
The company provides talent and workforce solutions to business clients throughout India and USA. They specialize in rendering variety of outsourcing and consulting solutions, including recruitment, HR management and outplacement services.

Transform Traditional Recruitment Process

Our team conducted an initial discovery session: one-to-one interview with key members in the bench sales recruitment and leadership teams to map their current workflow and identify the pain points/challenges.

A debrief was conducted for the leadership team and a common consensus emerged - training on Agile PeopleOps Framework (APF) prior to implementation.

Two-days session was conducted. Simulation exercises were weaved into the session. The APF personas/roles were defined for the team to streamline the current process, and responsibilities were mapped for sprints (time-box work cycles). Team members were encouraged and mentored to communicate frequently and cross-collaborate to support each other and achieve their committed objectives.

Feedback loops were built into the work cycles to foster continuous improvement. Team used visual shareable workflow tool for transparent visibility across entire team.

Challenges

- Lack of visibility and communication across teams including the account managers
- Manual tracking of the recruitment process that was not organized and practiced as a discipline
- Presence of silos within the teams

Outcomes

- Current process drawbacks identified
- Established a streamlined workflow process that entailed cross-collaboration and transparency
- Introduced workflow tool to foster visibility