Putting the Right People in the Right Role

Setting Up for Success with Talent Assessment and Role Alignment

Challenge

During their annual planning project, a digital supply chain management solutions company realized the need for role optimizations as part of their organizational design workstream. They needed to determine the best-fit roles for current sellers and identify external hiring needs. With new leadership in their roles for less than six months, the company also wanted to assess the competence of both managers and sellers to identify areas for enablement.

Opportunity

The company identified two key areas of improvement:

1. Assessments revealed the need for an additional sales role, which highlighted the need for a comprehensive evaluation framework to identify competent candidates that fit the new role.

2. Scenario-based interviews with non-native English speakers and American sellers highlighted language barriers, which could prevent candidates from being assessed on an equal basis, affecting the fairness and accuracy of the assessment process.

SBI Response

The company worked closely with SBI, utilizing Talent Assessment to optimize their sales organization. Firstly, they leveraged data from surveys and sales metrics to **determine the best fit** for current sellers in the new roles. **Aligning individual competencies** with the requirements of the new roles also provided the company with a baseline for the next step.

Once the roles were clearly defined, the company **identified and highlighted the key competencies** that would enable their sellers and managers to excel. This was done through **individual scorecards**, which provided participants with an objective and fair comparison to their peers, outlining areas for improvement and development.

Results

With 150 FTEs assessed over three months, the company successfully addressed the challenges of role changes and talent alignment. The insights gained through Talent Assessment confirmed the accuracy of internal analyses, providing clarity into the competencies that were key to the success of their sellers and managers.

Revenue

$1.1B

Client Testimonial

" This proves out what we expected from a seller distribution, and the analysis **really matches** where we thought our salesforce was skilled or lack thereof. "