



HOW HR + L&D CAN BRIDGE THE GAP BETWEEN LEARNING & PERFORMANCE

YOUR HOST TODAY



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15+ YEARS IN HR, L&D SPACE



CROSS-SECTION OF INDUSTRIES
& EXPERIENCES



BORDERLINE UNHEALTHY
PASSION FOR TECHNOLOGY



LOVES PUSHING ON OUTDATED
PROCESSES & REINVENTING
WITH PURPOSE



HOW HR + L&D
CAN BRIDGE THE GAP BETWEEN
LEARNING & PERFORMANCE

POLL 1



What is your role/team within your organization?

POLL 2



*How much impact do you
(or your team) have on the
performance management process?*



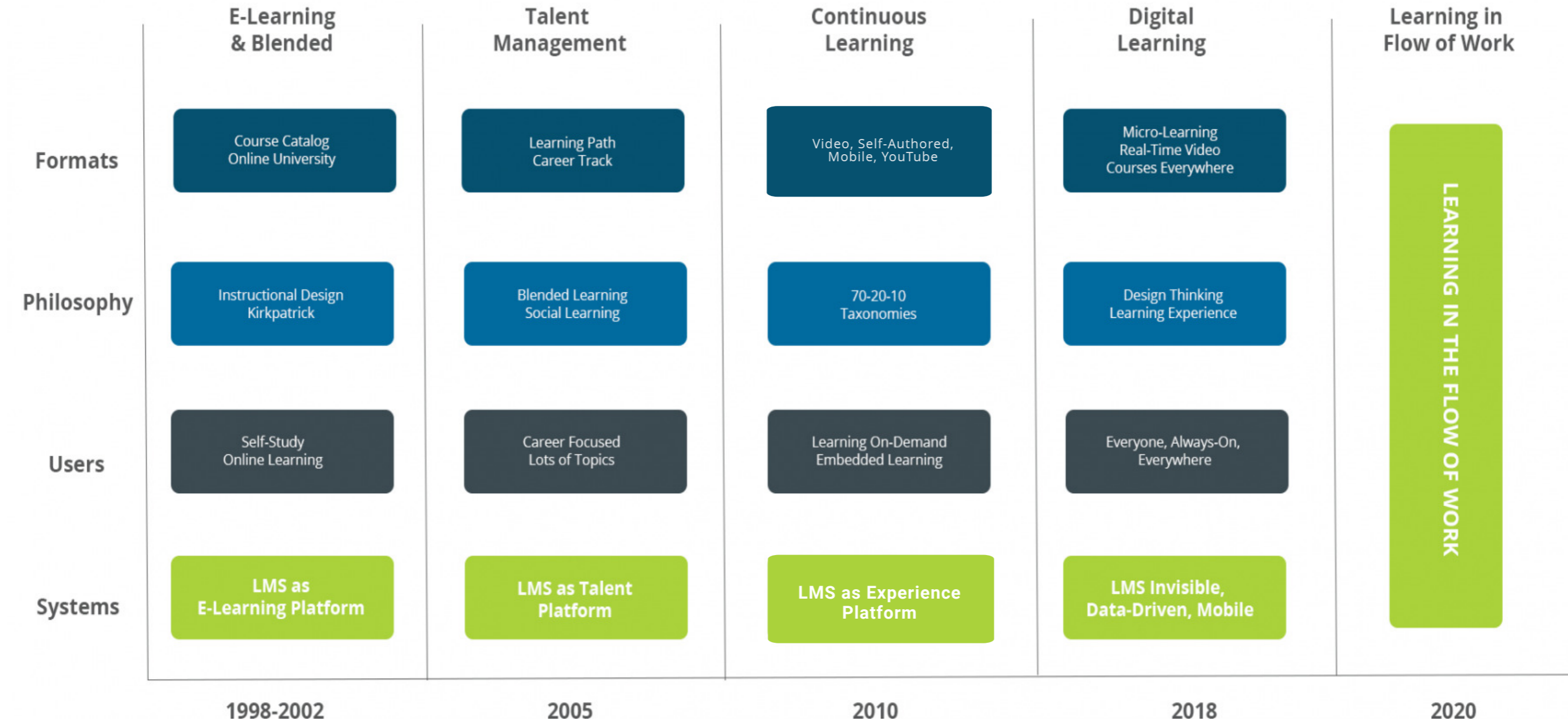
LEARNING HAS EVOLVED



why not

PERFORMANCE
MANAGEMENT?

