

What Are Employers Looking For?

June 14, 2018

Subha Duraiswamy, Genpact

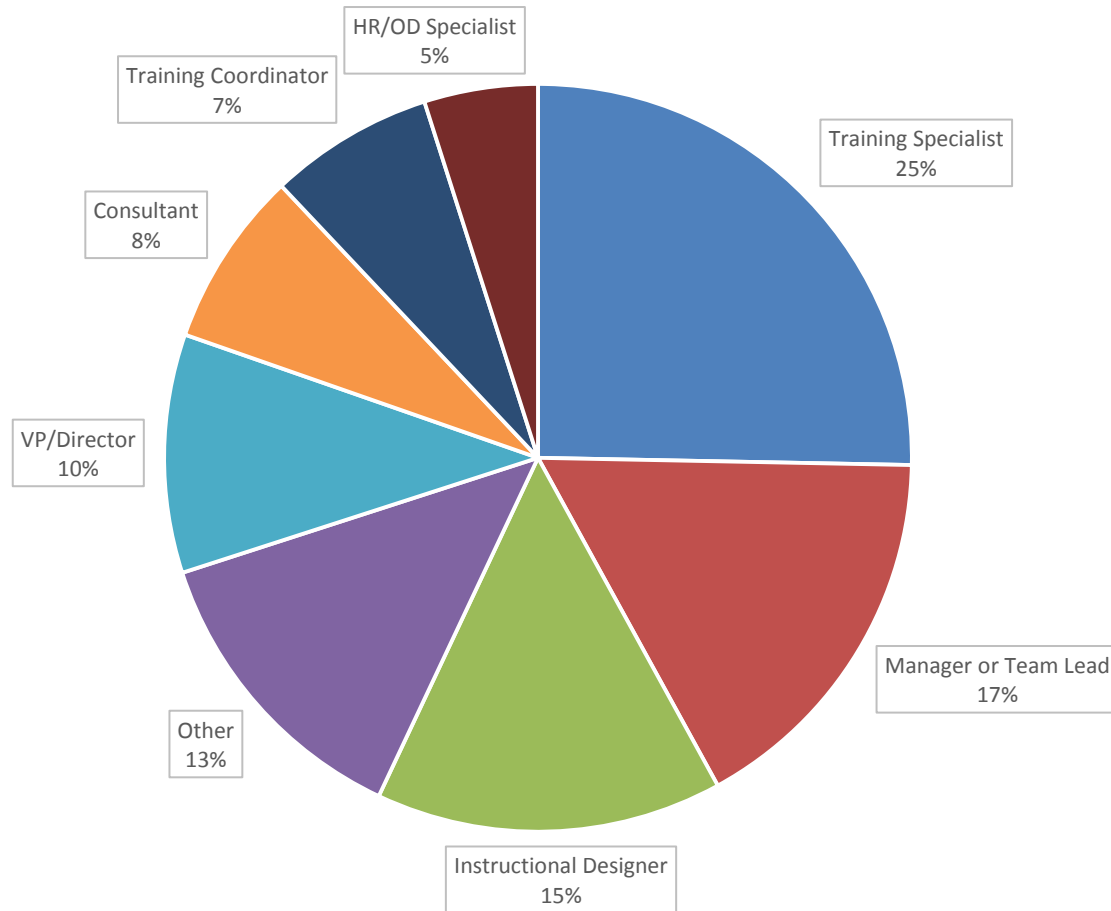
Theresa Ford, American Express

Sue Kaiden, ATD

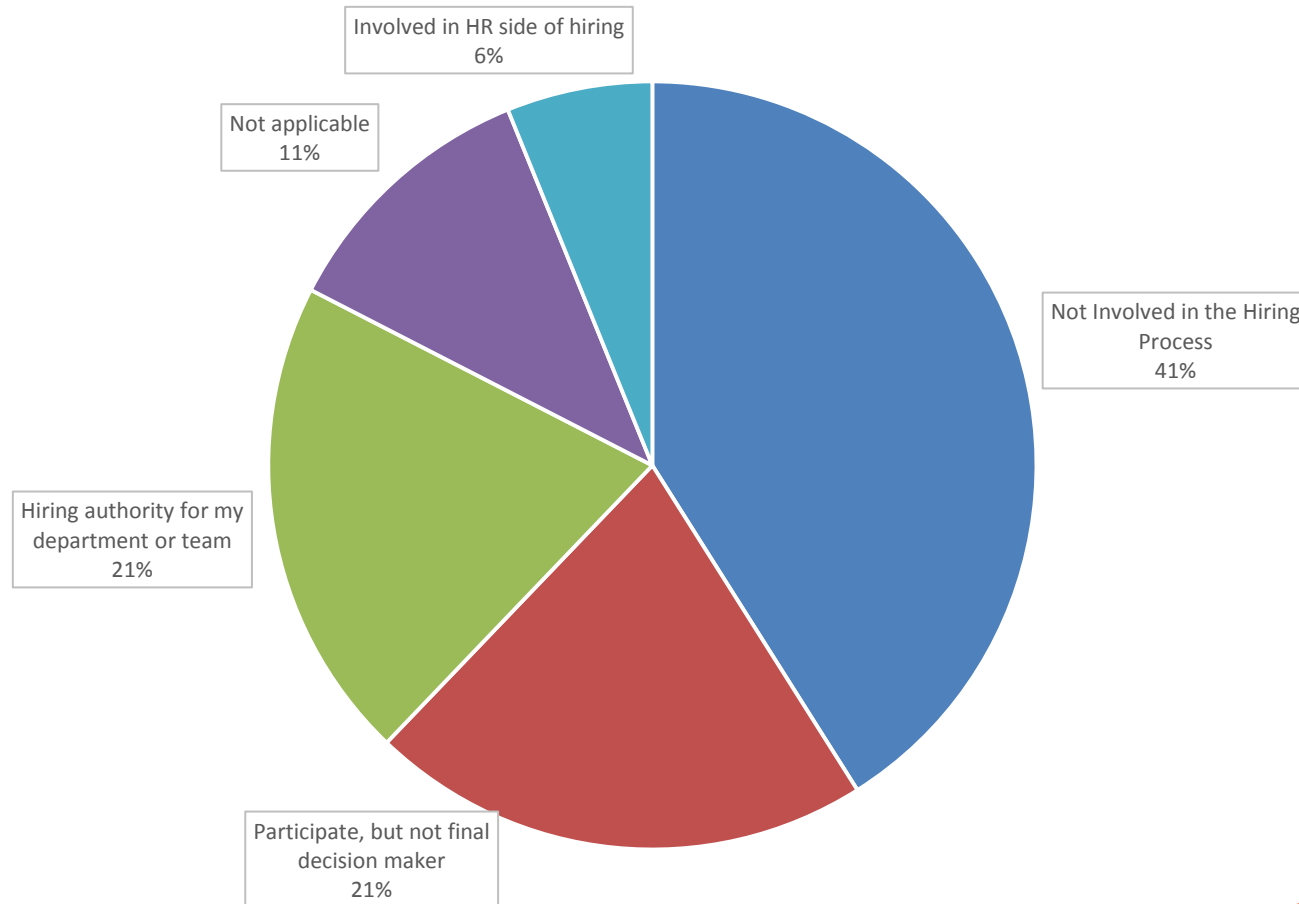
Overview

- Who You Are
 - Roles & Involvement in Hiring Process
- Our Panelists
 - Key Skills for Talent Developers
 - Technology Skills
 - Developing Your Team
 - Management Role
- Q&A

Participants by Role



Involvement in Hiring Process



What skills did YOU think were the most important for TD professionals?

