



high-performance workforce

transforming organizations through a performance-based, learning culture

become an employer of choice

When one of Canada's leading specialty fashion department stores decided to adopt a performance-based culture, the human resources department realized it needed help in defining the strategy for this transformation. They asked TELUS to implement specific components of our High-Performance Workforce solution – a suite of award-winning human resource practices that we use throughout our own company. Our client is now well on its way to creating a culture of performance and learning, while driving down the cost of delivering human resource services.

TELUS High-Performance Workforce can help transform your company into a high-performance workplace, assist you in becoming an employer of choice, and provide measures for monitoring your progress. This Web-based suite of applications drives engagement through performance management and learning solutions. Our solutions link individual objectives and performance to your corporate objectives and strategies.

TELUS High-Performance Workforce is one of our Collaborative Applications – business-specific applications that deliver on your precise requirements for information sharing, asset tracking, collaboration and workforce management. They are part of our Collaboration Services portfolio, designed to help you work and collaborate more effectively both within your company and externally.

empower your business

A high-performance culture can make your organization more efficient and effective, and reduce costs. With TELUS High-Performance Workforce, your employees have effortless access to a myriad of essential services – enabling them to manage their own needs without incurring costs to your organization and impinging on the valuable time of your human resource and other support staff. You will see the difference in:

Ease of use. Our philosophy is to make everything simple and intuitive, so everyone wants to use these applications. TELUS High-Performance Workforce is Web-enabled, allowing easy and secure access – anywhere and anytime. Our applications are hosted in our Internet Data Centres and managed by the TELUS team of experienced professionals. Monitoring, surveillance and support is available 24x7; service level objectives are set for uptime and availability.

Better alignment of employees with corporate priorities. TELUS High-Performance Workforce is the ideal tool for supporting learning and development that furthers your business objectives. Your organization will gain from enhanced linkages between corporate strategies and employee performance and compensation.

Reduced cost of human resource services. By automating and streamlining manual processes, you spend less money and time on human resource administration. Your key HR professionals are freed up to play strategic business roles as HR consultants or partners.

Enhanced ability to seize emerging business opportunities. High-performance employees have the time, motivation and expertise to move your company forward.

Ease of ownership. TELUS High-Performance Workforce has a straightforward pricing structure – one price covers applications, platform, hosting and ongoing support.

supporting employee learning and development

TELUS High-Performance Workforce is a family of products and services designed to enable and support the development of a high-performance workforce. The main components are:

- Performance management solutions – enable transformational performance
- Learning solutions – enable an optimized learning environment

high-performance workforce

Your TELUS High-Performance Workforce platform includes:

Employee Launch Pad.

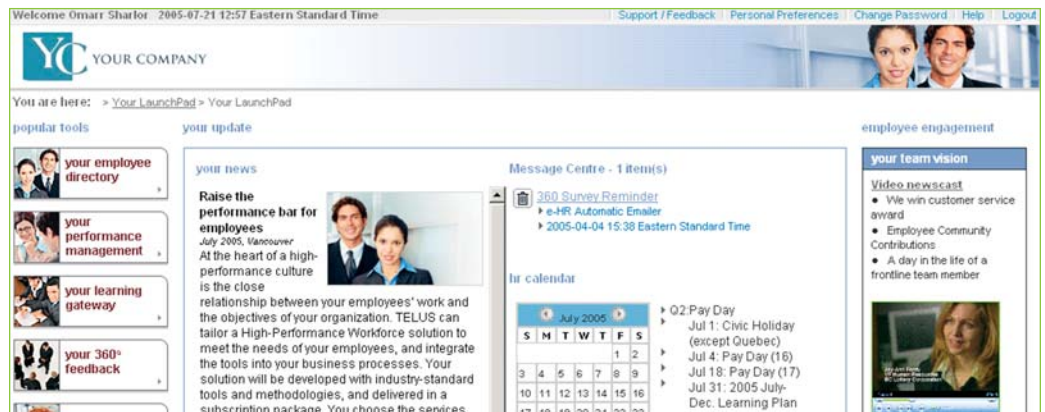
A centralized employee site to launch any of the High Performance Workforce applications.

