

Development Plans for your Direct Reports

Executive Summary



- Development plans are a mandate for 2012
- I will be asking you to insure that each of your direct reports has a development objective in Success Factors by 29 Jun 2012.



Stress/Work Life Balance

Actions

•Expedite implementation of automation tools

- ·Analyze workload and overtime and increase or redeploy staff accordingly
- •Encourage use and respect of Personal Time Off and Holidays
- Develop programs that help mitigate/manage stress in the workplace

Employee Engagement

- Implement Employee Collaboration Tool (Chatter)
- Continue all hands meetings, small group meetings, Syniverse Works, video messages

Career Development

•Ensure all employees have a Development Plan

Syniverse Proprietary

Resources



Revised 16 February 2012



What is a Development Plan?



A development plan is a small written goal that details someone's growth in a given area.



A development plan leads towards career development.



Career development is doing something that helps one learn a new skill or helps that person get better at something that can help their career.



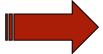
Another way of expressing it



Development Plan



Career Development



New skills, understanding, abilities, insight, knowledge, awareness, appreciation, etc.



Career Development sometimes goes by other names



- Professional development
- Career Progression
- Developmental Objective



Development Plan

1 Development objective in Success Factors





1 Development objective in Success Factors



1 Development objective in Success Factors

Research shows that developed employees are more productive than employees not being developed



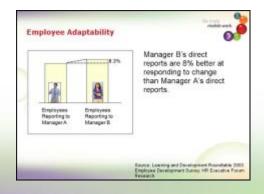
See the elearning entitled, 'The Necessity for Career Development.'









