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Use Case

Streamlining Skill and Competency Upgrades Using Talent Sphere

Introduction

As learning and development programs become more crucial for business growth, organizations that initially perceived these activities as "good to have" are now considering them as "must have" initiatives."

> According to the _LinkedIn Workplace Learning Report_, 94% of employees say that they would wish to continue in a company that focuses on their learning and development.

However, there are multiple challenges associated with the implementation of a successful employee upskilling program. From determining training needs to measuring the impact of training, a lot of processes need to be streamlined, and this is where Akrivia HCM's Talent Sphere can chip in.

What is Talent Sphere ?

Powered by Machine Learning, "Talent Sphere" is a recently introduced feature by Akrivia HCM. It is meant to extract talent insights and focus on the skills and competencies required for effective talent management.

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How does it work ?

It brings together information like organizational and individual skills and competencies and intelligently offers training recommendations through diagnostic, descriptive, prescriptive, and predictive analytics. Helping in career growth and learning management, Talent Sphere, when integrated with the learning platform, empowers employees with intelligent recommendations based on their specific skills.

How does it help?

By offering personalized training recommendations, Talent Sphere can align your employees' career growth with organizational objectives. Career growth also helps with retention and a stronger feeling of job satisfaction in the employee.

Scenario

Here is a scenario that highlights the real-world application of Talent Sphere:

A leading tech company in the software industry, with more than 1000 employees located across multiple departments and regions, is facing a major challenge in upgrading its employees' skills via training programs. Though some legacy systems do offer the functionality of employee training and development programs, the impact has been negligible. One of the possible reasons could be the lack of access to reliable data, which made it difficult to determine the specific skills and knowledge needed for each job role or team

As a result, employees were often being mandated to take training sessions that weren't relevant to them! Plus, the HR team has been spending over 200 man-hours to plan the upskilling journey of the employees.

On the other hand, employees often struggle to request skill upgrades, which leads to delays in aligning their newly acquired skills with their present job roles

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As a result, the company witnessed a decrease in productivity and employee experience. The company's HR department noticed a rise in support tickets related to skill upgrade requests, with an average resolution time of 7 business days.

Diagnosis

Considering the impact the delay in skill upgrades had on employee performance, the company's management carried out a detailed analysis of the talent management process. During the analysis, they identified bottlenecks in the manual management of skill upgrade requests. They also figured out the lack of a streamlined approach to transitions post-training.
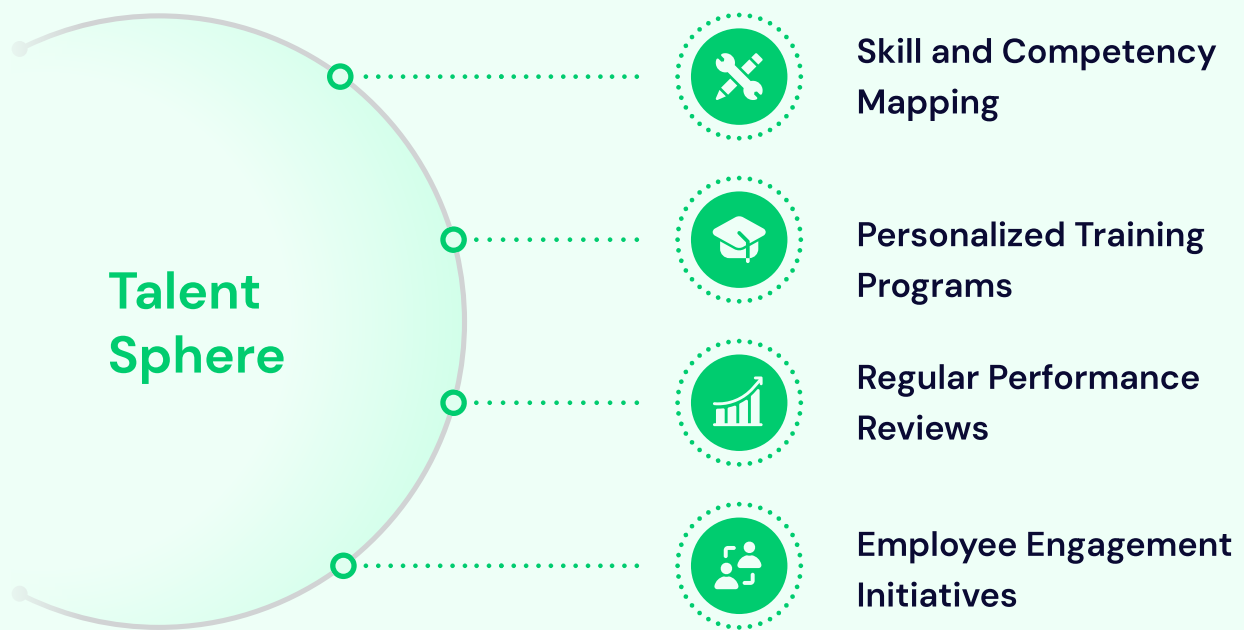
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Solution

Talent Sphere's end-to-end capabilities in talent management proved to be the ideal solution for the company. Powered by machine learning for actionable insights, Talent Sphere offered the advantage of streamlining skill upgrades without any kind of manual support.

