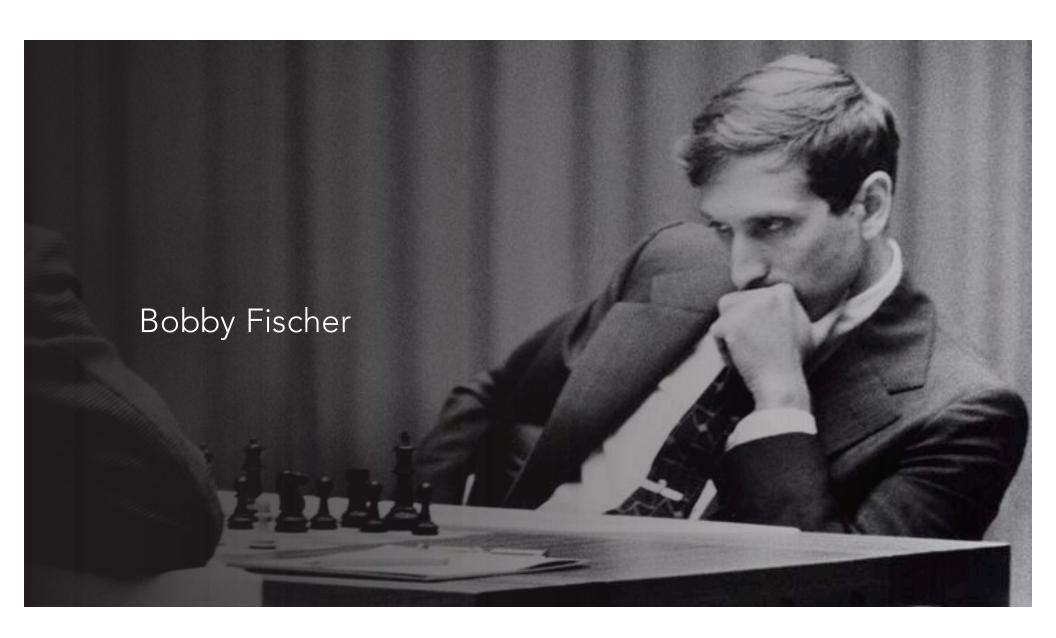
indeed

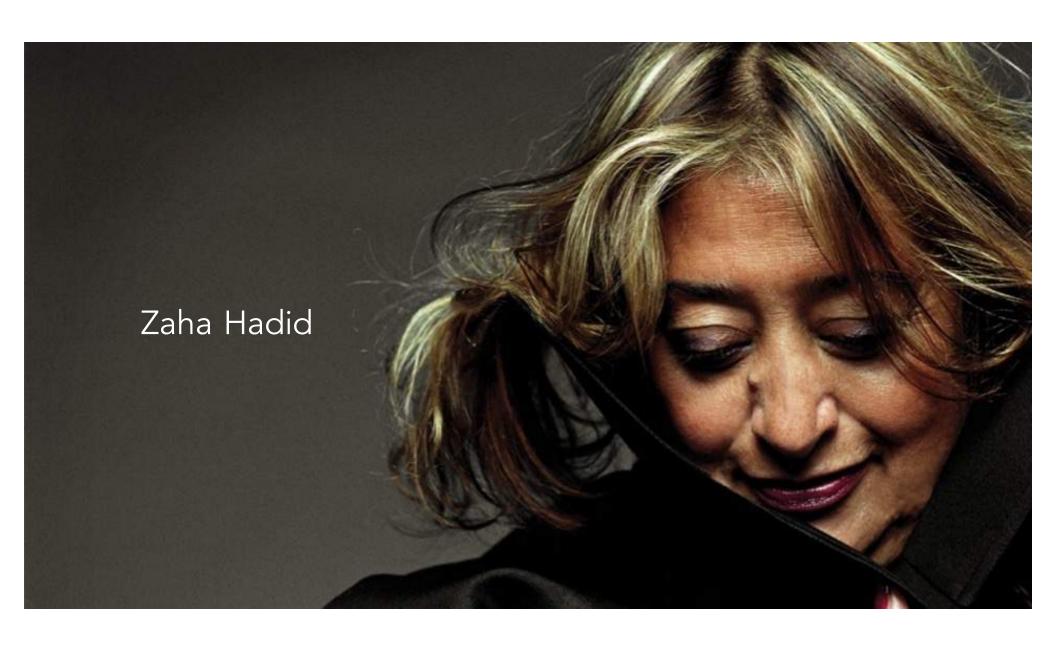
Transformational Talent: Portrait of the High-Potential Workforce

