

# The Role of a Talent Management Coordinator

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Organization and Employee Development

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# Agenda

- ▶ Introduction
- ▶ About Client Services
- ▶ The Role of the Talent Management Coordinator
- ▶ WSU Talent Management Model
- ▶ Customer Service Success for the HR Professional
- ▶ What's Staffing Got to Do With It?
- ▶ Wrap Up and Personal Development Plan



# Session Objectives

*As a result of this module, Talent Management Coordinators will be able to:*

- ▶ Define **WSU Client Service's mission** and how their role fits
- ▶ Identify the **knowledge, skills and abilities needed** to contribute to the success of this position
- ▶ Appreciate the unique **strengths** we each bring to create value for our S/C/D partners
- ▶ Describe **WSU's Talent Management model** and activities that could be conducted to bring each component to life
- ▶ Demonstrate effective **customer service and client partnership** behaviors
- ▶ Assess **personal development goals and strengths**



# About Client Services

Lila Asante-Appiah  
Director, Organization & Development

# Where We're Headed & How We'll Know We Got There



**One  
HR**

Organization & Employee Development • Total Compensation & Wellness • Business Solutions

# Where We're Headed & How We'll Know We Got There

- Better alignment and integration with field and central HR (Creates ONE HR)
- Improve Wayne State University's ability to recruit and manage employees more effectively
- Greater concentration of HR services to be focused on consultative and strategic efforts (ER/LR, talent management etc.)
- Reduction of unnecessary redundancies and creates greater consistency of service across WSU
- Leverage technology, best practices & processes to better serve our WSU clients
- Effectively and efficiently utilize HR resources across the university
- Better measure the efficiency and effectiveness of HR programs, services and policies which will help with making improvements (data driven decisions)

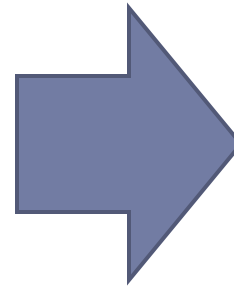


# Defining Talent Management Coordinator Success



# The Successful Talent Management Coordinator

- Technically skilled
- Organizational knowledge
- Understands the needs of the business
- Builds/maintains effective relationships
- Effective Listener
- Facilitator
- Responsive
- Follows through
- Innovative problem solver (Gets to “yes”)
- Partner (with clients and internal team members)
- Collaborative
- Proactive



**Trusted  
Advisor**



# Division of Labor

## HR Division of Labor Client Services

### **Talent Management Coordinator**

*Talent Acquisition (job posting – OHS and external sources, resume review\*, conducts phone screens, candidate testing, interview guide development\*, interview & selection\* participation in search committees\*, provide consultation to Hiring Manager on candidate selection\* extend & negotiate job offers\* creates position #'s for new pool/new grant funded positions)*

*Provide Guidance to Client on Hiring Practices*

*OHS Administration and Auditing of OHS*

*Pre-hire Preparation (background check per policy, reference check, I-9 eXpress, E-Verify)*

*Facilitates background check process for all employees, students and appropriate volunteers*

*Conducts New Hire Orientation*

*Prepares Onboarding Schedules*

*Conducts Exit Interviews; Compiles & Analyzes Exit Data*

*I9 eXpress, eVerify Daily Review & Change of Status*

*Tracks Talent Management Metrics (i.e., retention rates, turnover, new hire failure rate, cost per hire, time-to-fill, vacancy rate, performance appraisal metrics, etc.)*

*Ensures eVerify Requirement are Fulfilled*

*Coordinates College Work Study & Student Assistant Hiring Process*

*Facilitates Work Authorization Process (in partnership with OISS)*

*Coordinates all Temporary Direct Hires & Temporary Agency Staffing Needs (screens & interviews temp employees & temp staffing candidates)*

# Staying in Touch

Wayne State University website header: Pipeline | Directories | Contact WSU | A-Z

