



# JumpStart Performance Learning Consultant On-Boarding





# **“JumpStart Performance” On-Boarding**

## ***Background & Objectives***

### **Background:**

Given recent and significant transformational changes within Learning & Development (L&D), a need exists to provide a consistent & reproducible approach for bringing new professionals within the org, maximizing their early development, facilitating immediate role impact and productivity

### **Objectives :**

#### **Capabilities Development**

- Create a consistent On-Boarding framework, expediting time to key capabilities development and peak performance.

#### **On-Boarding Experience**

- Improve Global Commercial Learning (GCL) Colleague’s overall On-Boarding experience, with a clear, time bound On-Boarding curriculum for new to role GCL Learning Partners and Learning Consultants

#### **Curriculum Establishment**

- Establish On-Boarding Plan elements to include Onboarding in 3 areas:
  - Skills
  - Process & Systems
  - L&D Acculturation ( e.g. Experience L&D Guiding Principles)

#### **Mentoring**

- Create and Launch Formal Mentoring Process



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## *Approach to Process Development*



### What We Set Out to Deliver:

- A Blended Learning Curriculum (70/20/10)
- Strong Skills Development, Positive Learner Experience and L&D Systems Understanding
- Rapid Role Assimilation & Expedited Time to Peak Performance

### How We Approached the Development of the Program:

1. Identified the Job Description & Role Competencies\* for our Target Audience
2. Identified the Specific Behavioral Anchors from the Approved Competencies
3. Agreed on Specific Level of Proficiency by Behavioral Competency Anchor at:
  - Hire
  - 3 Months
  - 6 Months
4. Prioritized Critical Skills via Skills Analyses, Ordering the Content in the Curriculum Accordingly
5. Mined Existing Content by Learning Objectives, Auditing courses for Curriculum Placement
6. Defined the On -Boarding Period as 6 months & Formal Mentoring Period as 3 Months
7. Assembled the Blended Curriculum, Integrating Content & Experiences With a Formal 3 Month Mentoring Component



# HR Global Competency Model



## Competencies for GCL Learning Consultants

Competency	At-Hire Date	3 Months	6 months On-the-Job
Customer Knowledge and Needs Assessment	Learning	Applying	Advanced
Learning Consultation*	N/A	Learning	Applying
Learning Execution & Delivery*	N/A	Learning	Applying
Learning Measurement & Evaluation*	N/A	Learning	Applying
Business and Financial Acumen	Applying	Applying	Advanced
Working Across Borders	Learning	Applying	Advanced
Strategic Thinking	Applying	Advanced	Advanced
Problem Solving	Applying	Advanced	Advanced
Productive Communication	Advanced	Expert	Expert
Project Management	Advanced	Advanced	Expert
Adult Learning *	N/A	Learning	Applying

Competencies

Foundational Area



## “JumpStart Performance” On-Boarding

### Topic Content Areas

“Based on internal needs assessment data & LC/LP Competencies, the following chart indicates content areas that are “Critical-to-Have” vs “Nice-to-Have”



Topic Area	Critical to Have	Nice to Have
Learning Consultation	x	
Instructional Design		x
Strategic Thinking	x	
Productive Communication		x
Organizational Immersion	x	
Business and Financial Acumen	x	
Working Across Boundaries		x
Learning Measurement		x
Learning Execution and Delivery	x	
Customer Knowledge and Needs Assessment	x	
Problem Solving	x	
Adult Learning	x	





# “JumpStart Performance” Curriculum Summary

**Welcome to the GCL JumpStart Performance Curriculum and the Learning and Development (L&D) team!**

## **Background:**

*This curriculum guide will outline the activities for your first six months on the job as you become acquainted with the GCL Organization and what it means to be a Learning Consultant/Partner.*

*The activities and instructions outlined in this guide are intended to help you develop in your role, as you work with your Manager, Mentor, and independently.*

## **Action:**

- **Use the instructions in this guide to complete your curriculum activities**
- **Discuss any questions with your Manager or Mentor.**

## **Key Facts:**

- *The First 3 months activities in this guide are intended to teach the tasks that are associated with your role.*
- *The Second 3 months will focus on applying what you’ve learned the as you begin to meet with your clients and customers.*
- *This curriculum guide (while comprehensive) is not exhaustive, and additional learning will occur through interactions with both your Mentor and Manager*
- *Additional learning will also be obtained from your peers and L&D colleagues*

*\* This is a cover slide--Curriculum elements will be reviewed during the LTEN Session*

