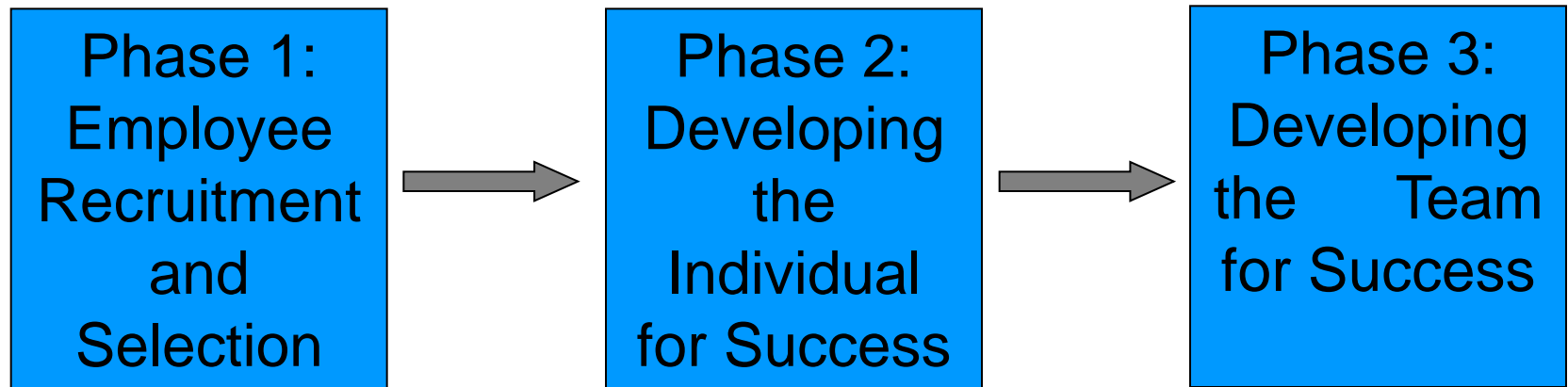


Dattner Consulting, LLC

Individual and team assessment
and development

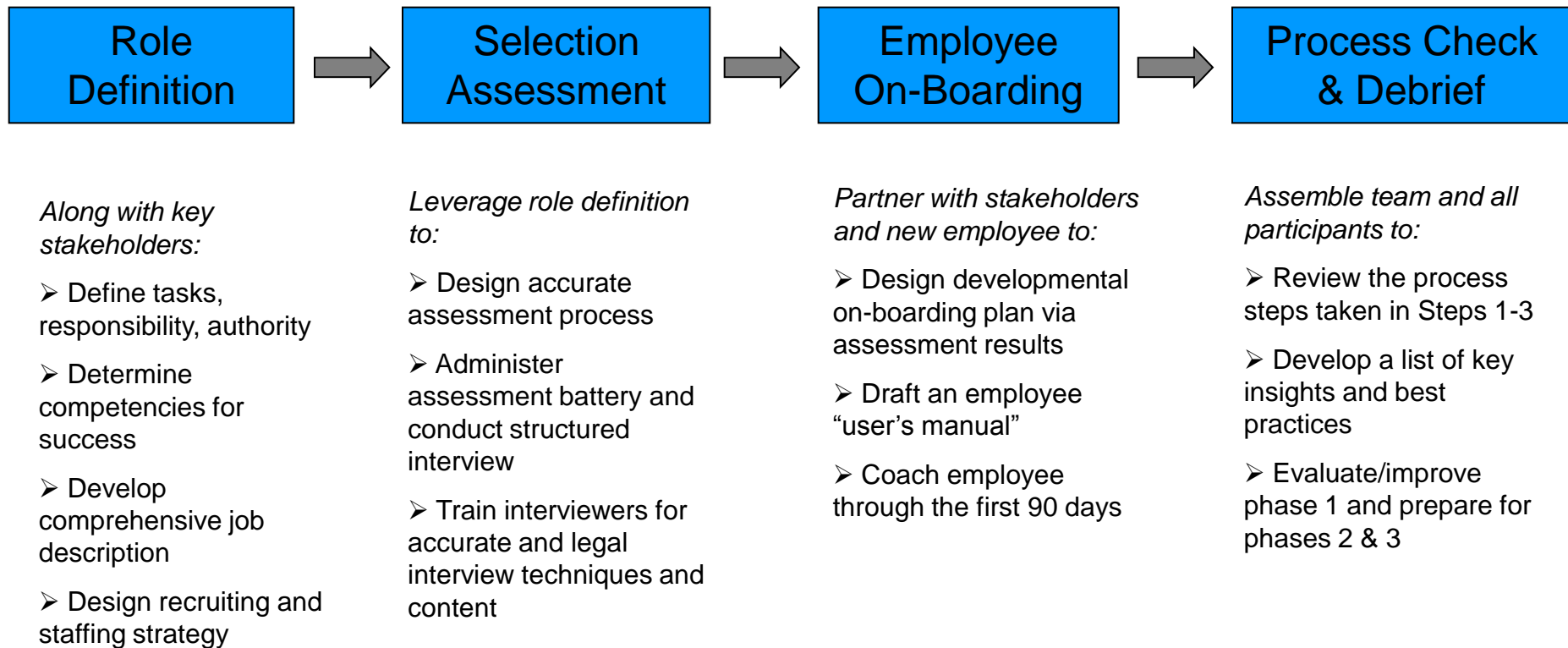
Human Capital Management Process

Overview for Phases 1, 2 and 3



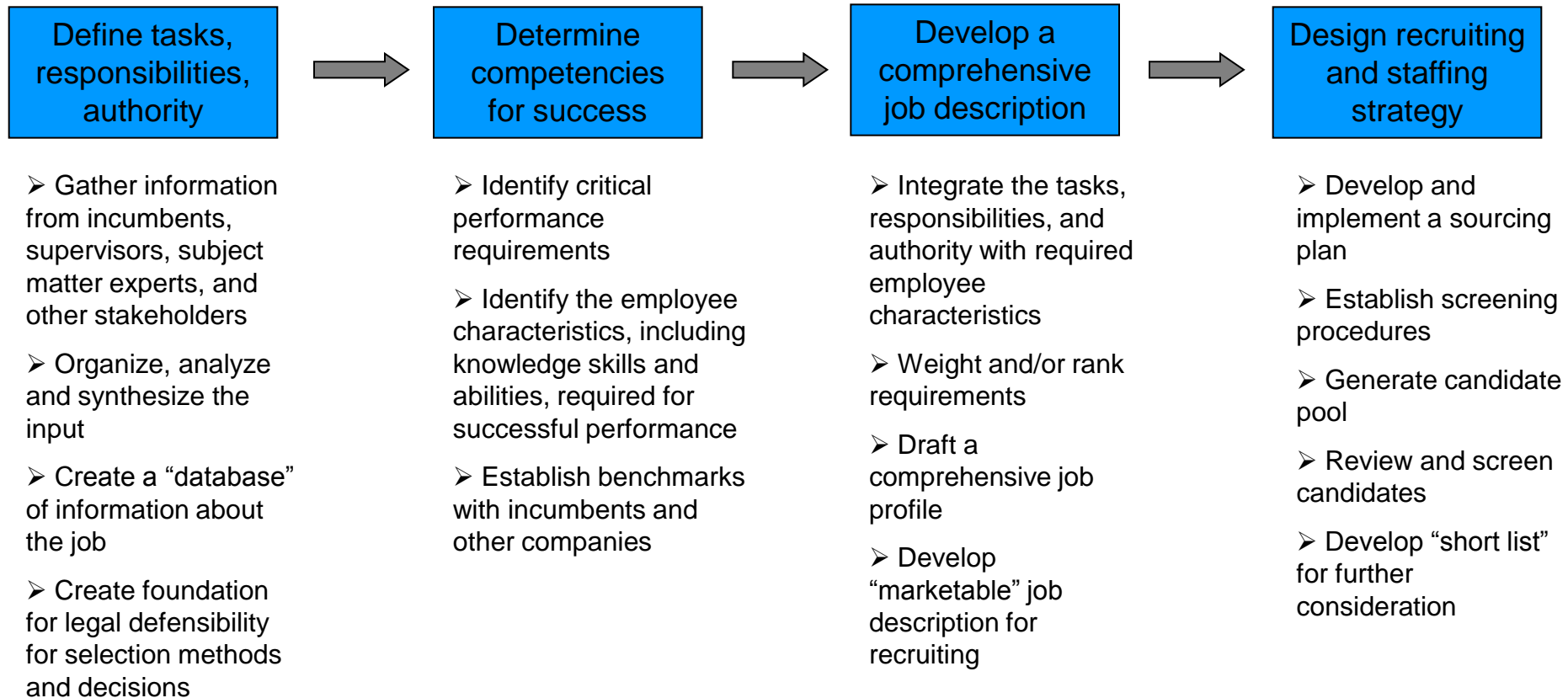
