

Evolving from Performance Management to Talent Development





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Saba Software

TODAY'S PRESENTERS

SABA TALENT MANAGEMENT

Put Your People in the Driver's Seat
of their Development Experience



HCM RESEARCH AND ADVISORY FIRM

Sample of Our Clients

FOUNDED IN 1993

- Community of 300,000+
- 10,000 Global Clients
- Leading Independent HCM Research & Analyst Firm
- Publishing 2+ Pieces of Research Each Day



How We Help You



Learning & Development



Talent Management



Leadership Development



Talent Acquisition



Workforce Management



Open Surveys

- 2018 Impact of Leadership Development
- HCM Outlook 2019
- 2018 Diversity and Inclusion

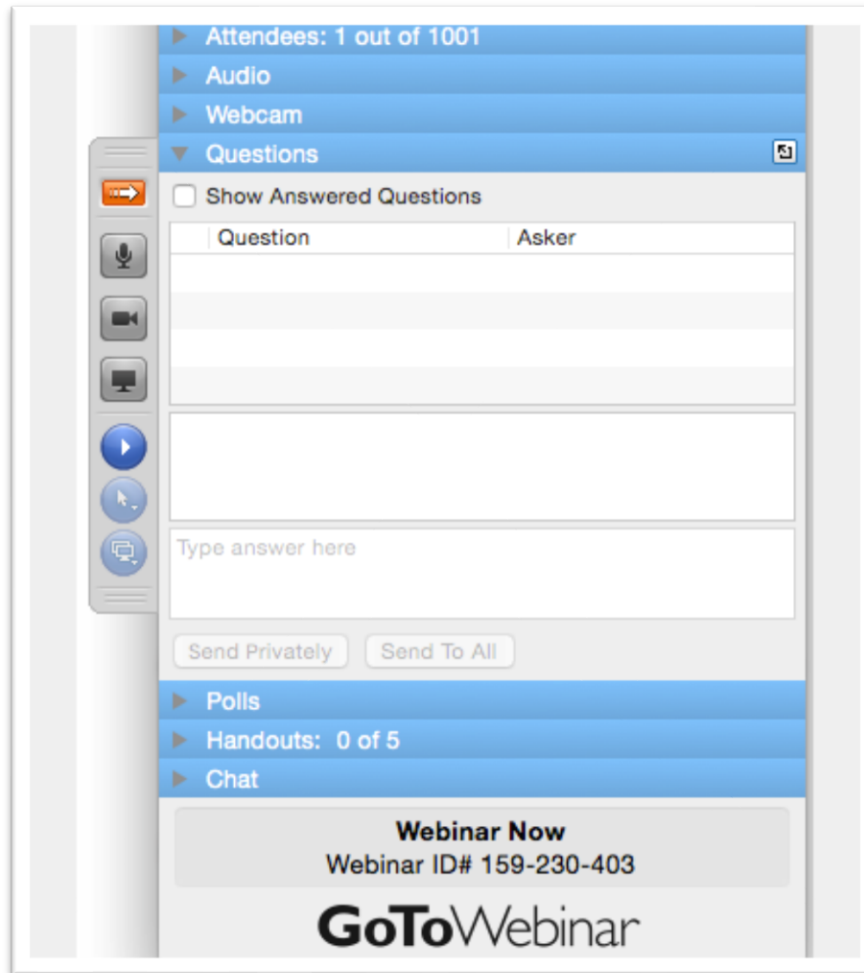
Visit www.brandonhall.com

click **Open Surveys**

If you would like to join a panel of survey takers, please contact us at success@brandonhall.com



How to Ask Questions



- Submit your *questions* or *comments* about the discussion to our presenters using the **Questions** tab on your control panel.
- Presentation *slides* and *giveaways* can be found in the **Handouts** tab on your control panel.

Recording & Slides will also be sent out after the webinar.

AGENDA



Introductions



Research overview



Current state of Performance Management



Integrating Performance Management into other Talent Development activities through technology



Take-aways

POLL

How often are your managers having performance conversations with their employees?

- Daily
- Weekly
- Monthly
- Annually
- I wish I knew!



Data shows most organizations treat **PERFORMANCE MANAGEMENT** as a real-time event. Has this evolution altered the performance management process? If so, what's different?



COACHING AND MENTORING are key to effective performance management, but most organizations lack plans to improve their capabilities in these areas.



People, processes and technology all play vital roles in the shift from performance management to performance development. The next step is **CAREER DEVELOPMENT** — but how can companies make that happen?

BRANDON HALL GROUP PERFORMANCE MANAGEMENT

May-July 2018 Study

363

valid responses

47

industries

2/3

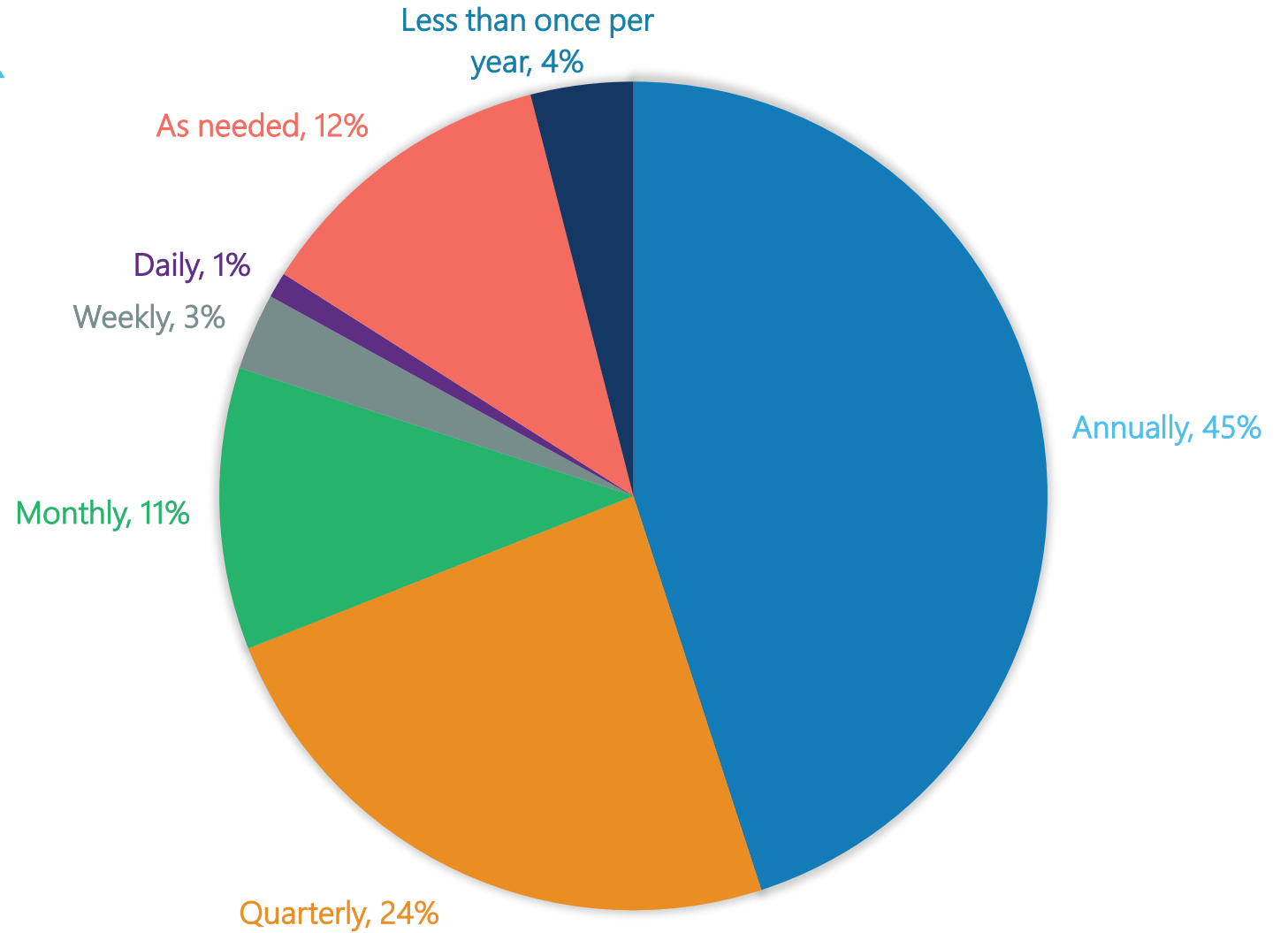
U.S. and Canada

22%

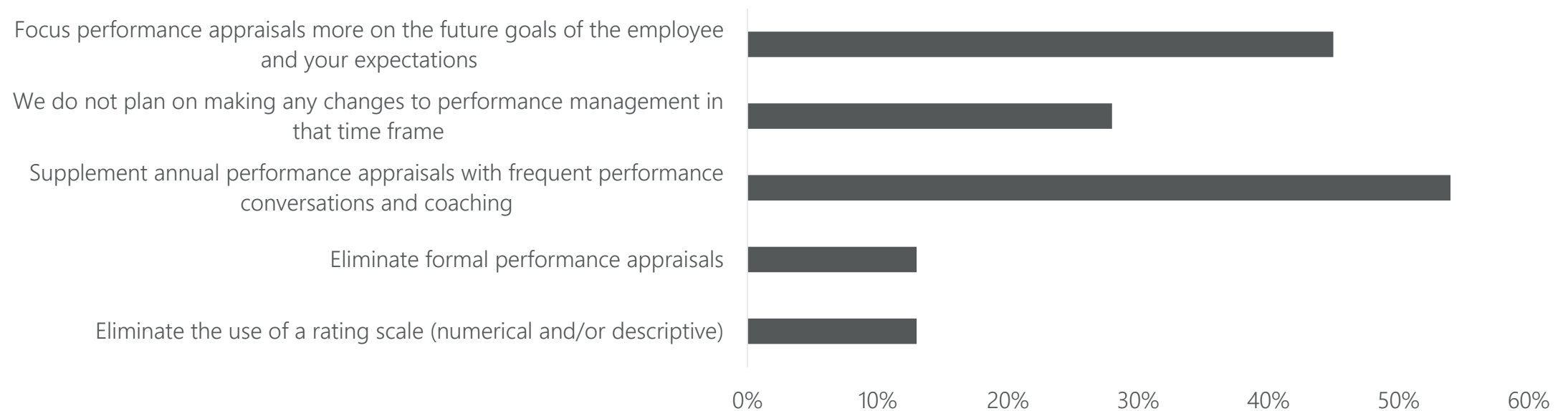
EMEA Nations



WHAT IS THE FREQUENCY OF YOUR ORGANIZATION'S PERFORMANCE DISCUSSIONS?