Employee Directory.

An online employee directory that provides a reliable and centralized source of information on organizational structure, skills and services, and administrative processes. Making this information easy to access increases inter-employee communication and reduces multiple system maintenance.

raise the performance bar for employees

At the heart of a high-performance culture is the close relationship between your employees' work and the objectives of your organization. TELUS can tailor a High-Performance Workforce solution to meet the needs of your employees, and integrate the tools into your business processes. Your solution will be developed with industry-standard tools and methodologies, and delivered in a subscription package. You choose the services you require from our performance management and employee development and learning modules.

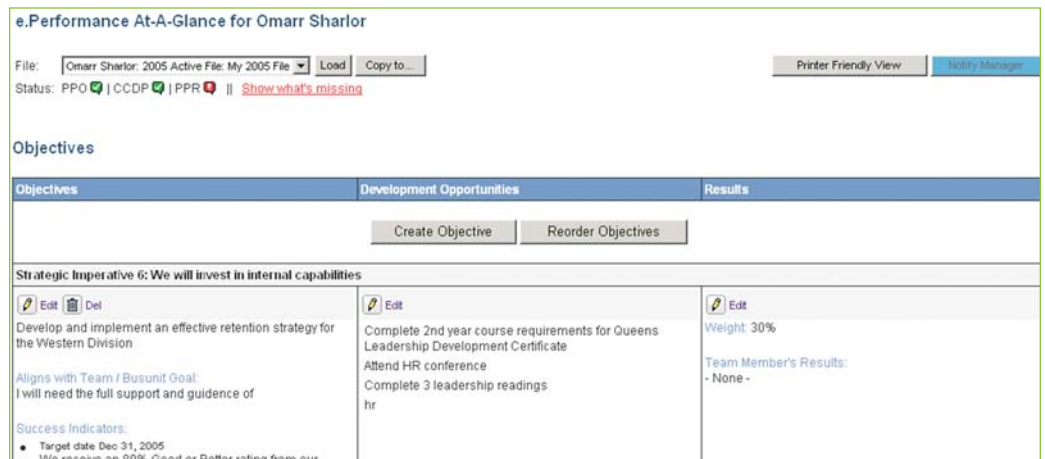


The Employee Launch Pad can also be customized for ongoing employee communications and engagement. Examples of such tools include 'News Flash', 'Your CEO e.Letter', and video newscasts to update your employees in an engaging fashion.

performance management modules

Performance Management – an application used to manage employee performance, grow their careers and contribute to the success of your organization.

One of the keys to a high-performance culture is a performance management process that is supported by a user-friendly integrated delivery solution. Our Web-enabled Performance Management application replaces inefficient, paper-based performance management processes.



360° Feedback. A developmental tool to assist employees in identifying their strengths and opportunities for success. This process involves sending an online questionnaire to managers, peers, direct reports and internal customers to solicit feedback about specific behaviours.