Human Capital Management Process

Phase 1: Employee Recruitment and Selection



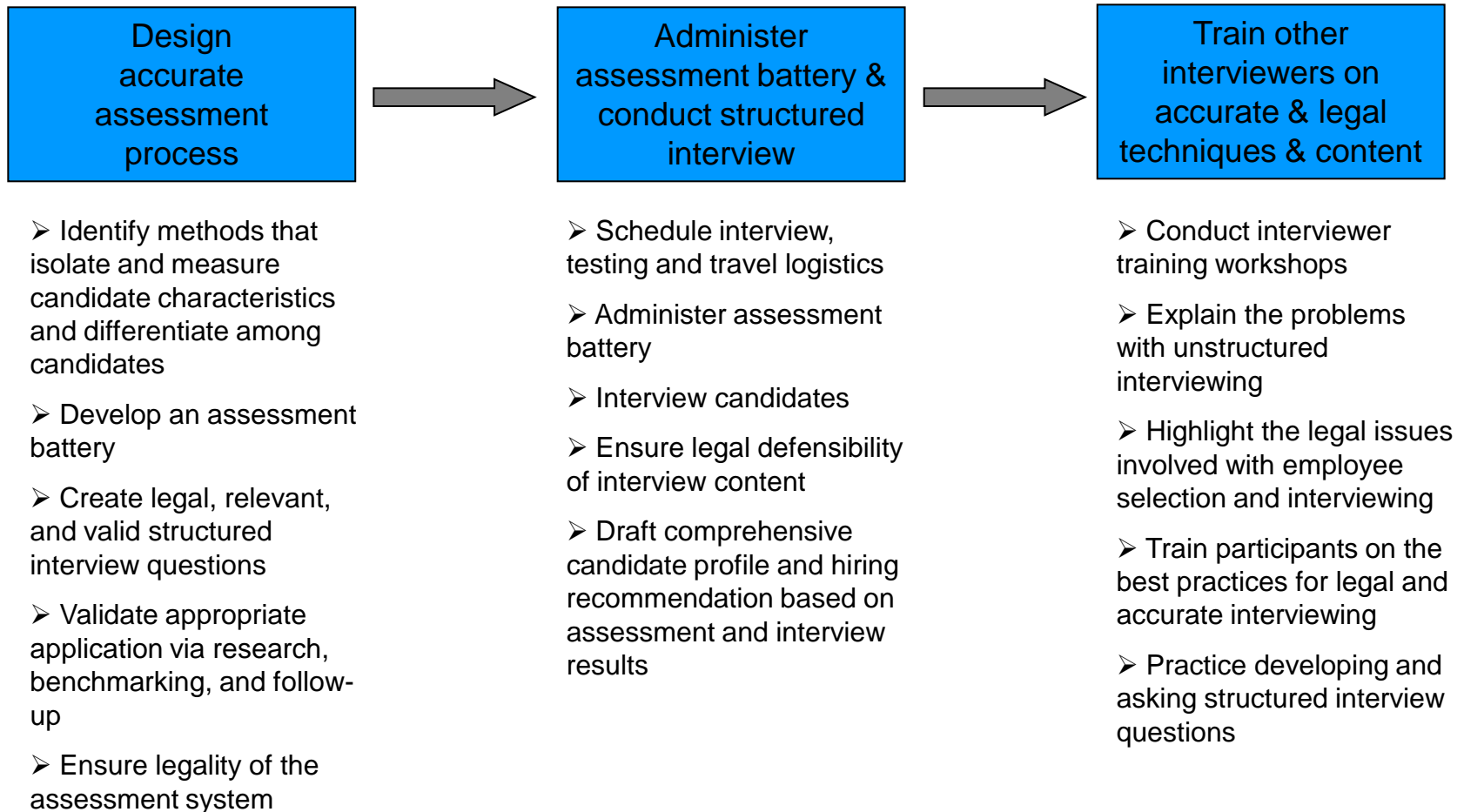
Human Capital Management Process Phase 1

Step 1: Role Definition



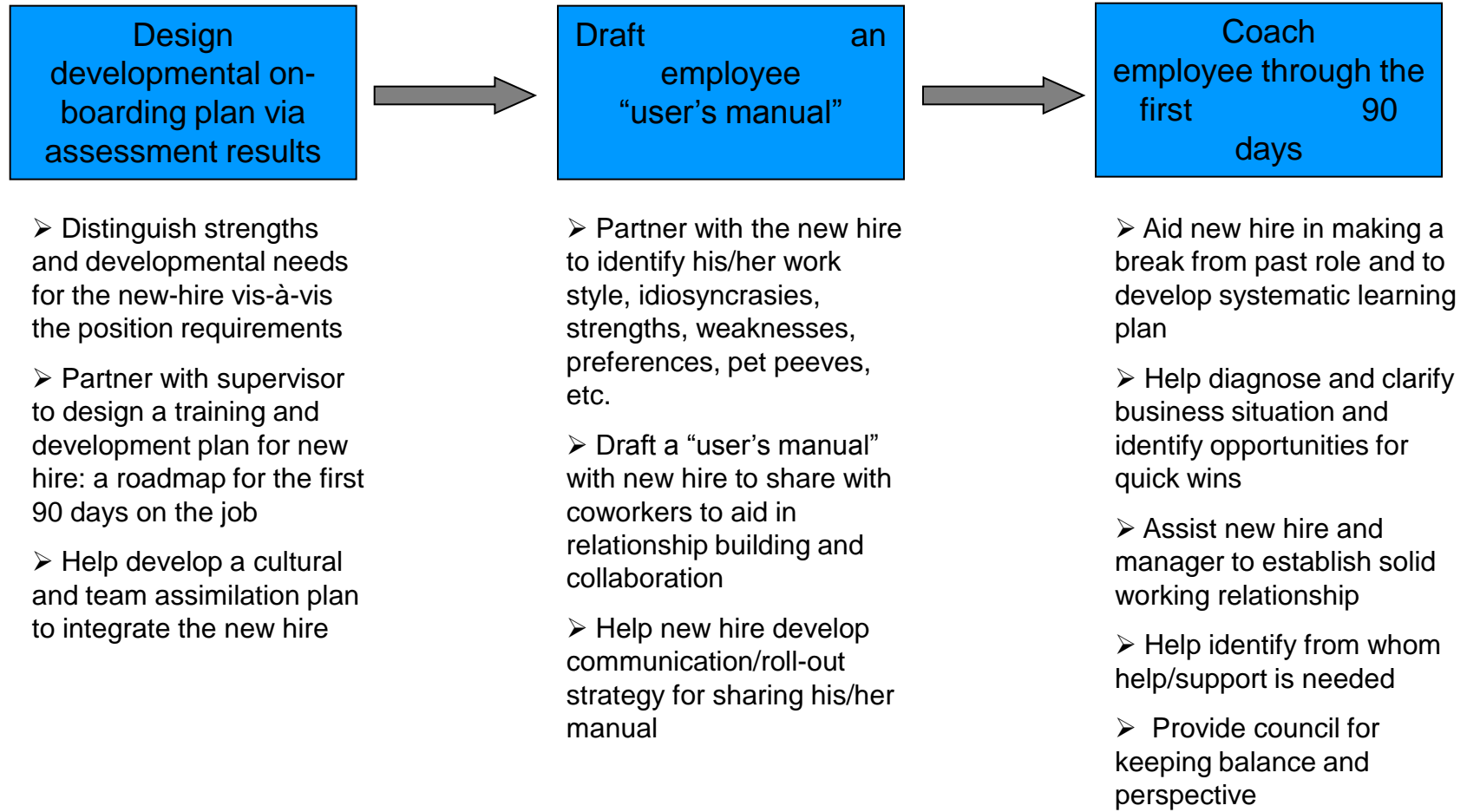
Human Capital Management Process Phase 1

