

MANAGING TALENT V2



Graham Taylor-Edwards

GTE TRAINING AND DEVELOPMENT

+64 21 246 8885 +61 404 190057

TABLE OF CONTENTS

GRAHAM TAYLOR EDWARDS.....	3
KEEPING THE GOOD ONES.....	4
THE REALISATION	4
THEY WON'T TELL YOU	5
IT'S ABOUT YOU!	5
KEEP IT REAL	6
YOUR TIME.....	6
APPRECIATION	7
THERE ARE HUGE BENEFITS FOR MANAGERS AND EMPLOYEES.....	8
IDENTIFYING AND BUILDING TALENT: 9-BOX GRID	9
YOUR 9-BOX. HAVE FUN	11
TRAINING AND DEVELOPMENT PROGRAM.....	11
TYPICAL BUSINESS NEEDS FOR TRAINING	11
New employees	11
New skills and knowledge.....	11
Business and role changes.....	11
TAKE AWAYS: WHAT CHANGES CAN YOU MAKE?	12
MANAGING TALENT Q and A.....	13

GRAHAM TAYLOR EDWARDS

Graham is a highly successful leadership, sales, service and communications coach, mentor and facilitator.

- Advanced Diploma in Leadership and Management
- Diploma in Automotive Management
- Diploma Workplace Training and Design
- Certificate IV in Financial Services and Mortgage Broking
- Cert.IV in Business Sales
- NZ Certificate in Marketing
- NLP Practitioner.



Graham completes over one hundred (100) leadership, sales, service and customer service workshops each year and is the founder of Success Resources International a Registered Training Organisation (RTO) in Brisbane.

Born in North Wales Graham started SRI in NZ and to Australia in 2002 and established with his wife Shelley SRI in Brisbane. He has recently returned to NZ and now lives in Paihia (Occasionally) in the Bay of Islands.

He has served in the Royal Navy and Royal NZ Navy and is married to a kiwi girl Shelley from the Bay of Islands.

Graham played National League football (soccer) for North Shore United and Mt. Wellington.

WORKSHOP OBJECTIVES

1. LEARN THREE THINGS THAT ARE IMPORTANT TO MANAGING TALENT
2. IMPLEMENT STEPS TO ENSURE YOUR NOT THE LAST TO KNOW
3. CREATE A GROWTH AND LOYALTY CULTURE
4. IDENTIFY YOUR FUTURE STARS
5. FEATURING KEEPING THE GOOD ONES AND THE 9-BOX GRID



MANAGING TALENT IS ESSENTIAL TO THE SUCCESS OF ANY ORGANISATION.

Leaders need to recruit, train, develop, mentor and retain quality employees. Providing incentives and developing individuals is the difference between engaging people and merely employing them. Investing in talent management will provide financial benefits as it improves the company's culture.

RESEARCH HAS CONSISTENTLY DEMONSTRATED THAT WHEN CLEAR GOALS ARE ASSOCIATED WITH LEARNING, IT OCCURS MORE EASILY AND RAPIDLY.

With that in mind, review your goals for this year. If your team was entering the Rugby World Cup next week are they ready, prepared and have a chance of winning.

Talent is any ability or skill at which a person is successful. I see lots of potential in sales, service and parts departments and future leaders that are left without clear direction.

It is important for leaders of organisations to find and develop talented employees.

THE REALISATION

EVER HAD A "LIFE IS GOOD FEELING."
THEN THE FAN GET HIT WITH YOU KNOW WHAT.
UNEXPECTED RESIGNATION AND BEEN TOO LATE TO TUCK
THEM IN.
EVEN IF YOU WANTED TO.
WHATEVER HAPPENS STAY ABOVE THE LINE.
HOW DO YOU LEARN FROM IT.
TO KEEP THE GOOD ONES SO DON'T BE THE LAST TO KNOW.

THEY WON'T TELL YOU



STEP ONE: THEY ARE A PERSON FIRST; AN EMPLOYEE SECOND.

EMPLOYEES BUILD RELATIONSHIPS AND HAVE INFLUENCE OUTSIDE OF YOU.

GET TO KNOW YOUR PEOPLE AND THEM TO KNOW YOU.
WORKERS MAKE UP A SHIFT BUT PEOPLE MAKE UP A TEAM

MAKE A CONNECTION:

MAKE THEM FEEL APPRECIATED, IN ON THINGS, PART OF SOMETHING.

