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Anno 2017, the digital era caused the world to evolve at a frantic pace and tasks to grow increasingly complex. In my opinion an education no longer vouches for knowledge, but - and maybe more importantly - vouches for potential. Whether a person will be able to perform your company-specific complex tasks remains to be seen, and is often a gamble. Gambling is never a good idea, but what if you could turn the odds in your favor?

Case Study: Consultancy Firms

If you graduated, say some fifty years ago, you started employment in a sector that matched your education. The degree you obtained vouched for your knowledge and that you would be a long-term asset to the company. For a majority of company hires this logic applied, and companies were satisfied with their new workers. Jobs were pretty straightforward and the world wasn’t yet evolving at the same pace it is today.

In a similar case, intuo reduced employee churn from 18% to 7%
02. The General Idea

This is where Planet Talent comes in. It’s like playing poker but being able to see all the cards. As a professional staffing company, they play matchmaker between companies in need of certain profiles, and ambitious profiles looking for a challenge. Their well-thought-out process finds high-potential young graduates, and offers them a tailor-made personal development plan to support them in the best way possible and let them cash in on their own potential. The general idea is to find people with the right attitude and a lot of potential. Afterwards, a lot of time and effort is invested in coaching them.

To focus on this attitude, all possible candidates go through an Assessment. This assessment has two possible outcomes. Either a candidate possesses the necessary attitude and potential, or he/she doesn’t. Only candidates with a positive result proceed towards the interview phase, to see if they’re really a good fit. When all the boxes are ticked off, recruitment ensues. This elaborate screening leaves you with nothing but the cream of the crop. So basically, instead of hiring skills and making an attitude fit, they hire for attitude and train for skills!

This training happens during the assignment within a company and minimizes the risk for the company, and maximizes the return on their investment. In other words, dealing the companies nothing but Aces. Companies can rest assured and avoid worrying whether a new hire will live up to its potential. Planet Talent makes sure he or she does!
Professional staffing companies face a lot of challenges, for example how do you keep your people engaged with your company when they’re always working somewhere else? How can you retain, and motivate them?

Where do you find the time need to invest in coaching and development?

Read more to find out the different ways that Planet Talent has handled these topics, and the challenges they faced.

03. Infographic

THE IMPACT OF ENGAGED CONSULTANTS

FACT

The main reasons people leave a consulting firm:

- Career development opportunities: 38%
- Salary/financial benefits: 20%
- Other: 17%
- Working environment: 13%
- Closer to home: 7%
- Promotion: 3%
- Company reputation: 2%
- Secondary benefits: 1%

source: consultancy.nl
MANAGING TALENT

Before

Time
- Time wasted on administration & Excel sheets

Engagement
- Measured at random times, no formal registration

Feedback
- Challenging to organize, coming from multiple sources

Learning
- Limited in time and location, due to physical, real-time lectures

One-on-Ones
- Unstructured, via Excel and Sharepoint

Objectives
- Not flexible, during check-in in Excel

After

Time
- Time spent on developing people

Engagement
- Continuously tracking evolution

Feedback
- Centralized and complete 360

Learning
- Anytime, anywhere, and in depth

One-on-Ones
- At the right moment, backed with relevant information

Objectives
- Agile & flexible

Case Study: Consultancy Firms
Before INTUO

 Upon recruiting a young potential, Planet Talent introduces the top-starter in an innovative company that is looking for their skills. Dedicated coaches offer a personal approach with frequent one-on-one's, bootcamps, and individual training/learning. This expertise guarantees a faster growth for the company, and a rapid development for the individual. Win-win for both!

There are currently 3 coaches covering up to 80 starters. Their job is helping the individuals develop to the best of their abilities, and make them thrive at their project. In order to do so, Planet Talent used so-called “Evolution-talks”. These talks happened once every three months, with monthly updates in between. Each conversation looked at the objectives, competences and the results. Coaches worked towards increasing strengths and improving on certain weaknesses. Certain points to work on result from the personal assessment. Others are specifically linked to the job-required skills.

This approach has worked wonders for Planet Talent for over 20 years. Clients as well as young graduates were very happy, but this intensive way of working sometimes made people wish for more than 24 hours in a day.

After INTUO

As the saying goes, you should never change a winning team. INTUO looked at the process in place and worked together with Planet Talent to find ways to improve or streamline their way of working. What we found was that we could integrate our platform and save loads of time, to invest even more in coaching and personal development. Which, in the end, benefits all parties involved: A higher quality, a better service and overall a higher added value for the starters, the client and Planet Talent themselves.
A. Check-ins

Once every three months, even with a monthly update, felt a bit low to keep a nice idea of how your young potentials are doing. Having up to 80 coachees for 3 coaches didn’t allow for more one-on-one’s so this was the first thing they looked at changing. Using our tool, organizing and facilitating these talks became a whole lot easier. Due to the fact that our platform could handle the preparation - with competence questions, objectives and more - Planet Talent was able to move to monthly check-ins.