Here is how Talent Sphere can solve the challenges in four steps:

Talent Sphere

- Skill and Competency Mapping
- Personalized Training Programs
- Regular Performance Reviews
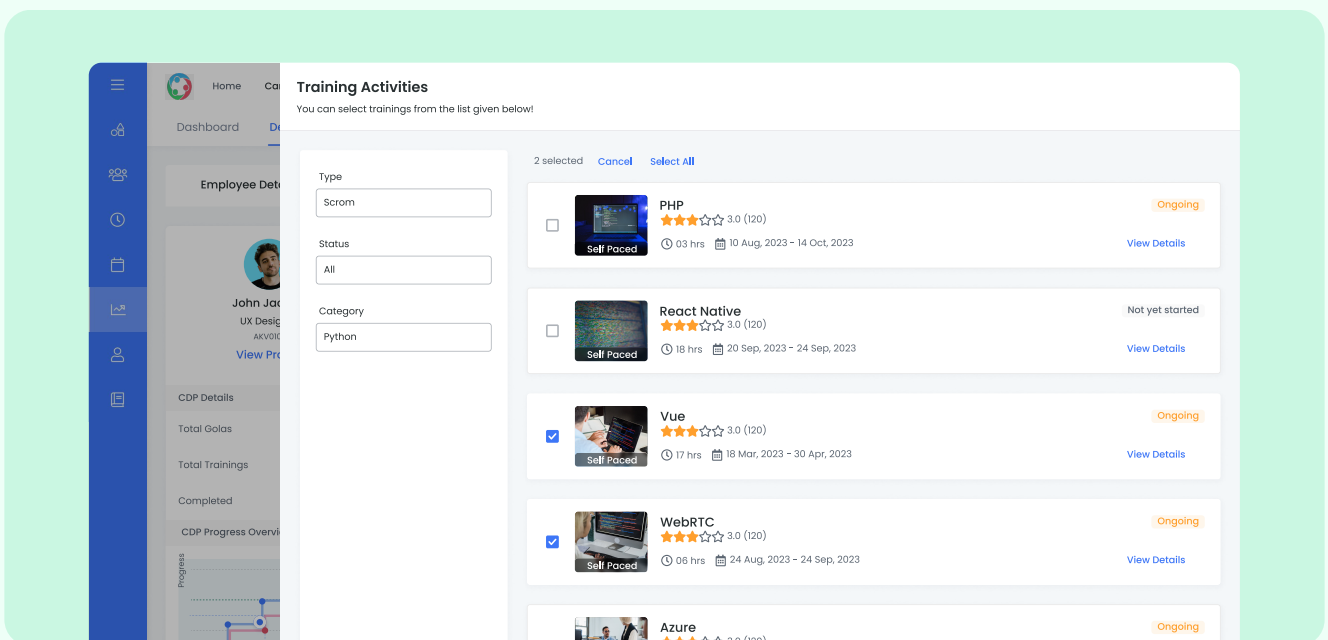- Employee Engagement Initiatives

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Skill and Competency Mapping