WHAT CHANGES ARE PLANNED FOR YOUR ORGANIZATION'S APPROACH TO PERFORMANCE MANAGEMENT IN THE NEXT 12-18 MONTHS?



54% of organizations surveyed say they will at least supplement their PM process with continuous conversations this year

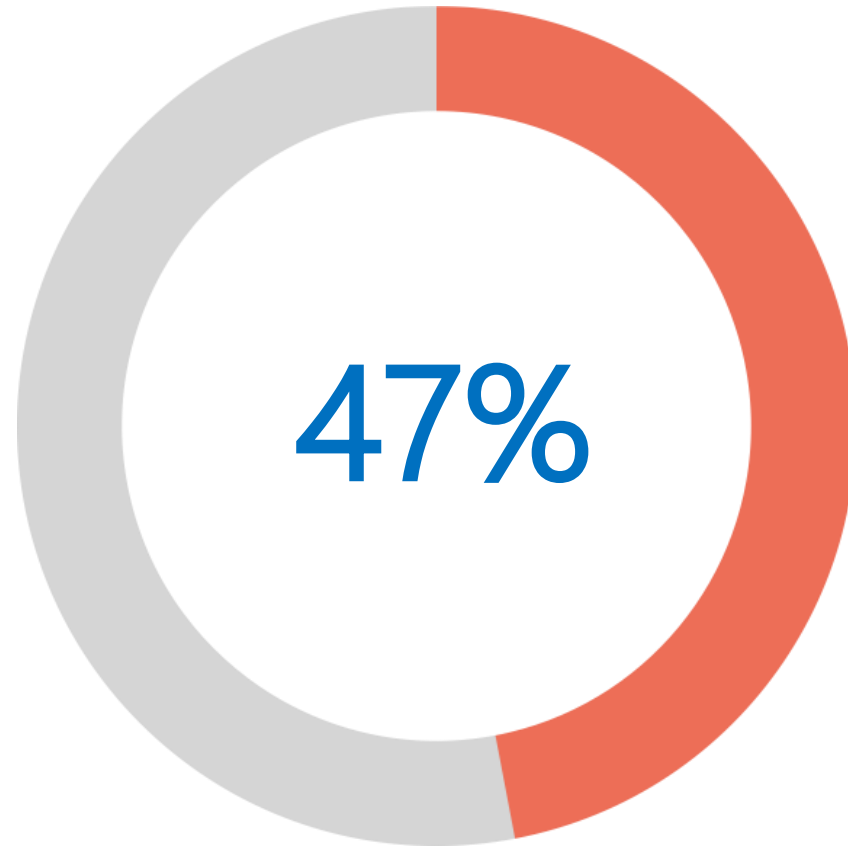
70% said the reason for the change was "More frequent feedback was needed by our employees by managers"

REASONS BEHIND MAKING CHANGES TO PM PROCESS (MULTIPLE ANSWERS ACCEPTED)

Overall

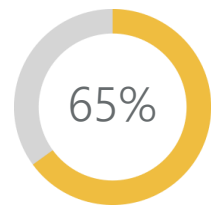


ORGANIZATIONS THAT HAVE A FORMAL PROGRAM IN PLACE TO TRAIN MANAGERS TO BE BETTER COACHES AND MENTORS

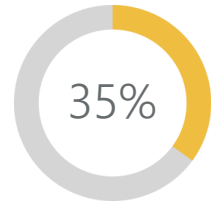


ALIGNMENT TO BUSINESS OBJECTIVES

How aligned are your business objectives with your performance management process?

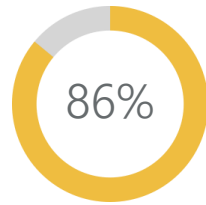


Not aligned or somewhat aligned

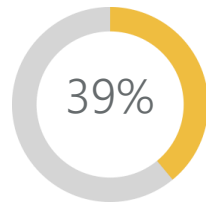


Aligned or highly aligned

REAL-TIME REWARDS AND RECOGNITION FROM MANAGERS

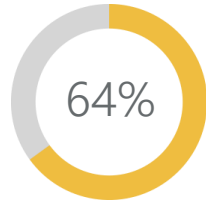


Of organizations give spot rewards or recognition to individuals as part of their PM process

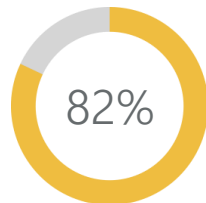


Of organizations give spot rewards or recognition to teams as part of their PM process

TRAINING AND COMMUNICATION NEEDS:



Rate their coaching and mentoring programs to be not effective or only somewhat effective

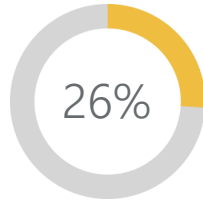


Rate their managers as not or only somewhat effective in discussing specific growth opportunities with their employees based on their performance

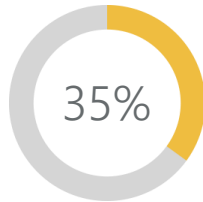
1.5x

More likely to be rated effective or highly effective in organizations where PM is aligned to business objectives

HOW THE SHIFT TO TEAM-BASED WORK IS CHANGING PM:



Organizations have a formal PM process in place for teams



Highly-aligned organizations have a formal PM process for teams

HOW DOES TECHNOLOGY PLAY A PART IN PM?



64% of organizations have **dedicated PM technology**, and another 19% plan to add in the foreseeable future






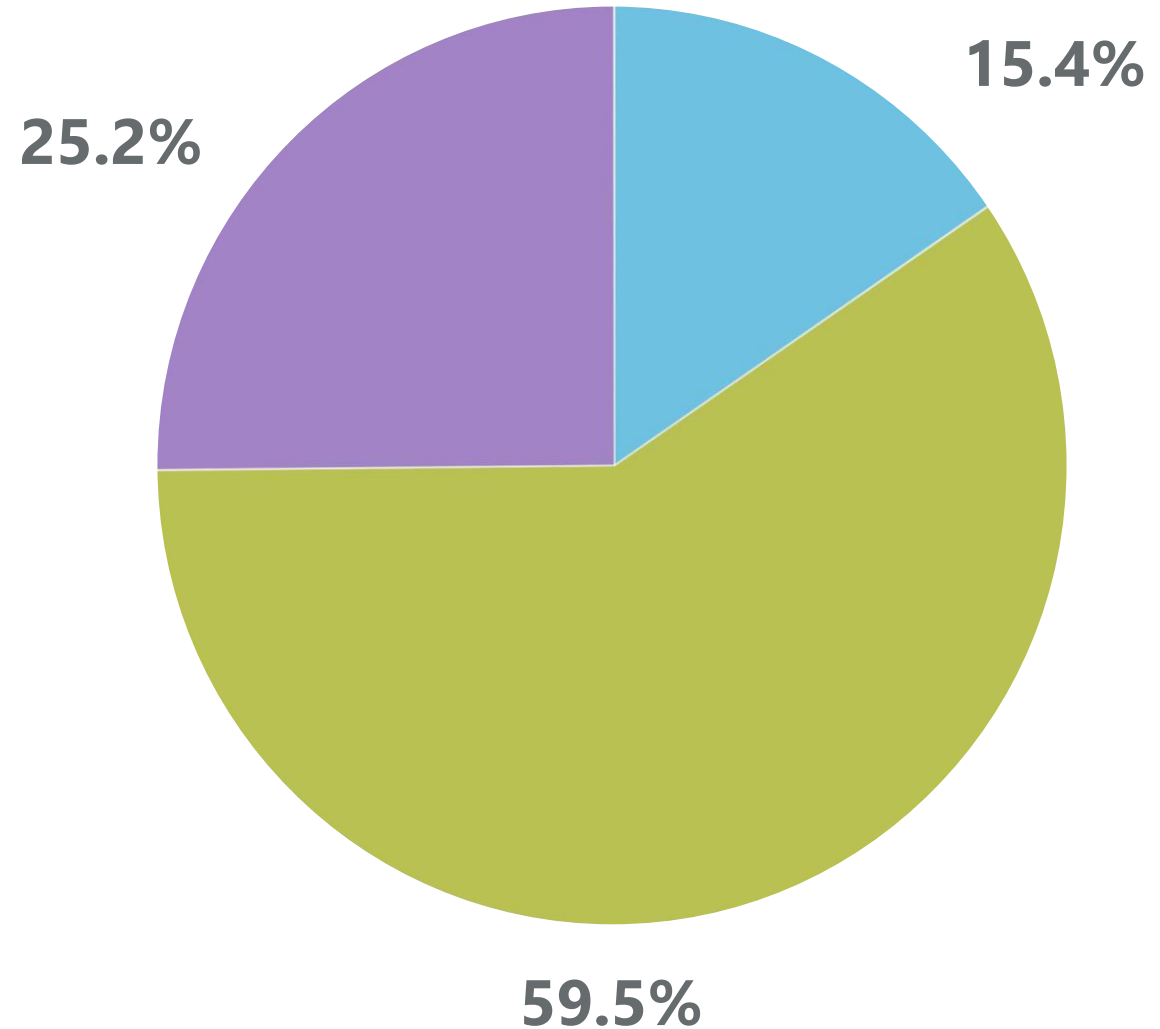
77% of highly-aligned organizations make use of **PM technology**, plus another 14% plan to add it in the foreseeable future

