

# Award Categories

## Company/Team Awards

- Best In Class: Candidate Experience/Company Reputation
- Best in Class: Employee Experience & Retention
- Best in Class: HR Technology
- Business Partnership Excellence
- Diversity, Equity, and Inclusion (DEI) Excellence
- HR Team of the Year
- Innovation in HR
- Recruitment Team of the Year

## Individual Awards

- HR Excellence
- HR Leadership

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# Best In Class: Employee Experience and Retention



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# Best In Class: Employee Experience and Retention

## EMEA



- Reduced implementation times by 10-12 weeks
- Reduced implementation turnaround times by up to 30%
- Increased transparency between HR and IT departments

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# Best In Class: Employee Experience and Retention - Healthcare North America



- Seven dimensions of employee experience
- Achieved initial eNPS score of 44 and increased this to 73 in one year
- Carrot health & wellness initiatives and "NO meeting Tuesdays & Fridays" to get work done

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# Best In Class: Employee Experience and Retention - Providers North America



- Stakeholder buy-in, deep dive assessments & listening to their customers, employees & partners
- Implemented a direct supply chain model which transforms workflow to a dynamic, on-demand, one-stop capability
- Higher service quality & reduced cost for clients by eliminating supply chain fee-stacking that is prevalent in the industry

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# Best In Class: Candidate Experience/ Company Reputation



# Best In Class: Candidate Experience/ Company Reputation - Providers **North America**

## SEVENSTEP

- Growth: Headcount increased by 127% saw a 1 in 3 yearly staff promotion rate with 123 promotions & scope expansion of 41% across existing clients
- Flexibility: 25% of the team is a flexible workforce, allowing it to ramp up / ramp down to meet volume demands
- Retention: Even during this era of the "Great Resignation," employee retention rate remains at 94%

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# Best In Class: Candidate Experience/ Company Reputation - Practitioners North America



- Through innovation reduced candidate cycle stage by 11 days
- Getting candidates to the offer stage sooner and hiring within their communities
- "No candidate left behind" initiative (screening IN)

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# HR Excellence Award





# HR Excellence Award - Healthcare North America



**Karin Wagner**  
**Senior Director, Talent**

**UNITEDHEALTH GROUP®**

- Implemented a talent mobility/career path program
- Led a talent acquisition transformation & implemented an RPO collaboration model
- Led a multifaceted DEI initiative

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# HR Excellence Award - Manufacturing North America



**David Cantagallo**  
**Site Human Resources Manager**



- Publishes HR newsletter for employees
- Hands on & mentor w/many great success stories
- Charity advocate & champion

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# HR Excellence Award - Providers

## North America



**Amy Hull**  
**Director and Head of Diversity,  
Equity and Inclusion**



- Teaches how to internalize the work of DE&I to achieve systemic change for inclusion & belonging
- Reimaged & restructured the company vision for a hybrid workforce
- Co-designed Exec Committee training for DE&I & produced all content for company training

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# Diversity, Equity and Inclusion Excellence



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# Diversity, Equity and Inclusion Excellence- Providers North America



- Women hold nearly 50% of positions for directors & above (Board garnered recognition for the depth of its diversity)
- Established a DEI Council and hired a VP of DEI to lead this function as part of strategy to create a culture of inclusion
- Eight company sponsored employee resource groups (ERGs)

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# Diversity, Equity and Inclusion Excellence- Finance North America



**BANC OF  
CALIFORNIA**

- Introduced a team member-led and driven IDEA Committee
- Develop annual strategic plans that address current and future diversity and inclusion objectives
- Introduced networking events and a robust learning program to further educate and ensure DEI was a priority and part of their culture.

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# Diversity, Equity and Inclusion Excellence-

## Manufacturing

## North America



**JOHN DEERE**

- DEI strategy goes beyond sourcing and recruiting quotas, tracking diversity across the entire hiring process, including diversity of slate at every stage of the candidate funnel
- Active change management, training and reinforcement: The strategy was rolled out with training, support from ERGs, and notably, a diversity of slate requirement
- During the first quarter of the initiative, the company experienced an 11% increase in diverse hires

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# Diversity, Equity and Inclusion Excellence

## EMEA



- Created the Humanify DEI+ BOT (safe place to practice conversations about sensitive social topics)
- Supply measurable feedback & real-time coaching
- Attrition down (6.4% ) & NPS score=70 w/99% response rate