Anouk Kon

Recruitment Evangelist Benelux, Indeed

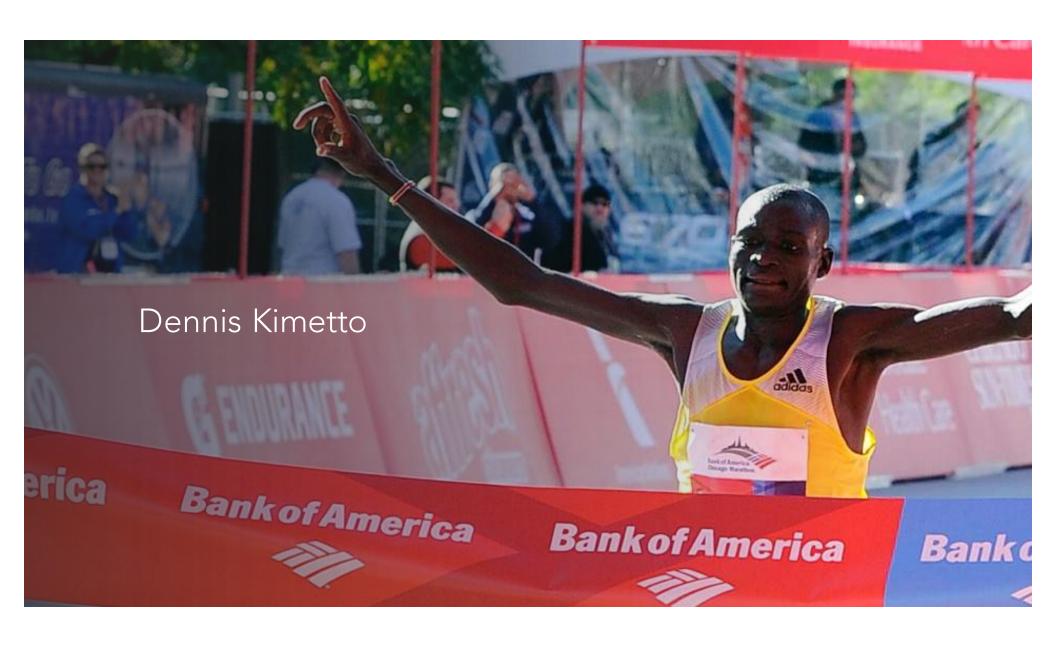
In every field of human endeavor, there are people who accomplish extraordinary things