Wayne State University logo: WAYNE STATE UNIVERSITY

Wayne State University slogan: AIM HIGHER

## Transformation Human Resources

Search

- HR Transformation Overview
- Workgroups/Members
- Project Timeline/Accomplishments
- Org Structure/New Roles in HR
- Upcoming/Special Meetings
- FAQs
- Contact Information

# HR *transformation*

# Getting to Know Each Other

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# Group Resume

- ▶ In small groups, create a group resume including such things as:



- Total Years of HR Experience
- Education & Certifications
- Skills
- Positions Held
- Outside Interests

- ▶ Identify a volunteer to report out

## The Role of the Talent Management Coordinator Pre-Workshop Questions

Please bring this completed worksheet with you to class. It will help to prompt discussion during the session as well as provide great input for OED when crafting the subsequent courses in the series. Please be sure to make note of what you hope to learn or goals you would like to address after the class.

1.) Have you ever been responsible for hiring someone at WSU? What posed the most challenge?

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2.) What success strategies have you found most helpful? \_\_\_\_\_

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3.) What characteristics make a great candidate for WSU? \_\_\_\_\_

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4.) What do you hope to learn from this series? \_\_\_\_\_

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# Talent Management at WSU

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# What's Talent Management?



# What's the Connection?



*What words come to mind when you hear the word*

## Integration?



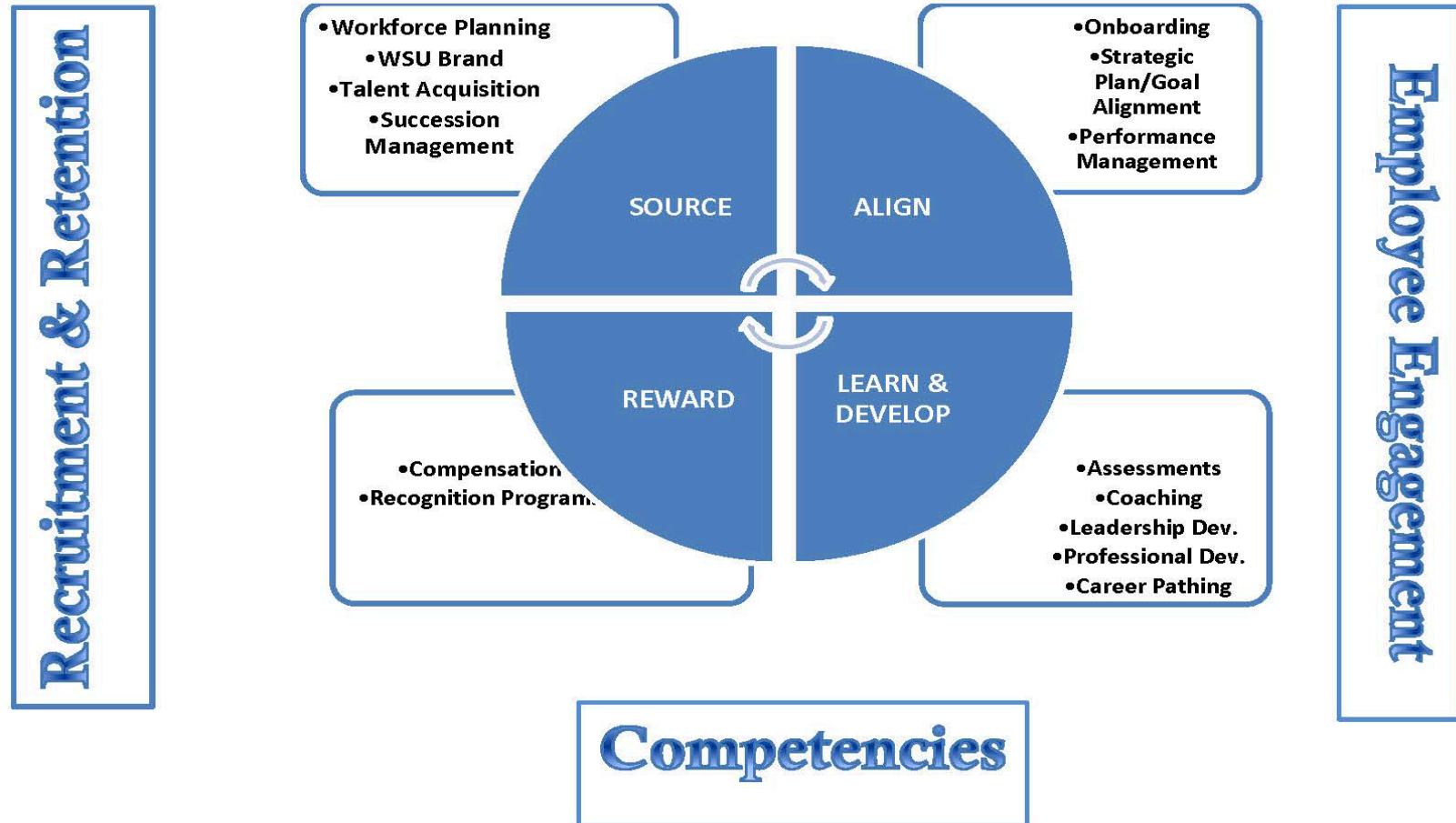
# Integrated Talent Management

## *Overarching Themes*

- ▶ **Talent Strategy** – approach to identifying talent, referred to as a talent model
- ▶ **University Alignment** – strategic goals of the university and alignment of stated goals
- ▶ **Recruitment/Retention** – methods used to attract/retain good talent
- ▶ **Competencies** – having individuals with strong knowledge/skills/abilities
- ▶ **Engagement** – creating a work environment where individuals are enthusiastic about their work that in turn advances the organization's interests