THEY MAY NOT BE THE ONLY ONE

IT'S ABOUT YOU!

BE HONEST, PATIENT AND SINCERE.

BEWARE OF MICROMANAGEMENT.

DO YOU EVEN KNOW THEIR NAMES; PARTNER; KIDS; INTERESTS.

BEWARE OF PARANOIA.



RECOGNISE JUMPING TO CONCLUSIONS IS DANGEROUS.

BE OPEN TO FEEDBACK.

FEEDBACK IS GOOD: EVEN IF IT'S BAD.

TEN CHECK IN:

1. HOW ARE YOU DOING?
2. HOW IS THE TEAM DOING?
3. WHAT CAN I DO TO HELP?

DO YOUR JOB.

WHAT'S THEIR DREAM?

STAY GROUNDED.

YOUR TIME

STEP TWO: GIVE THEM YOUR TIME.

YOU WILL FEEL UNCOMFORTABLE BUT YOU HAVE TO START SOMEWHERE.

KEEP A SENSE OF HUMOUR.

START SMALL, TAKE 10 CHECK IN.

KEEP IT SIMPLE MAYBE NON-WORK RELATED.

THEY ARE PEOPLE NOT FURNITURE.

WELCOME THEM AND BE REAL.

INVEST YOUR TIME IN YOUR PEOPLE AND JUST ENJOY SPEAKING TO THEM.

OFFER YOURSELF AS A PERSON.

APPRECIATION



STEP THREE: APPRECIATION

FOCUS ON PROGRESS AND GROWTH.

THEY KNOW YOUR BUSY.

WHAT THEY WILL GIVE YOU IN RETURN IS PRECIOUS.

THERE ARE GOOD PEOPLE EVERYWHERE, CAN YOU SEE THEM?

DRAW YOUR PEOPLE OUT WITH APPRECIATION.

ONCE YOU CONNECT AS A PERSON EVERYTHING YOU NEED TO KNOW AS A MANAGER YOU WILL KNOW.

CELEBRATE SUCCESSES AND OFFER APPRECIATION WHILST THEY ARE STILL THERE.

KEEP RECRUITING THE GOOD ONES YOU ALREADY HAVE

DON'T WAIT UNTIL ITS TOO LATE: TICK WHAT YOU DO AND CIRCLE WHAT YOU NEED TO DO

- ☐ DO YOUR VERY BEST WITH THE PEOPLE YOU HAVE.
- ☐ THOSE YOU LEAD ARE STILL PEOPLE.
- ☐ KEEP RECRUITING THE GOOD ONES YOU HAVE.
- ☐ MAKE A CONNECTION.
- ☐ PEOPLE FIRST EMPLOYEE SECOND.

- ☐ BEGIN THE DAY AS PEOPLE.
- ☐ GET TO KNOW THEM THE THEM YOU.
- ☐ OFFER YOUR TIME.
- ☐ COMMIT TO A TAKE TEN CHECK IN.
- ☐ OFFER YOUR APPRECIATION.

THERE ARE HUGE BENEFITS FOR MANAGERS AND EMPLOYEES



Treating employees like people, investing time in them, and showing appreciation can have numerous benefits for both managers and employees:

BENEFITS FOR MANAGERS:

IMPROVED EMPLOYEE MORALE: When managers treat employees with respect and appreciation, it fosters a positive work environment, boosting morale.

INCREASED LOYALTY AND RETENTION: Employees are more likely to stay with a company where they feel valued and appreciated, reducing turnover rates.

ENHANCED PRODUCTIVITY: Employees who feel valued are often more motivated to perform well, leading to increased productivity and better business outcomes.

BETTER COMMUNICATION: Building relationships with employees encourages open communication, making it easier for managers to address concerns and solve problems effectively.

ENHANCED LEADERSHIP SKILLS: Managers who prioritise employee well-being and development tend to become better leaders, capable of inspiring and guiding their teams effectively.

BENEFITS FOR EMPLOYEES:

INCREASED JOB SATISFACTION: Feeling appreciated and valued by their manager enhances job satisfaction, leading to a more fulfilling work experience.

IMPROVED WORK-LIFE INTEGRATION: Managers who prioritise their employees' well-being are more likely to support a healthy work-life integration, reducing stress and burnout.

PROFESSIONAL GROWTH: When managers invest time in their employees' development, it can lead to opportunities for skill enhancement and career advancement.

GREATER ENGAGEMENT: Employees who feel valued and appreciated are more engaged in their work, leading to higher levels of commitment and dedication.