Step 2: Selection Assessment



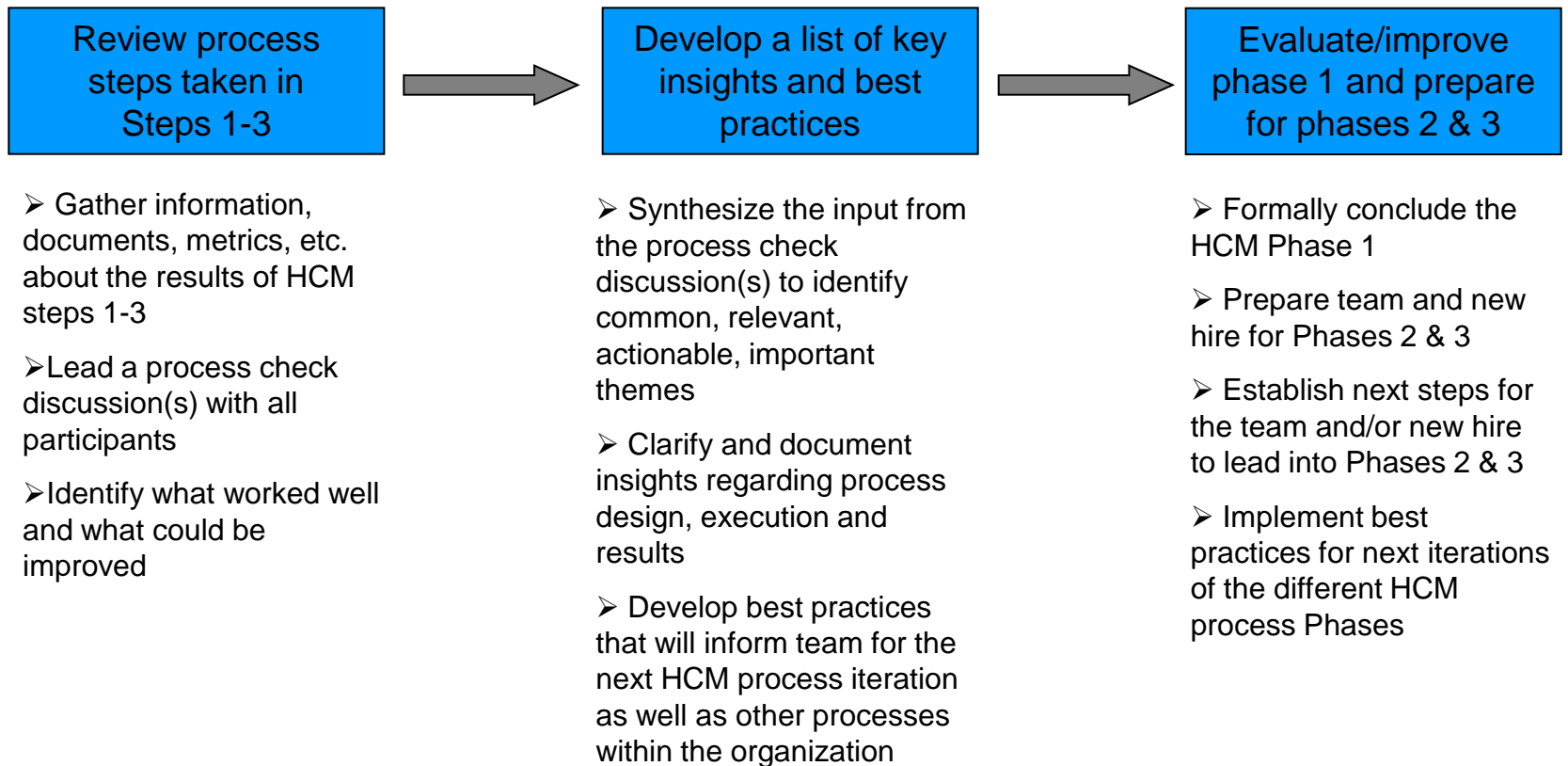
Human Capital Management Process Phase 1

