

Nomination: 6650

Explore - a leadership program to support development and growth

**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**

TELUS International

**Additional Contacts**

I would also like to have others receive emails about the disposition of our entries.

**Page: Entry Information**

**Entry Title**

Explore - a leadership program to support development and growth

**Category**

F01 - F70 Solutions, Implementations, and Training Programs or Media > F50 - F68 Training Programs or Media > F55 - Leadership Training

**Training Programs or Media Submission Format**

Written Answers

**a. If this is a brand-new product, state the date on which it was released. If this is a new version of an existing product, state the date on which the update was released. Required**

April 2021

**b. Describe the features, functions, and benefits of the nominated program or media (up to 350 words). Required**

In the span of four years, TELUS International (TI) grew from 30,000 team-members to 73,000, operating in 8 countries to 30. TI's portfolio has also expanded beyond the BPO industry and now includes artificial intelligence and digital solutions. Keeping true to TI's people-first culture, there was an imminent need to support rapid growth by nurturing a pipeline of leaders with the right skills to help drive performance without losing the human touch.

Explore is a program that was designed specifically for individual contributors who aspire to advance their careers at TI. The primary objective is to create a high-quality pool of talent that can support the current growth and the projected tenfold in the next three years. All this by offering a resource efficient and scalable strategy that the business can support. To achieve this objective, the program relies on a collaborative approach that mixes leaders-as-teachers, L&D support and learner accountability.

The design targets twenty core skills identified to be a holistic leader. It provides a balance between self paced learning and instructor led training while reducing the hours spent in theoretical instruction to have more purposeful developmental activities in the flow of work.

The framework includes:

On-the-job activities supported by leaders, that give the learner a first hand experience of the role.

Social learning activities facilitated by L&D teams to build a learning community.

Self-paced E-learning and self-reflection tools that provide theoretical knowledge in modules that are easy to navigate, interactive and with a variety of resources, such as podcast clips and news-style videos.

By the end of the program participants have:

- Clear understanding of the expectations of roles of their interest at TI.
- A pre and post-program self-assessment (calibrated with the leader) based on the 20 leadership skills targeted in Explore.
- Awareness regarding the different possibilities to grow within the company.
- Experience conducting day to day activities of the role.
- The foundational knowledge to successfully participate in a selection process regardless of the nature of the role they are pursuing.

**c. Outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable. (up to 350 words). Required**

Explore was piloted from February to June 2022 in 7 different countries and 8 functional areas. The purpose of including diversity was to stress test the relevance and scalability of the content.

The measures of success were established based on the program's objectives and the benchmark of a legacy program.

The target was to graduate 4.3% of the eligible population per quarter. With Explore we were able to increase the completion percentage to 4.81%, which is +4.2% above the benchmark of our legacy program and +0.51% above our quarterly target.

The promotion rate benchmark was 41.4% and with Explore that percentage increased to 66%, which is a +24.6% improvement.

The time investment for participants was reduced by 53.6% having a total runtime of 37.5 hrs including the three sections of the program.

The L&D team time investment got reduced by 45% (28 hrs) since a portion of the program is now self-paced and the biggest part is supported by leadership using already allocated time for coaching, 1-1 sessions, and team meetings.

The overall program's promoter score is at 4.89 out of 5 stars.

Testimonials:

"What I enjoyed the most about this program is that I was able to be more self-aware. I realized that being stressed and overworked makes us become less productive. Finding time to balance your personal life and work is necessary. I was also able to learn techniques to become highly productive." - Program participant

"I most enjoyed the section regarding self-awareness and understanding that my actions and decisions, no matter how small they are, can have a huge impact on my team members. I particularly enjoy the tips and tricks as well as different principles the program teaches"

- Program participant

"What I enjoyed most is that I somehow related on every scenario specifically about the opportunities that I have and the very excited for the resolutions that I can apply moving forwards"

Program participant

**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**

Attached you'll find a document that contains further explanation of:

- The business needs analysis conducted and the criteria selected to determine the success of the program.
- Captures of how the material looks like for the self-paced modules, social learning and mentoring phases and the framework used.
- The program's rating based on the users' experience
- Testimonials from mentors, talent acquisition specialists and L&D team members who are active participants of the programs deployment

**Webpage Link**

**Would you like to add an additional webpage link?**

No

**Supporting Document**

Download File (<https://stevies-sage.secure-platform.com/file/16369/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNjM2OSwiYWxsY3dOb3R0aWduZWRVcmwiOiJGYWxzZSI6Imlnbm96c7QmWyM4B-fGN6CfszdrLLoV6NSCw?TELUS%20International%20Explore%20program%20-%20Additional%20Information.pdf>)

**Would you like to add an additional supporting document?**

No

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition. (<https://stevies-sage.secure-platform.com/a/page/enter/Rules-terms>)

**Terms and Conditions**

I Agree