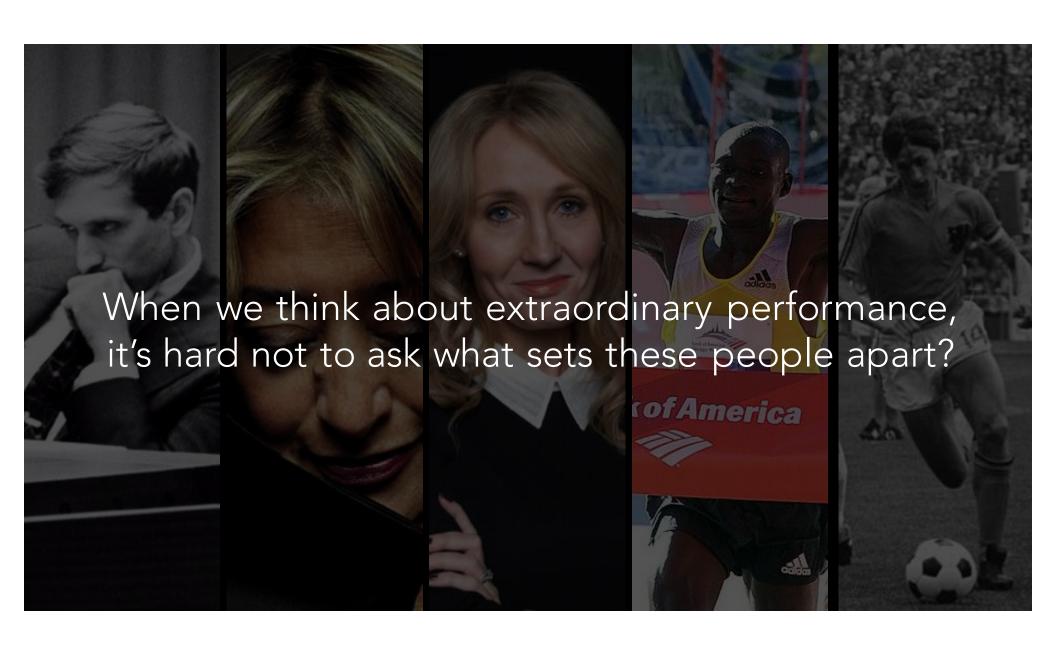












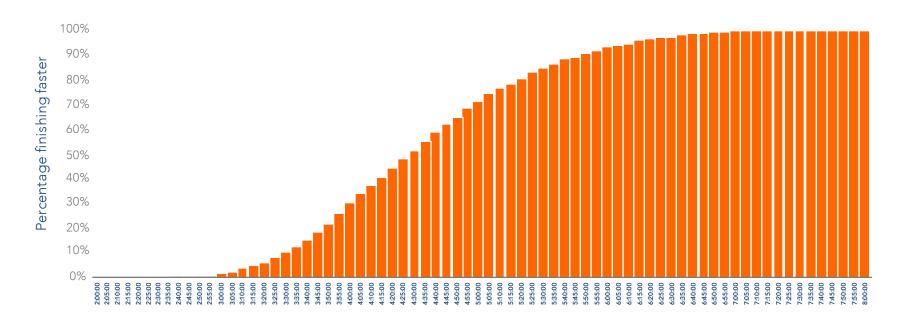
Luck? Timing? Innate ability? Effort? Perseverance?

When we looked closely at Dennis Kimetto's performance in the 2013 Chicago Marathon, we noticed a few interesting things

01

Even among marathon finishers, the distribution of performance is surprisingly wide

In 2013, marathon finish times ranged from just over 2 hours to 8 hours to complete the 26.2 mile race



02

The fastest runners are shockingly quicker than everyone else

As expected, every wave of finishers was slightly faster than the last

Top 50%	Top 40%	Top 30%	Top 20%	Top 10%
6:20 min/km	6:02 min/km	5:40 min/km	5:22 min/km	4:58 min/km
	+5%	+6%	+5%	+8%

With the top 1%, we see extraordinary gains in performance

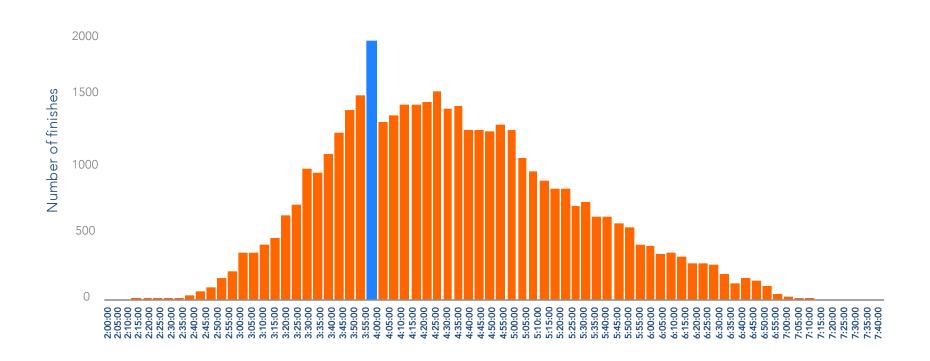
Top 50%	Top 40%	Top 30%	Top 20%	Top 10%
6:20 min/km	6:02 min/km	5:40 min/km	5:22 min/km	4:58 min/km
	+5%	+6%	+5%	+8%

Top 1%	Fastest
3:47 min/km	2:56 min/km
+24%	+23%

03

You can see the impact of goals and determination in the results

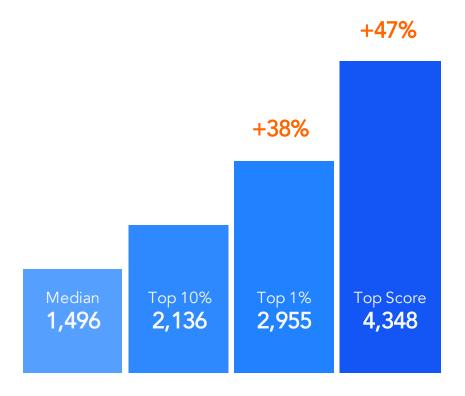
While innate ability is important, goals, training and determination also impact results