# Talent Management at WSU

## Talent Strategy/University Alignment



# Bringing the Talent Management Model to Life

What are at Least Three Best Practices for  
**Sourcing and Aligning Talent** at WSU?



# What are S/C/D Partners' Needs?



# Customer Service Success for the HR Professional

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What does it mean to you?

*Put Your Personal Signature  
on Your Job*



# Self Assessment

WAYNE STATE UNIVERSITY  
HUMAN RESOURCES

Role of a Talent Management Coordinator

## CUSTOMER SERVICE ASSESSMENT

Instructions:  
Use the following rating scale and circle the number associated with the rating factor that you feel is most appropriate.

	1-Strongly Disagree	2-Disagree	3-Undecided	4-Agree	5-Strongly Agree
1					
2					
3					
4					
5					
6					
7					
8					
9					

1 When I help clients, I try to delight them by exceeding their expectations.

2 I adjust my interaction style to suit the characteristics of the client I am helping.

3 I ask appropriate questions to get as much information as possible about clients' needs.

4 I find it easy to recall the details of what customers have said to me

5 I have an easy time giving feedback to coworkers.

6 When people try to hide their feelings, I am good at figuring out what they really feel.

7 When necessary, my coworkers can rely on me to meet a client's needs.

8 I am very comfortable using the resources available to me to do my job well.

9 I am comfortable dealing with clients who have personal characteristics that are different from mine.

## CUSTOMER SERVICE ASSESSMENT SCORING

*Instructions:*

*Write your ratings from your assessment in the appropriate spaces below.*

	Client Service Boosters to Achieve Great Customer Service	Your Ratings			Total
1	Takes Initiative to Meet or Exceed Expectations				
		<b>1</b>	<b>8</b>	<b>15</b>	
2	Valuing Differences is Important				
		<b>2</b>	<b>9</b>	<b>16</b>	
3	Effective Questions Get Results				
		<b>3</b>	<b>10</b>	<b>17</b>	
4	Listening: More Than Hearing				
		<b>4</b>	<b>11</b>	<b>18</b>	
5	Feedback: A Matter of Give and Take				
		<b>5</b>	<b>12</b>	<b>19</b>	
6	Nonverbal Cues: True Feelings Shine Through				
		<b>6</b>	<b>13</b>	<b>20</b>	
7	Building Internal Partnerships is Key				
		<b>7</b>	<b>14</b>	<b>21</b>	





What is Your Personal  
Best Customer Service  
Experience?

