



Miller Heiman Group™



Talent Ready™

BE READY TO RECOGNIZE
TALENT THAT DRIVES PERFORMANCE

Powered by

Miller Heiman®, Huthwaite®, AchieveGlobal®,
Impact Learning Systems® and Channel Enablers®

BE READY TO
DESIGN YOUR
LEARNING
EXPERIENCE.



TALENT READY™ ASSESSMENT SOLUTIONS

Sales Skills And Sales Talent are Two Separate Things

You can train sales people to learn or develop skills that aid in the success of your organization, but you can't train the innate characteristics that form top performers. We believe true sales talent is defined through reoccurring patterns of thoughts, feelings and behaviors that match with the values, behaviors and goals of your organization. That's why we work to define what "great sales talent" means for your business by looking at your top performers and using them as a baseline for planning and hiring. Without this insight, you could be wasting valuable investment on people who will never excel in your organization or quite meet the standards or expectations you need to achieve optimal business results.

Couple that with the overwhelming pressure to get the right people in the right roles and the issue of talent becomes pivotal—no longer a factor of your business that can wait until next year. In fact, seventy-three percent of CEOs are concerned about skills. Sales turnover is twice that of the overall workforce. And, almost 2/3 of sales organizations say hiring practices need improvement, but most have no way to objectively uncover capabilities, determine talent potential and become talent ready.

Two Critical Questions.

The business cost of a bad hire is lost sales. Talent Ready™ solutions quantify the skills and talents of both your team and your leadership to reveal how human capital characteristics impact your business performance. Talent Ready tools are optimized for leaders, professionals/managers and frontline performers, to help you select and develop high-performing team members both inside and outside of your organization.

We start with two critical questions:

- What is their capability?
- What is their potential?

Assessing capability allows you to understand existing skills and areas of strength or areas in need of improvement. Assessing potential uncovers the preferred learning style and the innate characteristics that either allow or don't allow a team member or leader to effectively execute, meet expectations and excel as a result of training and development in a way that provides value for your organization. If talent has the capability but no potential, the end result is time and money invested in training that will never show improved outcomes.



Our Talent Ready™ Assessment Portfolio uses a three-level matrix of assessments and reports to gain insight into individual and leadership capabilities and potential. Talent Ready solutions use top performer traits to benchmark and enhance every talent need, from reducing ramp-up time and turnover to coaching for excellence, so you can hire and develop talent for performance excellence and better business outcomes.

CAPABILITIES: SALES EXCELLENCE ASSESSMENT

Use this assessment to quantify skills critical for sales success in your organization primarily in three key areas: 1) opportunity identification, 2) opportunity management, and 3) relationship management.

The Sales Excellence Assessment will:

- Uncover the capabilities of your sales team by quantifying the skills of leaders, managers and frontline employees to understand existing skills and diagnose areas of gaps or high need.
- Use online sales skill measurement and benchmarks to provide effective, data-directed coaching and skill execution
- Uncover traits of top performers to train and coach for performance improvement, sales maximization and hiring needs

POTENTIAL: PREDICTIVE SALES PERFORMANCE ASSESSMENT

Use this assessment to understand the tendencies of top performers and gain line of sight to an individual's future behavior and performance.

The Predictive Sales Performance Assessment will:

- Capture learning style, behavioral strengths and weaknesses, and occupational interests
- Leverage psychometric assessments to predict success, reduce ramp-up time and decrease turnover
- Use key insights to screen, select, develop and coach internal and external candidates whose qualities and skills match those of top performers

QUANTIFICATION: INSIGHT FAMILY OF ASSESSMENTS

Use these assessments to quantify individual talent and predict success across leadership, professional, and frontline performers and then benchmark them against the best. We employ a consistent methodology to collect research across a broad spectrum of industries, using many different instruments to measure performance.

The Predictive Sales Performance Assessment will:

- Benchmark your team and leadership against internal and external top performers
- Utilize proven industry instruments or custom assessments to define the characteristics and traits of top performers
- Understand how well a person is likely to perform in different role types, including leadership, professional and frontline managers

Talent Ready™ Features and Capabilities

Online talent assessment and quantification

- Quantify skills critical for your organization's sales and service success
- Instruments optimized for leaders, professionals and individual performers
- Select internal and external candidates for better results
- Based on decades of top performer behavioral data
- Establish benchmarks for individualized development
- Consistent methodology focused on performance excellence
- Custom options to fit specific roles and needs

Assess capabilities of current leaders and employees

- Link behavior and skills with business results
- Establish baseline for skill execution
- Benchmark and measure progress
- Determine ability to identify, develop and track opportunities
- Assess relationship management and account expansion skill

Assess potential of candidates for hire and development

- Quantify qualities and preferences to predict success
- Use placement tool to reduce ramp-up time and turnover
- Achieve rapid deployment and feedback
- Enhance pre-screening, job matching and onboarding
- Develop benchmarks to manage performance and maximize potential
- Predict success across learning styles and occupational interests

Coaching tool for behavioral strengths and weaknesses

- Employ 180° feedback and coaching
- Compare capabilities and potential with top performance data
- Diagnose skill gaps to plan efficient training and coaching
- Developmental considerations tailored to each individual
- Align performance with business objectives

Talent Solutions Supported by Strong Industry Data

88% of world-class sales performers say sales managers spent adequate time coaching each individual in an average month. (Source: 2016 CSO Insights Sales Best Practices Study)

75% of world-class sales performers say all candidates are assessed using a standardized tool before hiring. (Source: 2016 CSO Insights Sales Best Practices Study)

BE READY SOLUTIONS

The Be Ready family of solutions provides insight and expertise across all functions of your business to ensure each employee is ready to perform in every situation. Whether your need is in sales, service, learning, talent, strategy or insight, it all works together as an end-to-end approach across your business. Start small or take a larger journey with us—the choice is up to you based on the challenges your business is facing.

Talent Ready™ is pivotal to talent-related questions, including whether you have the right team in the field, whether you're maximizing hiring potential, and how your talent stacks up to world-class organizations, then transforming your sales team talent to evolve with business objectives. We can help you be Talent Ready, so you can ensure your players are in line with your playbook.

Sales Ready

Developing sellers with the most comprehensive skills and methodology programs on the market

Talent Ready

Identifying and keeping talent that drives performance

Strategy Ready

Utilizing consulting expertise to drive measurable performance

Service Ready

Creating customer experiences that build loyalty

Learner Ready

Leveraging multiple solutions to design your learning experience

Insight Ready

Turning data into measurable change

Sales Ready™

Professional Selling Skills®
SPIN® Selling Conversations
Conceptual Selling®
Strategic Selling®
Large Account Management Process® (LAMP®)
CRM Ready
Sales Leadership

Service Ready™

Building Customer Loyalty
Mastering Conversation Essentials
Navigating Challenging Situations
Exploring Digital Communications
Service Ready for Technical Support
Coaching to be Service Ready

Talent Ready™

Sales Skills Assessments
Predictive Assessments

Learner Ready™

Instructor Led Learning
Digital Learning
Integrated Learning

Strategy Ready™

Sales Effectiveness
Organization Design and Coverage
Talent Management
Compensation and Incentives
SalesSystem™ CQ
Sales Enablement

Insight Ready™

Comprehensive Benchmarks
Digital Memberships
Advisory Services

Be
READY
SOLUTIONS™



Miller Heiman Group™