

Developing Success Profiles & Professional Development Paths

CASE STUDY

GLOBAL HEARING HEALTHCARE SERVICES PROVIDER

SNAPSHOT:

THE ORGANIZATION

- Global Hearing Healthcare Services Provider
- 10,000+ employees

LENGTH OF PROJECT

- 5 months

OUR EXPERTISE

- Success/excellence profile development
- Professional Path Development
- Stakeholder Interviews
- Psychometric Assessments

OUR TEAM

- 2 Facilitators
- 2 Consultants
- 1 Project Leader

BPI group 

The Global Leadership,
Talent & Transition Experts

THE CONTEXT:

The organization was losing many of its audiologists in the first three years of their employment, after spending significant time and resources on training. The company also observed a sales performance gap of 3x between top and average performers. The company aimed to elevate 10% of its average performers to top performers, and more broadly, to become the undisputed top employer brand for audiologists around the world.

OUR APPROACH:

- Conducted qualitative interviews with top audiologists and core team members; administered psychometric assessments
- Facilitated an in-person workshop with 10 top-performing audiologists to determine the drivers, competencies, and specific behaviors of excellent audiologists
- Conducted a post-workshop session with shop and regional managers, as well as with top audiologists, to build upon initial workshop findings and finalize the framework of the audiologist excellence profile
- Analyzed insights from workshops and interviews to create a success profile, along with a global validation and communication process
- Developed a professional development path

RESULTS:

- The client was extremely satisfied with the highly engaging workshops and the results of the success profile, describing it as "information-rich, sleek, and user-friendly"
- Based on the successful results of Phase 1, the client chose to continue to partner with BPI group for Phases 2 and 3 of the two-year project to develop a comprehensive professional development path supported by learning and development content

Connect with us today. We're here to listen.

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