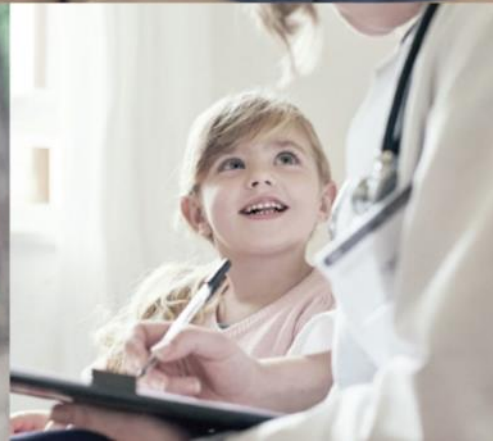




**CROSS
COUNTRY
HEALTHCARE**

**2021-2022 CCH Talent
Management/Employee Career Growth**



Talent Management Mission

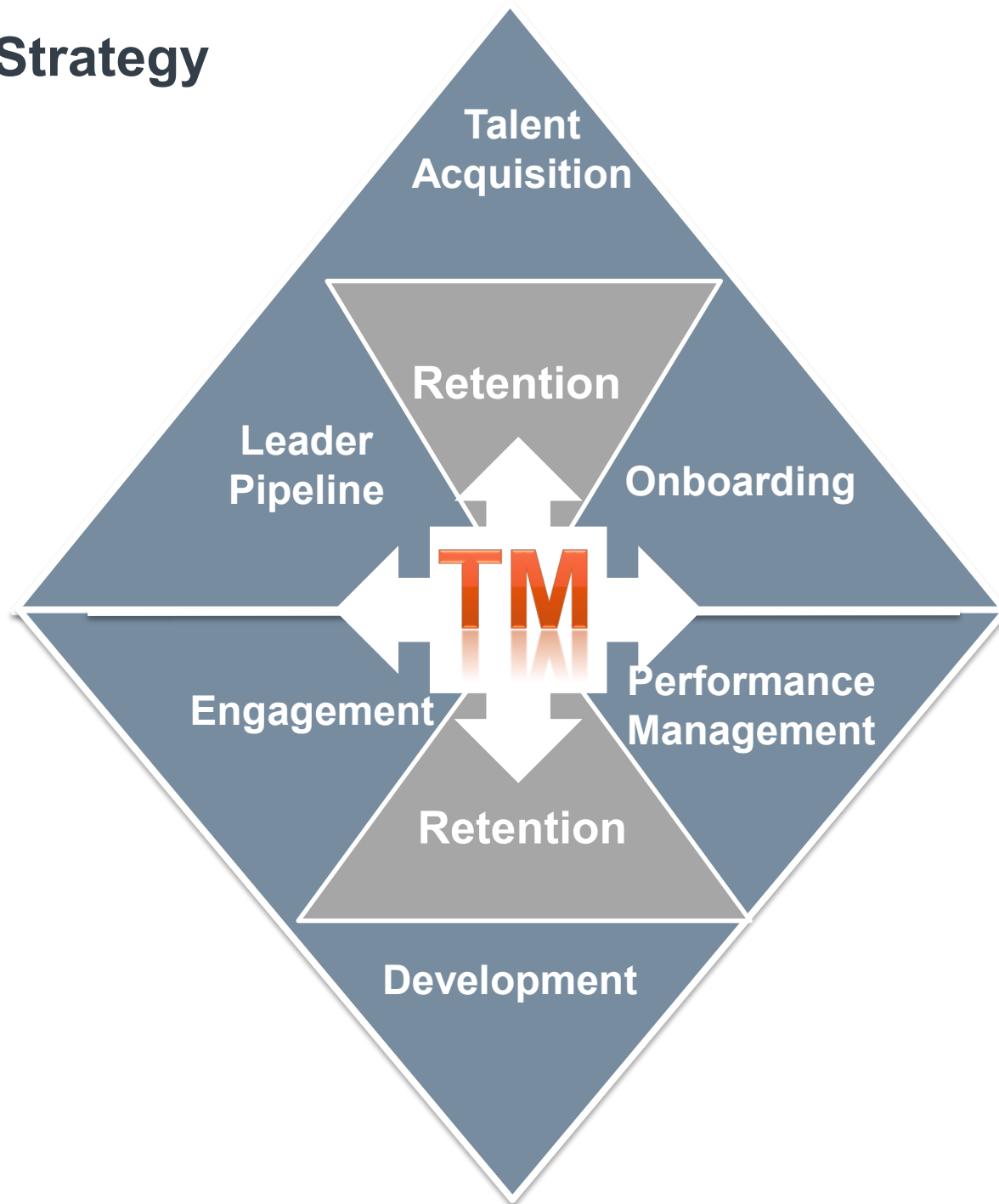
CCH Talent Management Mission: The mission of the CCH Talent Management department is to support organizational results and success by employing strategies to attract, engage, develop, and retain employees.

