

Nomination: 5651

Associates Program – Early Professional Hires Induction

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee’s employer.
Name of Organization/Company IBM
Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title Associates Program – Early Professional Hires Induction
Category B01 - B59 Achievement > B24 - Achievement in New Employee Onboarding
Achievement Submission Format Written Answers
a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required IBM Consulting (formerly Global Business Services) has been recruiting fresh campus graduates (Associates) for over 20 years. There were two induction programs, namely, Brighter Blue and Consulting by Degrees, which cater to engineering and management graduates respectively. In 2019, we began revamping these programs. We re-designed the hiring, induction, and training experience of associates, thus creating the ‘Associates Program’ which was launched in 2020. Soon after a successful launch, we went back to the drawing board to make changes because of the COVID19 pandemic. The team quickly changed the program from a face-to-face construct to virtual ways of onboarding, inducting, and training associates. At the time, there were over 900 associates, at different training stages, and in different technical tracks. Within 3 working days, the team converted the model from face-to-face to virtual. They (a) worked with learning delivery partners to re-design the curriculum for online mode, (b) set up remote sessions (via Webex) for technical tracks separately, and (c) continuously communicated with associates via dedicated channels on Slack, and automated attendance tracking process. Till date over 6400 associates have been onboarded with 100% virtualized induction, technical training, and other orientation sessions with consistent Net Promoter Score of 85+.

b. Outline the team's or organization's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required

- 100% virtualization of Associate induction, specialty training and other program sessions with consistent L1 Net Promoter Score (85+) and Net Satisfaction Index (92+). Leveraged FutureSkills+ (a tailor made platform for technical careers) for management grads and intern to regular converts. Trained over 6400 associates.
- Launched the 'Pre-joiner Portal' for Associates with the objective to provide a jump start associates on their technical training early (even before joining the organization), with 3 phases of learning – baseline skilling, track based learning and deep skilling with state-of-the-art contents with in-built code labs and cloud labs to practice the skills. This platform was built with an aim to change the experience of learning from a Learning Management System (LMS) to Learning Experience Portal (LXP)
- Launch of on-line assessment platform, Mettl, where 100% assessment from classroom was moved to virtual mode
- New Hire Essentials Learning Path for Non-Associates (100 days Learning Program)

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

Onboarding, induction and training processes has been via face-to-face delivery modes till the pandemic hit us. The Associates Program delivery was centralized at Bangalore location with over 60 classrooms built exclusively for this purpose. The initial onboarding and training takes place for 3 months from date of joining. The associates move across different parts of the country to join projects after completion of initial technical training. This was a successful approach for almost a decade. To shift to virtual mode was challenging. However, the Associates delivery team showed immense resilience to turn this model in an agile manner and used the technology to great success. This was done without a compromise on the quality of delivery (with 98% associates passing technical assessments) and registering consistently high NPS & NSI scores. The team continues to deliver the program virtually, throughout the 12 months' journey of an associate.

Major achievements include:

- Launch of Shift-Left training strategies – Training at Campus (training offered candidates at campus before joining), Pre-Joiner Learning Initiative through a Learning Experience Portal
- Launch of On-line Assessment Portal
- The success of our virtual delivery model is now catering to IBM associates from Philippines, China, Hong Kong, Europe and Middle East (EMEA), Australia & New Zealand

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Please see attached below

Associates Program Overview:

<https://ibm.box.com/s/b02o1ri5w27xbl3qq6tiqysps5o6wyfw>

Pre-joiner Learning Engagement:

<https://ibm.box.com/s/dibd3c4uz7hx3m40c1fwf8hykyhys7vf>

Webpage Link

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Webpage Link 2

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(<https://ibm.box.com/s/dibd3c4uz7hx3m40c1fwf8hykyhys7vf>)

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No

Supporting Document

No File Uploaded

Would you like to add an additional supporting document?

No

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