Step 3: On-Boarding

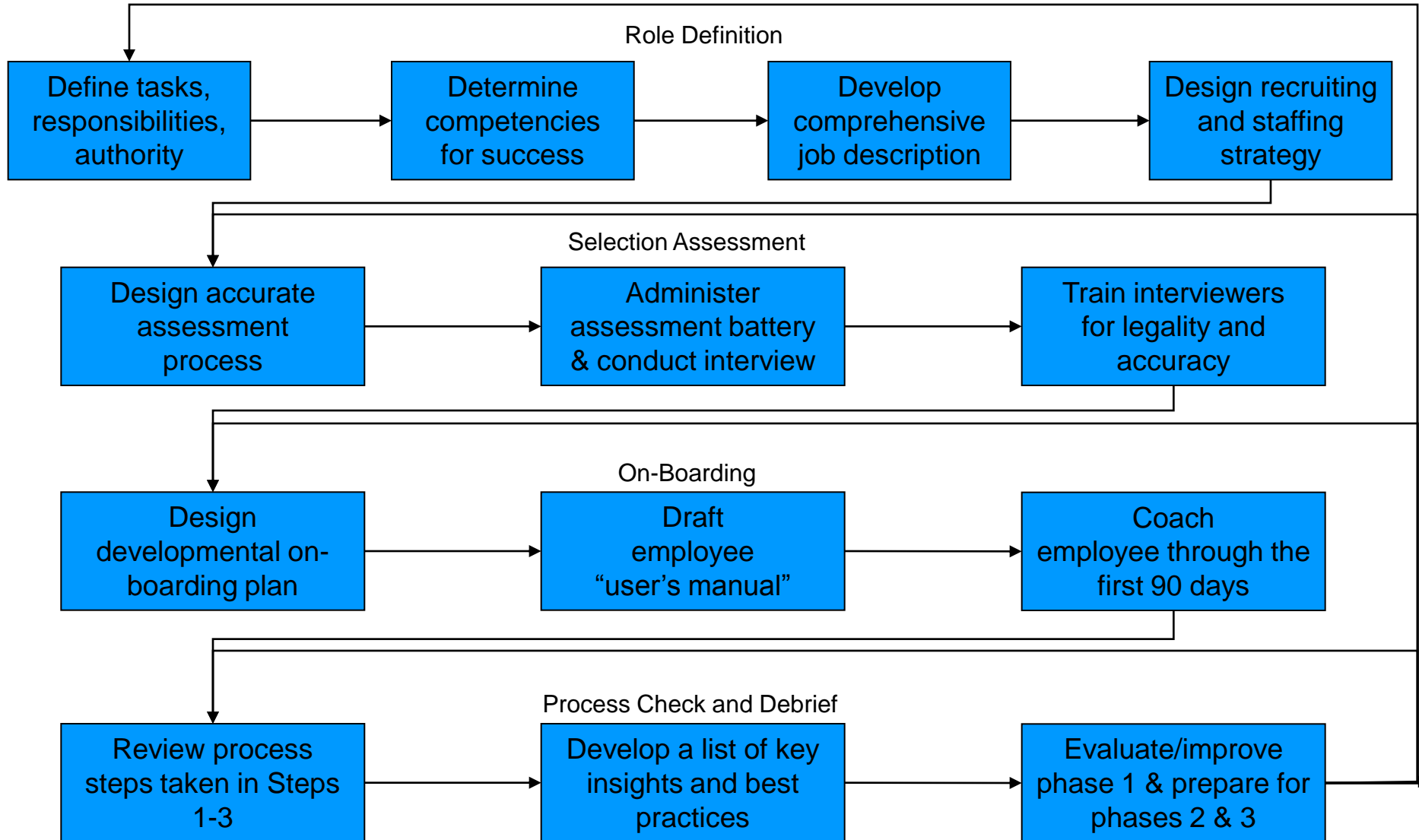


Human Capital Management Process Phase 1

Step 4: Process Check and Debrief

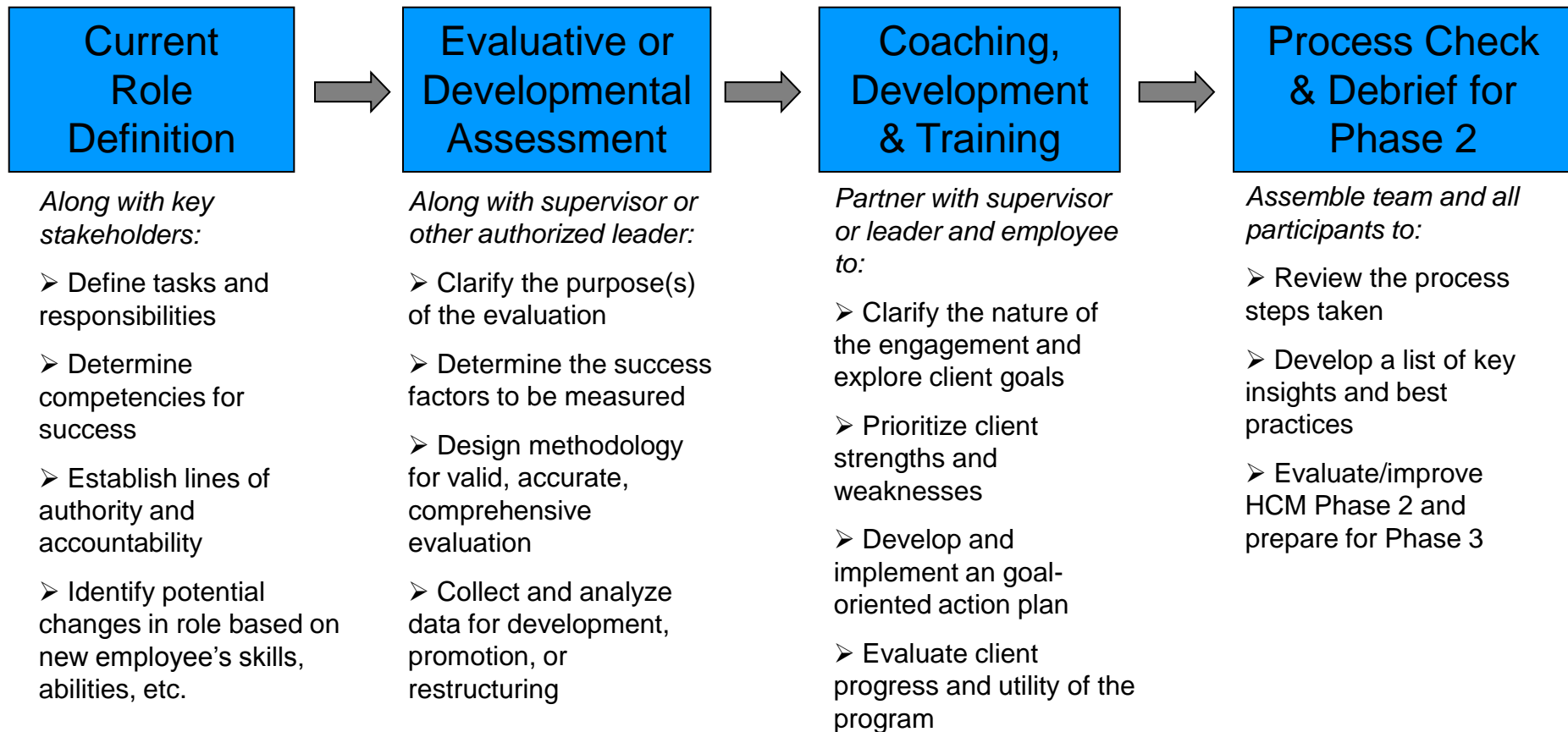


Human Capital Management Phase 1



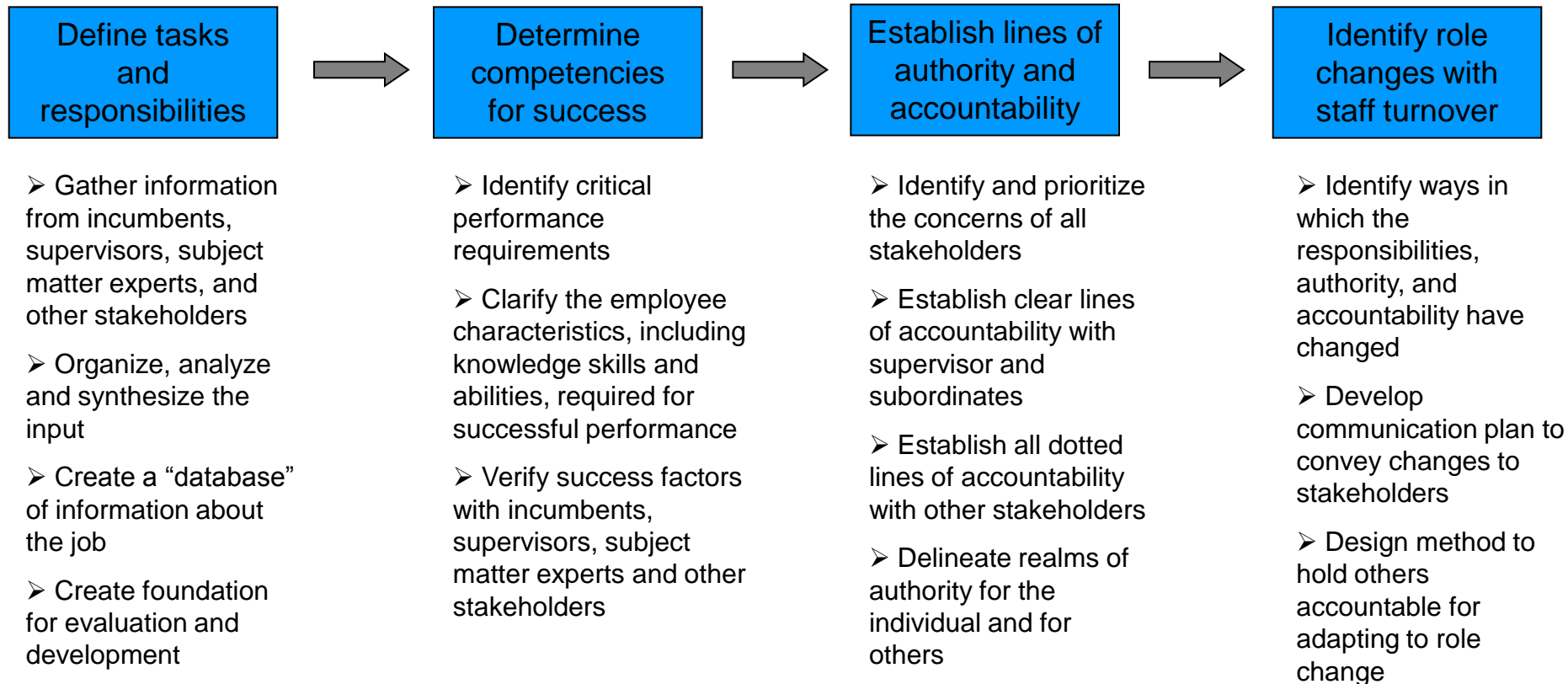
Human Capital Management Process

Phase 2: Developing the Individual for Success



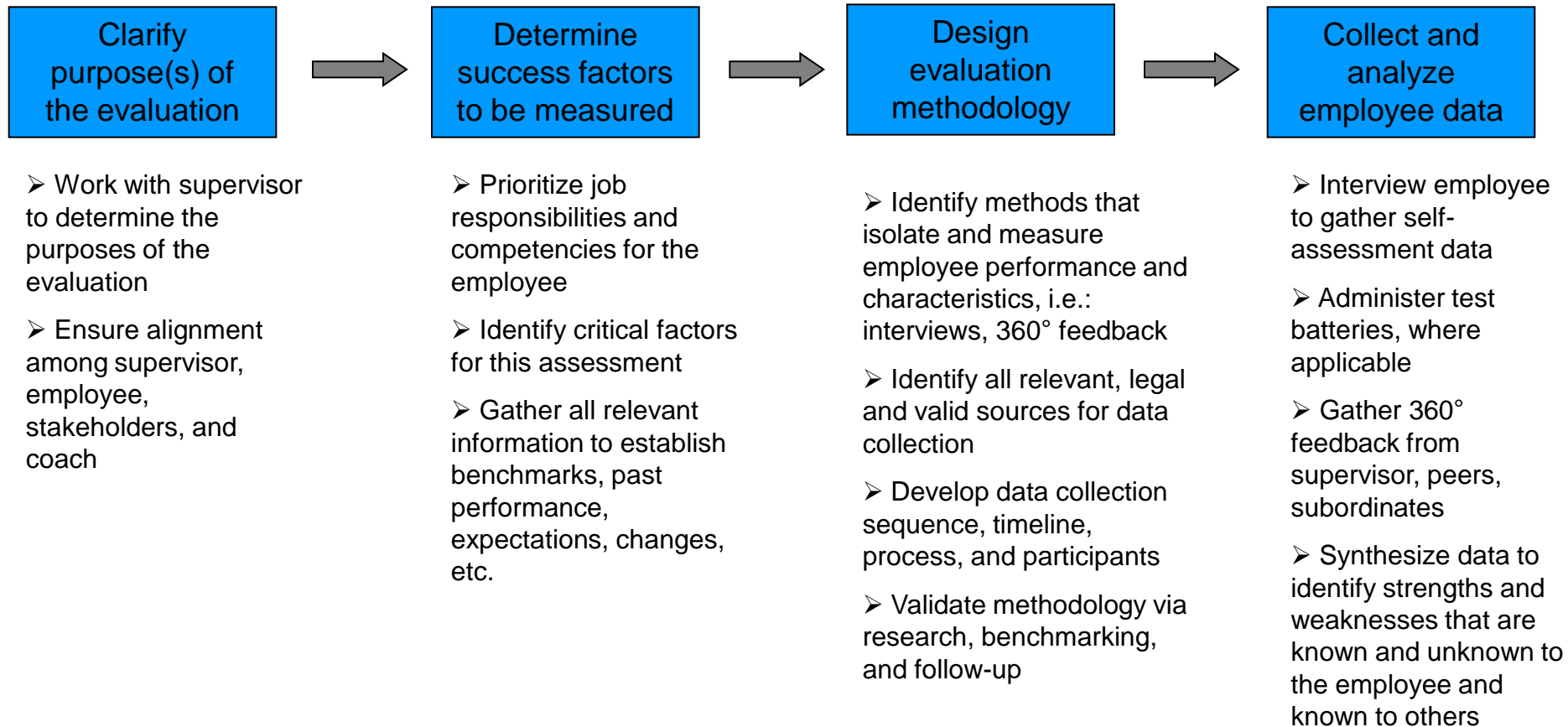
Human Capital Management Process Phase 2

Step 1: Current Role Definition



Human Capital Management Process Phase 2

Step 2: Evaluative or Developmental Assessment



Human Capital Management Process Phase 2

Step 3: Coaching, Development and Training

Clarify nature of engagement & explore goals



Prioritize client strengths and weaknesses



Develop and implement action plan



Evaluate client progress and program utility

- Build trust with employee by addressing concerns of confidentiality, resistance to change, potential payoff for change, and the future vs. the past
