

Taking the Guesswork Out of Management



Strategic HR and Operations Management Approach

..... Introducing TalOp

A new approach for integrating people and process management.

- Structural – proprietary five-step OD framework
- Strategic – evaluates and facilitates organizational strategy
- Transparent – identifies people and process problems' root causes
- Flexible – consulting approach can be adopted to support management framework (e.g., function map)
- Accountable – like ISO and Six Sigma, this model facilitates consistent standards and measures
- Big Data – tames complexity and simplifies large data
- Agnostic – approach has application for any sector that has people and processes.

1

Strategic Plan

- Objectives
- Vision & values
- Target market
- Success targets

Defines

2

Functions Needed to Create Results & Talent to Perform Functions

3a Operations

IMPLEMENTATION

Define Standard Operating Procedures (SOPs), policies, legislation

Set Strategy and Expectations

Operations Planning

3b Human Capital

MANAGEMENT

Establish # FTEs needed, define roles and functions

Core Competencies

Industry-Specific Knowledge & Skills

Global Knowledge & Skills

Trainable

Trainable	Non-Trainable
Intrapersonal	
Interpersonal	
Cognitive	
Leadership	

Key Performance Behaviors



The Operations Scorecard monitors Key Performance Indicators (KPIs) results

The Human Capital Scorecard monitors Key Performance Behaviors (KPBs) results

4

Output

5

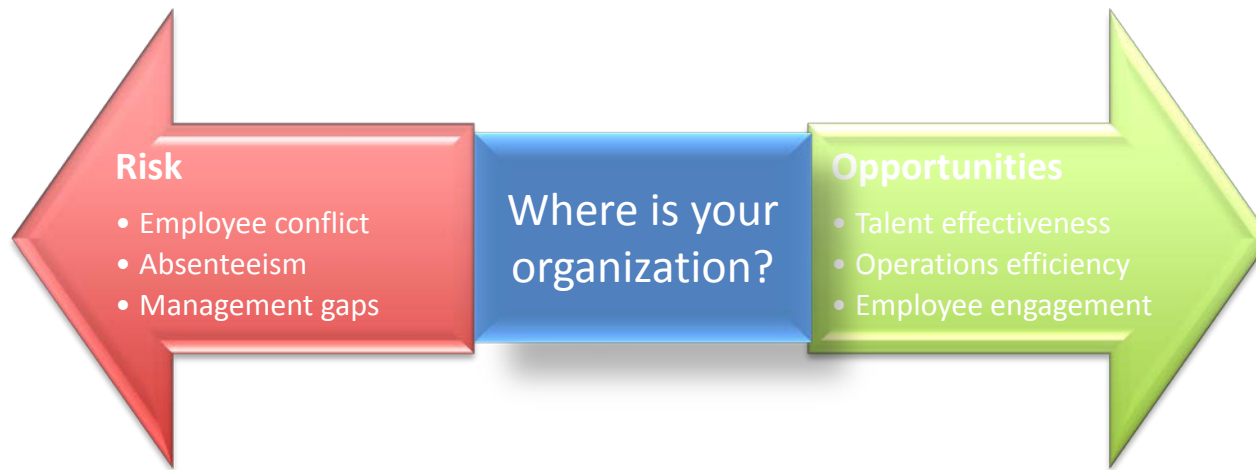
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Five Steps that influence an organization's path and success

TalOp Consulting Evaluates & Supports

Steps 1 to 4

.....TalOp works with organizations anywhere on the opportunity-risk continuum



- Low engagement
- Unacceptable productivity
- High level of client complaints
- Lack of knowledge transfer
- Attendance issues
- High sick leave claims
- Toxic workplace
- Management ineffectiveness
- High turnover
- Intractable conflict

- Improve productivity
- Enhance client relations management
- Get better returns for resources
- Improve performance management
- Improve employee morale
- Enhance employees' quality of work life
- Elevate management effectiveness
- Improve knowledge transfer options
- Improve measures and accountability
- Create better leaders

