into full time hires. She trained recruiters to not only consider interns as summer hires but also as longer term potentials, partnered with the internal learning team to create development pathways for interns, and established all of the communications to implement the program.

The program was ranked by an external surveyor as a top 5 in the country and produced strong results for the company, including an over 90% conversion rate from intern to full time hire.

“Angela is strategic and knows how to build highly effective talent programs based on best practices and her innate knowledge of increasing employee engagement. She knows how to drive business results through talent.” DK, SVP, Enterprise Learning