STRONGER SENSE OF BELONGING: Being treated as individuals fosters a sense of belonging and team spirit within the team, leading to stronger bonds and collaboration.

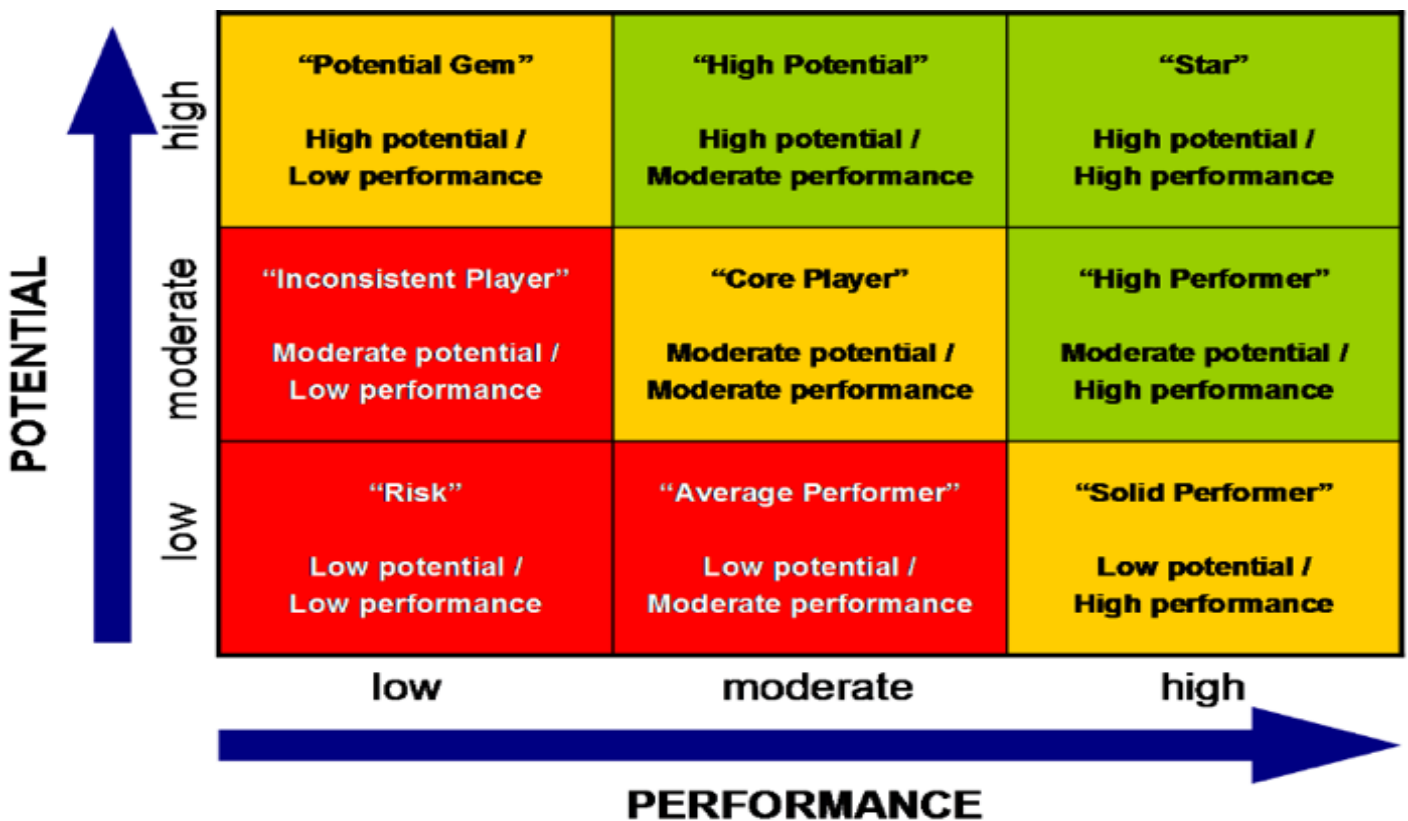
Overall, treating employees like people, giving them time, and showing appreciation not only benefits individual employees but also contributes to a positive work culture and organizational success.

IDENTIFYING AND BUILDING TALENT: 9-BOX GRID



THE 9-BOX GRID, ALSO KNOWN AS THE **PERFORMANCE-POTENTIAL MATRIX**, IS A POPULAR TOOL USED IN TALENT MANAGEMENT TO ASSESS AND IDENTIFY HIGH-POTENTIAL EMPLOYEES WITHIN AN ORGANISATION.

