

CASE STUDY – Talent Journey Review

Our Client



Our client, a global professional services organisation with a base in the UK, is both a supplier of choice and a destination employer for industry professionals.

The Problem



They identified the need to better understand the experience of new hires across all divisions. By gaining these insights, the company aims to continuously innovate and enhance employee engagement for all their employees. To achieve this, they sought a comprehensive evaluation of the talent journey to refine their ways of working, accountabilities, recognition, rewards, development, and leadership behaviours.



Our Solution



Thrive Consulting conducted a comprehensive review of the organisation's strategic and operational delivery, focusing on the experiences during attraction, onboarding, and the early stages of the talent journey. We engaged with current and former employees, as well as those in managerial, leadership, executive, and business support roles, and:

- **Conducted 1-2-1 Feedback Sessions:** We held 63 interviews spanning the relevant spectrum of employees.
- **Built Process Maps:** By validating and triangulating insights from these interviews, we created process maps reflecting the actual employee journey.
- **Identified Lived Experience:** We extracted real experiences and sentiments to highlight areas of significant process gains and losses.
- **Assessed Team Effectiveness:** Used Hackman's Model of Team Effectiveness to identify instances of gain/loss across the business structure based upon the data collected above.
- **Workshop Cascade:** Hosted engagement and focus sessions with Executive Board, HR stakeholders and management groups to raise awareness and collaborate on solution design and communication.

What We Delivered

- We identified eight strategic focus areas and developed a people transformation program to modernise and enhance key areas, including Reward, Talent Mobility, Communications, Next-Level Learning, Values at Work, and Managerial Resilience.
- This program featured 55 recommended activities, which were presented to and approved by the CEO and UK HR Director before being shared with the wider executive leadership team for integration into a broader transformation initiative.

The Outcomes



Enhanced Employee Engagement: Reduction in employee flight risk and short-term boost to early tenure retention. As of Feb 2025, attrition is at an all time low. Staff engagement increases are observed as employees feel more heard and valued.



Managerial/Leadership Support: Thrive's collaborative efforts fostered a renewed focus within management and leadership communities, leading to improved cross-functional activity.



Organisational Design Success: Thrive's work facilitated crucial organisational enhancement that was initiated constructively and effectively.

Our Client Says:

"We needed an inspirational and creative way of improving our talent journey and our retention. Thrive quickly understood the brief and got to work. The feedback we had about their interactions with colleagues was exceptional and their informal style and way of working engaged colleagues into rich and deep conversations. We wanted to see creative recommendations, and they did not disappoint. A first-class service, consulting and outcomes from a quality team."

CHRO, UK

We Say:

"This organisation was a world-renowned professional services company, and I was proud to support their investment in transforming the experience for their employees. Their Executive team is inspirational and the warmth for the business from employees is really heartening to see. With passion and commitment at this level, they will continue to Thrive in their sector."

Matt Gascoigne – Thrive Consulting

Focusing on your most important asset, your people, is essential but often overshadowed as customer or revenue challenges are prioritised. At Thrive we help you reconnect with your employees. We strengthen your team, tools, working methods, and confidence always looking to support you on your journey forward.

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