Planet Talent has done just that! During a starter’s career at Planet Talent, there are several crucial moments (for example after a bootcamp). Every moment is linked to its specific set of questions, which makes for a unique one-on-one every time.

INTUO offers a set of standard questions to select in preparation of the one-on-one, but it also offers the possibility to add, adjust or remove certain questions. This allows the platform to tailor to the needs of the company.

“**The intuo platform is bringing us a lot closer to the leadership culture we are pursuing at Wolf Oil**”

Lobke Van den Berghe, HR Business Partner at Wolf Oil
In order to get the best results through coaching, a certain overview of a person had to be created. What are his/her challenges, ambitions, strengths and weaknesses. It took a lot of time to talk to managers within the companies to ask for opinions, or ask the young potential him/herself.

By using our tool, this process got a whole lot more efficient. Starters could now ask for feedback themselves, not only from their coach but also from their manager. And they’re taking advantage of this opportunity!

Every little piece of information that was gathered through this feedback module, be it feedback from a manager, coach or peer, is digitized and made readily available during check-ins. So there’s no time wasted in gathering and asking for this information.
Setting up objectives once a year, and evaluating said objectives on a yearly basis is a thing of the past. Reality is that you have to be able to adapt. During check-in conversations, personal, team and company objectives can be removed, added or adjusted.

“This setting up objectives once a year, and evaluating said objectives on a yearly basis is a thing of the past.”

This allows you to focus on what’s relevant, instead of having to deal with what’s no longer a pressing issue. Being able to update objectives, to track progress and stay up-to-date allows Planet Talent to focus on where it can aid their young potentials, or possibly intervene when necessary. The module also allows Planet Talent to really go in depth on certain objectives. They can add comments, add KPI’s or add complementary objectives and really focus on the way forward.

In a nutshell: Up-to-date and specific information, in a quick and flexible way.

**Case Study: Consultancy Firms**

- **Objectives**

  - Organise 8 customer events to increase our NPS to 8.7.
    - Date: 3 days ago
  - Deliver 25 new SQL’s to increase our UK market penetration.
    - Date: June 29, 15 days ago
  - Install a scalable customer success management program
    - Date: Aug 23, 3 days ago
  - Increasing customer retention with 15% so we can grow our ecosystem.
    - Date: Sep 13, 3 days ago
Instead of doing engagement surveys on specific times with lots of questions at once, Planet Talent pulses 5 to 10 engagement questions on a weekly basis.

So rather than having a mountain of work that will give you an idea of how engaged someone is at that time, they can track engagement on a continuous basis. Allowing them to spot potential problems before they manifest. This information helps nourish the check-in conversations, as they can pinpoint the issue that might need to be discussed. By being able to filter engagement on a team-level, they can really see where their challenges are.

Once a certain team is identified as less engaged, they can start actively looking for ways to increase engagement.

“After three months of using intuo, we knew what our pain points were”

Kildine Van Staey, HR Advisor at BMW Group
INTUO’s built-in learning management system really made this a one-stop solution for Planet Talent. Having the ability to enroll young potentials in courses during check-ins, or linking up with objectives is priceless. Structuring courses, live events or other learning material in a digital way helps to get the information to all starters, no matter how spread out they are. Having certain learning materials and trainings on the platform for new starters saves a lot of time, and really gives them the reigns of their career.

This learning environment has been largely influenced by Planet Talent’s starters themselves! The learning culture is changing. There used to be live courses where starters could subscribe, in a limited capacity. They noticed a strong demand for a flexible way of learning: Anywhere and anytime. Using the platform allows Planet Talent to offer learnings to starters whenever and wherever they feel like learning.

### Case Study: Consultancy Firms

**E. Learning**

Three kinds of content are currently accessible:
- Practical information. A kind of onboarding for common issues.
- Content. Real trainings, for example surrounding the soft skills.
- Information from, but also for, the companies employing a Planet Talent Starter.
Having a great culture gets you more engaged employees, which as discussed results in several advantages. However, displaying that culture can add something to the mix.

INTUO’s Praise TV is an excellent way to show potential clients exactly what your culture is all about, and creates an engaging environment for your employees. The visibility of these praises really triggers the young potentials healthy competitive nature, and motivates them even more!

Is your company similar to this case? Don’t hesitate to get in touch with Siemon

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