

STAR METHOD

– Linking career passion and work performance with business goals –



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CLIENT SOLUTIONS

CareerPerformanceStrategies STAR Solutions

WE welcome the privilege to work together to make the people side of your business one of your strongest assets! Contact us to develop and implement a solution for you or your organization!

Each client solution is presented using the STAR method:

Situation
Task Challenge
Application
Results



New Employee Orientation - Service Organization

Situation: Kelly Miller hired three new customer service employees to work in her department. Two employees are new to the company and the third is a long time employee of six years.

Task Challenge: To provide meaningful orientation to the job tasks and company philosophy, with custom options for the two new recruits and the existing employee. The collective outcome is to have the three new employees become productive service team members as soon as possible.

Application:

1. CPS designed a blended delivery new product orientation, combining four two-hour classroom instruction periods with e-learning reinforcement and a just-in-time product knowledge virtual coach.
2. Provided structured, independent virtual orientation about company philosophy with competency measurements. New employees then become responsible for career development and learning the necessary tools.
3. Assigned peer mentors to accelerate new position assimilation with weekly status meetings.
4. Set up Virtual Knowledge and Best Practice Group to share best practices and post FAQ's.
5. Established Tuesday manager coaching meetings to discuss performance and assimilation needs.

Results: Customized and targeted new employee orientation process using blended development solutions.

Reduced new employee assimilation time by 25%, developed peer support and established regular performance coaching meeting with manager.

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