- Clarify coach's role as partner, the organization's commitment to success, and boundaries for the engagement
- Discuss employee's areas for improvement, org's needs, and aims of coaching

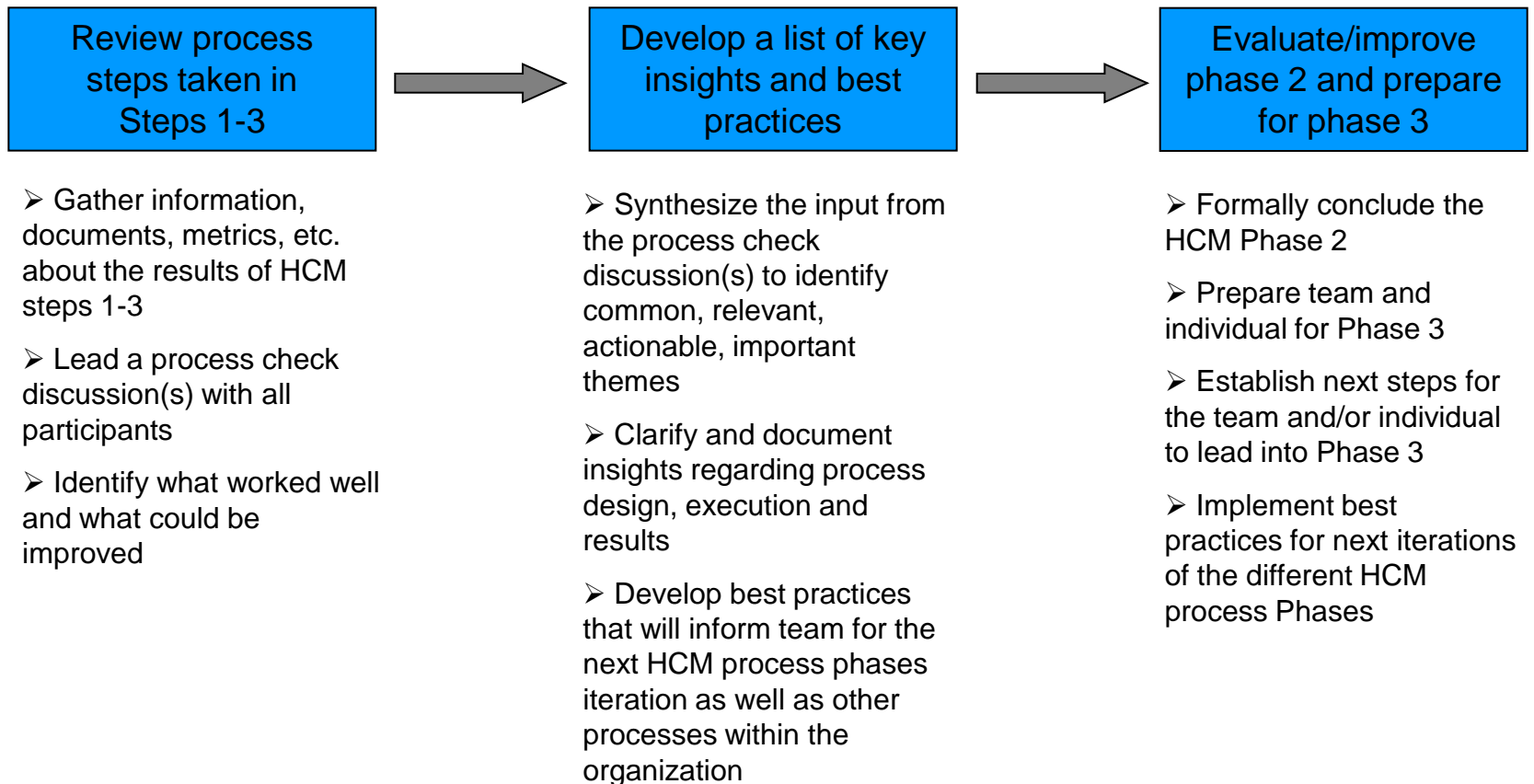
- Sift through known/unknown strengths/weaknesses information gathered in assessment step
- Identify where the individual needs or wants to be in comparison to where he/she is
- Establish the organization's standards for the individual
- Select 2-3 priority areas of focus for development

- Develop specific and measurable goals with the individual
- Build in processes to enhance and sustain motivation
- Develop a method for changing any habits that constrain performance
- Involve the organization and leverage its resources to facilitate change
- Establish a communication plan to manage the impacts of change