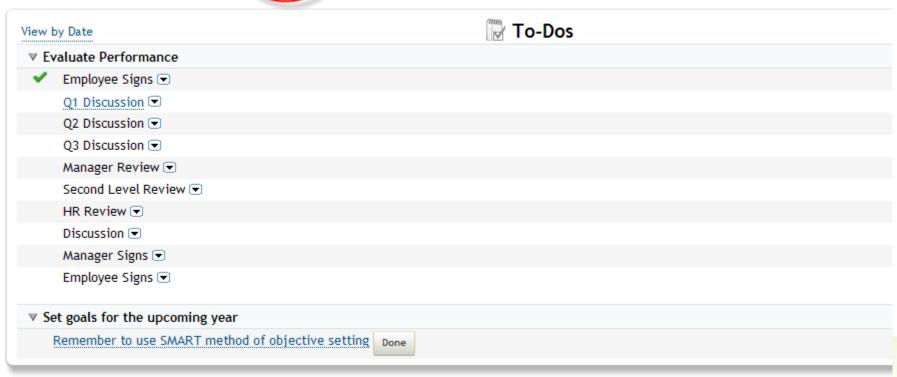


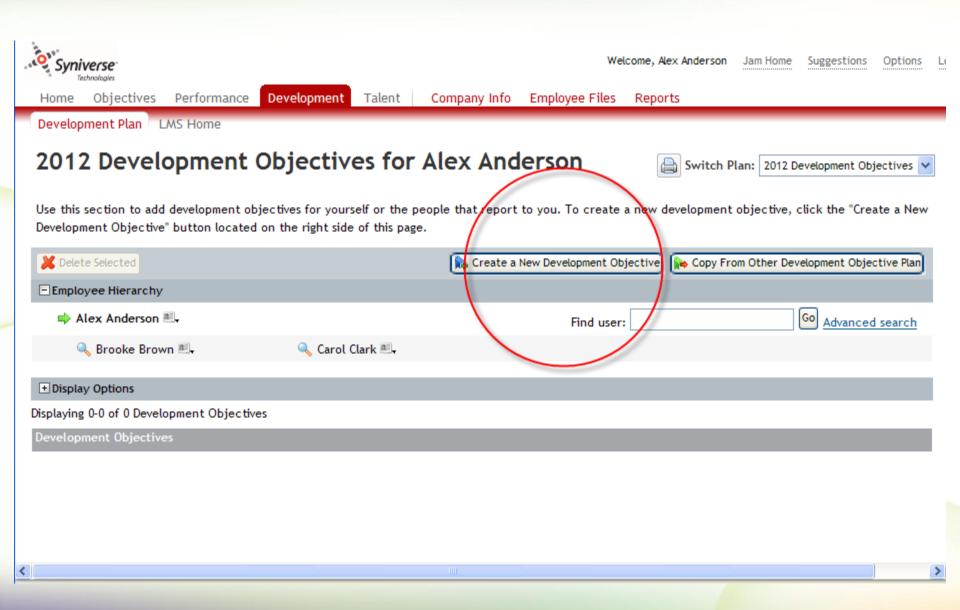
Two ways to create a development plan



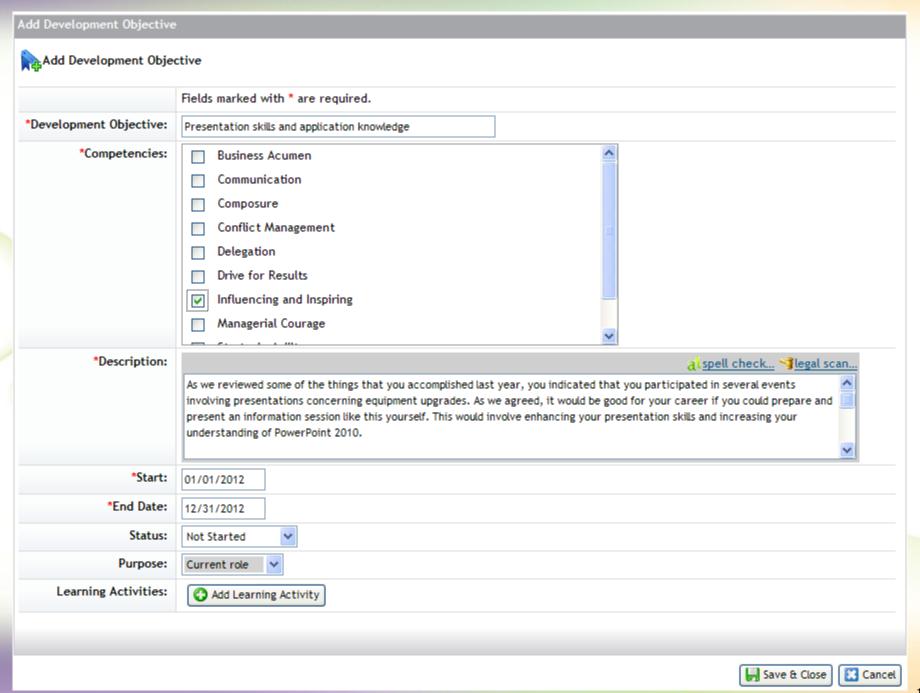
- Your direct report creates a development plan for themself.
 - And you can discuss with them later
- You create one for your direct report
 - Discuss with them prior