2018 Performance Management Study

How does your performance management process link to your promotions in your organization? (n=306)

PM AS A PART OF CAREER DEVELOPMENT

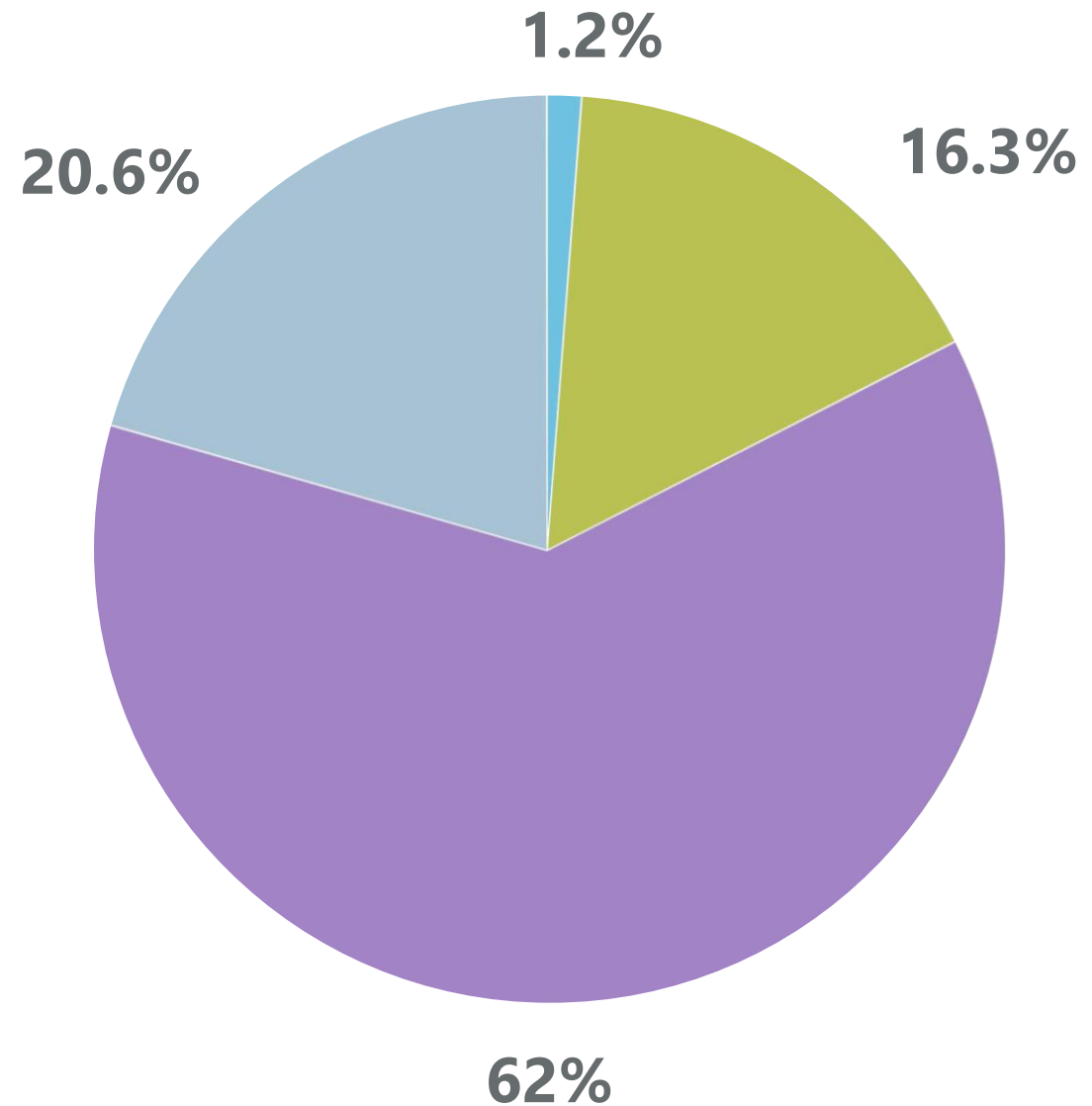
-  Promotions are given only to top performers as identified through our performance management process
-  Promotions are given only to those who have been selected by management, and is a separate process from our performance management process
-  Promotions are given using a specific methodology (e.g., 9 Box)



2018 Performance Management Study

How effective are your managers in discussing specific growth opportunities with your employees based on their performance? (n=326)

MANAGERS' ROLE IN CAREER DEVELOPMENT



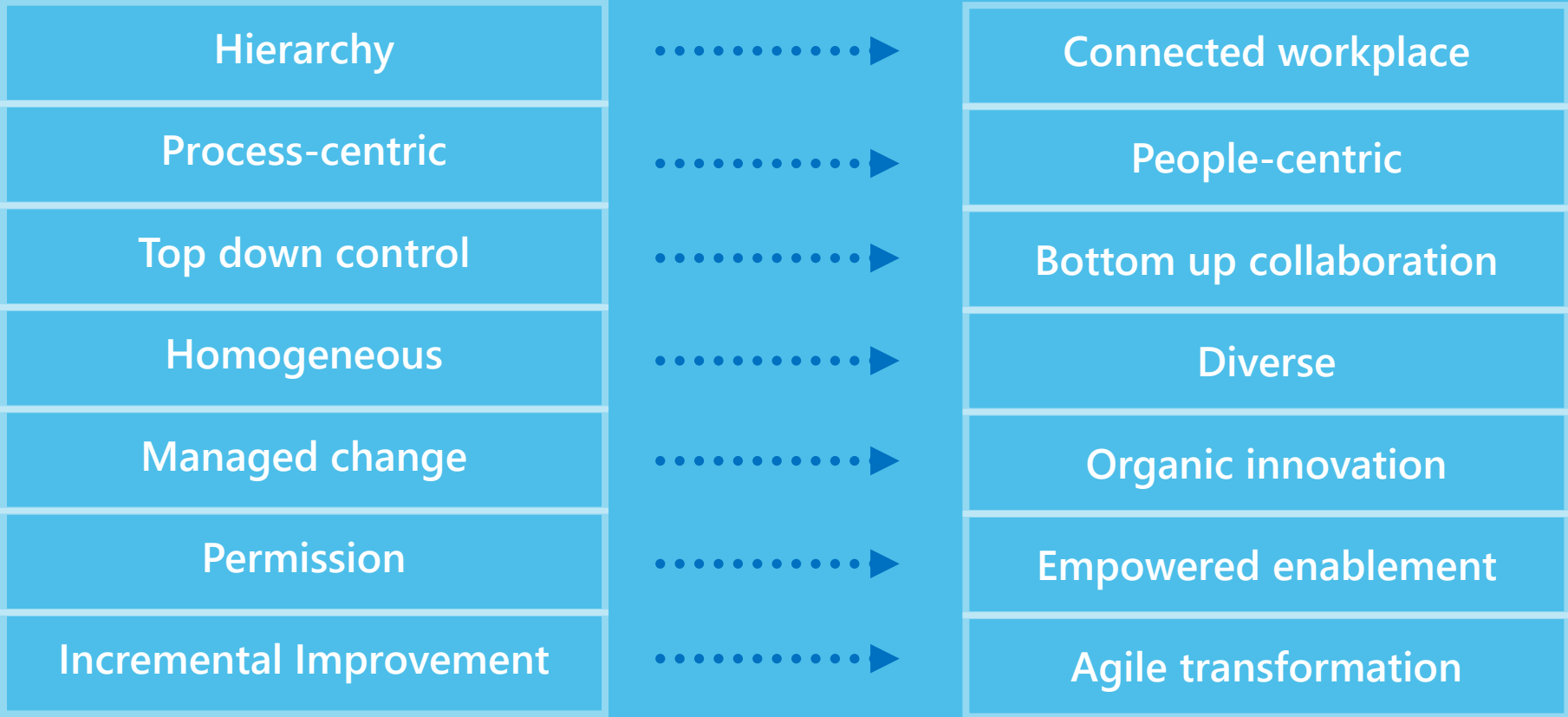
Integrating **Performance Management** into other **Talent Development** activities through **technology**.