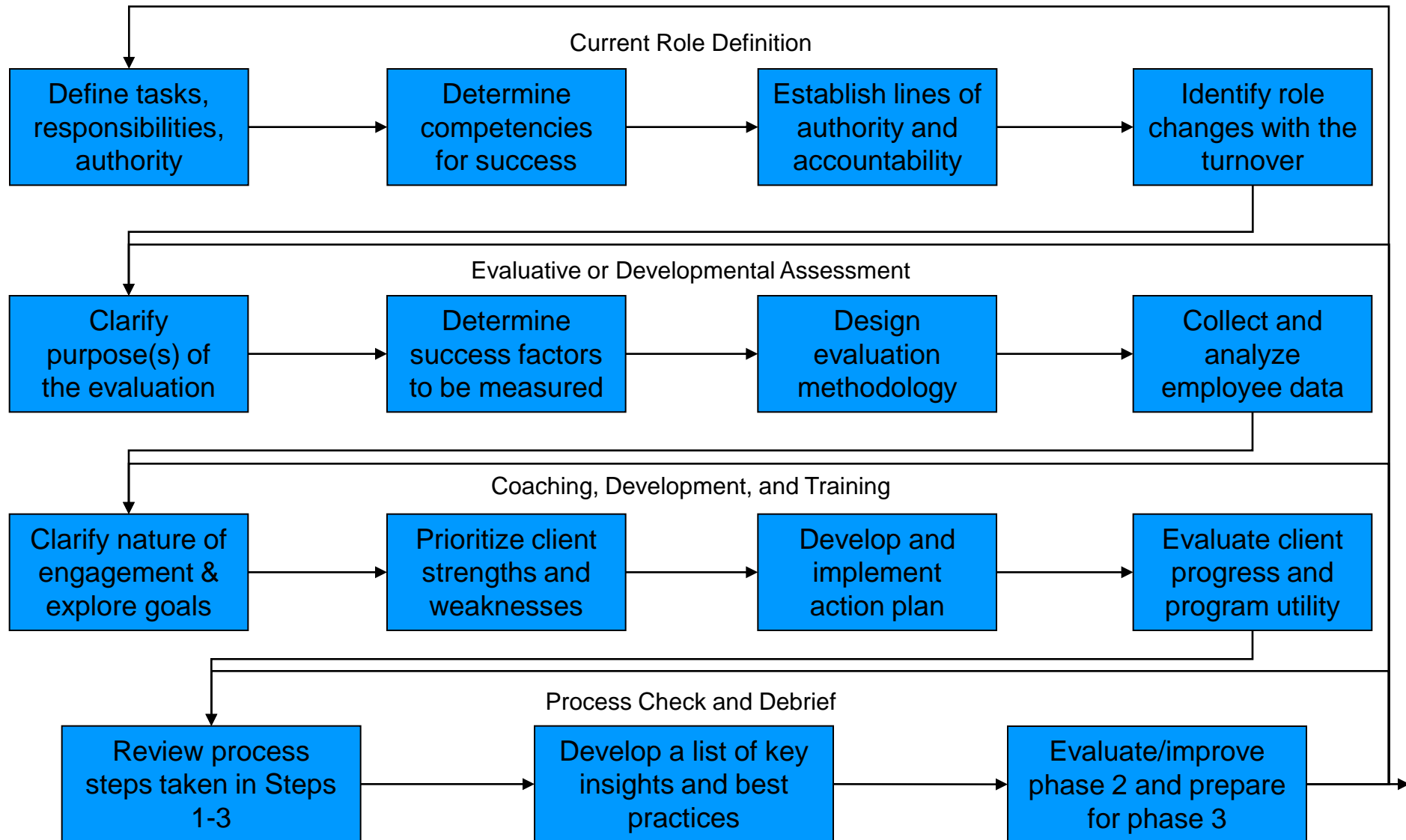
- Gather 360° feedback at set intervals
- Encourage high levels of accountability with the individual
- At conclusion of formal coaching engagement, measure the individual's progress
- Develop a set of metrics to gauge the program's effectiveness