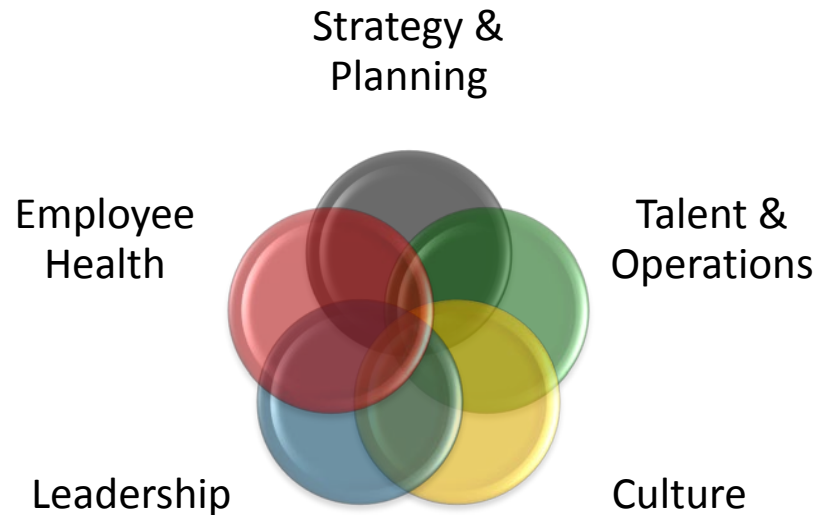
TalOp's Five Levels Define the Organization's Effectiveness

Analytical Focus	Process		People		Product Output
Strategic	Organizational vision & strategic plan	+	Defined employee expectations & accountability	=	Performance results
Systems: People & Process	Required capabilities for people and process outputs	+	Actual workforce core competencies & defined processes	=	Workforce's potential output capability
Climate & Culture	Desired culture & employee engagement	+	Employee perception of culture and motivation	=	Employee loyalty, commitment & motivation
Leadership Effectiveness	Defined leadership requirements	+	Actual skill of leadership	=	Leadership capacity to balance organizational and employee needs
Employee Health & Productivity	Employee perception of current health wellness benefits fairness control	+	Employee coping skills	=	Employee risk for counterproductive behaviours Quality of Work life

