

DEVELOPMENT & IMPLEMENTATION OF GLOBAL FEEDBACK & TALENT MANAGEMENT PROCESS

GLOBAL TALENT MANAGEMENT & FEEDBACK PROJECT

A world-leading shipping corporation commissioned CBI and partners to create and implement a globally unified talent management and feedback process in Europe, Asia and the U.S.

The new process implemented annual appraisals, identification of high-potentials, verification of executives and high-potentials, and an open, transparent feedback culture. Based on pre-defined cultural values, the project was designed to provide impulses and keystone habits for a cultural change within the client organization.



WHY CBI WAS BROUGHT IN

The board of a world-leading shipping corporation had determined the need for a globally unified feedback and talent management process to ensure placement and retention of high-value, top talent, internationally. This consistent process has been rolled out in conjunction with culture-changing keystone habits across the corporation worldwide.

OUR STRATEGY AND INSIGHTS

To implement a global talent management process with corporate culture improvement, in multiple locations, CBI:

- Developed and implemented a globally unified process for talent management in the US, Asia and Europe.
- Implemented cultural change elements including open feedback, collaborative leadership and transparent communication through keynote presentations and keystone habits.

CHANGE CREATED

As a result of the project a dynamic cultural shift has occurred:

- The client organization now manages talent across continents through a unified, objective and fair process that has improved morale.
- Leaders have the mindset and toolset to communicate more frequently, openly and transparently with each other and staff members.
- The cultural change envisioned by senior managers was successfully initiated on a global basis.

"This way of communicating and providing feedback is significantly changing the way we work together."

Client Program Participant

RESULTS DELIVERED

Within 3 months, 100 executives were trained in the global talent management process and introduced to new keystone habits. There is now a seamless talent pipeline, more transparent communication & improved collaboration across locations and sectors. In following years, new hires and managers went through the same training, globally.