Learning & Development Has Been on a Rapid Journey



Only 8% of companies believe their performance mgmt process is highly effective in driving business value

Deloitte, 2019



PERFORMANCE MANAGEMENT NEEDS A MAKEOVER



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87% of Millennials cite access to professional development and career growth opportunities as the most important factor in a job

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80% of Gen Y said they prefer on-the-spot recognition over formal reviews

Zenger and Folkman

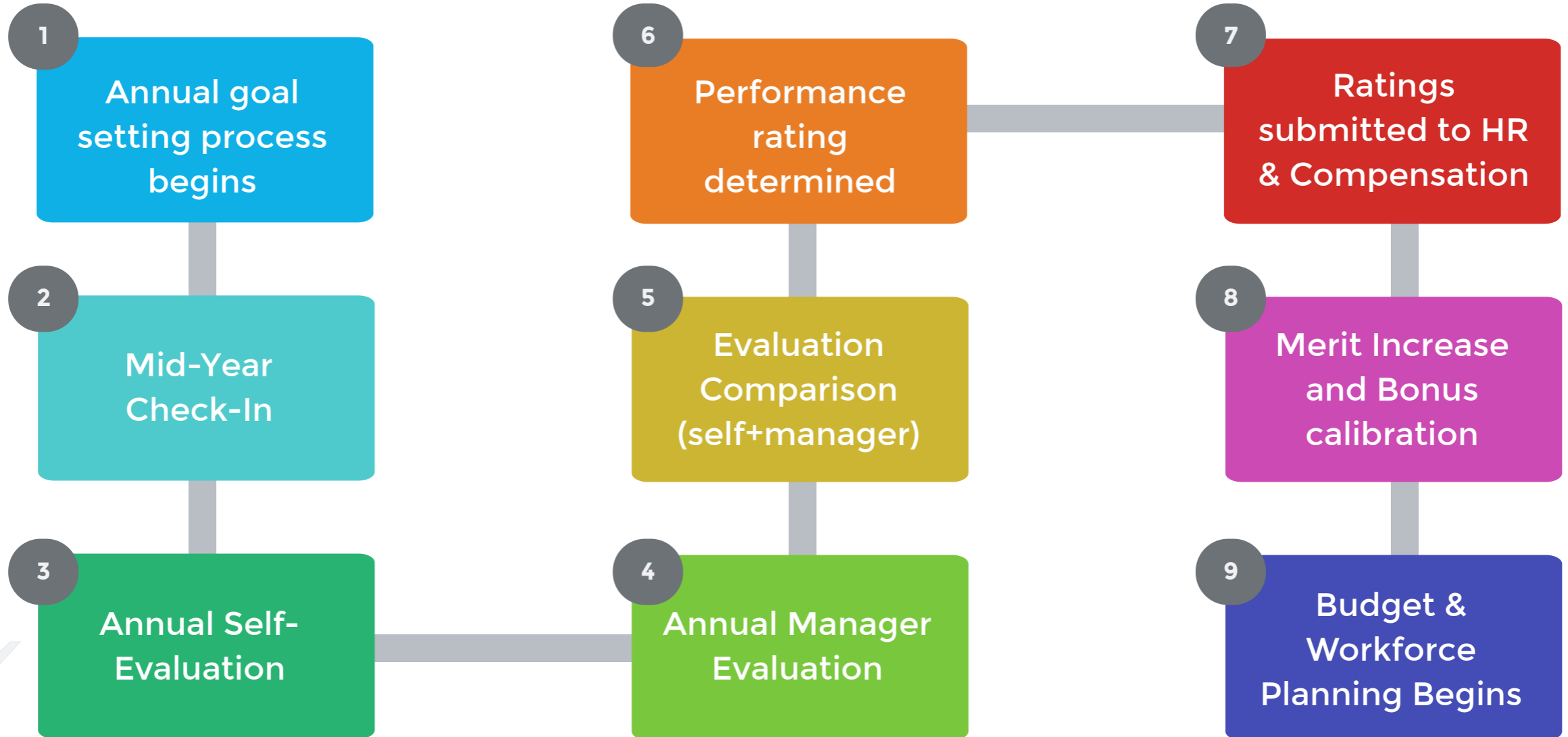


TRADITIONAL
**PERFORMANCE
MANAGEMENT**
IS GONE THE WAY OF THE DINOSAUR

