



PEOPLE FIRST: Growing Talent from Within

Empowering employees through development and growth

Robert Clunie



WELCOME AND SESSION OVERVIEW

Importance of People

People are the cornerstone of success in the hospitality industry, driving culture, service quality and business growth.

Talent Development Strategies

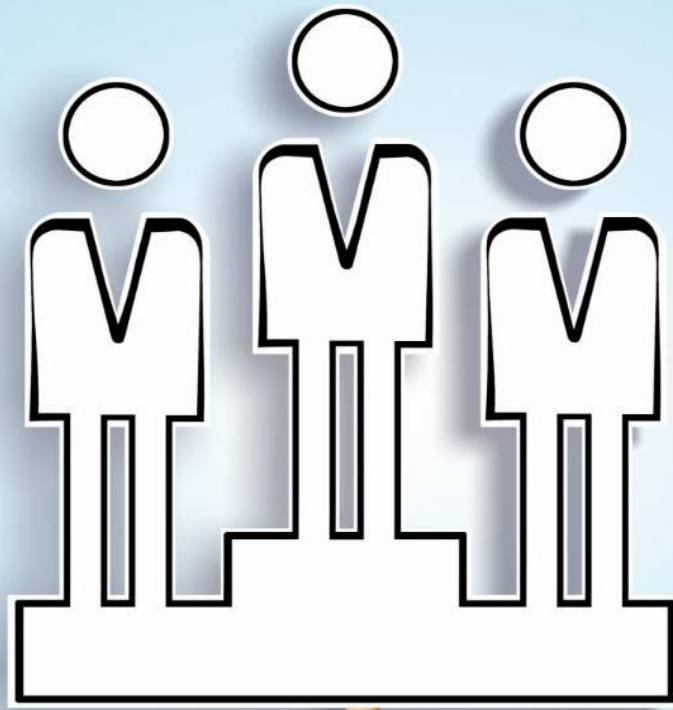
Explore strategies for identifying, developing, and retaining top talent within organizations for sustained success.

Practical Tools and Frameworks

Share actionable tools and frameworks to enhance talent management and leadership readiness.



THE CASE FOR INTERNAL GROWTH



Reducing Employee Turnover

Internal growth provides clear career paths, reducing turnover by encouraging employee retention.

Fostering Loyalty and Engagement

Developing talent internally increases employee loyalty and engagement by making them feel valued.

Enhancing Service Quality and the Guest Experience

Experienced staff retained through internal growth deliver higher quality service aligned with company culture.

WIIFM

“What’s in it for me?” Developing a pipeline of emerging talent creates more opportunities for upward mobility for individuals.



IDENTIFYING TALENT

Performance Reviews

Performance reviews provide data on achievements and areas where employees can improve, guiding talent development.

Peer Nominations

Peer nominations reveal team dynamics and highlight valuable employees who might be overlooked by leadership.

Behavioral Assessments

Behavioral assessments identify key traits like leadership, adaptability, and collaboration for potential growth.

Personal Initiative

Be on the look out for self-identified talent raising a hand and volunteering to take on more responsibility.



DEVELOPING TALENT

Mentorship Programs

Mentorship pairs experienced leaders with emerging talent to provide guidance and foster professional growth.

Stretch Assignments

Stretch assignments give employees new responsibilities that challenge and build their skills and confidence.

Exposure

Exposure to different departments and higher-level strategy meetings helps employees understand their role in the organization better and allows other leaders and internal teams to see their talents.



RETAINING TALENT

Career Pathing

Career pathing offers employees a clear advancement roadmap, boosting motivation and engagement.

Recognition Programs

Recognition programs celebrate achievements and reinforce positive employee behaviors.

Internal Mobility Platforms

Internal mobility platforms enable employees to explore new roles across departments.

Retention Benefits

Effective retention maintains continuity and drives long-term organizational success.

ENCOURAGING LEARNING ACROSS DEPARTMENTS

Rotational Programs

Rotational programs enable employees to experience various roles, expanding their skills and perspectives.

Job Shadowing Benefits

Job shadowing offers insights into daily tasks, fostering collaboration between departments.

Building Adaptive Workforce

Cross-functional learning prepares employees for leadership and creates a versatile workforce.