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# Business Partnership Excellence



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# Business Partnership Excellence – Finance

## EMEA



- Successful gender diversity initiatives (65% female)
- Reduced unconscious gender bias
- Graduate Recruitment program success rate

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# Business Partnership Excellence – Healthcare

## EMEA



BD

- Launched end-to-end tech solution (including a chatbot, auto interview scheduling)
- Lowered CPH & Increased Customer Sat
- Innovative additions (market mapping, talent insights)

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# Business Partnership Excellence – Payroll

## North America



- Helps individuals increase credit scores, savings & stay financially independent while contributing to their overall well-being
- Benefits employers by allowing them to offer a desirable service to their employees, which improves employee retention, attraction & satisfaction
- Helps businesses improve cash flow management thanks to real-time payments and streamline operations & improve customers experiences

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# Business Partnership Excellence – Small/Mid-Market North America



- Portal provided a matrix of relevant hiring data information for each store
- Built a predictable model for hiring at each location
- Sourced 92,000+ applicants, conducted over 30,000 phone interviews and hired 6,000 seasonal workers in only 8 weeks

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# Business Partnership Excellence – Large Market North America

  
SEVENSTEP

- Scaling for a roughly 250% increase in annual hires
- Over 1,600 hires with time to fill at 47-48 days
- Focus on planning & delivery, setting expectations on timing and prioritization. Governance meetings and reporting allowed for rapid identification and response to any issues

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# Best in Class – HR Technology





# Best In Class: HR Technology - Culture North America



- Increase team performance through prioritizing strengths, identifying gaps to align with talent management strategy
- Remote & hybrid team effectiveness
- Improve employee retention using culture analytics

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# Best In Class: HR Technology - Wellness

## North America



- Smart technology with Machine Learning & AI has enabled digital financial planning for everyone, at scale. The BrightPlan Total Financial Wellness solution is at the bleeding edge of this transformation.
- Employees can increase their financial literacy, plan for their future, invest to achieve their life goals, and better manage their money.
- Real-time guidance that drives immediate action with patented technology, enterprise scalability & data security

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# Best In Class: HR Technology - Recruitment

## North America



- Visual pipeline management and collaboration
- Brings transparency & collaboration to talent teams & helps identify process bottlenecks/inefficiencies
- Gain critical insights for talent planning, view pipeline health and auto prioritization

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# HR Team of the Year

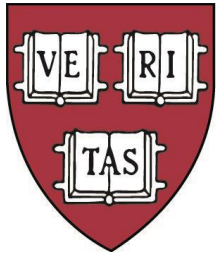


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# HR Team of the Year – Education

## North America



**HARVARD**  
Human Resources

- \$11+ million in cost savings, representing 7.5% of total program revenue & improved risk mitigation through consistent contingent worker onboarding/offboarding practices
- Configured and customized Fieldglass VMS to support contingent workers, ICs, & SOW, with integrations into its HRMS/ERP systems
- Optimized supply base by 80%, reducing the number of suppliers from 250 down to 50, while maintaining 70% diversity spend across the entire program

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# HR Team of the Year – Healthcare

## North America



- HR Shared Services offers employees one-stop, first-call resolution for inquiries & requests for help.
- Expanded Behavioral Health support, implemented a Reproductive Medicine benefit, increased Min Wage to \$15/hr, hourly increase for RN/RTs, & retention bonus of up to \$6,000
- Developed a multifaceted plan w/leaders from HR, Operations, & Exec team for talent acquisition. This included a 3-year workforce plan for RN positions (ex.increasing Nurse Residency & Fellowship programs)

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# HR Team of the Year – Hospitality

## North America

MARRIOTT  
VACATIONS  
WORLDWIDE  
SM

- Focus on Employer Value Proposition, HR Operating Model & Technology Optimization
- Improved Talent Acquisition Key Performance Indicators, launched chatbots, rolled out Adaptable Work Model, a one-stop-shop for associate benefits, perks experience resources & a total rewards evaluation
- MVW became certified as a Most Loved Workplace

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# HR Team of the Year

## EMEA



- Innovative onboarding & training plan
- Created e-library of knowledge
- Multi-step recruiting process reduced to no more than 3 steps

