

BUILD STRATEGIC LEARNING & DEVELOPMENT PARTNERS

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Cutting edge content management and technology consulting firm...

\$1B annual revenues, with global clients

10,000 employees spread across four continents

Facing unusual learning and development challenges...

Unique strategy that combines several technical disciplines into
a single, powerful offering

Fast growing industry, including the related challenges with retaining talent

Cross-functional project teams operating across multiple locations

With the goal to improve talent significantly, and also improve the reputation of the learning organization...

Increase line managers' involvement with talent planning

Increase the financial commitment to talent development

Develop and deploy critical capabilities needed to manage delivery performance
and improve profitability

Define and implement a new L&D purpose and performance measures

Shift purpose to developing capabilities that can be deployed by business leaders

Define a new measurement model to build critical skills and reduce the cost of development

Implement a new organization structure

Align L&D organization with strategic business units

Shift offerings to focus on critical technical and leadership skills

Work with business leaders to create a new technical skills development process that leads directly to increased revenues

Design and implement an L&D steering committee

Business leaders from all functions and regions jointly

define development priorities and allocate resources

Implement the organization's first leadership development program

Jointly design a program using unique Teleos approach, and train internal trainers to deliver the program

Develop internal L&D staff to coach skills with business leaders

RESULTS

L&D designed and implemented a new program that delivered several hundred highly-specialized employees who were immediately deployed to billable projects.

For the first time in company history, India operations delivered actual profit in excess of projected profit, an outcome they attribute in part to the new leadership skills.

L&D steering committee increased the L&D budget and headcount, even in the face of revenue pressures.

Significantly improved feedback from business leaders about the value of the L&D function.