TRADITIONAL PERFORMANCE MANAGEMENT PROCESS



TRADITIONAL PERFORMANCE MANAGEMENT PROCESS



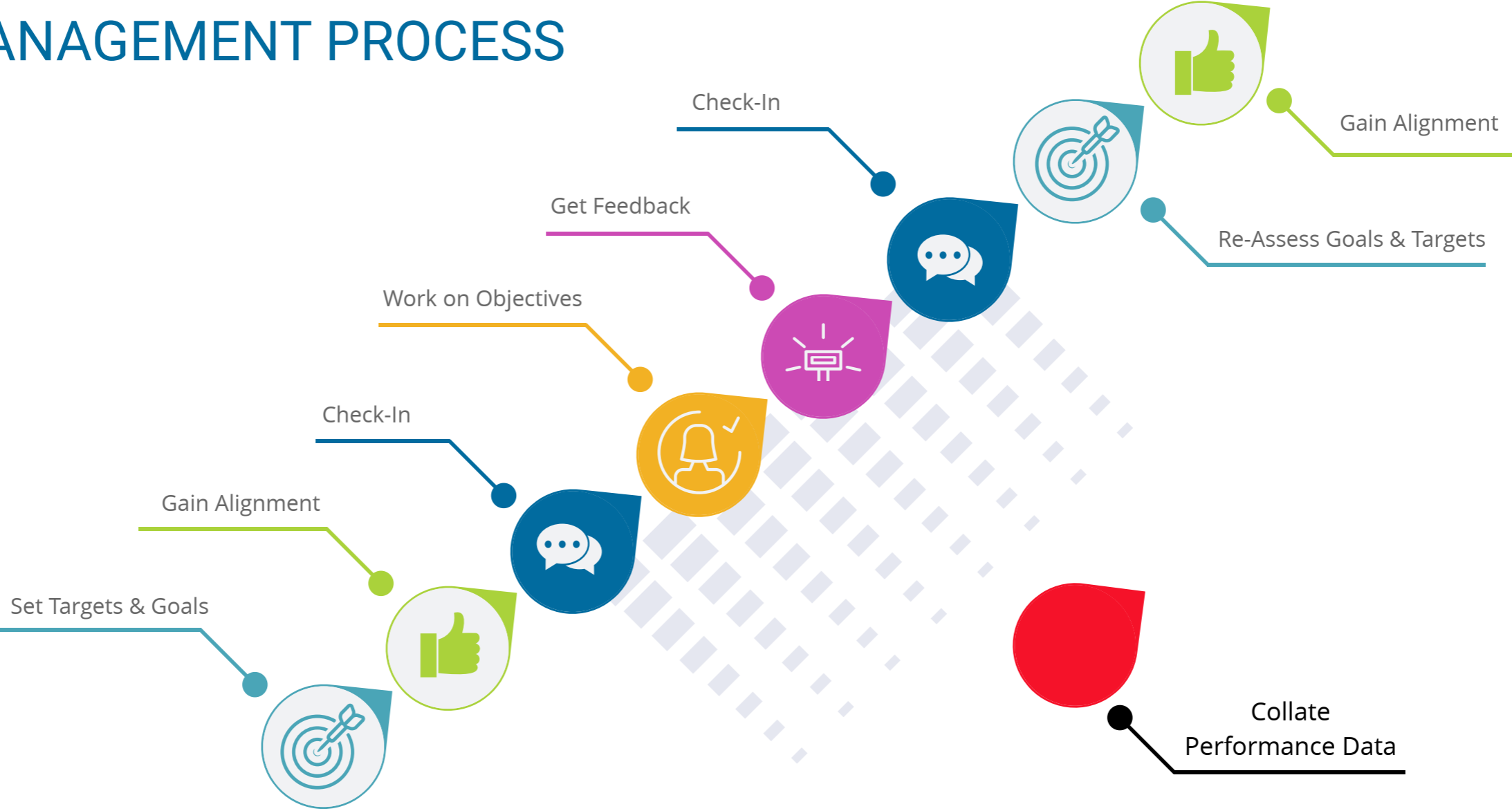
TYPICAL PLAYERS IN TRADITIONAL PERFORMANCE MANAGEMENT PROCESS



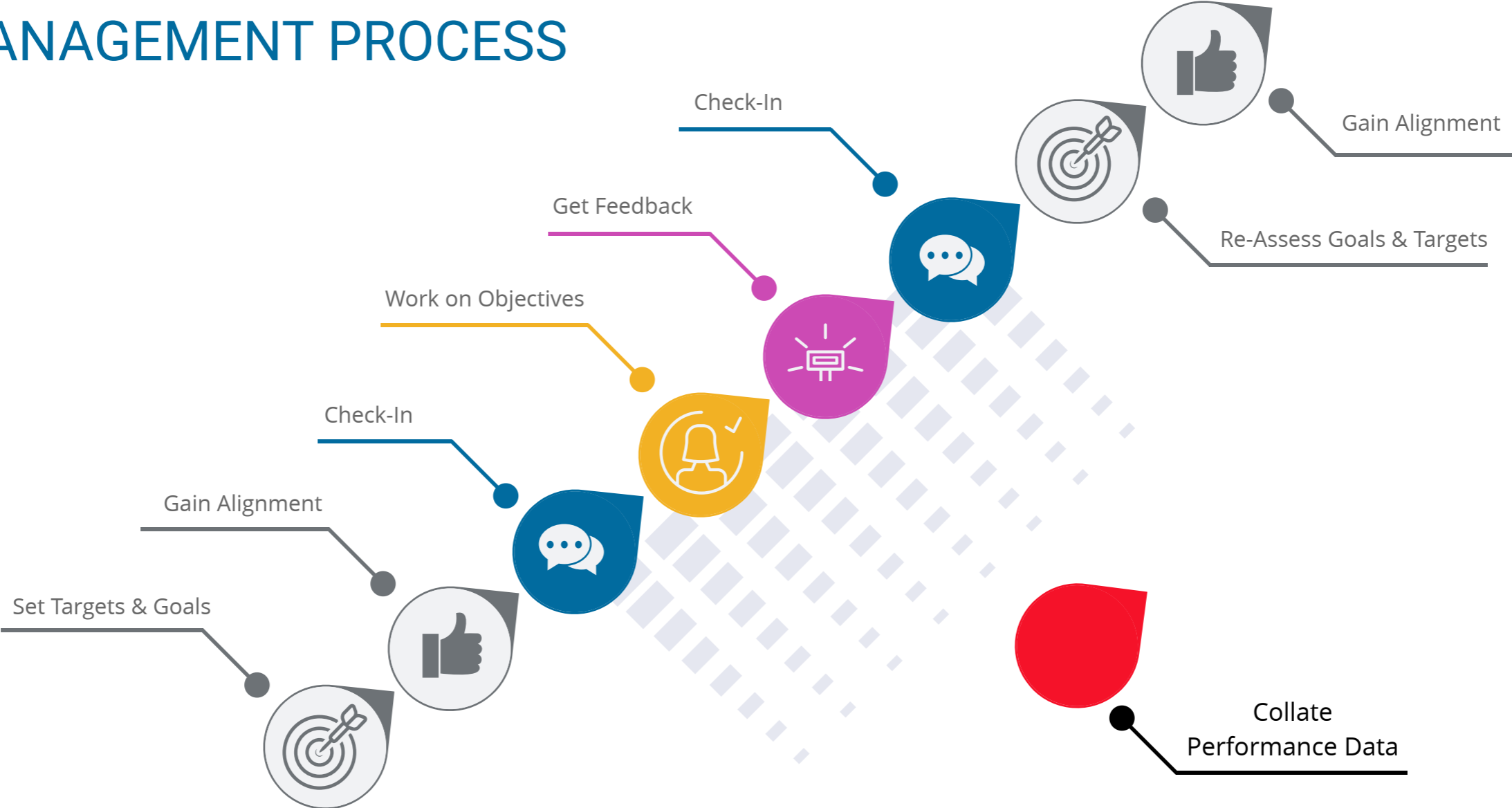


IT'S TIME FOR A SHIFT of
MINDSET
& **CULTURE**

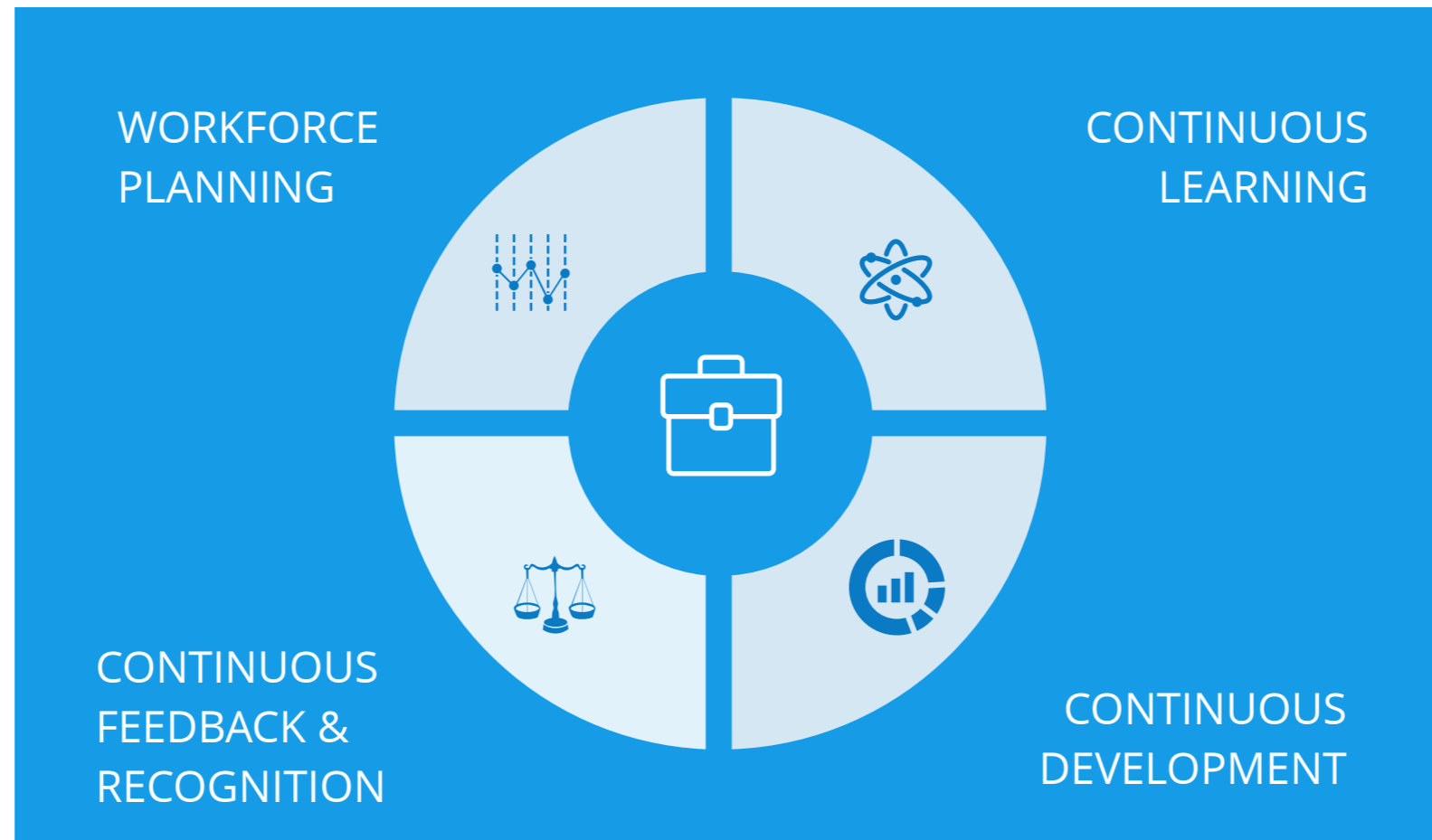
MODERN PERFORMANCE MANAGEMENT PROCESS



MODERN PERFORMANCE MANAGEMENT PROCESS



LEVERAGE THE NATURAL CONNECTION BETWEEN PERFORMANCE & LEARNING

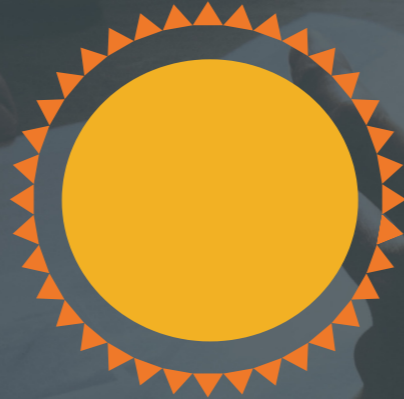


L&D CAN ENABLE A CONTINUOUS PERFORMANCE MANAGEMENT MODEL



Process Owner:

HUMAN RESOURCES



Process Enablers:

LEARNING & DEV.



Process Manager:

PEOPLE MANAGERS



Process Input:

EMPLOYEES



POLL 3



*How often do your HR and
Learning and Development Teams
engage?*

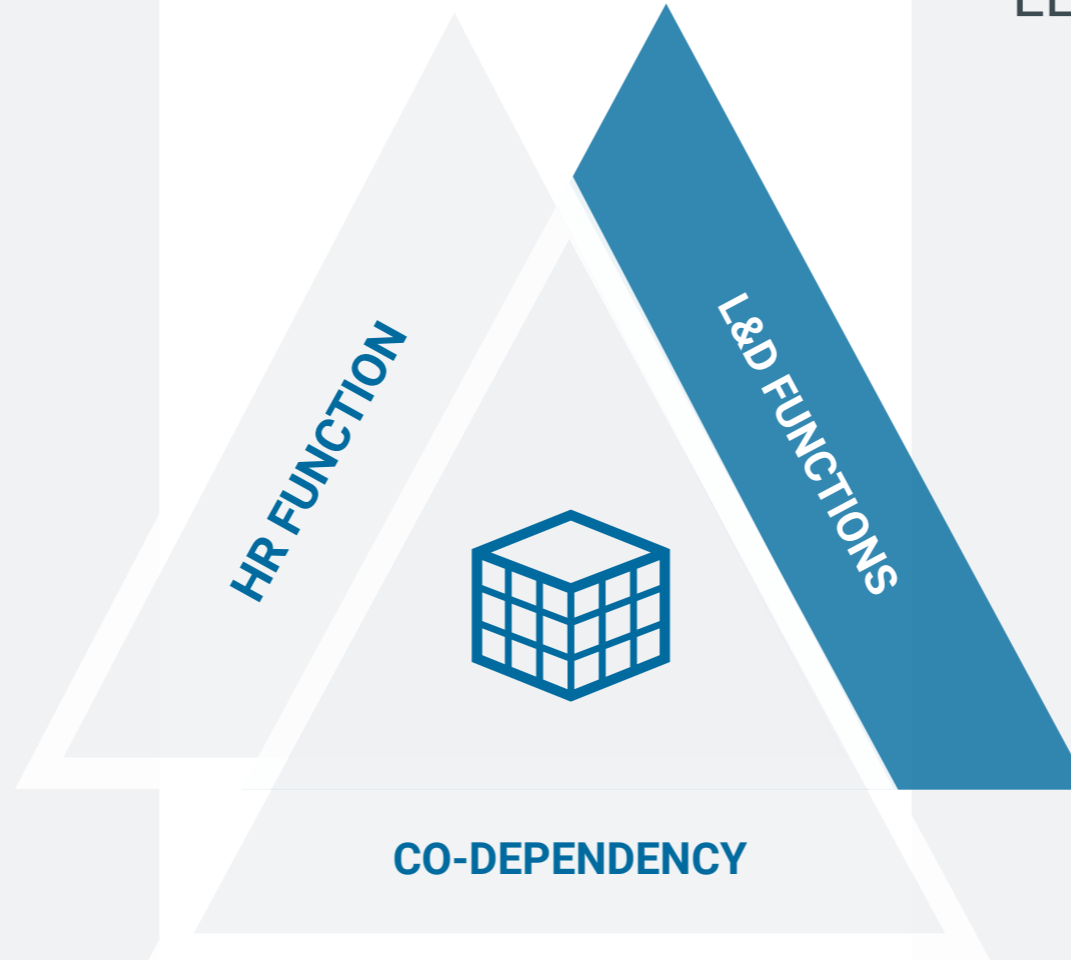


BRIDGE THE GAP

CONNECT, COLLABORATE
& CONSTRUCT A NEW VISION

HUMAN RESOURCES

LEARNING & DEVELOPMENT



HUMAN RESOURCES

"Problem Solvers"