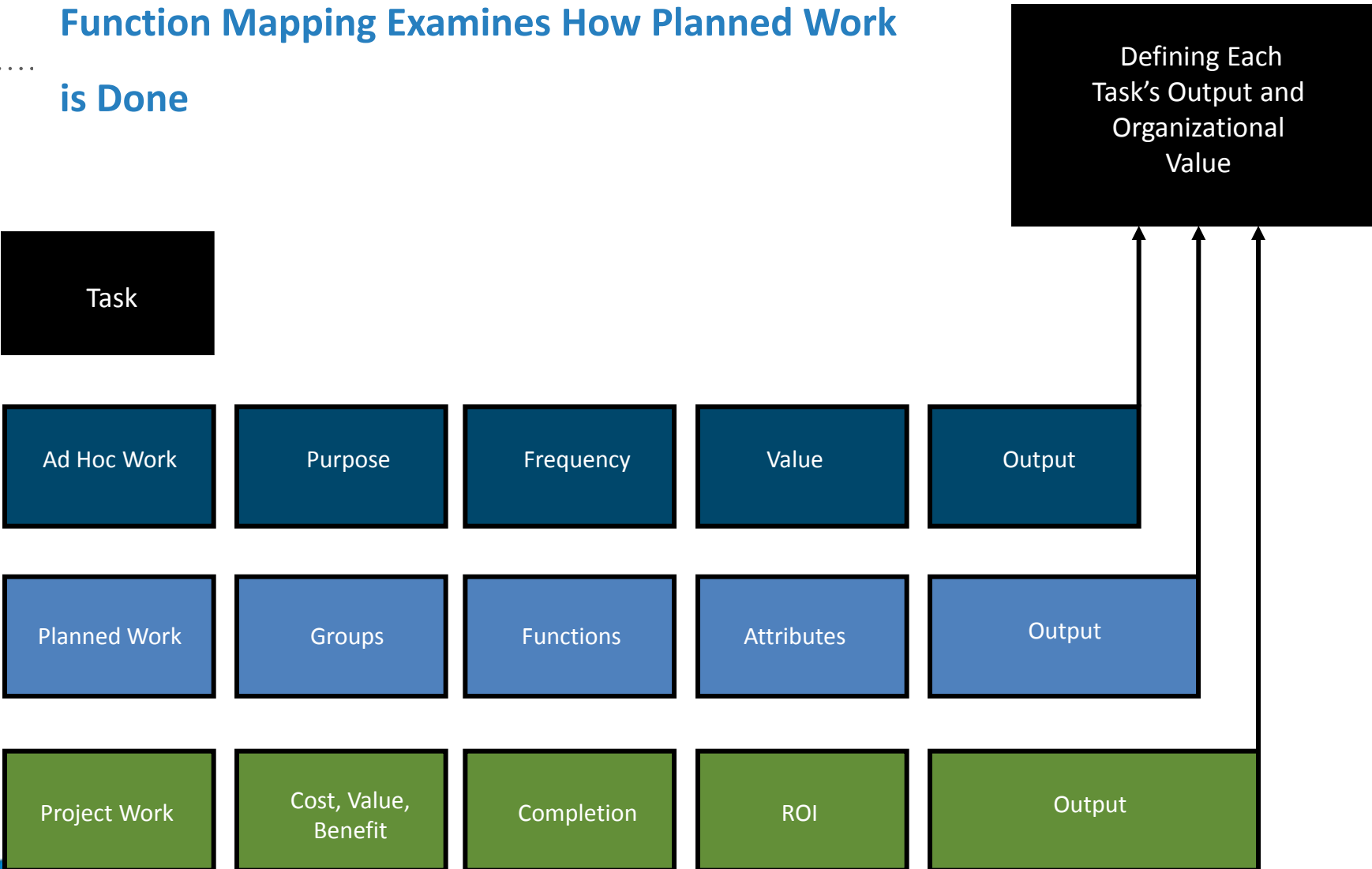
..... **Consulting Model**

TalOp Discoveries: Strategic level assessments of five aspects of the organization

