



# ADAPTIVE

SOLUTIONS & ADVISORY GROUP

**Comprehensive  
support for shared  
services & business  
process management**



## **TRAINING & COMPETENCE DEVELOPMENT PROGRAMS**

TRANSFORMATION MANAGEMENT OFFICE

# ADAPTIVE SOLUTIONS

## TRANSFORMATION MANAGEMENT OFFICE

Leading the organization change and x-functional integration alignment.

Optimizing organizational and cost structures via people competency development, system standardization, supplier sourcing, process reengineering, harmonization and digitalization programs.

Applying market best-practices and qualified methodologies addressing business specific implementation challenges to guarantee quantified results.

ORGANIZATION CHANGE  
MANAGEMENT

PROGRAM MANAGEMENT OFFICE

DOCUMENTATION  
AND HARMONIZATION

BUSINESS FUNCTION TRANSITIONS

GBS SUPPLIER CONTRACT  
MANAGEMENT

SOURCING MANAGEMENT

AUTOMATION SOLUTION  
IMPLEMENTATION

TRAINING AND COMPETENCE  
DEVELOPMENT

## STRATEGIC BUSINESS GUIDANCE

## SERVICE DELIVERY ENHANCEMENT

TRAINING



CENTRALIZATION

# TRAINING & COMPETENCE DEVELOPMENT PROGRAMS

## FRAMEWORK

- ✓ Shape a Learning & Development strategy based on the company's business objectives and talent needs

**ALIGN WITH  
COMPANY  
GOALS**

- ✓ Establish governance structure and partnership with business units, HR

**CAPABILITY  
EVALUATION**

- ✓ Identify the most essential capabilities for various functions or job descriptions, with employee's gaps rate in each of these areas

- ✓ Define L&D Roadmap initiatives with tailored delivery models

**DESIGN**

- ✓ Tailor the learning model to specific content of the training

**DELIVER**

- ✓ Successful execution of L&D program initiatives on time, and within budget by tailored effective delivery methods

- ✓ Advise on complementary training portfolios/self-development portals fulfilling remaining capability gaps

**EXPAND**

**EVALUATE**

- ✓ Design an accurate effectiveness metrics framework
- ✓ Examine the effectiveness of program implementation
- ✓ Enforce desired changes completion



TRANSFORMATION

# TRAINING & COMPETENCE DEVELOPMENT PROGRAMS

## BENEFITS



### CUSTOMER SATISFACTION

Strengthened customer service skills leading to higher satisfaction



### EMPLOYER BRANDING

Client's company known as employee value proposition organization focusing on continuous growth and development of its workforce



### SEAMLESS PROGRAM DEPLOYMENT

Successful and explicit L&D program management led by practitioners with proven experience



### IMPROVED PRODUCTIVITY

Enhanced productivity achieved by skilled and developed workforce



### INCREASED EMPLOYEE ENGAGEMENT

Employee opportunity for talent development and skills upgrade with enhanced personal motivation and reduced staff turnover



### CREATIVITY & INNOVATION

Built an organizational culture of, out of the box' thinking model leading to designing and implementing innovative solutions

## DELIVERABLES



### SKILL DEVELOPMENT ROADMAP

Defined Learning & Development Roadmap with several strategic initiatives building capability and in line with business needs



### ROBUST CURRICULA

An innovative training model with remained flexibility and agility to master talent development in the organization



### EFFECTIVENESS METRICS

Designed an accurate success metrics framework measuring adoption to desired skill and attitude change



### SKILL-GAP ASSESSMENT

Thorough evaluation of workforce's capability gaps against a comprehensive competence framework



### PERSONAL DEVELOPMENT PLANS

Blended learning principles strengthening personal development plans

## CLIENT REFERENCES



World's leader of direct selling in the global cosmetics sector, with independent sales representatives and 130 years history. Company reports annual revenue on level of 5,6 BLN USD

### BUSINESS NEED

Increase awareness and knowledge among middle-layer management on project management methodologies and change management concept & approach.

### PROJECT SCOPE

- ✓ Comprehensive Project Management workshops covering:  
Overview of Project Management methodologies with focus on GBS environment; Project documentation & project phases; Project Management Office – set-up, roles & responsibilities, projects prioritization & selection; Project budgeting, resource planning, governance, monitoring & reporting.
- ✓ Comprehensive Change Management workshops covering:  
Change Management, phases of change & stakeholders management; Planning the change in organization; Communication – plan, frequency, type, channel, audience, content; Risks associated with Change Management.

### CUSTOMER VALUE

- ✓ Increased competences of the team in Project Management & Change Management.
- ✓ Experienced practical examples of Project Management aspects during workshop activities.
- ✓ Gained knowledge of best practices in Change Management along with most common pitfalls.



AUTOMATION



# OTHER SOLUTIONS

## STRATEGIC BUSINESS GUIDANCE

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### SERVICE DELIVERY ENHANCEMENT

Introducing process ownership with service delivery excellence models matching end-customer expectations and process execution challenges.

Defining adequate process measures and optimizing performance control.

Driving business domain initiatives or quality improvements leveraging people engagement and technology developments.

Supporting business domain leadership, GBS management and delivery needs at all levels.

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DEVELOPMENT

PROCESS PERFORMANCE & QUALITY  
MANAGEMENT

INTERIM SERVICE DELIVERY LEADERSHIP

GLOBAL PROCESS MANAGEMENT

OPERATIONAL SUPPORT  
- RESCUE RANGERS

CATEGORY MANAGEMENT

DIGITAL WORKFORCE FARM

AUTOMATION CENTRE OF EXCELLENCE

KNOWLEDGE MANAGEMENT  
FRAMEWORK



## **ADAPTIVE Solutions & Advisory Group**

is helping organizations in adopting themselves to market environment and seize competitive advantage in the business world through centralization, transformation and automation of business processes. With unique process transformation expertise, the Company offers dedicated business solutions for shared services & outsourcing industry, including end-to-end process management, change management, technology enhancements and GBS market intelligence.