POLL

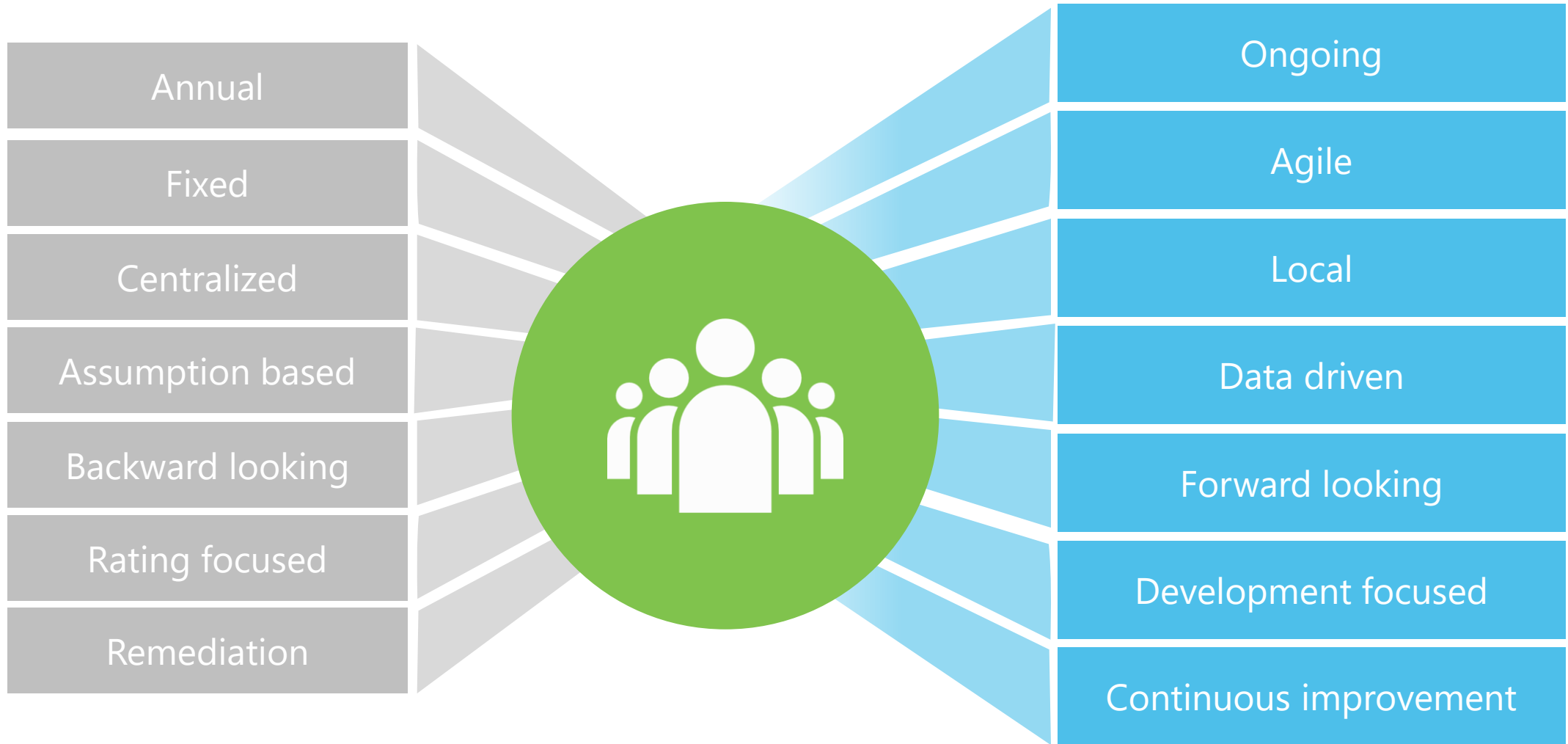
Are your performance management practices connected to your other talent development activities? (e.g. coaching, career growth L&D, etc.)

- Yes they are!
- No they are not (...yet)

The World of Work is Changing




THE EVOLUTION OF PERFORMANCE MANAGEMENT





Hyper-connecting Learning & Performance

- Ongoing performance is fueled by learning
- The true purpose of learning IS performance!



Linking learning and
performance improves
performance
95% of the time.

-BRANDON HALL, 2017



Connect to
Business
Performance

Align
Goals

Ongoing
Coaching &
Feedback



Recognize
& Reward

Track
Progress

Prescriptive
& Self-Directed
Learning

Develop
Careers

A HYPER-CONNECTED TALENT DEVELOPMENT ENVIRONMENT

ASSESSING PERFORMANCE & SKILLS

- Performance Review
- Self Assessment
- Manager Assessment
- Getting “Feedback from Others”
- Completing learning

My Plan ACTIONS

Plan Workboard To-Do Lists Calendar

Goals & Objectives

- Active: 6
- Completed: 1

Skills Development

- At required level: 3
- Above required level: 1
- Below required level: 3

Learning & Certifications

- In Progress: 9
- Completed: 2
- Pending action: 1

Reviews, Meetings & Interviews

- Completed reviews: 37
- In-progress reviews: 13

GET FEEDBACK FROM OTHERS

Skills Development Filters

TITLE	PROGRESS	SKILL GROUP	ACTIONS
Communication Source Job: Customer Service Manager	Below required level Under Review	Customer Service	ASSESS
Problem Solving Source Job: Customer Service Manager	Below required level	Customer Service	ASSESS
Team Building Source Job: Customer Service Manager	Below required level	Manager	
Adaptability Source Job: Customer Service Manager	Above required level Under Review	Individual Excellence	
Customer Focus Source Job: Customer Service Manager	At required level	Customer Service	
Leadership Source Job: Customer Service Manager	At required level	Manager	
Teamwork Source Job: Customer Service Manager	At required level	Individual Excellence	

Self/Manager Assessment



Assessment through Learning

Communication
Effectively transfers thoughts and expresses ideas orally or verbally in individual or group situations.

Proficiency Levels and Descriptors

- Needs Improvement**
Repeats message back to speaker in a way that it is clear that the message is understood.
- Below Average**
Thinks through material for presentations in advance and organizes presentations in a logical flow.
- Average**
Effectively uses appropriate literature or visual aids during product/service demonstrations or when giving presentations.
- Advanced**
Checks for understanding of the communication by asking open-ended questions that draw out the listener(s) understanding.
- Expert**
Presents oneself clearly and articulately when speaking with an individual or before a group assuring that others fully comprehend the intended message.

Learning
Take courses which will help you improve your skill.

Course Title	Level	Status
Effective Communication	Level 5 - Expert	Pending registration
Writing Effectively	Level 4 - Advanced	Pending registration

STATUS
Jeff Tanner
Customer Service Manager

Current level
Average of assessments: [Progress bar]

Required level
Last Assessment Date: 12-JUL-2018
Job: Customer Service Manager

ATTACHMENT
No attachment associated.

ASSESSMENT
Assess
View Assessment History

OTHER SKILLS OF JEFF TANNER

- Teamwork
- Adaptability
- Leadership
- Team Building
- Problem Solving
- Customer Focus



Connect to
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 **SABA**

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& Reward

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A HYPER-CONNECTED TALENT DEVELOPMENT ENVIRONMENT

ALIGN GOALS TO BUSINESS OBJECTIVES

Goals & Objectives

- Active: 3
- Completed: 4

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Manager Goals ^ | Org objectives v

Achieve operating margin of...

Promote sound financial practices throughout the organization to ensure we meet...

[Create Goal](#) [View details](#)

Maintain 98% customer reten...

Collaborate with customers to identify and understand customer expectations.

[Create Goal](#) [View details](#)

Goals & Objectives

NAME	PROGRESS	DUE	ACTIONS
Hire and Train 20 New Customer Service Reps Assist Aaron good with interviewing and screening CSR job applicants with a targ hiri... View sub-goals	Progress 0%	31-DEC-2018 123 days remaining	MARK COMPLETE
Increase Available Customer References by 10 percent Expand our customer references to help support sales organization. Engage internal and...	Progress 0%	31-DEC-2018 123 days remaining	MARK COMPLETE
Reduce Teleconferencing Costs Understanding that we are in a restrictec budget operation, please consider reducing de...	Progress 10%	31-DEC-2018 123 days remaining	ADD TO TO-DO LI...

ADD NEW GOAL

[ALIGN TO PARENT GOAL](#)

TITLE *

[GOAL LIBRARY](#)

DESCRIPTION

B I U S [List Icons] PARAGRA... FONT FA... FONT SIZES [List Icons]

p

Words: 0

CATEGORY *

START *

DUE * 31-Aug-2018*

Company Goal

30-Aug-2018

This week

VISIBLE TO

EXCLUDE FROM REVIEWS ?

Everyone

NO YES

CANCEL

SAVE & ADD ANOTHER

SAVE

DRIVING LEARNING WITH GOALS

Development Goal
This would be the description of the development goal

Parent goal: [Add parent goal](#)

Sub-goals: (0% Average Progress for Active Goals) [+ Add sub goal](#)

GOAL ACTIVITIES

SKILLS DEVELOPMENT

✳ Cultivating Clinical and Business Partners...

[Add skills to develop](#)

LEARNING (8)

Cultivating Partnerships

[Not Registered](#)

Building Partnerships

[Not Registered](#)

Communicating With Impact

[Not Registered](#)

[More](#)

[Add learning](#)

TASKS (6)

TO-DO

Consider your short- and long-term business and clinical ...

TO-DO

Prioritize the people in your network, making the most fr...

TO-DO

Promote yourself as a source of information about people...

[More](#)

[Add task](#)



SKILL DEVELOPMENT

1 Select Skill — 2 Select Learning — 3 Select Tasks

There are 8 Learning course(s) recommended to help develop this skill.

✳ Cultivating Clinical and Business Partnerships | [Current Level 0 out of 5](#)

Building Partnerships

[Attainable level 3](#) [ADD](#)

Taking The Heat

[Attainable level 3](#) [ADD](#)

Cultivating Partnerships

[Attainable level 2](#) [ADD](#)

Communicating With Impact

[Attainable level 2](#) [ADD](#)

SKILL DEVELOPMENT

1 Select Skill — 2 Select Learning — 3 Select Tasks

There are 16 task(s) recommended to help develop this skill.