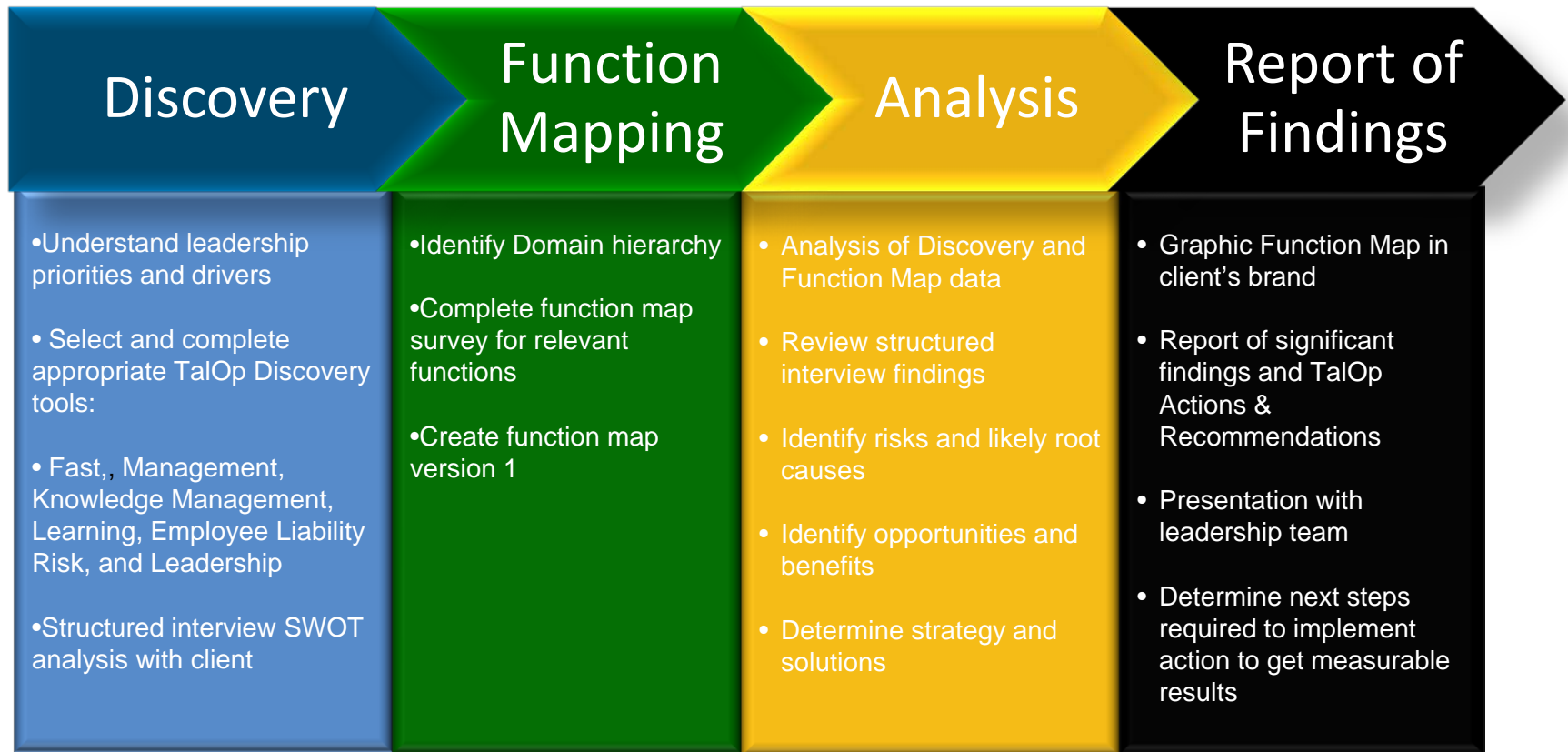
Function Mapping: Accountability and reporting model that *integrates* talent *and* operations for problem-solving *and* management.



Function Mapping Examines How Planned Work is Done



While every client is unique, the process of the TalOp consulting engagement will follow four fundamental steps.



..... Example Clients who have been introduced to Function Mapping



..... Benefits of TalOp

A typical engagement results in:

- Increased employee accountability
- Facilitated employee engagement/productivity
- Enhanced employee life at work
- Improved impact of talent management initiatives
- Increased operations management effectiveness
- Attached people productivity to the P&L
- Mitigated risk in people, policy, and processes

While enhancing client satisfaction!

..... **Products & Services**

Beyond Engagement: Quality of Work Life Study

Strategic HR & Operation Management

Change Management

Veri-Hire (auditing selection processes effectiveness)

Executive Coaching & Structured Mentoring

Leadership Assessment

Workplace Assessments & Conflict Resolution

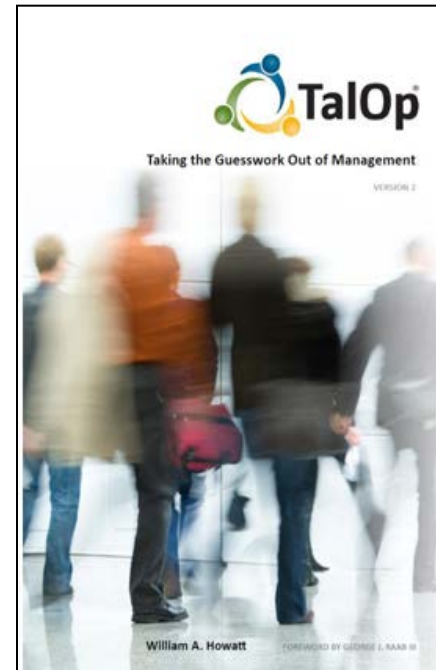


Manager Development: Manager Essentials Certification

..... **Learn More**

To learn more about TalOp or when you are ready for evidence-based transformation, please visit our website at www.howatthr.com or email Dr. Bill Howatt at bill.howatt@howatthr.com.

Contact us for your free consult to determine your cost of doing nothing.



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