Fire Up! Your Employees

Chapter 3: Define What You Need – The Talent Matrix

Exercises:

Review the completed Talent Matrix example in this PDF. Then select one role from your organization and prepare a Talent Matrix for this role. Select the four role talents that will drive performance. Select two talents that will encourage a good fit to your team or organization. List the skills you feel the role should have and the experience that will make an employee successful in this role. Once completed, add the scoring for each component. Remember that the scoring is based on the value of each component in your workplace.

Creating an Action Plan is a critical component of implementing the Fire Up! Process. To access the Action Plan that has been created for *Fire Up! Your Employees and Smoke Your Competition*, click on the Action Plan link from the Beyond the Book page. You will add your action items from each chapter to this master Action Plan.

Create your action plan for this chapter including how you will include the Talent Matrix as a key role attribute tool to improve bias-free and performance-based hiring.

Talent Matrix - EXAMPLE   Job/Role: <u>Retail Sales Associate</u>

The Talent Matrix summarizes the recommended talents, skills and experience needed for each job or role. First identify the four critical **Performance Talents** required to successfully perform this job/role. Next, identify two **Team Talents** that this candidate will need to exhibit to fit well into the team, department or organization. Finally, complete the suggested **Skills and Experience** needed to be successful in this role. Note that this will create the information you need to evaluate existing employees and to assess candidates. Remember that not all employees or candidates will possess all talents; identify the importance of each talent, skill and experience below (5 most important - 1 least important); this will facilitate your evaluation process. Complete this for each role in the organization

Performance Talents for this role:	Rank:
	(5 = most important - 1= least important)
1. Caregiver	5
2. Relator	5
3. Listener	4
4. Inspirer	3
Team Talents:	
1. Bottom-liner	4
2. Adaptor	2
Skills and Experience:	
1. Successful phone skills	3
2.Able to write effective customer correspondence	3
3. Able to use cash registers and manage cash and credit transactions	2
4. Speaks Spanish.	5
5. Able to buy products to meet customer demand	3
6. Familiar with product stocking practices and stock rotation	4
7. Has worked in a retail environment	3
8. Managed a department	4
9. Ordered specialty products	2
10. Organized a retail showroom or store	2
11. Merchandized product	5
12.	

Talent Matrix

Job/Role:_____

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Performance Talents for this role:	**Rank:** **(5 = most important - 1= least important)**
1.	
2.	
3.	
4.	
Team Talents:	
1.	
2.	
Skills and Experience:	
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	