BUILDING LEADERSHIP READINESS

Invest in Leadership Development

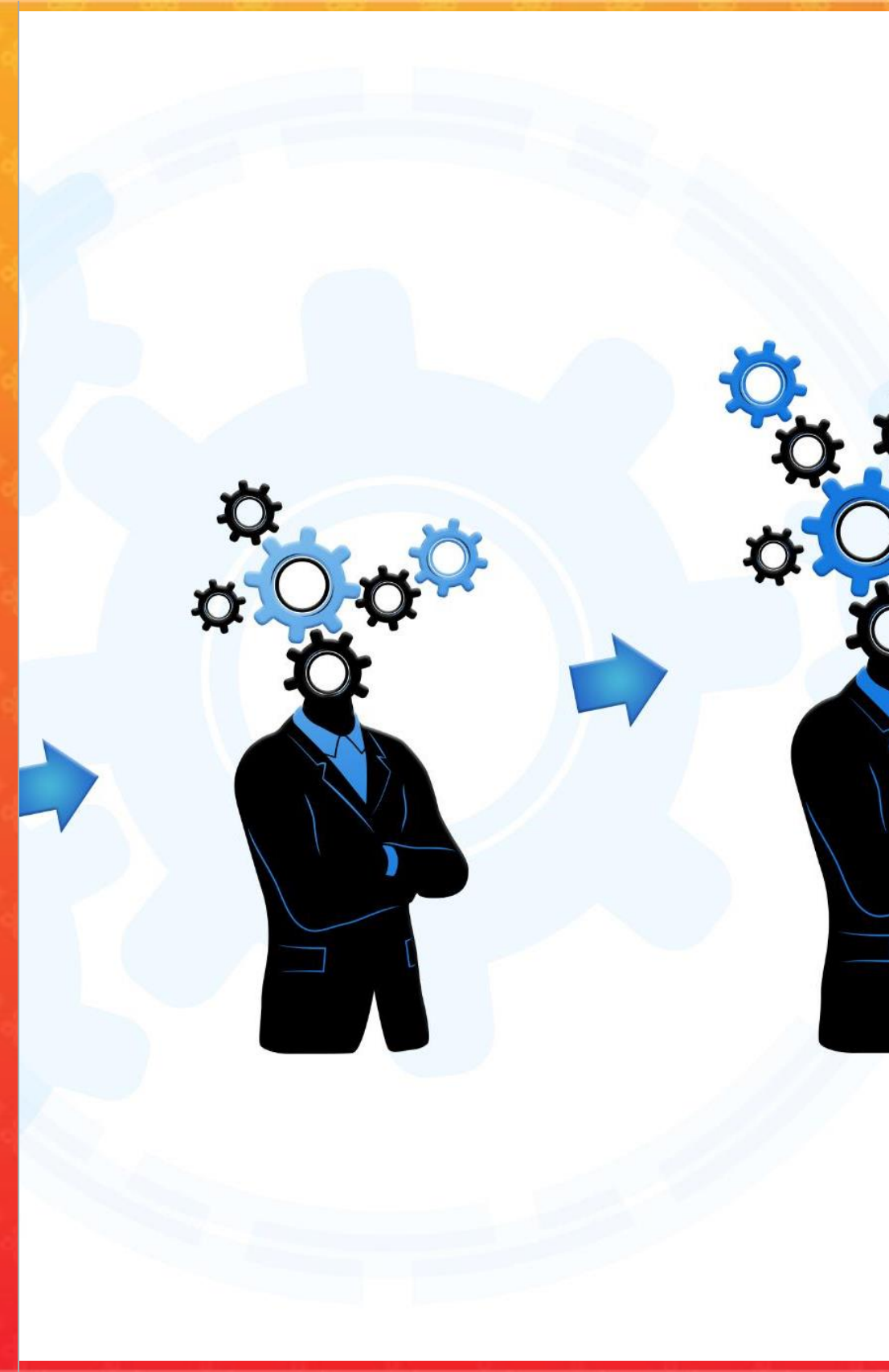
Take advantage of opportunities like the Prosper Accelerate Conference to invest in high potential emerging leaders.