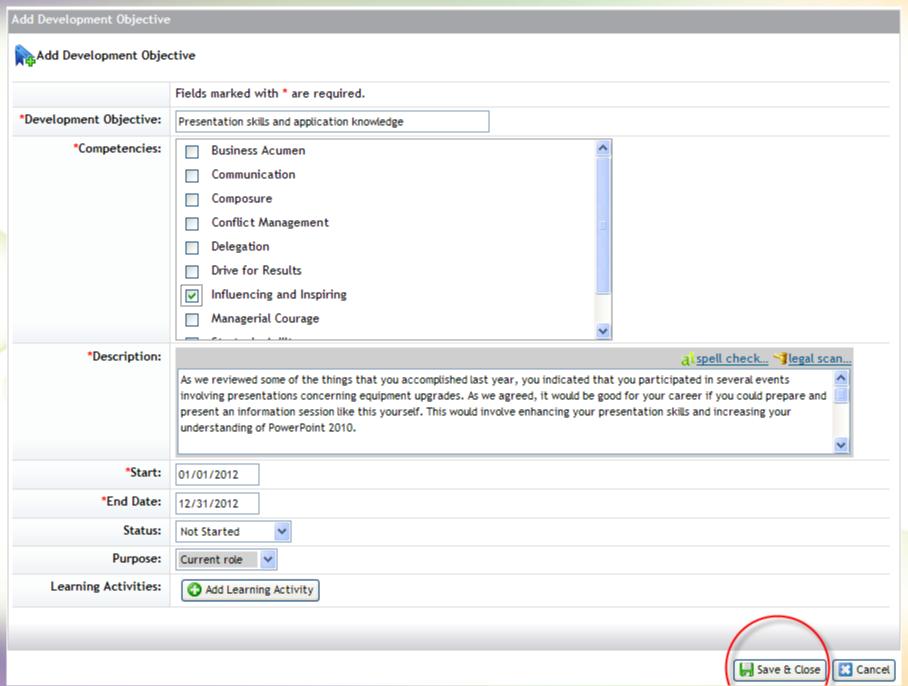






Add Development Objective Add Development Objective Fields marked with * are required. *Development Objective: *Competencies: **Business Acumen** Communication Composure Conflict Management Delegation Drive for Results Influencing and Inspiring Managerial Courage *Description: alspell check... Ilegal scan.. *Start: 01/01/2012 *End Date: 12/31/2012 Status: Not Started Purpose: Learning Activities: Add Learning Activity 🖟 Save & Close Cancel





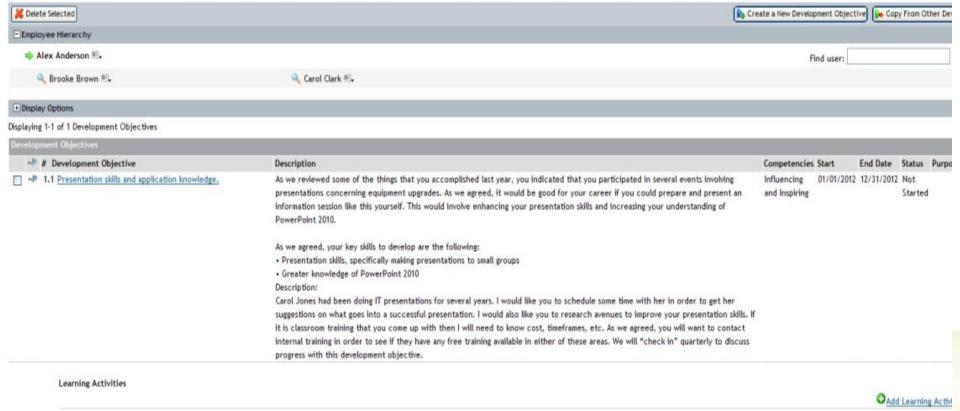
Home Objectives Performance Development Talent Company Info Employee Files Reports

Development Plan LMS Home

2012 Development Objectives for Alex Anderson



Use this section to add development objectives for yourself or the people that report to you. To create a new development objective, click the "Create a New Development Objective" button located on the right side of this page.



Follow up



During the quarterly objective meeting



Caveat



- An employee can refuse a development plan.
- If that is the case simply make a note in that employees development plan that the employee does not wish a development plan in that year.



Resources



- SKR:
 - Manager/Employee Worksheets and Sample Development plans
 - http://skrcollab.syniverse.com/gm/folder-1.11.115876
- Geo Learning Resources:
 - Holding a Development Discussion
 - https://gm1.geolearning.com/geonext/syniverse/coursesummary.CourseC atalog.geo?id=22506129390
 - The Necessity for Career Development
 - https://gm1.geolearning.com/geonext/syniverse/coursesummary.CourseC atalog.geo?id=22506129391
 - Employee Development in Success Factors
 - https://gm1.geolearning.com/geonext/syniverse/coursesummary.CourseC atalog.geo?id=22506129389

Email for your direct reports



	То	John, Doe @syniverse, com	
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ciid	Subject:	Development Plans	
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ohn,			
no o	f the action	is stemming from the 2011 Employee Satisfaction survey and approved by Jeff Gordon's executive team is to ensure	
		is have a Development plan for 2012.	
ease	ask your r	nanagers insure that they have development plans for their direct reports. They can start by viewing the <u>eLearnings</u>	
enti	oned at the	bottom of this email or reach out to John Menken directly, 813.637.5466 for assistance.	
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Resources



- John Menken, 813.637.5466, john.menken@syniverse.com
- This presentation
 - Contains links to sample development plans, worksheets, and eLearnings
- Email that you can forward
- Worksheets, eLearnings, sample development plans, etc.