PERFORMANCE-POTENTIAL MATRIX



UNDERSTANDING THE 9-BOX GRID:

Performance Axis (Horizontal): This axis typically represents an employee's current performance level, often categorised as low, moderate, or high.

Potential Axis (Vertical): This axis assesses an employee's potential for future growth and advancement within the organisation, ranging from low, moderate to high.

STEPS TO BUILDING TALENT INTERNALLY WITH THE 9-BOX GRID:

ASSESSMENT: Evaluate employees based on their current performance and potential for growth. This assessment can be based on factors such as skills, competencies, leadership abilities, and past performance.

PLACEMENT: Place employees on the 9-box grid according to their performance and potential ratings. High performers with high potential are typically placed in the top-right quadrant, representing "high-potential talents."

IDENTIFICATION: Identify employees in the high-potential quadrant who possess the skills, traits, and abilities necessary for future leadership roles or critical positions within the organization.

DEVELOPMENT PLANNING: Once high-potential employees are identified, create personalised development plans to nurture their talents and prepare them for future leadership roles. This may involve providing mentoring, training, stretch assignments, and opportunities for skill development.

FEEDBACK AND SUPPORT: Provide regular feedback and support to high-potential employees as they progress through their development plans. This feedback should be constructive and tailored to help them address areas for improvement and capitalize on their strengths.

SUCCESSION PLANNING: Use the information gathered from the 9-box grid to inform succession planning efforts within the organisation. Identify potential successors for key leadership positions and ensure that they receive the necessary development and support to fill these roles effectively.

CONTINUOUS EVALUATION: Regularly review and update the 9-box grid to reflect changes in employee performance and potential over time. This ongoing evaluation ensures that talent development efforts remain aligned with the organisation's evolving needs and priorities.

By utilising the 9-box grid for talent management, organisations can systematically identify and develop internal talent, thereby strengthening their leadership pipeline and fostering a culture of continuous growth and development.

YOUR 9-BOX. HAVE FUN

POTENTIAL GEM	HIGH POTENTIAL	STAR
INCONSISTANT PLAYER	CORE PLAYER	HIGH PERFORMER
RISK	AVERAGE PERFORMER	SOLID PERFORMER

TRAINING AND DEVELOPMENT PROGRAM

TYPICAL BUSINESS NEEDS FOR TRAINING

Staff training and development activities are important in all businesses. In addition to improving your employees' skills specific to your business, it is important for you and your employees to be up to date in admin and management areas including finance, sales, marketing, administration and staff management.

NEW EMPLOYEES

When new staff members begin working in your business, they will need to be trained appropriately in order to fulfill their role. You may rely heavily on other staff members to achieve this.

NEW SKILLS AND KNOWLEDGE

Existing employees may need to up-skill not only to assist the business but also to develop their own careers and keep them challenged and engaged.

BUSINESS AND ROLE CHANGES

Changing circumstances require new learning (e.g. those brought about by new technology and business, social and legal change).

You may need to change an employee's role in order to cope with this and that will trigger the need for further training.

IF YOU'RE IN CHARGE TAKE CHARGE!

TAKE AWAYS: WHAT CHANGES CAN YOU MAKE?

MANAGING TALENT Q AND A

QUESTIONS	ANSWERS
IN STEP ONE YOU SHOULD RECOGNISE THEY AND A PERSON FIRST OR SECOND?	FIRST / SECOND
YOU SHOULD ALWAYS BE AWARE OF WHAT TYPE OF MANAGEMENT	
IN STEP TWO WHAT SHOULD YOU GIVE YOUR EMPLOYEES?	
WHAT IS THE THIRD STEP?	
BY FOLLOWING THE THREE STEPS COMPLETE THE BENEFITS FOR THE MANAGER: MORALE, LOYALTY AND RETENTION, PRODUCTIVITY, BETTER COMMUNICATION AND ...	
BY FOLLOWING THE THREE STEPS COMPLETE THE BENEFITS FOR THE EMPLOYEE: JOB SATISFACTION, WORK-LIFE INTEGRATION, PROFESSIONAL GROWTH, GREATER ENGAGEMENT AND A ...	
WHAT IS THE 9-BOX GRID ALSO KNOWN AS?	
IF YOU ARE IN CHARGE WHAT SHOULD YOU DO?	