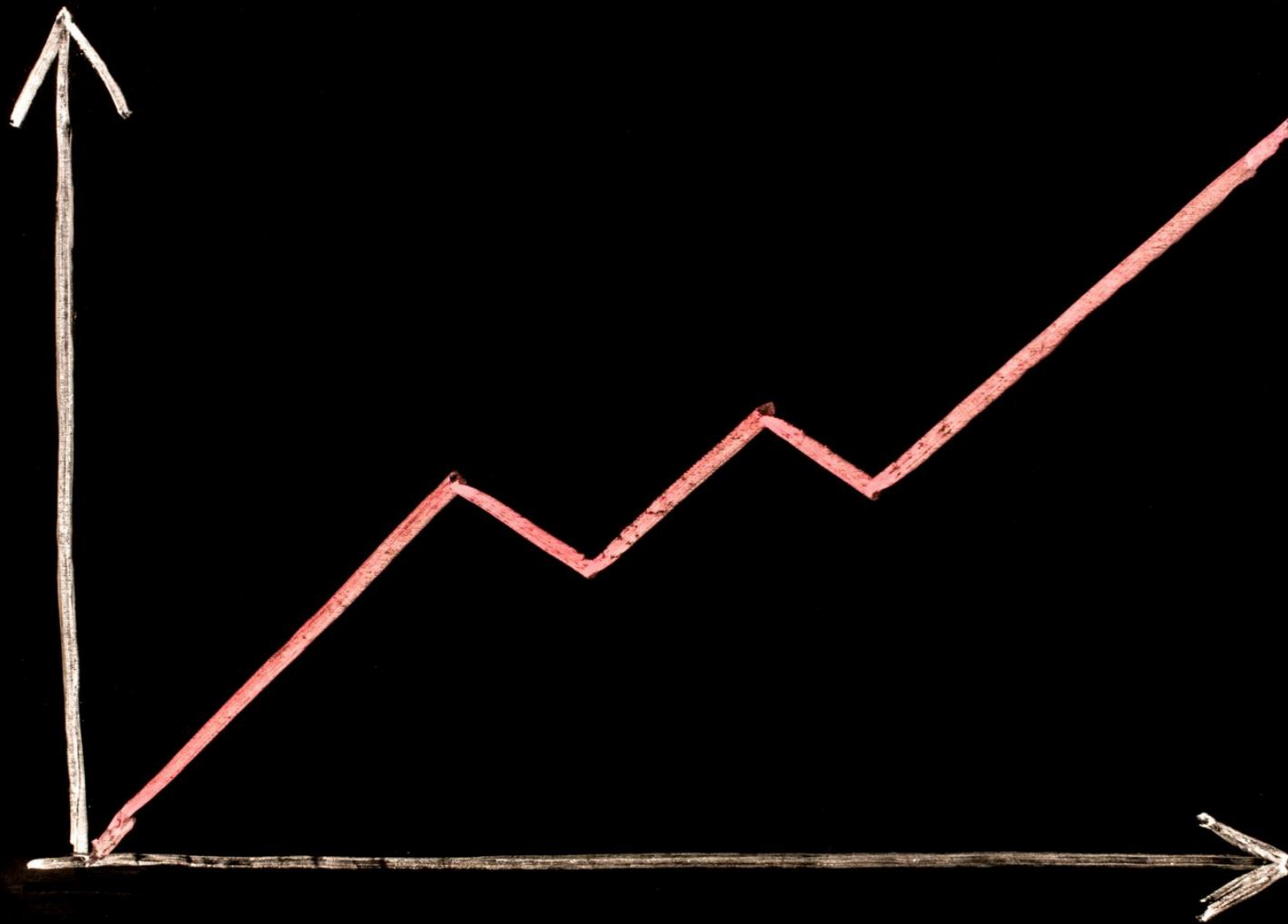
Inspiring Internal Growth

Sharing success stories motivates employees and shows commitment to leadership development within the organization.

Ensuring Leadership Pipeline

Building leadership readiness secures a continuous supply of capable leaders aligned with company culture.





IMPLEMENTING TALENT GROWTH STRATEGIES

Career Pathing Templates

Templates outline career trajectories and competencies needed for employee growth and advancement.

Talent Review Forms

Forms enable structured talent evaluations, succession planning, and identifying high-potential employees.

Development Plan Worksheets

Worksheets help employees set goals, track progress, and plan their personal development effectively.

SHARING EXPERIENCES AND INSIGHTS

Interactive Table Exercise
Sharing of ideas and challenges.

Discussion questions

Share a personal story of a talented person you identified? How and why?

Describe how your talent was identified and developed?

What obstacles have you faced in your growth?

What has worked in your organization?

What would you like to see in your organization?



CALL TO ACTION

As you return to your organizations and teams:

Become knowledgeable about talent development tools and initiatives that already exist in your organization

Ask what can you Stop, Start, or Continue to do to promote a culture of Growing Talent from Within

Be intentional about your personal role in identifying, developing, and retaining talent

Be a mentor



THANK YOU

Robert Clunie