✳ Cultivating Clinical and Business Partnerships | [Current Level 0 out of 5](#) | [Filters](#)

Consider your short- and long-term business and clinical goals. Make a list of areas that could be advanced by networking or building a partnership. Scan your external...

[ADD](#)

Determine your network requirements by asking yourself, "Who can help me? Who knows what's going on? Who gets around roadblocks? Who are the critical links in the supp..."

[ADD](#)

Prioritize the people in your network, making the most frequent contacts with your most productive sources.

[ADD](#)

Promote yourself as a source of information about people, systems, and processes by contributing in meetings, joining a task force, or writing an article or blog.

[ADD](#)

Reach out via social media to people who will be attending conferences or networking events you're going to, and let them know you're looking forward to meeting them.

[ADD](#)

When attending a conference or event, target an expert or thought leader you want to meet. Research that person beforehand; should you get the opportunity, you'll be m...

[ADD](#)

Be aware of how you are treated in networking situations. Note actions that impress you, and then apply them when dealing with your own networking contacts.

[ADD](#)

Implement a service partnership scorecard with a partner. Rate each other on a variety of agreed-upon standards, exchange feedback, and set goals for improvement on bo...

[ADD](#)

0 Learning Course(s) have been selected.

0 Task(s) have been selected.
Selected tasks will also be accessible in the Workboard.

[CANCEL](#) [BACK](#) [DONE](#)

CONNECT AND SHARE TASKS

Development Goal
This would be the description of the development goal

Parent goal: [Add parent goal](#)

Sub-goals: [+ Add sub goal](#)
(0% Average Progress for Active Goals)

GOAL ACTIVITIES

SKILLS DEVELOPMENT

Cultivating Clinical and Business Partners...

[Add skills to develop](#)

LEARNING (8)

Cultivating Partnerships **Building Partnerships** **Communicating With Impact**

Not Registered

More
[Add learning](#)

TASKS (6)

TO-DO
Consider your short- and long-term business and clinical...

TO-DO
Prioritize the people in your network, making the most fr...

TO-DO
Promote yourself as a source of information about people...

More
[Add task](#)

STATUS [EDIT](#)

Aaron Good

Due Date: 31-DEC-2018
Status: Active

GOAL DETAILS

RESOURCES
[Add attachment](#) [Add link](#)

SUMMARY: GOAL PROGRESS FOR AARON GOOD

10% Average Progress



TASK

Created by: **Aaron Good** Task On: **+** Contributors - 1 People: **Pat Rose**

TITLE
Consider your short- and long-term business and clinical goals. Make a list of areas that could be adv

DESCRIPTION
Consider your short- and long-term business and clinical goals. Make a list of areas that could be adv

TASK

Created by: **Aaron Good** Task On: **+** Contributors - 1 People: **Pat Rose**

DUE DATE: PRIVATE: **NO** YES CATEGORY: To-do

LINKED TO GOAL: Development Goal LINKED TO SKILL: Cultivating Clinical and Business Partnerships

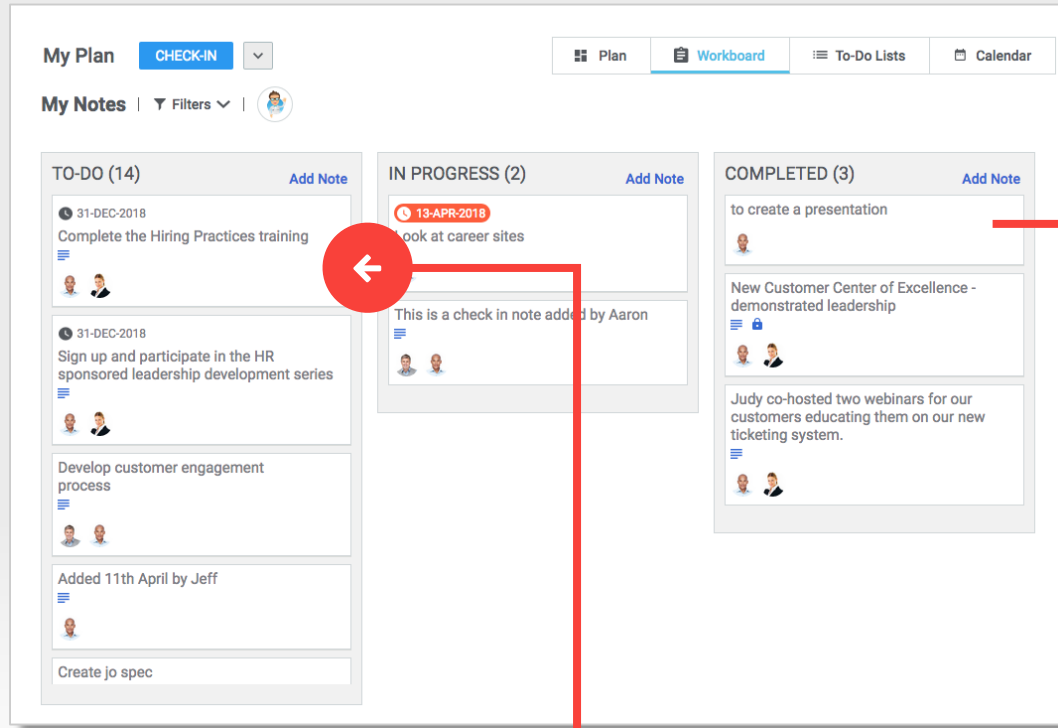
ATTACHMENTS
[+ ADD NEW](#)

Comments

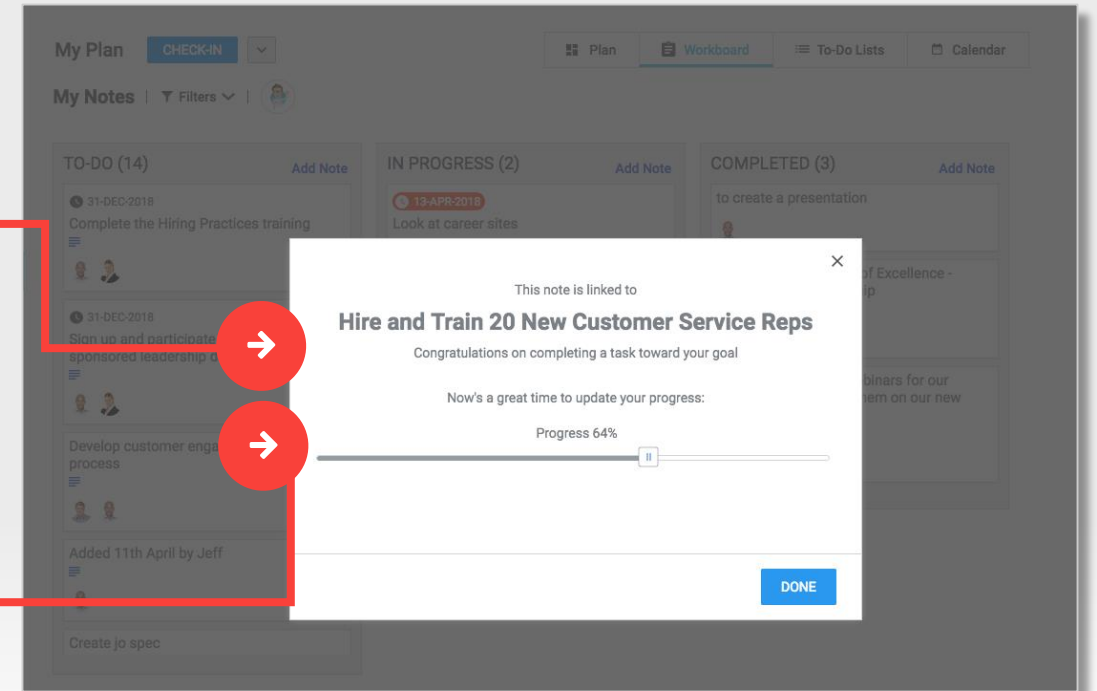
[CANCEL](#) [SAVE](#)

Add mentor/expert to help with the task

UPDATE GOAL PROGRESS



Get a full view of your activities and order your priorities by dragging and dropping Tasks



Prompt to update goal progress when completing a Task



Connect to
Business
Performance

Align
Goals

Ongoing
Coaching &
Feedback

 **SABA**

Recognize
& Reward

Track
Progress

Prescriptive
& Self-Directed
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Careers

A HYPER-CONNECTED TALENT DEVELOPMENT ENVIRONMENT

INFORMAL FEEDBACK

Leave Public or Private KUDOS

LEAVE AN IMPRESSION

Lisa Woods | Jeff Sanders

PUBLIC PRIVATE

Leave a private comment.

Give a badge?

Leader Innovative Dependable Expert

Give points?

5 10 25

My available points: 50

PRIVATE

They can be even better if...

CANCEL POST

My Impressions

Impressions received 9 Impressions I left 5 Stars I left 1

3 3 3

3 people have endorsed You as a star!

