MAXIMIZING HIGH PERFORMANCE IN A DISTRIBUTED MULTICULTURAL ENGINEERING TEAM: A STRATEGIC AND INCLUSIVE APPROACH TO EMPLOYEE EXPERIENCE AND TALENT MANAGEMENT

- Industry: Software Development
- Function: Engineering
- Company Size: 11-50 employees
- Location: United States

As a software development company with a fully distributed remote workforce, the company had concerns about building a stronger leadership talent pipeline, simplifying the reporting process for top management, and improving the onboarding process for incoming employees.

APPROACH

- Experience: We evaluated the company's internal talent promotions process and identified opportunities to enhance the employee experience in a way that aligns with the company's strategic objectives as well as team members' internal motivations. Acquisition: We provided guidance on optimizing the recruitment strategy to improve the quality of hire and to create a better onboarding experience.

- Management: This entailed refining the reporting process for frontline managers and executives, saving time and improving team communications. As well, it involved identifying tools that can help team members to take further role ownership.

PROCESS

We started by exploring the company's current internal talent promotions processes. This analysis led to the recommendation to implement a career advancement system with two distinct paths for individual contributors and managers, recognizing that not everyone has the natural leadership abilities or willingness to develop them.

In optimizing the recruiting strategy to improve the quality of hire and overall onboarding experience, we recommended creating ideal candidate personas for each position in the engineering department based on the commonalities of top performers since they first started interacting with the organization.

Some questions suggested were: What certifications or training have they taken up on since they joined? How do they structure their time? What kind of support did they need in what instances? These commonalities helped to better define the assessment process.

ALLENNIALS AT WORK

To refine the top-to-bottom communication regarding strategic objectives, we dove into analysis of the current reporting process for frontline managers and executives. This analysis led to the formulation of an optimized reporting process that takes into account the different objectives of various stakeholders while keeping the process super simple and relevant.

We also proposed decision making tree tools in conjunction with the existing process automations to empower team members to take further role ownership.

The clear demarcation of responsibilities between automation and human intervention enables team members to focus their energies on the most critical tasks– resulting in improved team productivity while reducing team workload around manual administrative work.

RESULTS

- Personnel decisions aligned with DE&I values and high performance: company's new approach to leadership selection and career advancement is better aligned with the company's diversity, equity, and inclusion values.

- Time saved + stronger team communications: The simplified reporting structure saved time for frontline managers and executives and improved communication around strategic objectives.

- More refined recruitment strategy: The company's new ideal candidate personas uncovered further opportunities in the recruitment process, helping team leaders feel more confident in making improved hiring decisions while strengthening team cohesion.

NEXT STEPS

If driving strategic growth and operational efficiency while fostering a culture of inclusion is a priority for your organization, we invite you to schedule a 30 minute roadmap session with our team.

During this session, we'll work collaboratively with you to:
- Evaluating your current strategic direction and growth objectives
- Identify opportunities to drive strategic growth and operational efficiency while fostering a culture of inclusion
- Co-create a tailored plan of action that aligns with your objectives and values

If there's a mutual fit, we'll also assess whether our solutions are the right fit in helping you achieve your objectives. As a trusted strategic partner, we'll only recommend solutions that creates win-win outcomes for all parties involved.

SCHEDULE YOUR ROADMAP SESSION

ALLENNIALS
AT WORK