Talent Management Strategy

CCH Talent Management Strategy:

- Attract and select top talent
- Identify and implement human performance solutions to engage and develop across the entire employee life cycle
- Partner with other functional HR areas to integrate HR processes and systems to deliver and support the talent management strategies
- Use engagement and development solutions to increase retention and reduce turnover
- Align talent management strategy with corporate strategy

Talent Management Strategy



Talent Acquisition:
Attract/Recruit

Selection Assessments;
Effective interviewing

Leader Pipeline
New Leader Assimilation
Talent Review;
Succession Planning

Engagement

HR's Role
Leaders' Role

On-boarding

LMS: company introduction and compliance;
Corporate orientation;
Functional training (divisions)

Performance Management
Ongoing performance dialog;
Performance Appraisals;
Goals and I/O's

Development

Training: professional development;
Emerging Leader Series;
Career pathing/planning

Talent Management Goals

2020-2021 priorities:

- Partner with Talent Acquisition/HRBP to offer effective interviewing and Talent+ Assessments
- Conduct talent reviews for all leaders by the end of Q4
- Launch the internal employee career portal
- Coordinate Career Ladders for all employees

2021-2022 Goals and Priorities

- **Performance Management**
 - Facilitate 2021 Performance Appraisals
 - Create compensation banding for all positions within the company
- **Development: offer professional development opportunities**
 - Conduct leadership development training through our Dayforce LMS
 - Offer employee development training through Dayforce LMS
 - Create Grow Your Career series for employee development
 - Develop high performance mentoring program (Cross Country Stars)
 - Emerging Leadership series
 - Incorporate a career path planning solution
- **Engagement**
 - Conduct survey
- **Leader pipeline**
 - Continue leader talent review throughout organization
 - Focus on targeted development

Leadership Development Courses

“Leadership development is the process which helps expand the capacity of individuals to perform in leadership roles within organizations”. [Wikipedia](#)

Leadership Development Courses On-Demand

- Employee Engagement Essentials
- Emerging Leaders
- How to Handle Difficult Conversations
- Peer-To-Peer Supervisor
- Becoming an Effective Manager
- Interviewing Skills for Managers
- Performance Management
- Superior Leadership
- Conflict Resolution and Management
 - **Target audience:** Mid-level managers, newly promoted leaders or those being groomed for a leadership position

Emerging Leader curriculum

Target audience: Newly promoted leaders or those being groomed for a leadership position

Objectives: Give new and emerging leaders the knowledge and skills to successfully manage their teams.

Rationale: Effective leadership and management require a variety of KSA. This curriculum would be a **series** of different courses designed delivered over 6-12 months. Participants would be required to complete the entire series.

<p>Fundamentals of Leadership</p> <ul style="list-style-type: none">• Difference between leadership and management• Leadership styles• Common mistakes• Selecting Top Talent: Effective Interviewing <p>Performance Management</p> <ul style="list-style-type: none">• Performance expectations; goal setting• Giving performance feedback and coaching• Developing others• Managing virtual and remote employees• Disciplinary/corrective action <p>Interpersonal skills</p> <ul style="list-style-type: none">• Communication• Emotional intelligence	<p>Relationship building</p> <ul style="list-style-type: none">○ Building Trust○ Influencing Others <p>Work Facilitation</p> <ul style="list-style-type: none">• Enabling productivity• Building an environment where employee engagement and motivation prevails• Leading effective meetings <p>Effectively Managing Your Responsibilities</p> <ul style="list-style-type: none">• Planning• Managing priorities and deadlines <p>Change Management</p> <ul style="list-style-type: none">• Leading change• Championing change
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Employee Development Curriculum

Employee development is a strategic tool for an organization's continuing growth, productivity and ability to retain valuable employees. Employee development consist of growing your talent through a blend of ongoing mentorship, classroom, and virtual training. Key features includes: Remaining competitive, promoting diversity, equality & inclusion, creating a culture of learning, reducing turnover & aligning employee development with the organization's needs.

Learning

- Anti-Trust
- Diversity, Inclusion & You
- Sexual Harassment
- COVID-19 Prevention
- Excel 365

Performance Management

- Performance Expectations; goal setting
- Career Development
- Working With Your Boss
- Managing Virtual and Remote Employees
- Disciplinary/corrective action
- Seven Habits of Effective People

Interpersonal skills

- Communication
- Career Planning & Building Your Skills

Relationship building

- Taking Charge of Your Career
- Presentation Skills
- Toastmasters
- Focus On Your Priorities

Work Facilitation

- What is Your Work/Life Balance
- Time Keeping & Enabling Productivity
- Building Your Emotional Strength
- Leading Effective Meetings
- Business Writing