Client Reference Story

Creating a Culture of Career Development to Increase Employee Engagement

Career Development

Client Industry

Consumer Products

Situation

For several years, this multinational medical devices, pharmaceutical and consumer packaged goods manufacturer received feedback on their engagement surveys that employees did not feel they had adequate opportunity for career development or advancement within the organization. Right Management was brought in to leverage its expertise in career consulting when HR leaders made it a strategic priority to identify a solution to address this challenge.

Solution

In order to provide employees the tools, resources and support to develop their careers within the organization, Right Management provided a program that took their business and talent strategy into account. The program:

- Provided a robust set of tools including via a blended learning approach which included access to educational modules via RightEverywhere®, Right Management's robust technology portal, and in person one-on-one coaching.
- Emphasized self-discovery, developing a personal brand, action planning, resume development, and interviewing skills.
- Enabled virtual interviewing simulations through Right Management's video interviewing technology to better prepare employees for internal interviewing opportunities.

To support the company's focus on talent mobility and redeployment, special attention was placed on helping managers move beyond discussions based on performance evaluations to help them become more skilled having ongoing career conversations with their reports. By facilitating career conversations, the company was able to demonstrate to program participants that they supported the desire for employees to take greater control of their career direction.

Right Management is the global career and talent development expert within ManpowerGroup (NYSE:MAN). We help organizations become more agile, attractive and innovative by creating a culture of career management and learning that nurtures future talent, motivates and engages people, and provides individuals with opportunities to increase their value throughout their careers. We improve time to value through our expertise in organizational effectiveness, career management and individual development. Our approach is centered on the fact that organizations thrive when individuals are successful in their careers. We've spent the last 35 years identifying workforce challenges and developing innovative solutions, enabling our globally informed methods to be time-tested across more than 50 countries. Visit www.right.com to learn more about our capabilities and solutions.

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Results

Participation in the program has doubled year over year and the program has expanded to include more global locations and business units to facilitate the implementation of career management programs via the Right Management portal. This has helped to drive a consistent methodology and language around career development across the enterprise. Participants are leveraging the support to foster career conversations and identify internal opportunities for growth, as typified by the following experience shared by one participant: *"I just received a major promotion to a senior management position. My participation in the Career Directions program and the assistance Right Management provided through the coaching process played an integral role in my success. Without Right Management's help identifying and effectively communicating my key strengths, I don't feel that I would have been able to advance to this type of position."*

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