Filters

- Hwang Hee Yeong 3 JAN 2018 Expert
Riley is such an amazing resource with the Talent Suite. Thank you so much for answering questions. Riley was very helpful with a customer who had some intricate needs, and I really appreciate her time and efforts to ensure their success.
- Nathan Gerbrands 20 DEC 2017 Presenter
Great webinar about how Saba can help companies engage their employees. Thanks to your support and efforts, a great deal of people now have a great impression of Saba and our technology's capabilities.
- Lisa Woods 15 SEP 2017 Innovative
Riley is an extremely dedicated professional who is always willing to work with the team and come up with the right innovative solution - that can help differentiate the product and keep it simple and usable! Enjoy working with you!
- Lisa Woods 14 SEP 2017 Innovative
Riley is an extremely dedicated professional who is always willing to work with the team and come up with the right innovative solution - that can help differentiate the product and keep it simple and usable! Enjoy working with you!

Give reward points while leaving an Impression

FORMAL FEEDBACK (MULTI-RATER ASSESSMENT)

My Plan ACTIONS

Plan Workboard To-Do Lists Calendar

- Add Goal
- Add Learning
- Add External Learning
- Add Meeting
- Add Completed Course
- Request Feedback 6
- Add Skill 1

Skills Development

- At required level: 3
- Above required level: 1
- Below required level: 3

Learning & Certifications

- In Progress: 9
- Completed: 2
- Pending action: 1

Reviews, Meetings & Interviews

- Completed reviews: 37
- In-progress reviews: 11

Reviews, Meetings & Interviews | Filters

NAME	PROGRESS	DUE	ACTIONS
Jeff Tanner Accept/Decline Reviews Test	✓ 2 3 4 5	31-JUL-2018 8 days remaining	OPEN
Jeff Tanner Add Item Flow Test For Nishant	✓ 2 3 4 5	31-JUL-2018 8 days remaining	OPEN
Jeff Tanner EOY Review	✓ 2 3 4 5	31-JUL-2018 8 days remaining	OPEN
Judy Bright 2018 Quarterly Check-in	✓ 2 3 4 5	31-DEC-2018 161 days remaining	OPEN
Steve Wade 2018 Review Cycle (Annual)	✓ 2 3 4 5 >	29-JAN-2019 190 days remaining	OPEN

Jeff Tanner
Customer Service Manager
360/Multi Rater Assessment 23-JUL-2018-MRA Form

Next step: Complete Feedback below

Feedback Progress: 0%

GOALS

Action Plan 1 of the IDP [View details](#)

0%

Write your comments here

Action Plan 2 of the IDP [View details](#)

0%

Write your comments here

Hire and Train 20 New Customer Service Reps [View details](#)

0%

Write your comments here

CHECK-IN: FEEDBACK & COACHING

Prepare for Check-in with Judy Bright

Check-in Past Check-in Learn More

AGENDA

Start

Date

Conversation Starters

In thinking about a recent project/experience, what, if anything, would you do differently next time?

Change Topic

- Help Interview and Screen C...
138 days remaining
- Create Customer Service Cen...
138 days remaining

Team Player

Posted on 24-JUL-2018

Customer Focus

Progress bar

Teamwork

Progress bar

IMPRESSION DETAILS

Barry Marks

Team Player
Posted on 24-JUL-2018

“ Judy - It has been fantastic collaborating with you on the Summit presentation - I enjoyed sharing ideas and even when it was stressful, you continued to provide support.”

Judy Bright can be better if...
Think about how to structure the presentation and delivery, use bullets to highlight topics and add details to speakers notes.



Based on feedback assign learning



ASSIGN LEARNING

1 2 3 4 Select Learning

Cart capacity: 0 out of 200

AVAILABLE LEARNING

Search catalog: present Show filters

TITLE	TYPE	DUE DATE	ACTION
Presentation Skills	Course	--	
Sales Essentials	Certification	Select date	
Acute Coronary Syndrome	Course	Select date	
Understanding Heart Failure	Course	Select date	
Product Walkthrough	Course	Select date	
Triage Systems for Emergency De ...	Course	Select date	

Load More

SELECTED LEARNING

- Presentation Skills

BACK NEXT



Connect to
Business
Performance

Align
Goals

Ongoing
Coaching &
Feedback



Recognize
& Reward

Prescriptive
& Self-Directed
Learning

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Careers

A HYPER-CONNECTED TALENT DEVELOPMENT ENVIRONMENT

PRESCRIPTIVE LEARNING

Goals & Objectives

- Active: 3
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Skills Development

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Learning & Certifications

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Learning & Certifications

Filters

NAME	PROGRESS	DUE	ACTIONS
Code of Conduct Policy Course Version:1.0 Web-Based Source : HR Compliance	IN PROGRESS	16-AUG-2018 <small>14 days past due</small>	LAUNCH
Managing Diversity Course Version:1.0 Web-Based Source : HR Compliance	IN PROGRESS	31-AUG-2018	LAUNCH
Workplace Harassment Training Course Version:1.0 Web-Based Source : HR Compliance	IN PROGRESS	30-SEP-2018 31 days remaining	VIEW SUMMARY
CRM System Training Course Version:1.0 Web-Based Source : HR Compliance	IN PROGRESS	30-SEP-2018 31 days remaining	VIEW SUMMARY
New Hire Onboarding Curriculum Source : HR Compliance	Progress 16% 	10-OCT-2018 41 days remaining	REGISTER
Customer Service Essentials Certification Version:1.0 Source : Customer Service...	Progress 0% 	29-DEC-2018 121 days remaining	REGISTER



Code of Conduct Policy

(ID: NH-100)

Course description : In conducting its business, integrity must underlie all company relationships, including those with customers, suppliers, communities and among employees. The highest standards of ethical business conduct are required of all employees in the performance of their company responsibilities.

You have registered for the following class

Class ID : **00001747**
Web-Based

Language : English
Duration : 00:15
[Attachments >](#)

MY STATUS

Jeff Tanner
Customer Service Manager

Registered on : 02-JUL-2018

IN PROGRESS

ASSIGNED BY

★★★★★ [Share](#) [Drop](#) [GO TO GROUP](#)

ACTIVITIES

NAME	STATUS	ACTION
Code of Conduct Policy 	<input type="radio"/> Not evaluated	LAUNCH

GROUP ACTIVITY

ACTIVITY All Popular tags Type

John Roberts earned a badge
21-JUN-2016 8:22 PM

Compliant Worker
Great going, you're now compliant and helping to keep us operating on a legal basis.

POTENTIAL REWARDS

Completing this course will earn you the following badge(s).

2 Points
Compliant Worker

CLASSMATES

2
Completions so far

141
Total registrations

SKILL ASSESSMENT

- Completing learning
- Getting "Feedback from Others"
- Self Assessment
- Manager Assessment
- Performance Review

My Plan ACTIONS ▾

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Customer Focus Source Job: Customer Service Manager	At required level	Customer Service	
Leadership Source Job: Customer Service Manager	At required level	Manager	
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Effectively uses appropriate literature or visual aids during product/service demonstrations or when giving presentations.
- Advanced**
Checks for understanding of the communication by asking open-ended questions that draw out the listener(s) understanding.
- Expert**
Presents oneself clearly and articulately when speaking with an individual or before a group assuring that others fully comprehend the intended message.

Learning

Take courses which will help you improve your skill.

Effective Communication Effective communication and problem solving are the cornerstone of customer service. This knowledge check will test your abilities on these topics. ★★★★★	Level 5 - Expert	Pending registration
Writing Effectively The ability to write effectively is a skill every employee should possess. Even if they are called on to write only the occasional e-mail message, being able to express ideas clearly, accurately, and professionally in writing is an important job skill. More important, if employees communicate with customers in writing, what they write—and how they write—is a reflection not only of their own professionalism but also of the employer and its products or services. ★★★★★	Level 4 - Advanced	Pending registration

STATUS

Jeff Tanner
Customer Service Manager

Current level Assess

Average of assessments

Required level

Last Assessment Date: 12-JUL-2018
Job: Customer Service Manager

ATTACHMENT

No attachment associated.

ASSESSMENT

Assess
[View Assessment History](#)

OTHER SKILLS OF JEFF TANNER

- Teamwork
- Adaptability
- Leadership
- Team Building
- Problem Solving
- Customer Focus

SELF-DIRECTED LEARNING - SEARCH

My Plan ACTIONS ^

Plan Workboard To-Do Lists Calendar

Development

- Add Goal
- Add Learning
- Add External Learning
- Add Meeting
- Add Completed Course
- Request Feedback
- Add Skill

Learning & Certifications

Reviews, Meetings & Interviews

Category	Count
At required level	2
Above required level	4
Below required level	8
In Progress	5
Completed	3
Pending action	6
Completed reviews	38
In-progress reviews	12

Learning & Certifications Filters

NAME	PROGRESS	DUE	ACTIONS
Code of Conduct Policy Course Version:1.0 Web-Based Source: HR Compliance	IN PROGRESS	12-APR-2018 78 days past due	LAUNCH
Managing Diversity Course Version:1.0 Web-Based Source: HR Compliance	IN PROGRESS	27-APR-2018 63 days past due	LAUNCH
Workplace Harassment Training Course Version:1.0 Web-Based Source: HR Compliance	IN PROGRESS	27-MAY-2018 33 days past due	VIEW SUMMARY
CRM System Training Course Version:1.0 Web-Based Source: HR Compliance	IN PROGRESS	27-MAY-2018 33 days past due	VIEW SUMMARY
New Hire Onboarding Curriculum Source: HR Compliance, J...	Progress 16% OVERDUE	06-JUN-2018 23 days past due	REGISTER

SABA HOME

Hi, Pat Rose

Learning Catalog Search

SEARCH Filters

SEARCH IN

Learning Event Type: Select One

Start Date >=:

Delivery Type: Web-Based

Location:

Language: Select One

Category:

Tag:

CLOSE RESET SEARCH

START CONVERSATION Contribute Meet Private Message Saba Bookmarklet

What's on your mind?