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# Innovation in HR





# Innovation in HR

## EMEA



- Drive EE engagement via recognition to support new work model
- Refreshed existing program using change management protocols=increased utilization & now have just-in-time analytics
- Link the actions of the nominee receiving recognition to Values and Leadership Principles

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# Innovation in HR - Practitioners

## North America



- Champion Employee Development and Wellness
- Less than 1% turnover
- Celebrate Teamwork and encourage the diversity of thoughts, experiences, & backgrounds

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# Innovation in HR - Providers

## North America

worktango

- Only platform with built-in nominations & awards feature
- Increase engagement & employee Net Promoter Score metrics, expanded employee voice initiatives to encompass more of the employee lifecycle
- Supported leader action across the business with Action Plans that ensure positive change as a result of survey feedback

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# Recruitment Team of the Year





# Recruitment Team of the Year

## EMEA

Capgemini  engineering

- Integrated Talent Branding, improving communication
- Talent Factory in place
- Pre-onboarding program created

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# Recruitment Team of the Year

## North America



- 37% below individual average for Cost-Per-Hire, average time to fill has dropped by 50% over the last year
- Empowering people to make the world a safer place.
- In support of our DEI initiatives, we successfully focused on hiring veterans & have good overall DEI representation w/in our employee population

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# HR Leadership Award



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# HR Leadership Award - Hospitality

## EMEA



**Tarek Jarrouje**  
**Director of Human Resources**

**CONRAD**  
ABU DHABI  
ETIHAD TOWERS

- Liaised w/Embassies to safely repatriate 80 team members to their countries (pandemic)
- 280K cost savings while safeguarding & enhancing accommodations/operations
- Leading Brand repositioning strategy

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# HR Leadership Award - Retail

## EMEA



**Anna Tolmachova**  
**Human Resources Director**



- Reinvented "retail" through building strong employer brand and EVP
- Lowest turnover & highest personnel production in industry
- Built Lean & business-oriented talent management system

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# HR Leadership Award - Restaurants

## North America



**Karen Ancira**  
**Chief People Officer**



- Leading organizational transformation
- Developing and implementing people and culture strategies (ex. one campaign drew 18,000 applications & 72% increase in traffic on KFC Careers site)
- Building effective teams & communities to support organizational objectives

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# HR Leadership Award - Technology

## North America



**Beth Hayden**  
Chief People Officer

**SPOT  
HERO**

- In a very competitive talent market, her EVP & commitment to creating space for life has made them stand out as a talent destination
- Implemented a flexible work strategy & a total rewards strategy with a commitment to equitable pay
- Developed a proactive recruiting & branding strategy (time to hire metric reduced by 50%)

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# HR Leadership Award - Healthcare North America



**Delancey Johnson**  
**SVP, Associate Chief Talent  
Officer**



- Identify, audit, and align organizational employee Recognition & Reward programs
- Responsible for training over 400 healthcare leaders on event investigation, including just culture principles
- Led multiple learning & development initiatives targeted toward prof & personal development, skill set coaching, and even life skills

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# HR Leadership Award - Retail

## North America



**Natalie Rothman**  
**Chief Human Resources Officer**



- Reinforced awareness of cultural beliefs, decreased turnover dramatically & invested in stock ownership for frontline businesses & team members
- Speed-to-hire, training, onboarding and a robust safety culture created cost savings and increased satisfaction
- Created virtual health coaching & financial wellness programs, as well as several leadership development tools/practices

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# HR Leadership Award - Service North America



**Candace Shipp**  
**Assistant Vice President**

MARRIOTT  
VACATIONS  
WORLDWIDE  
SM

- Launched internally managed technology platform for Leave Administration
- Identified high volume transactional work that could be absorbed within centralized service model to drive efficiencies, provide backup, & address compliance needs
- Co-leader of HR Optimization & Business Process Design Workstream to facilitate the automation of work in the HR system, enabling self-service

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# HR Leadership Award - Providers

## North America



**Bill Boutwell**  
**President**



- Developed an intensive recruiter training program to better allow for upskilling and increased pipelines
- Created Executive Roundtable sessions to bring together HR & TA leaders to share best practices & ideate new solutions-based talent market challenges
- Built a custom training platform with a multitude of courses as well as a 1:1 coaching & mentorship program

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# Congratulations!





# Thank you!



For more information on the *HRO Today* Association or C-TEN  
contact [Renee.Preston@SharedXpertise.com](mailto:Renee.Preston@SharedXpertise.com)

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