

Nomination: 8701

Redefining Career Development: The Power of AI & Change Management

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 DHL Global Forwarding, Freight
Mobile Phone Number +49 160 3654051
Additional Contacts I would also like to have others receive emails about the disposition of our entries.
Page: Entry Information
Entry Title Redefining Career Development: The Power of AI & Change Management
Category B01 - B67 Achievement > B63 - Most Innovative Deployment of HR Technology
Achievement Submission Format Written Answers
a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required <p>DHL Global Forwarding, Freight (DGFF) has been a trusted leader in freight forwarding since 1815. As part of Deutsche Post DHL Group, we have over 43,000 Freight Forwarding Experts in 101 countries worldwide. Our comprehensive services cover air, ocean, and overland freight, including tailored solutions for various industries.</p> <p>At DGFF, we prioritize employee well-being as the Employer of Choice and Provider of Choice. Our Employee Engagement initiatives focus on fostering passion, commitment, and discretionary effort. We value recognition, appreciation, well-being, Diversity & Inclusion, volunteering, and feedback to create a positive work environment.</p> <p>Our culture is driven by our core values: Passion, Entrepreneurship, Excellence, and Teamwork. These values guide our interactions with colleagues, customers, and business partners daily.</p> <p>Since 2014, we have made great strides in employee engagement despite financial challenges. Our focus on well-being and culture development has resulted in a remarkable increase in Employee Engagement from 70% in 2014 to an impressive 86% in 2024.</p> <p>Importantly, we have maintained this high level of Employee Engagement since 2021, demonstrating our ongoing commitment to our workforce. We continue to prioritize wellbeing, ensuring our employees thrive and our organization succeeds.</p>
b. Outline the team's or organization's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required <p>As a global organization with 41,000 employees worldwide, opportunities are everywhere- but that was also our challenge. With trainings, vacancies and opportunities scattered across platforms, our people needed too much time to find the right opportunity, if found at all.</p> <p>Career development felt like searching for a needle in a haystack and we needed a simpler and smarter way. This is how Career Marketplace came to life. In less than a year, it has become a game changer for our employee development: 22,000 employees using the platform, 225,000 skills added, 14,000 active users (actioned trainings, vacancies, roles, career paths), 515,000 training hours, 87% feel motivated to develop in the company and 74% convinced it helps their career. These were possible with:</p> <p>Transparency: Ensuring all vacancies are advertised, all trainings are accessible, and all employees have a comprehensive job profile.</p> <p>One-stop-shop: It serves as THE platform for development- trainings, vacancies, roles, career paths and soon mentors. No more navigating through platforms.</p> <p>AI-driven platform: Based on each employee's skills, experience and aspirations, Career Marketplace AI provides personalized recommendations and advises how well one matches to each opportunity.</p> <p>Change management: The key to turning an innovative platform into one that people use. Our campaign emphasized transparency, internal mobility and ownership over career development. By bringing all opportunities into one place, and explicitly recommending them, it was essential to foster a mindset that empowering individuals to grow- even in new roles, countries, and companies within the Group- is celebrated!</p>

Our achievements stand out as unique for four main reasons:

People are empowered to drive their development. They have full visibility of opportunities across the organization and can easily see how well they match to opportunities, identify gaps, and bridge those gaps- all in Career Marketplace.

As a company, visibility over our internal talent's skills, gaps and aspirations puts us in a unique position to make smarter decisions to be future-ready. As we continue to analyze and work on the insights, the impact of Career Marketplace will only grow- driving even more development, internal mobility and workforce planning.

We are sharing a video CMP_All you need to know in 80 secs that explains the challenge we faced and how our Career Marketplace is unique and tackles it. Additionally, a Power Point Career Marketplace Overview and Results that showcases our results- testimonials from employees, comms campaign examples, and quantitative feedback.

- Video: CMP_All you need to know in 80 secs

- Power Point: Career Marketplace Overview and Results

Would you like to add an additional webpage link?

No

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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>)

☒ I Agree