ACTIVITY All For Me My Tags Type

Matt Koster was endorsed as a Rock Star!
21-JUN-2018 2:46 PM

HOW'S IT GOING?

Me Management Company

SELF-DIRECTED LEARNING: COLLECTIONS

The screenshot shows the SABA Learning Catalog interface. The top navigation bar includes the SABA logo, a user profile for 'Hi, Pat Rose', and a 'Browse' button highlighted with a red box and a red arrow. Below the navigation bar, there are several filters and categories on the left, including 'BROWSE', 'ONBOARDING', 'RESOURCE TYPE', 'CATEGORY', and 'OWNERS'. The main content area displays a grid of learning items. The 'Managing Diversity' course is highlighted with a red circle and an upward-pointing arrow. The course details for 'Managing Diversity' are visible, including its version (1.0), course type (1 class), and a description: 'When people think of diversity, they may think first of ethnicity and race, and then gender. Diversity is much broader than that. It's important to understand how these dimensions affect Performance, Motivation'.



The screenshot shows the SABA Learning Catalog interface in a 'DISCOVER' view. The 'Bite-Sized Content' section is highlighted with a red circle and an upward-pointing arrow. This section displays three items: 'Simon Sinek: Why Good Leaders Make You Feel Safe | TED Talk', 'Leadership Lessons We Can All Learn From A Safari Animal' (a PDF file), and 'Simon Sinek: How Great Leaders Inspire Action | TED Talk'. Below this, the 'Shared With You' section shows 'Coaching & Mentoring Collection', 'Leadership Collection', and 'Drew Dudley: Everyday Leadership | TED Talk'. The 'In-Progress Learning' section features 'Code of Conduct Policy', 'Managing Diversity', and 'Workplace Harassment Training'. The 'Top Rated Learning' section includes 'Motivating And Engaging Employees', 'Stress Management In The Workplace', and 'Coaching For Results'. On the right side, there are sections for 'MY MEETINGS', 'RECOMMENDATIONS', and 'ANNOUNCEMENTS'. The 'ANNOUNCEMENTS' section features a 'Welcome to Saba Cloud!' message with a graphic of people icons.



Connect to
Business
Performance

Align
Goals

Recognize
& Reward

Ongoing
Coaching &
Feedback

 **SABA**

Track
Progress

Prescriptive
& Self-Directed
Learning

**Develop
Careers**

A HYPER-CONNECTED TALENT DEVELOPMENT ENVIRONMENT

CAREER PATH

PROFESSIONAL INTERESTS Path 1 + Add path Manage paths

CURRENT JOB Customer Service Manager

1-3 YEAR TARGET Customer Service Director

3-5 YEAR TARGET Add job

LONG TERM TARGET Add job

Edit job Clear

JOB OVERVIEW CURRENT VS TARGET SKILLS LEARNING EXPERTS OPEN JOBS

Job Skill GET FEEDBACK FROM OTHERS

TITLE	PROGRESS	DUE	ACTIONS
Adaptability	Above required level		ASSESS
Business Acumen	Below required level		ASSESS
Communication	Below required level		ASSESS
Decision Making	Below required level		ASSESS
Results Oriented	Below required level		ASSESS
Strategic Planning	Below required level		ASSESS
Teamwork	At required level		ASSESS
Vision	Below required level		ASSESS

TO-DO LIST

Ready to put your plan in motion?

START

PROFESSIONAL INTERESTS Path 1 + Add path Manage paths

CURRENT JOB Customer Service Manager

1-3 YEAR TARGET Customer Service Director

3-5 YEAR TARGET Add job

LONG TERM TARGET Add job

Edit job Clear

JOB OVERVIEW CURRENT VS TARGET SKILLS LEARNING EXPERTS OPEN JOBS

Show: Courses Certifications

TO-DO LIST

Ready to put your plan in motion?

START

Decision Making

Negotiation Training ★★★★★ ADD TO TO-DO LIST

This business networking training course teaches the ins and outs of networking and building relationships.

Problem Solving ★★★★★ ADD TO TO-DO LIST

This session teaches employees problem-solving techniques. It goes without saying that problem solving is part of any job. Problems can't be avoided. "Problems" are better looked at as opportunities for improvement. The problem-solving methods covered in this session can help trainees identify and resolve work problems more quickly and effectively, change employee behaviors and attitudes toward pr ... more...

Results Oriented

Effective Communication ★★★★★ ADD TO TO-DO LIST




Effective communication and problem solving are the cornerstone of customer service. This knowledge check will test your abilities on these topics.

Network Like a Pro ★★★★★ In Plan Add to To-Do List

Learn to determine if you will win or lose before a negotiation event starts.

CAREER PATH

PROFESSIONAL INTERESTS Path 1 [+ Add path](#) [Manage paths](#)


CURRENT JOB	1-3 YEAR TARGET	3-5 YEAR TARGET	LONG TERM TARGET
Customer Service Manager	Customer Service Director  Edit job Clear	 Add job	 Add job


JOB OVERVIEW | CURRENT VS TARGET SKILLS | LEARNING | **EXPERTS** | OPEN JOBS

Job Skill


Here are experts you may wish to follow grouped by skill. To find more, [Click here](#)


Decision Making



Phillip Gru...
[Follow](#)



Aaron Good
[Unfollow](#)

Teamwork



Barry Marks
[Follow](#)



Allison Larson
[Follow](#)



Sergei Petrov
[Follow](#)



Michèle Ric...
[Follow](#)

Results Oriented



Phillip Gru...
[Follow](#)


Cathy Fielder
[Follow](#)




Karen Tsou
[Follow](#)


Todd Vancil
[Follow](#)


TO-DO LIST

 Ready to put your plan in motion?
[START](#)


PROFESSIONAL INTERESTS Path 1 [+ Add path](#) [Manage paths](#)

CURRENT JOB	1-3 YEAR TARGET	3-5 YEAR TARGET	LONG TERM TARGET
Customer Service Manager	Customer Service Director Edit job Clear	 Add job	 Add job

JOB OVERVIEW | CURRENT VS TARGET SKILLS | LEARNING | EXPERTS | **OPEN JOBS**

 **Customer Service Director (1742)**
Location: Atlanta

TO-DO LIST

 Ready to put your plan in motion?
[START](#)



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& Self-Directed
Learning

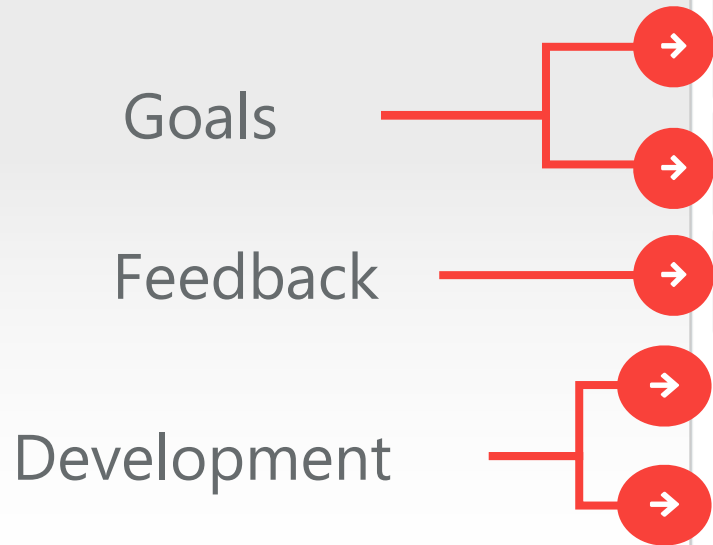
Develop
Careers

Track
Progress

Recognize
& Reward

A HYPER-CONNECTED TALENT DEVELOPMENT ENVIRONMENT

CHECK-IN: AGENDA



Prepare for Check-in with Judy Bright

Check-in Past Check-in Learn More

AGENDA

Start

Date

Conversation Starters

In thinking about a recent project/experience, what, if anything, would you do differently next time?

Change Topic

- Help Interview and Screen C...
138 days remaining
- Create Customer Service Cen...
138 days remaining
- Team Player
Posted on 24-JUL-2018
- Customer Focus
- Teamwork


Why are check-ins important?

Check-ins are a dedicated time for managers and employees to discuss anything - to strengthen their connection, and to have ongoing dialogue, coaching and feedback.


Get the most out of your check-in


Great check-ins don't just happen. It takes two people, manager and employee, to make a check-in successful.

CHECK-IN: GOALS & TASKS


Prepare for Check-in with Judy Bright  Check-in Past Check-in Learn More









AGENDA

 Start

 Date ▼



Conversation Starters

 In thinking about a recent project/experience, what, if anything, would you do differently next time?
[Change Topic](#)

-  **Help Interview and Screen C...**
138 days remaining 1
-  **Create Customer Service Cen...**
138 days remaining 2
-  **Team Player**
Posted on 24-JUL-2018 
-  **Customer Focus**

-  **Teamwork**



GOAL DETAILS


EDIT ▼


-  **Help Interview and Screen Customer Service Job Applicants**
Assist Aaron Good with interviewing and screening customer service job applicants. Assist with hiring 20 new customer service reps by the end of the year.
- Start Date:** 01-JAN-2018
- Due Date:** 31-DEC-2018
- Assignee:** [Judy Bright](#)
- Assigned by:** [Aaron Good](#)
- Category:** Company Goal
- Progress:**  10%

NOTES (1) Add Note ☰ | ☰

ACTIVE ⋮

 31-DEC-2018
Complete the Hiring Practices training





CHECK-IN: FEEDBACK

Prepare for Check-in with Judy Bright

Check-in Past Check-in Learn More

AGENDA

Start

Conversation Starters

Help Interview and Screen C... 138 days remaining

Create Customer Service Cen... 138 days remaining

Team Player

Customer Focus

Teamwork

IMPRESSION DETAILS

Barry Marks

Judy - It has been fantastic collaborating with you on the Summit presentation - I enjoyed sharing ideas and even when it was stressful, you continued to provide support.

