

Case Study: Talent Transition Plan



Today, more than ever, organizations face workforce management issues that challenge their long-term profitability and growth. Randstad Inhouse Services (RIS) provides the quality talent that organizations need to remain competitive.

More than just talent, RIS seamlessly and cost-effectively manages the entire transition to a better workforce solution. Starting with a clear vision and effective communication of the changes to come across at all levels of the operation, RIS integrates, mitigates and manages so that you don't have to.

“ Randstad has been the designated, on-site vendor since 2011. Since that time there has been much effort paid to due diligence in making sure our processes & procedures were aligned as it relates to processing talent, training talent, & hiring protocols. Our on-site Randstad team has provided us with a solid workforce & a management program that has greatly improved turnover, attendance & productivity. Randstad has been committed to looking for ways to improve service & support to best meet the needs of their talent & our business. ”

— Dave Toll, Manager,
Leading Building Materials Company

When RIS takes over responsibility for organizational talent, a solid, well-coordinated team of subject matter experts ensures a smooth talent transition for the business.



The RIS team achieves and sustains results during transition by:

- Using empirical data to identify needs, build consensus on priorities, and developing strategic action plans
- Moving strategic plans into action to achieve buy-in at the executive and operations levels
- Controlling the impact on talent focus and morale
- Focusing on short-term success as a catalyst for future accomplishment
- Maintaining a productive and flexible workforce that supports the business requirements



While each Talent Transition Plan is client-specific, the standard transition activities outlined below are at the core of every plan.



Step one:

During the initial planning meeting, the RIS team collaborates with the client to define the desired workforce state – by functional area, skills, knowledge and abilities. This roadmap, along with findings gathered through in-depth job analysis performed within each function, helps the workforce consultant determine how best to facilitate the transition of each position.

Step two:

As a measure of integrity, RIS complies with the ASA Code of Ethics, which is a 30-day due diligence period during which no changes are made regarding the incumbent talent. This 30-day period serves several purposes:

- Avoids a disruption in service to the client by ensuring there is adequate staff to continue operations
- Fosters a trusting relationship with the client, incumbent provider and existing workers
- Allows RIS time to evaluate each worker to determine whether or not the promise of future employment is appropriate given the new workforce model
- Provides a format for selecting the best of the existing workforce, and insight on how to plan and deploy the workforce to ensure the highest level of operational continuity

Step three:

A comprehensive communication strategy that underscores accuracy, timeliness and consistency is critical to achieving a problem-free transition. Adhering to a tight communication schedule is key to minimizing rumors and sudden talent-initiated turnover. RIS employs standardized templates to help communicate the new partnership internally and externally to the incumbent provider.

Step four:

Transition meetings are conducted by RIS with the incumbent provider to confirm the what, how and when of transition, and to ensure a contingency

staffing plan is in place so as not to negatively impact the client's operation. Following this meeting, the RIS site team conducts multiple talent transition meetings to reach all shifts. The purpose of this meeting is two-fold:

1. To ensure that the current workforce understands that their job is not in jeopardy and review the Randstad transition plan to ensure a smooth change for everyone
2. To focus on “what's in it for talent” and emphasize the benefits of working for Randstad Inhouse Services.

Step five:

Operational continuity is a primary goal to retain talent and institutional knowledge. However, all hiring decisions are based on performance results supplied by managers/supervisors and talent “fit” for the new pool composition – based on quality, availability and flexibility.

Step six:

Experience demonstrates that the vast majority of existing talent elect to remain on the job assignment regardless of the change of providers. Offers to transition with RIS are extended to talent that satisfy the hiring criteria. The workforce consultant works diligently to implement a targeted recruiting plan to fill any gaps left in staffing.

Step seven:

Onboarding is a key RIS focal point and provides clear expectations, work schedules and performance standards to optimize the success of the workforce.

Time saved by executing the procedures and processes outlined in the transition plan minimizes error with both the client and talent, and guarantees the achievement of benefits that otherwise may have been missed. Ultimately, a successful transition lays the foundation to move into the fundamentals of execution of the prescribed workforce solution through a seamless and logical process.