Learning Personalization – Our Process

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Learning Personalization – Our Process

An *assessment* that helps practitioners gauge *readiness to respond to client situations* in the level-appropriate “Deloitte Way”

1. Designed as an easy-to-use solution for supporting the diverse needs of our hires
2. A focus on core consulting skills at level
3. Accelerate time to thrive through customized professional development recommendations
4. Assistance with getting integrated, connected and informed by using a “know what I don’t know” and “how to learn it” approach
Overview and Components

We focus on building the core consulting skills.

**SEVEN CORE AREAS**
- Communications
- Connectivity (networking)
- Analytics
- Expectations Management
- Project Lifecycle
- Client Readiness
- Client Service

**COMPONENTS**
- Behavior
- Scenario
- Recommended Approaches
- Self-rating
- Recommended Actions

**RECOMMENDATION**
- Education
- Experiences
- Exposure

**OUTPUTS**
- Report
- Link to online development plans
- Analytics and reporting

**DEVELOPED BY A TEAM**
- Subject Matter Resources
- Learning & Development team
- Learning Design Team

**MEASURE CHANGE**
- Allows new hire to take it more than once to show progress and new needs

**FOLLOW UP**
- Print report for coach discussion
### Sample Communication—Question 4

**Behavior:** Identifies style of meeting format to achieve goals (roundtable vs. formal presentation)

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<thead>
<tr>
<th>Scenario</th>
<th>Recommended Approaches</th>
<th>Recommended Actions</th>
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| **You have scheduled a meeting to discuss the project plan with your client counterpart and team members. The objective of the discussion is to determine coverage for the next phase. How would you structure the meeting to achieve the objectives?** | **Start by stating the purpose of the meeting and desired outcomes and decisions to set the context. During the meeting, project or print the project plan so everyone is viewing the same document during the discussion.**  
**As the meeting continues, ensure that the discussion is moving forward at an appropriate pace in order to best utilize the time allotted. When needed, redirect the conversation to keep it on track. Move items to a parking lot if topics should not be lost, but are not appropriate for this discussion.**  
**With about 5 minutes left in the meeting, come back to the purpose of the meeting, to ensure you have achieved what was needed.**  
**Close the meeting by reviewing the parking lot items, summarize the decisions reached, and align on action items and next steps. Follow up with a meeting summary, including decisions, action items, and next steps.** | **C-CommQ3-Expr3**—Ask Team Leader to shadow and observe the preparation and delivery of a meeting**  
**C-CommQ3-Ed5**—USCONS-12417101: Foundations of Meeting Facilitation (C and SC only)** |

Click the RECOMMENDED APPROACH button below to learn how to structure a meeting and then rate on a scale of 1 to 5 (with 1 being Foundation and 5 being Mastery) your ability to lead a meeting and achieve objectives.

- **Foundational**
- **Mastery**
What we have learned
We have assisted 47% of new hires in the last 2 years. Several factors are key in our continued use and development.

<table>
<thead>
<tr>
<th>Communication</th>
<th>An integrated communication plan is important especially with new hire requirements</th>
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<tbody>
<tr>
<td>Educating Stakeholders</td>
<td>Counselors and project managers should be aware of the assessment and know how to support the new hire with it</td>
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<tr>
<td>Review</td>
<td>Yearly review is built into our plans to help ensure resources and recommendations are current</td>
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<tr>
<td>Connection</td>
<td>Ease of use and links to development plan allows the new hire to connect the tools for success</td>
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<tr>
<td>Customization</td>
<td>The next stage of development is needed to take it past the core and allow for diversification of talent tracks</td>
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