# Best Experiences Activity

- In Small Groups:*
- ▶ Describe Experiences
  - ▶ Identify Commonalities

WAYNE STATE  
UNIVERSITY  
HUMAN RESOURCES

Role of a Talent Management Coordinator

## My Personal Best Customer Service Experience

With customer service, as with most things in life, experience can be the best teacher, and it's important to base our customer service practices on the best of what people do—the actions that represent our highest standards.

Thus, let us begin with a discussion of the Personal Best Customer Service Experiences of all the participants.

### **PURPOSE OF THE ACTIVITY**

- To help you prepare to tell the story of a time when you did your very best to provide EXTRAORDINARY customer service to a co-worker or client.
- To begin the process of learning from your own experience

# Creating a Partnership with Your Client

- ▶ Research from Roffey Park Institute has shown a massive 40% of non-HR Managers think HR is out of 'touch' with their needs.
- ▶ This deterioration in the relationship between HR and the client is set to continue with over a third of all clients feeling like HR adds little value to their business.



# Creating a Partnership with Your Client

## Group A

- ▶ What can HR do to **enhance partnerships** with clients?

## Group B

- ▶ What **initiatives can HR drive** to ensure they are working in partnership?

# HR Initiatives that Drive Meaningful Change

- ▶ Talent
- ▶ Performance
- ▶ Change



# What is most important?

PRAISE

S  
U  
P  
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T

COACHING

CLEAR HR ROLE

TOOLS

HONESTY

COMMUNICATION

LISTENING

PARTNERS

# Wrap Up and Personal Development Plans

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# What's Next?

WSU Applications  
(Week of 7/8)

Labor Relations/  
Academic  
Personnel (7/10)

Labor Law &  
Employment  
Relations  
Foundations

TCW

Staffing  
Management  
(Starts 7/15)



# Creating a Personal Development Plan

## The Role of the Talent Management Coordinator Personal Development Plan

For each of the key Talent Manager Coordinator accountabilities listed below, highlight if the item is a strength you currently possess and can capitalize upon or if it is an opportunity for continuous improvement. It may be helpful to reference the job description, the Client Services mission and strategic direction and the *Staffing Management* curriculum overview

If it is a strength, note specifically how you will plan to use it in the next 90 days to achieve your goals. If it is an opportunity, identify a specific development goal by stating what you would like to learn. Keep in mind SMART goal attributes (specific, measurable, attainable, realistic and time-bound). Provide your development goals to OED for a customized personal development plan. **Ideally identify at least 3 development goals** that could be met by this Staffing Management curriculum and Accelerate and other resources.

Key Accountabilities <i>taken from the Job Description</i>	Strength	OR	Opportunity for Improvement
Develop Sourcing Plans		OR	
Create Postings Based Upon Job Requirements and Unit Needs		OR	
Perform First Round and Screening Interviews		OR	
Perform Background Checks and Reference Checks		OR	
Make Job Offers		OR	
Provide Temporary Staffing		OR	
Compile Statistical Reports on Staffing Metrics		OR	

Coordinator E...

Slide 33



# Summary

*Today we:*

- ▶ Defined **WSU Client Service's mission** and how this role fits
- ▶ Identified the **knowledge, skills and abilities needed** to contribute to the success of this position
- ▶ Appreciated the unique **strengths** we each bring to create value for our S/C/D partners
- ▶ Described **WSU's Talent Management model** and activities that could be conducted to bring each component to life
- ▶ Explored how to demonstrate effective **customer service and client partnership** behaviors
- ▶ Assessed **personal development goals and strengths**