Talent Sphere can help a company map out the skills and competencies of all its employees, enabling it to align them with job roles and career paths.
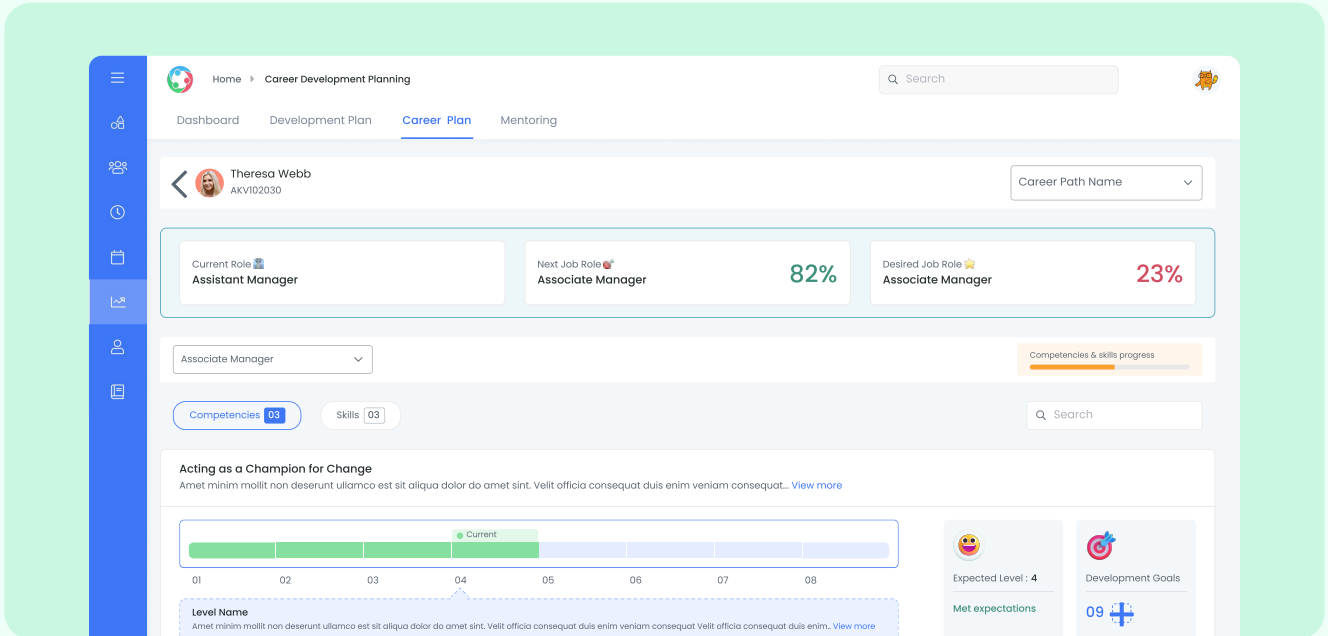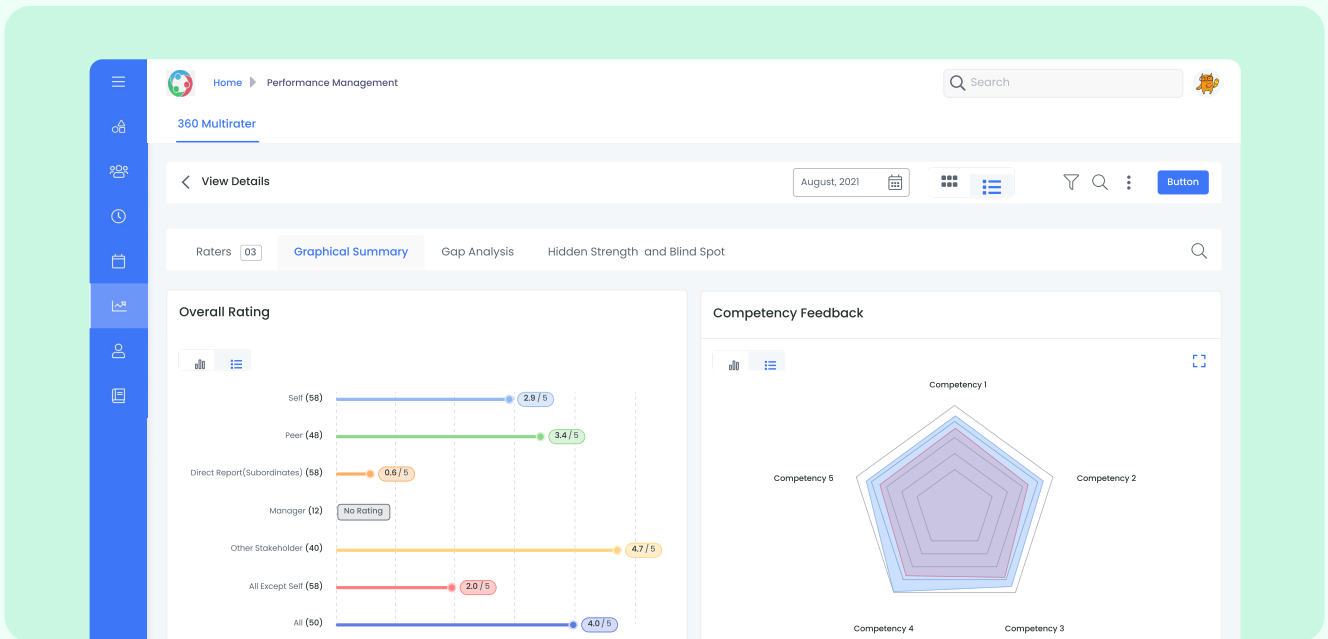