Human Capital Management Process Phase 2

Step 4: Process Check and Debrief

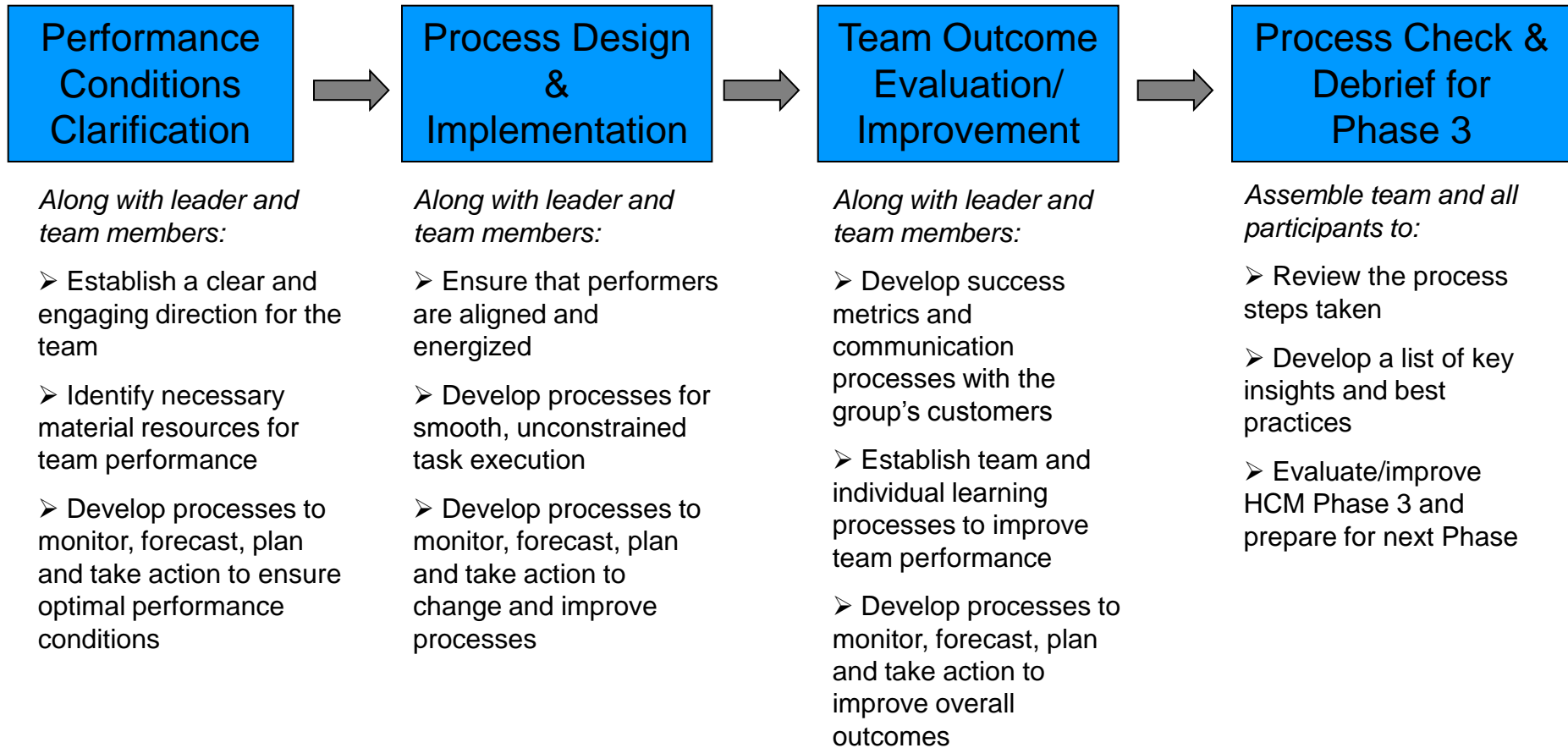


Human Capital Management Phase 2



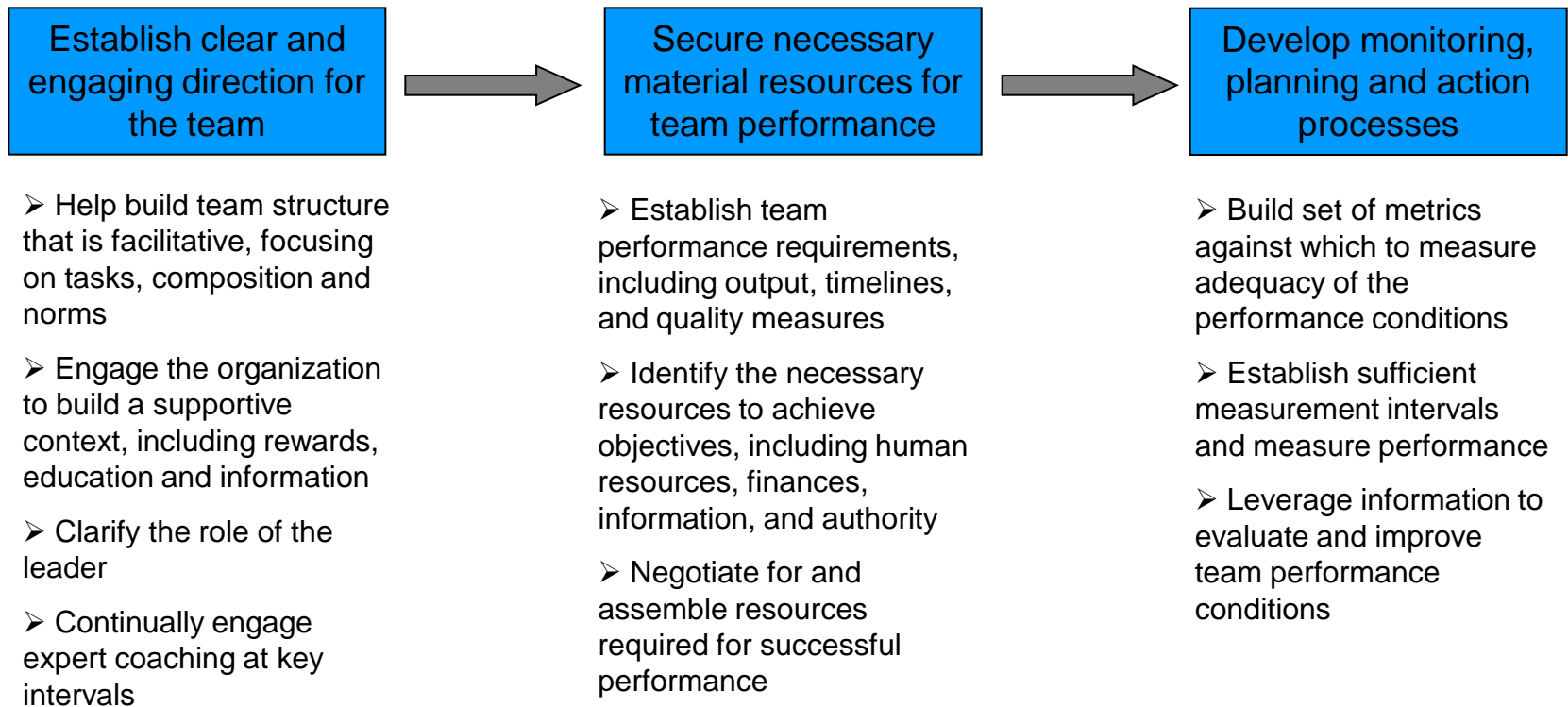
Human Capital Management Process

Phase 3: Developing the Team for Success



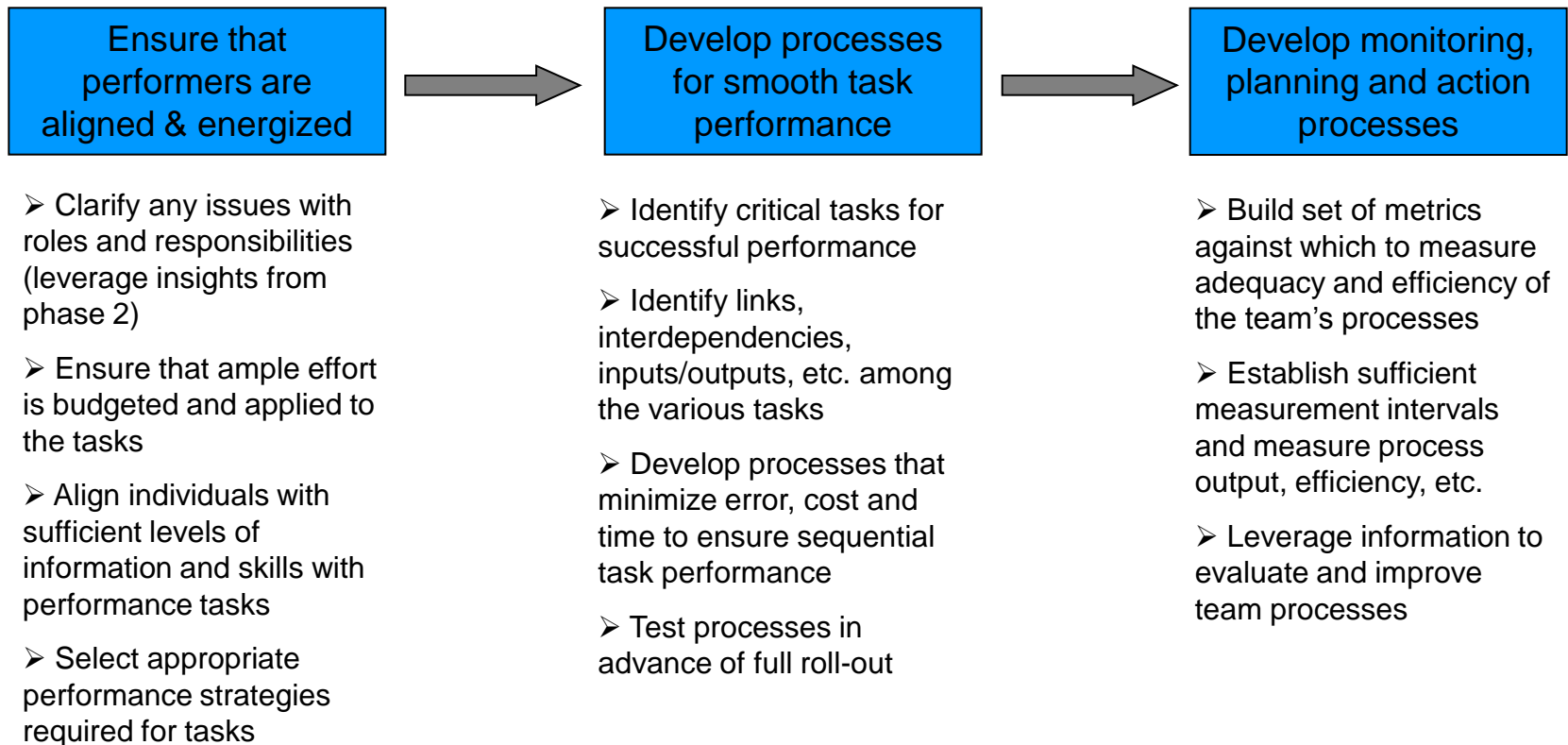
Human Capital Management Process Phase 3

Step 1: Performance Conditions Clarification



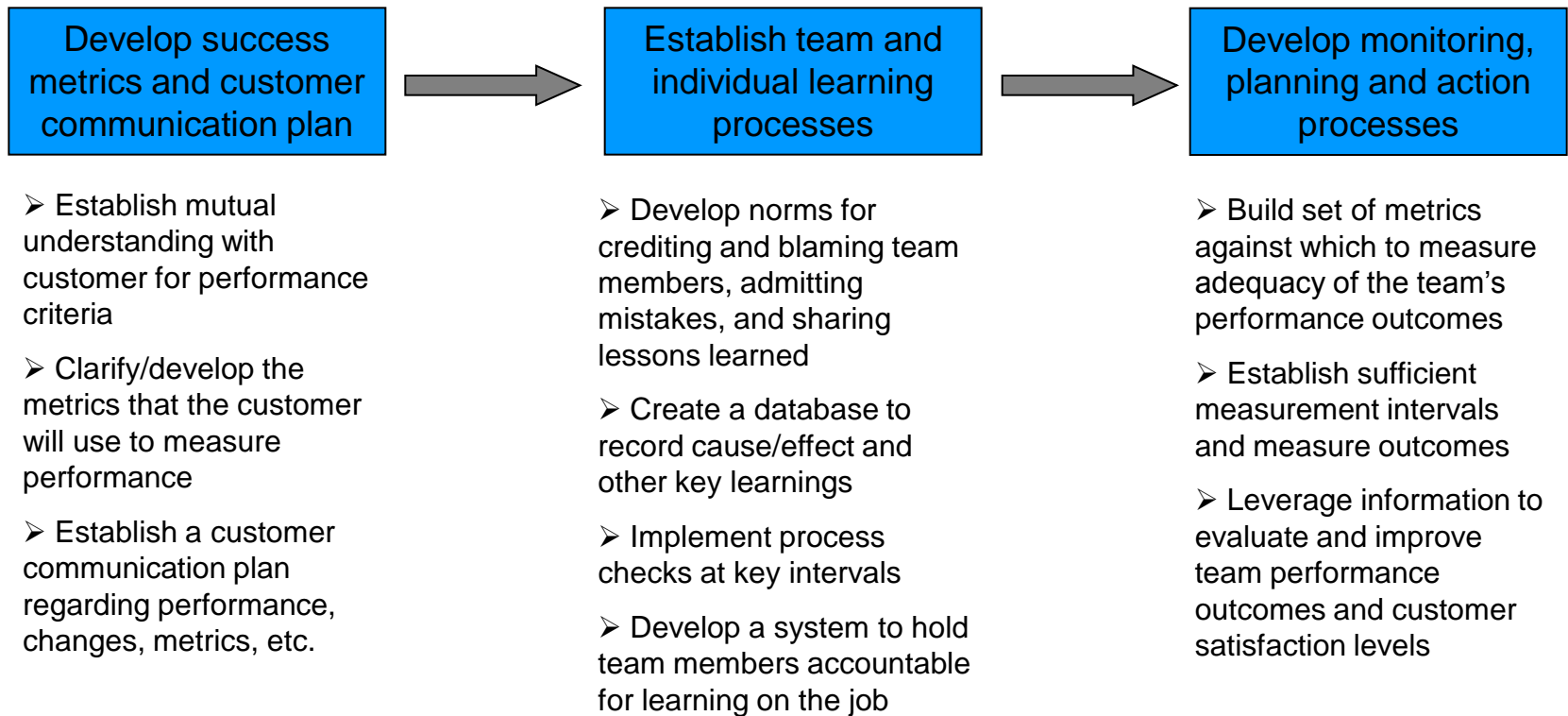
Human Capital Management Process Phase 3