When is it due?

- June 29th, 2012.
- As soon as possible





End



Extra Slides



Syniverse 2012 Competencies

Leadership





Global Mindset



Influencing & Inspiring



Managerial Courage



Business Acumen



Talent Management



Strategic Agility

Core

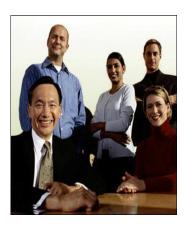












Customer Focus

Job Knowledge

Innovation, Creativity

Integrity, Ethics

Operational Excellence

Leadership



Global Mindset

• The ability to understand the impact of changes in global economies and collaborate and work across different functions and geographies. Grasps the intricacies of the different local markets in which we operate. Recognizes global socio-political and economic dynamics and their future impact on people, resources, and processes of the organization. Works respectfully in multicultural environments and realizes that cultural diversity makes Syniverse stronger and better able to compete globally.

Influencing & Inspiring

• Influences others to accomplish objectives and directs his/her group in a positive, proactive way, applying leadership attributes, beliefs, values, ethics, character, knowledge, and skills; makes followers want to achieve high goals and expend discretionary effort. Communicates in a clear, concise, consistent and timely manner.

Managerial Courage

Tactfully dispenses direct and actionable feedback; is open and direct with others without being intimidating; deals head-on with people problems and prickly situations. Successfully mediates conflict between individuals and groups; Is cool under pressure and does not become defensive or irritated; is considered mature and can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked and is a settling influence in a crisis.

Leadership (continued)



Business Acumen

• Possesses a keen understanding of what it takes for the business to make money. This includes financial literacy with business literacy recognizing how strategies and decisions impact the business. Possesses a deep understanding of markets, competitors, and customers. Understands and utilizes economic, financial, industry and competitive data to accurately diagnose business strengths and weaknesses, identify key issues, and develop and implement strategies/plans.

Talent Management

Attracts and integrates highly skilled workers and develops and retains current workers to meet current and
future business objectives. Sets clear goals and expectations for staff; follows progress against goals;
provides regular feedback; addresses performance issues promptly; fosters learning and development;
provides public recognition of staff accomplishments. Is a good judge of talent; accurately projects what
people are likely to do across a variety of situations; hires the best people available from inside or outside;
assembles and builds talented teams and grows people in their jobs. Deploys retention strategies for key
individuals. Engages employees.

Strategic Agility

Sees ahead clearly, anticipates future consequences and trends accurately, has broad knowledge and
perspective; is future oriented, articulately paints credible pictures and visions of possibilities and likelihoods,
and creates competitive and breakthrough strategies and plans. Ability to continuously adjust and adapt
strategic direction as a function of strategic ambitions and changing circumstances and create not just new
products, services and solutions but also new business models and innovative ways to create value for the
company.

Core



- Customer Focus
 - Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, and solicits opinions and ideas from customers. Responds to internal customers as well.
- Job Knowledge
 - Understands duties and responsibilities and has necessary job knowledge. Has necessary technical skills, understands company mission/values, keeps job knowledge current and is in command of critical issues.
- Innovation/Creativity
 - Generates new ideas, challenges the status quo, takes risks, supports change, encourages innovation and solves problems creatively.
- Integrity/Ethics
 - Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, supports company values and conveys good news and bad.

Core (continued)



Operational Excellence

• Consistent, dependable, efficient and meets commitments. Produces high quality work and focuses on continuous improvement. Pursues everything with energy, drive, and a need to finish. Does not give up before finishing, even in the face of resistance or setbacks; steadfastly pushes self and others for results. Holds self and others accountable for measurable high-quality, timely, and cost-effective outcomes. Accepts responsibility for mistakes and is a group player who understands responsibilities towards his/her team.



End