- Communication Skills
- Technology Skills
- Flexibility/Adaptability
- Business Acumen
- Measuring Impact
- Instructional Design
- Needs Analysis



Our Panelists



**Subha Duraiswamy, VP Global
People Function Leader
- Genpact**

**Theresa Ford, Learning Design,
Global New Hire Transformation
- American Express**



Theresa Ford

Theresa Ford

Learning Design – Global New Hire Transformation, American Express

Theresa Ford has been in Learning and Development for the last two decades most recently working for American Express where she has been responsible for developing and growing the Learning & Development function in the global market for various areas of the business. Theresa has been focusing on continuous improvement of processes whilst ensuring her teams remains cutting-edge, challenged and motivated.

Before joining American Express, Theresa was in the Publishing industry as an Editor and found her way into training while working at a British Airline. Theresa holds an MA in English Literature from the University of Westminster and BAs in Psychology and Literature from Valdosta State University. She earned her Certificate in Training Practice (CTP/CPLP®) in October 2010 in the UK. Theresa is also a certified Myers-Briggs Facilitator (MBTI).



Subhalakshmi Duraiswamy

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Vice President, Global People Function Leader, Genpact

Subha has over 18 years experience in the corporate and not for profit sectors. She leads the People Function for the CFO & Transformation Services teams at Genpact. The CFO Services team consists of experts in service lines including Finance & Accounting, Sourcing & Procurement, Supply Chain Management and Enterprise Risk Management. The Transformation Services team forms the engine of hyper-growth and innovation for Genpact and has grown at 2.5X the rest of the company.

Subha has worked with GE and Genpact for 11 years in HR, organisation development, six sigma and productization functions. She moved to the Unique ID Authority of India (Aadhaar) – the world's largest biometric identification project targeted at improving efficiencies in Government to Citizen services among other things, while on a sabbatical from Genpact. In this project she contributed to continuous improvement and organisation development related work.

Prior to joining Genpact, she was also the Director for Strategy & HR in the Centre for Civil Society – a Global Top 100 think tank and has also supported organization development in EkStep Foundation – a not for profit that aims to improve numeracy and literacy skills in 200mn children by 2021.

Subha holds a Post Graduate Diploma in Management from the Indian Institute of Management (Ahmedabad) and is a certified Six Sigma Black Belt.



What skills are most important for talent development professionals?

- What are the most important skills for TD professionals?
- Which skills are the hardest to find?
- Looking ahead 3-5 years, what new skills and knowledge do you think TD professionals will need to cultivate?



Technology for Talent Development

- How important are technology skills for talent development professionals?
- Which ones are the most critical?
- If you had to recommend one technical skill for TD professionals to cultivate, what would it be?



Team Development

- How have you supported the professional development needs of your TD team?
- How valuable are certifications to employers?
- What is most useful about your team(s) pursuing a certification?



Management Roles



- What should talent development professionals do if they want to move into a management role?
- How do you gain management experience if you're not in a management role?

Career Advice

- Any other advice you would give to talent development professionals who are looking to advance their careers?



Q&A

- Chat out your questions for panelists
- Please no questions that are specific to a job posting at their company

Any additional questions? Contact me at skaiden@td.org

Additional Resources

- Publications

- ✓ Find Your Fit www.td.org/findyourfit

- ✓ [Keeping Your Career on Track](#)

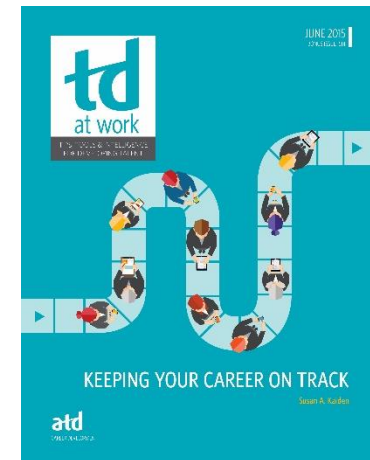
- ✓ [Choosing the Right Credential](#)

- Skills Assessment

- ✓ [Skill Tracker](#)

- ATD Certification www.td.org/certification

- Webcasts: [What Are Employers Looking For?](#)



Job Search Resources

- [Resume Template](#)
- [Marketing Your Career Brand](#)
- [Creating a Career Portfolio](#)
- [ATD Career Community](#)
- ATD Job Bank www.jobs.td.org