

Keys to Implementing a Talent Optimization Strategy

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Why Are You Here?

- Nothing to do on this Friday morning
- Not sure what Talent Optimization is
- My workforce is changing
- Looking for strategies to better connect with employees
- Whatever the reason – I'm glad you are here!

Why Am I Here?

- ❖ Who is Mark Brody
 - ❖ 34 years in the Contact Center Industry
 - ❖ Launched Brohawk Solutions in 2018
 - ❖ Certified Partner of The Predictive Index

What Is Talent Optimization

- Defined as a systematic approach to aligning business strategy with workforce strategy to achieve optimal performance
- Talent Optimization highlights the critical connection between organizational success and effective management of human capital
- Evaluate Talent Optimization in terms of a four-part framework

Assess: Understand your Workforce Dynamics

- Conduct comprehensive behavioral and cognitive assessments to gauge individual and team capabilities
- Define job requirements and success factors for each role
- Place an emphasis on matching roles with individual strengths
- Understand the motivators of individuals on your team and throughout your organization

Blueprint: Strategic Workforce Planning

- Align team design with overarching business goals
- Understand the significance of job roles and team composition in optimizing performance
- Leverage tools and strategies for visualizing team dynamics and growth planning

Cultivate: Develop and Engage Talent

- Leadership development has a cultural alignment with business objectives
- Be intentional about the role of feedback, continuous learning and development programs
- Establish strategies for personalized growth paths and enhancing team cohesion

Diagnose: Enhancing Performance and Engagement

- Proactively address workforce challenges through:
 - Establishing a regular cadence of assessing team performance and engagement levels
 - Leveraging analytics to identify and address underlying issues
 - Identifying continuous improvement opportunities through data-driven insights and interventions

Putting The A,B,C,D's Together

- Key steps for integrating talent optimization into HR and management practices
 - Define what are the goals for your business
 - Benchmark your current talent
 - Identify your current talent gaps
 - Align your hiring strategy with business goals
- What does this look like when implemented
 - A cohesive mission aligned organization – “Nemo Principle”
 - Improved coaching conversations
 - Understanding of each employee's intrinsic and extrinsic motivations – Their Why
- Best practices for leveraging technology and data
 - Understand your audience and how they receive information/data
 - Recognize shifts in your customer expectations (internal and external)

Summary

- Achieve Excellence through Talent Optimization
 - Assess
 - Blueprint
 - Cultivate
 - Diagnose
 - ABI – Always Be Improving

Let's Connect

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Take your free Behavioral Assessment today:



Thank
You!