

Effective Talent Management

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Outline of Presentation

- A Case for Employee Satisfaction - **Why**
- Talent Management Principles - **What**
- Talent Management Practices - **How**
 - Focus on Employees
 - Employee Participation
 - Employee Motivation
 - Employee Development
- Best Practice Examples



What Do Employees Really Want?

- Supervisors were asked to identify one thing most important to employees:
 - ✓ Money
- Employees were asked to identify most important aspect in the work place:
 - ✓ Full appreciation for work done

Source: Aetna Life & Casualty Employee Survey.

Talent Management Model



Abraham Maslow's Hierarchy of Basic Human Needs (1943)

- Level 1 - Survival (food, clothing, shelter)
- Level 2 - Security (job, training)
- Level 3 - Social Interaction (getting close to people)
- Level 4 - Ego Status (myself in the world)
- Level 5 - Self-Actualization (realizing potential)

Recognition helps at Level 3, 4 & 5, once a job takes care of Levels 1 & 2.

Baldrige Criteria for Performance Excellence Framework: A Systems Perspective (2013-2014)



ISO 9000:2000 Principles of Quality Management

ISO has determined eight quality management principles that focus on business excellence with an emphasis on customer satisfaction:

- Customer Focus
- Leadership
- **Involvement of People:** *Involvement of all employees at every level enables each person to utilize their abilities to benefit the organization*
- Process Approach
- Systems Approach to Management
- Continual Improvement
- Factual Approach to Decision Making
- Mutually Beneficial Supplier Relationships