Judy Bright can be better if...
Think about how to structure the presentation and delivery, use bullets to highlight topics and add details to speakers notes.

Based on feedback assign learning

ASSIGN LEARNING

1 2 3 4 Select Learning

Search catalog: present Show filters

TITLE	TYPE	DUE DATE	ACTION
Presentation Skills	Course	--	[Add]
Sales Essentials	Certification	Select date	[Add]
Acute Coronary Syndrome	Course	Select date	[Add]
Understanding Heart Failure	Course	Select date	[Add]
Product Walkthrough	Course	Select date	[Add]
Triage Systems for Emergency De ...	Course	Select date	[Add]

SELECTED LEARNING

Presentation Skills

BACK NEXT

CHECK-IN: DEVELOPMENT

Prepare for Check-in with Judy Bright

Check-in Past Check-in Learn More

AGENDA

Start

Conversation Starters

Help Interview and Screen C...
138 days remaining

Create Customer Service Cen...
138 days remaining

Team Player
Posted on 24-JUL-2018

Customer Focus

Teamwork

SKILL DETAILS

ASSESS SKILL

Teamwork

Develops cooperation while participating in a group, working toward solutions which generally benefit all involved par

Current proficiency level*
2 - Below Average

Proficiency Levels and Descriptors

- 1 - Needs Improvement
 - Keeps people informed and up-to-date.
- 2 - Below Average
 - Demonstrates respect for the opinions of others.
- 3 - Average
 - Identifies and pushes for solutions in which all parties can benefit.
- 4 - Advanced
 - Helps and supports fellow colleagues in their work to contribute to overall success.
- 5 - Expert
 - Shares information and own expertise with others to enable them to accomplish group goals.

Last Assessment



Based on skill gap assign learning



ASSIGN LEARNING

1 2 3 4 Select Learning

Cart capacity: 0 out of 200

AVAILABLE LEARNING

Search catalog: communication

TITLE	TYPE	DUE DATE	ACTION
Communication Skills	Certification	Select date	➔
Interpersonal Communication	Course	--	➔
Effective Communication	Course	Select date	➔
Social Media Networking for Nur ...	Course	Select date	➔
Criticism: Giving and Taking	Course	Select date	➔
Leadership Readiness	Course	Select date	➔

Load More

SELECTED LEARNING

- Interpersonal Communication

BACK NEXT



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DRIVE ENGAGEMENT THROUGH GAMIFICATION & REWARDS PROGRAMS

Saba Cloud

Pat Rose (Proxy: John Gartner)

Home Me My Team People Groups Human Resources and Technologies Admin

Search BROWSE

Pat Rose
Update picture
PQ - 1

My Rewards

BADGES

ME 6	TEAM 2	ORGANISATION 1
2 LEARNING	6 IMPRESSION	0 ACHIEVEMENT

WALLET

10 POINTS

Stress Free Award 1

Anti-Corruption Regulation Badge 1

- Plan
- Activity
- Profile
- Career Planning
- Expertise
- Completed Learning
- Order History
- Impressions
- Recommendations
- Rewards**
- Pat follows (8)
- Following Pat (2)

Saba Cloud

Hi, Pat Rose

Home Me My Team People Groups Human Resources and Technologies Admin

Search BROWSE

Generate URL Clear All 4 Results found

Sort by Relevance Results per page 25

RESOURCE TYPE

All Rewards (4)

Wrist watch
Men's Watch
Points 50
REDEEM

T-shirt
Domyos Tees
Points 20
REDEEM

Apple iPhone X
Apple iPhone X (Space Grey, 64GB)
Points 1000
REDEEM

Mario Toy
This is a good reward...
Points 4
REDEEM



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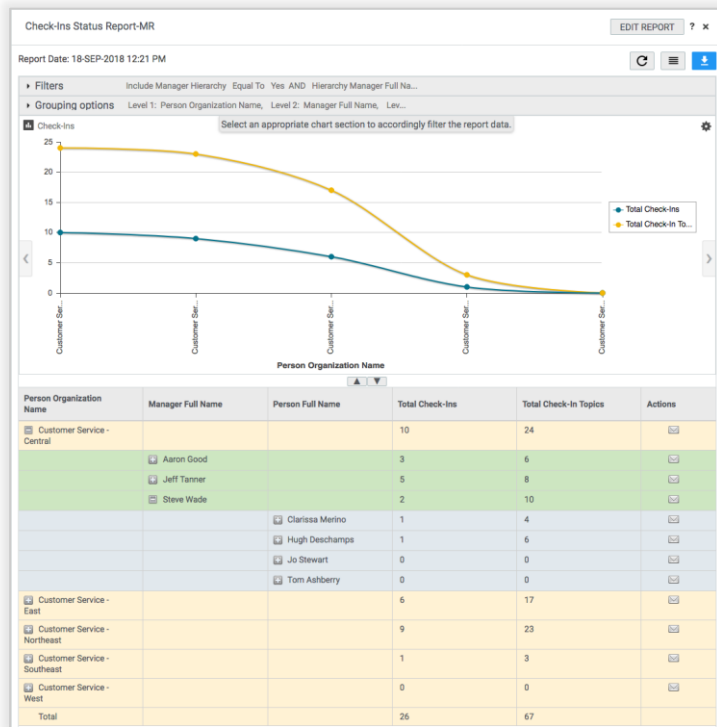
Develop
Careers

Track
Progress

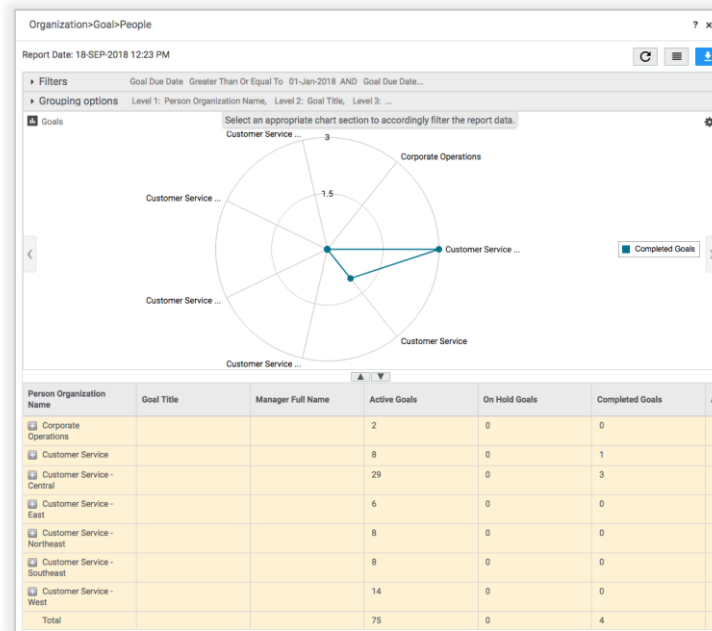
Recognize
& Reward

A HYPER-CONNECTED TALENT DEVELOPMENT ENVIRONMENT

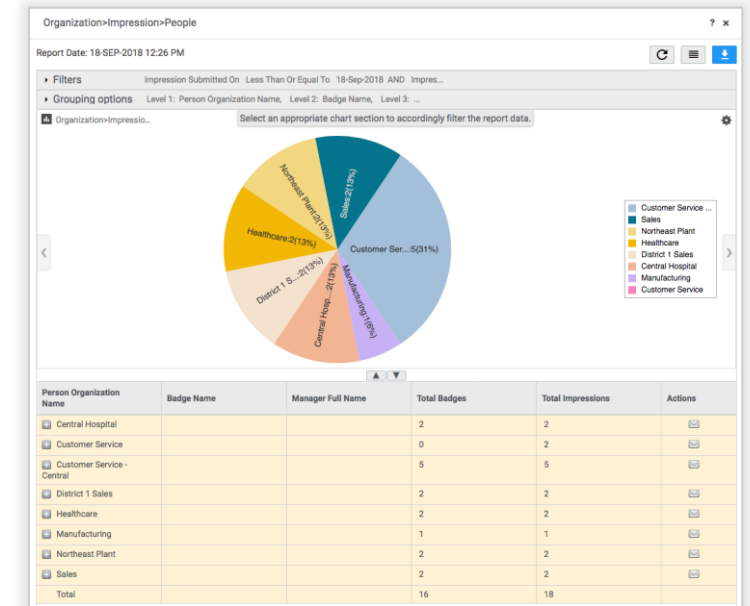
MEASURE BUSINESS PERFORMANCE



Check-Ins Report



Goals Report



Impressions/Feedback Report

KEY TAKEAWAYS

- Start with outcomes: what are the reasoning behind your PM process?
- Technology will not fix your underlying issues, but it can be a catalyst for change.
- Connect learning to performance management at the same place managers connect with employees – although this will require a different type of manager.



POLL

Are you interested in learning more about Saba talent development solutions?

- Yes, please!
- Not at this time



Thank you
for joining us today!

**IF YOU HAVE ANY ADDITIONAL QUESTIONS,
PLEASE EMAIL US AT [SUCCESS@BRANDONHALL.COM](mailto:success@brandonhall.com).**