Employee Administration

Employee Relations

Workforce Planning / Org. Structure

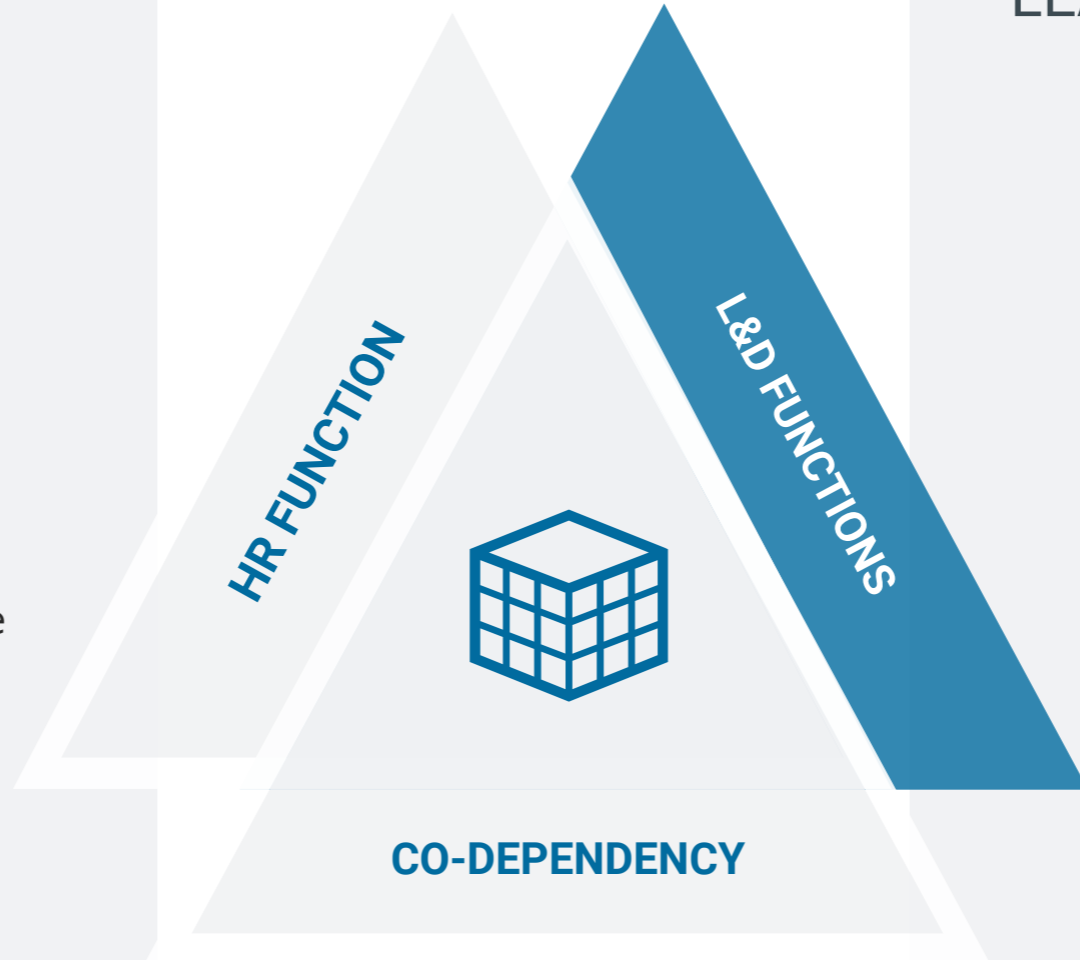
Attract top talent

Employment Brand & Culture

Performance & Succession

Regulations and Compliance

LEARNING & DEVELOPMENT



CO-DEPENDENCY



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"Problem Solvers"

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LEARNING & DEVELOPMENT

"The Experts"

Communicators

Grow and Develop the workforce

Change Agents / Change Management

Experience Engineers

Organizational Culture

Training and Validations

Standards

HR FUNCTION

L&D FUNCTIONS



CO-DEPENDENCY





*LEARNING &
DEVELOPMENT*
CAN BE A
CHANGE AGENT
IN **CHANGE**
MANAGEMENT



COMMUNICATION SKILLS



RELATIONSHIPS WITH ALL
LINES OF BUSINESS



TRUST AND CREDIBILITY WITH
ALL AUDIENCES



FUNCTIONAL DISCIPLINE AND
METHODOLOGIES THAT ARE
TRANSFERRABLE

WESTERN UNION

Western Union assessed their corporate strategy and determined that the legacy performance management program was neither meaningful nor effective.



11,000 Employees



58 Countries



\$5B Annual Revenue ('17)

The Business CHALLENGES

1

OUTDATED

Western Union followed a traditional model of annual reviews and performance rankings required a significant amount of time, were unpopular.

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3

UNPOPULAR

Existing process was no longer motivating or driving high performance. Employees gave it a -38 Net Promoter Score across the organization.

WESTERN UNION

Western Union assessed their corporate strategy and determined that the legacy performance management program was neither meaningful nor effective.

97% of employees had set goals

96% of employees completed empowerment discussion documents

+40 NPS Score (80-point jump)

The TRANSFORMATION

1

NEW GPS PROGRAM

The new program, Guide.Performance.Succeed requires leaders to be more hands-on, setting clear expectations, providing regular real-time feedback, and holding their people — and themselves — accountable for meeting talent development goals.

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BUILT AROUND ENGAGEMENT

The learning group added gamification tools, including points for attendance and hosting meetings in the desired time frame, completing e-learning courses, and participating in the Leadership in Action online discussion platform.