Personalized Training Programs

Based on the skill gap analysis and career aspirants, the system recommends personalized training courses.
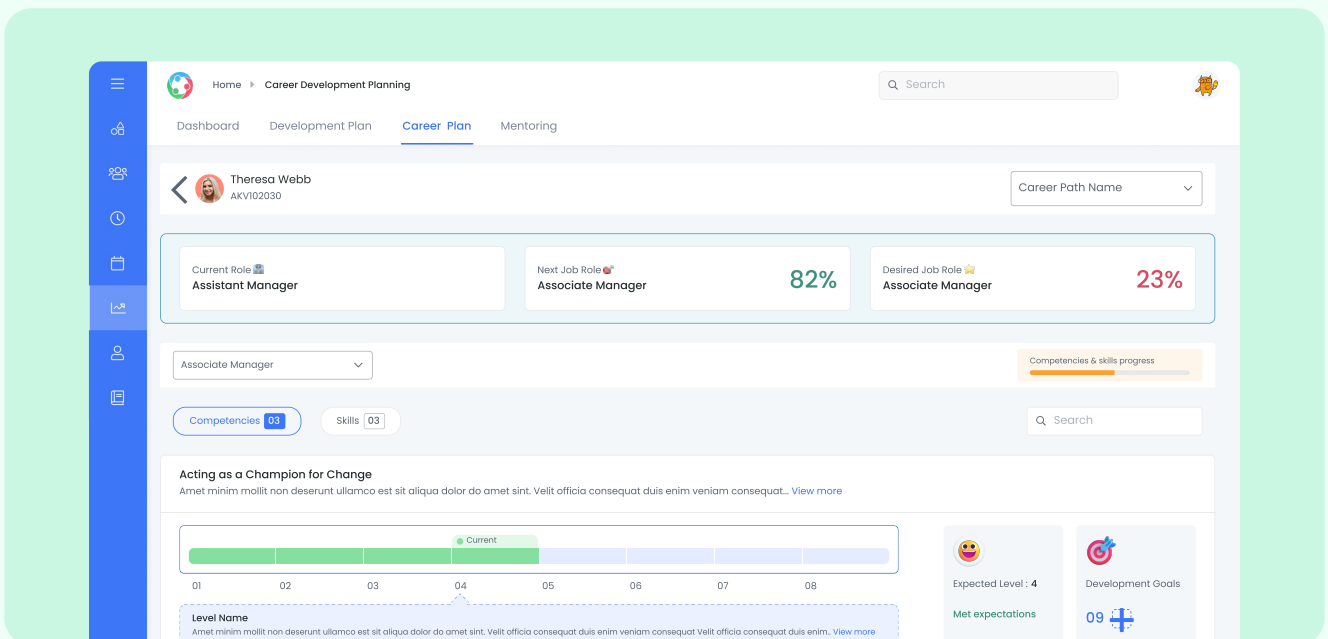
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Regular Performance Reviews

Managers are provided with real-time insights and actionable feedback.

Employee Engagement Initiatives

Communication between managers and employees improves as the platform facilitates regular career development discussions.

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Implementation phase

During the implementation phase, Akrivia HCM's implementation team collaborated with the HR department of the company. First, Talent Sphere was configured to align with the company's existing skill upgrade frameworks and job roles. Post-implementation training sessions were conducted to train HR personnel and employees on the features and benefits offered by Talent Sphere. Plus, custom workflows were designed to automate the process of skill upgrade requests and approvals.

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Post-Implementation Changes

After 2 months of the implementation of Akrivia HCM's Talent Sphere, the company experienced significant improvements in talent management processes. The average resolution time for skill upgrade requests came down from 7 business days to just a few hours! Some other major improvements:

⬆ **20%** Increased Employee Satisfaction

Using surveys and polls, the company experienced a 20% increase in employee satisfaction.

⬆ **15%** Enhanced Productivity

Targeted training and better skill alignment improved the project completion rates by 15%.

⬇ **8%** Reduced Turnover

As employees started feeling they were getting the right kind of support for their career growth, the annual turnover rate decreased to 8%.

⬆ **30%** Higher Training Engagement

Participation in skill development programs increased by 30%, with employees reporting that the courses were more relevant and effective.

To Sum it Up

Talent Sphere is for any organization looking for a holistic and comprehensive solution to talent management. Without doing hours of manual work or leaving everything to be guessed, the organization can leverage the power of Machine Learning to streamline the process of upskilling its workforce in a way that aligns with its organizational and business interests.