Step 2: Design and Implement Team Processes



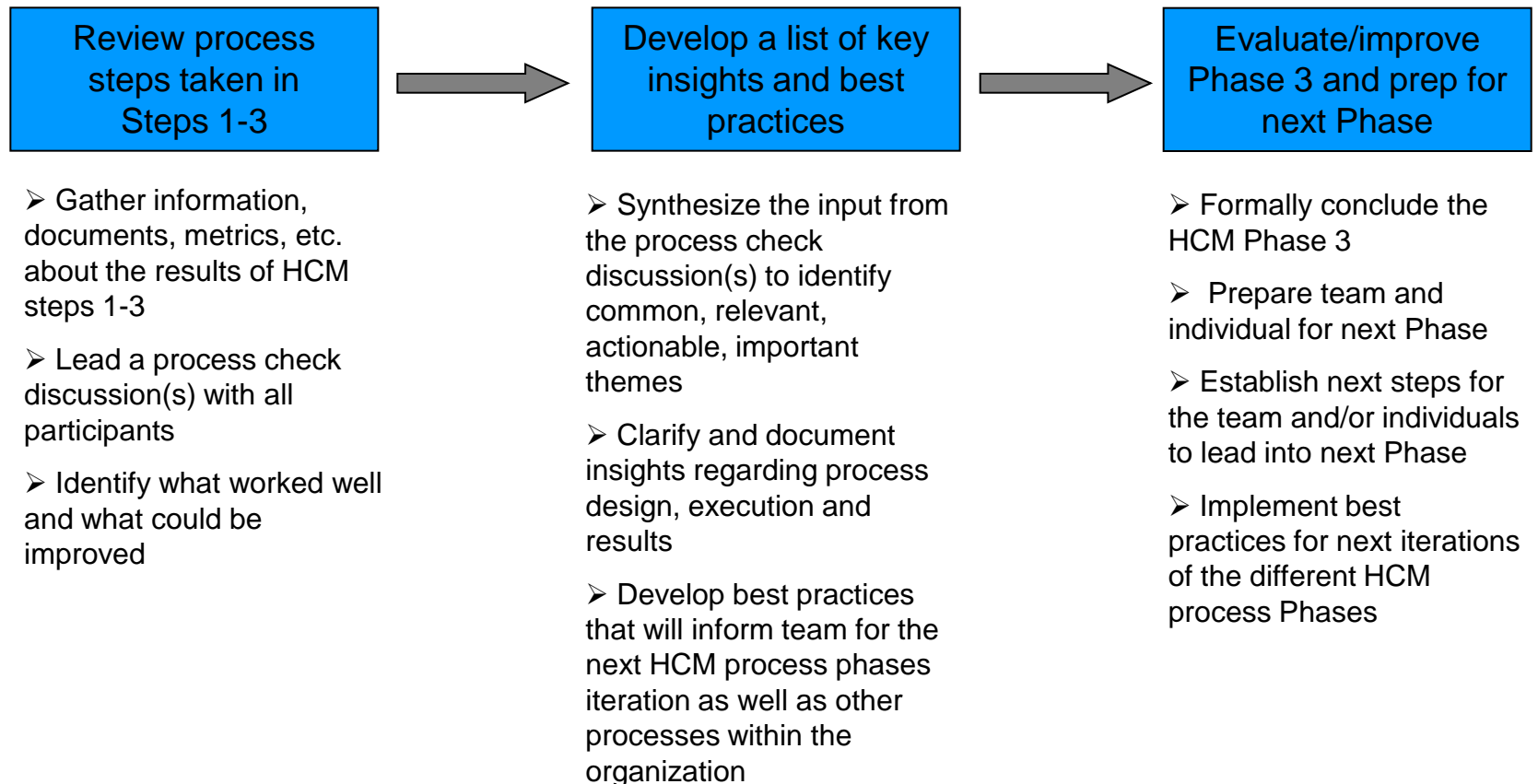
Human Capital Management Process Phase 3

Step 3: Evaluate and Improve Performance Outcomes

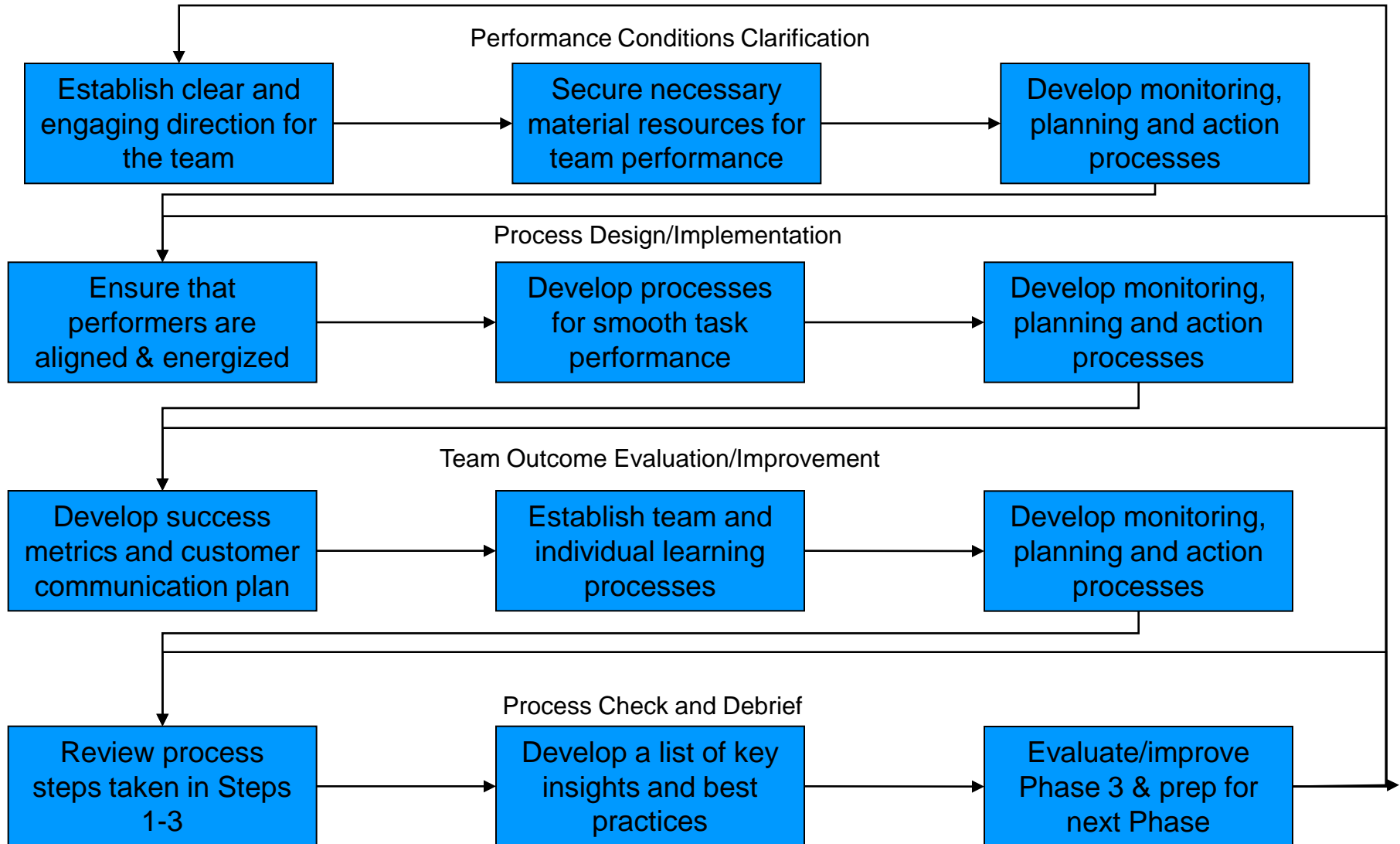


Human Capital Management Process Phase 3

Step 4: Process Check and Debrief



Human Capital Management Phase 3



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