A 'SIMPLE' FRAMEWORK TO MODERNIZE YOUR PERFORMANCE MANAGEMENT PROCESS

IDENTIFY COMPANY,
TEAM, AND INDIVIDUAL
GOALS

1





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DEFINE AND LINK
SKILLS, COMPETENCIES,
BEHAVIORS TO
JOBS/ROLES &
LEARNING

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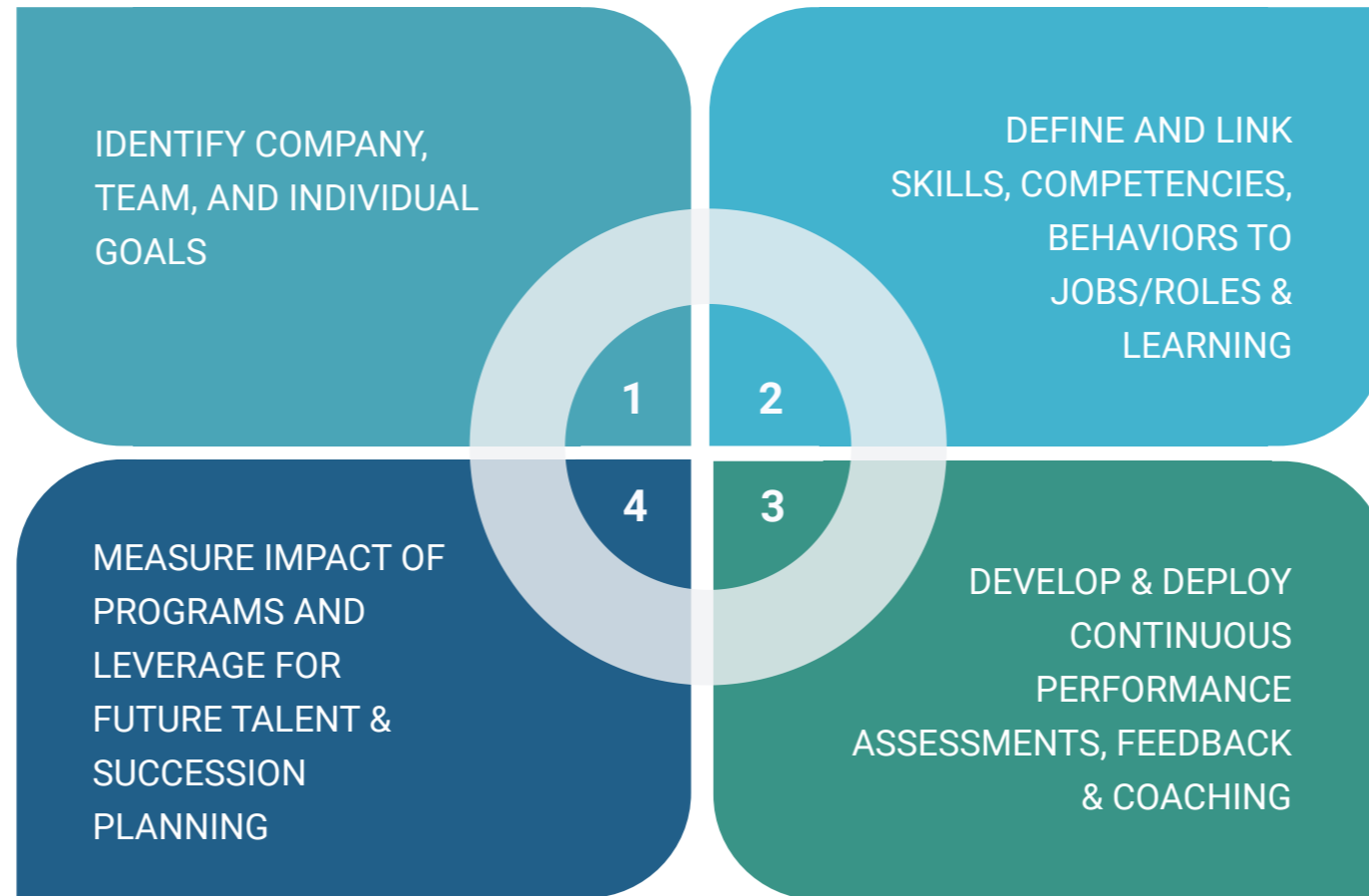
2

DEVELOP & DEPLOY
CONTINUOUS
PERFORMANCE
ASSESSMENTS, FEEDBACK
& COACHING

3



A 'SIMPLE' FRAMEWORK TO MODERNIZE YOUR PERFORMANCE MANAGEMENT PROCESS



Q&A





THANK YOU

Founded in 2012, Schoox is an intuitive, intelligent, and mobile platform that combines six core solutions including, Learning Engagement, Content Curation, Social Collaboration, Performance Management & Succession, Career Development, and Business Impact. Today, Schoox empowers excellence in learning and talent development for over 8 million users across 120 countries.



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