your performance management		Values Self-Assessment Form						
Using 2005 (My 2005 File) file. (View my other files) Performance Cycle • View At-A-Glance Summary • Check File Status • Values Self-Assessment File Management • Create New File • View my other files • Change File Options • Backup this File • Copy Items from Other Files Manager Functions • Copy Files for My Team Members • View My Team Members • View PVAAM / SSM • View Any Team Member • View Reports • Administration Menu		Management / Professional & Frontline Leaders						
Your LaunchPad • your employee directory • your performance management		There are 54 questions in this assessment. You do not have to answer all the questions at once, you click the Save button at the bottom of the form and continue at a later time. The results of this assessment are visible only to you and n						
Question		No Rating	Seldom	Sometimes	Usually	Often	Consistently	
1. Helps others develop a clear plan of action when faced with ambiguity.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2. Adjusts plans to reflect changing business priorities.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3. Implements strategies to build resilience & reduced stress in self & others.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4. Helps others manage the anxiety associated with change.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5. Clarifies customer needs.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6. Organizes work around customer requirements.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7. Demonstrates a basic knowledge of TELUSÆ strategy for engaging different customer segments.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
8. Seeks & acts on customer input.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9. Follows up with customer issues within set timeframe.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10. Works with other departments & teams to meet the customer/Es needs end-to-end.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11. Analyzes aggregated records of customer interactions to recommend customer product, service or process improvements.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
12. Allocates resources to focus on priorities, while maintaining fundamental services.		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Performance Management enables employees and team members to collaborate with their manager to create their Customized Career Development Plan, Personal Performance Objectives and Personal Performance Review. Setting objectives while defining roles and responsibilities ensures that all job activities and efforts are aligned with current corporate and business unit strategies. Levels of employee satisfaction will also resonate to productivity and customer satisfaction.

Our 360° Feedback survey helps each employee identify their strengths and opportunities for success in increasing their value to your organization. The focus of 360° Feedback is personal development. When looking at the 360° Feedback results, employees will be able to identify strengths as well as any gaps in skills. By leveraging their strengths and natural talents, employees can accelerate their overall development.

Recognition Gateway. A company-wide recognition program that allows employees to recognize and be recognized for outstanding performance, extraordinary efforts and exceptional results that support your organization’s values and objectives. Recognition Gateway is a combination of an online tool and process/coaching material to assist leaders in providing timely and appropriate rewards and recognition to employees.

Survey. An online tool designed to provide a dynamic means for engaging employees and gathering decision-making context information. Listening to feedback, understanding perceptions and identifying opportunities can assist your organization with customer service delivery and organizational issues.

This user-friendly intranet-based application enables administrators to create and distribute custom surveys across your organization. Through an automated system, employees receive surveys, which they complete and submit online. Our survey tool’s user-centric design facilitates easy set-up, delivery, results compilation and reporting. Survey administrators are led through an online set-up process that uses standard survey methodology. Survey results can be viewed within minutes via the reporting tool.

Employee Engagement. Access to dynamic electronic communications is important to driving a high-performance culture. Team e-letters, video broadcasts, and relevant information updates are all a part of a productive organization.

high-performance workforce

employee development and learning modules

Learning Management System. Applications used by employees to find, select and take courses online. Managers can assign courses to employees and view, approve, or deny learning requests.

Our Learning Management System is also called the Learning Gateway. It helps you manage the distribution of e.learning content as well as manage and track all e.learning and in-classroom learning activities within your organization. The Learning Gateway provides your employees with a single point of access to courses and development opportunities/resources directly from their desktop. It is geared to help your employees achieve their developmental and career goals through training opportunities that align with your organization's business objectives.



At TELUS, we believe that the investment of employee's time in learning far exceeds the investment in the learning platforms themselves. Therefore, it is very important to accurately track the utilization of this investment and to reflect your employees' efforts and accomplishment back into their employee development record.

Mentoring. A Web-based set of tools that enables learners to partner with a mentor to obtain strategic counsel, guidance and instruction toward a specific goal.

Our Mentoring product assists organizations in following the mentoring process to the successful achievement of a mentoring goal. This is a protégé-driven mentoring process where the learner – the protégé – takes the initiative to partner with another person who has greater experience and expertise – the mentor.

Succession Management. An online process for managers to identify individuals within the organization to take their place in the event that the manager is promoted, retires, or otherwise leaves the organization. This self-serve tool supports your organization's succession strategy. Succession planning can also protect your company when unplanned vacancies arise, as well as identify specific gaps in your talent pool.

working with you

When you choose a High-Performance Workforce solution, TELUS puts a skilled, capable and experienced team to work for your organization. We ensure a successful solution implementation through our professional services that includes:

- Project management
- Organizational change management
- Application management and integration
- Support services
- HR consulting

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Contact your TELUS Account Executive or call 1-866-GO-TELUS
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