We found similar patterns of achievement across many fields of human endeavor

HackerRank performance

Top coders significantly outperform average and even top 10% performers

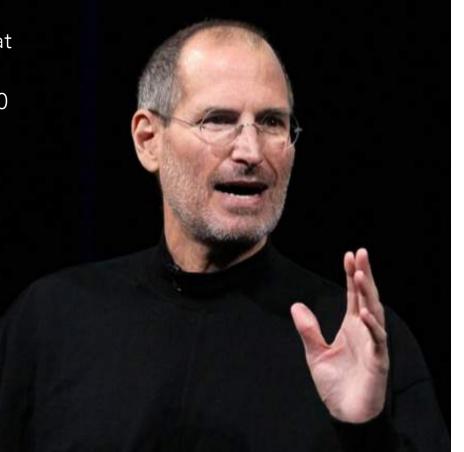


Source: HackerRank

And the same patterns of achievement also exist in our workplaces

"I noticed that the dynamic range between what an average person could accomplish and what the best person could accomplish was 50 or 100 to 1. Given that, you're well advised to go after the cream of the cream. A small team of A+ players can run circles around a giant team of B and C players."

Steve Jobs, Apple



According to Harvard Business Review, this is exactly what Apple did "We have seen all-star teams do extraordinary work."

Apple OS X



600 engineers

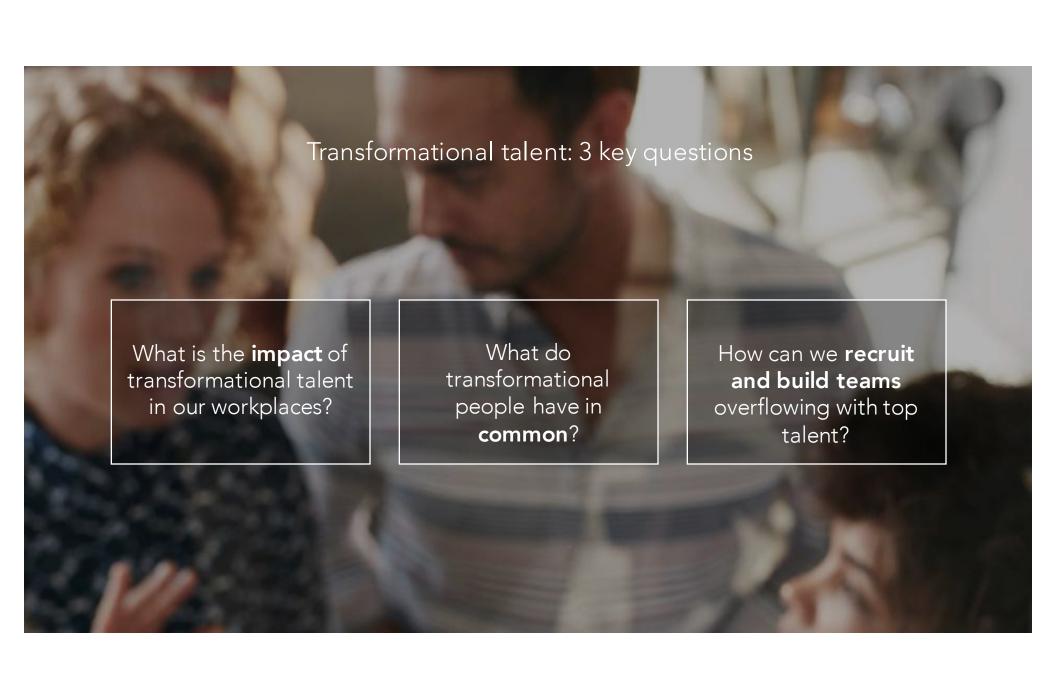
Less than 2 years

Microsoft Windows Vista



10,000 engineers

More than 5 years



Question #1 What is the impact of transformational talent in our workplaces?

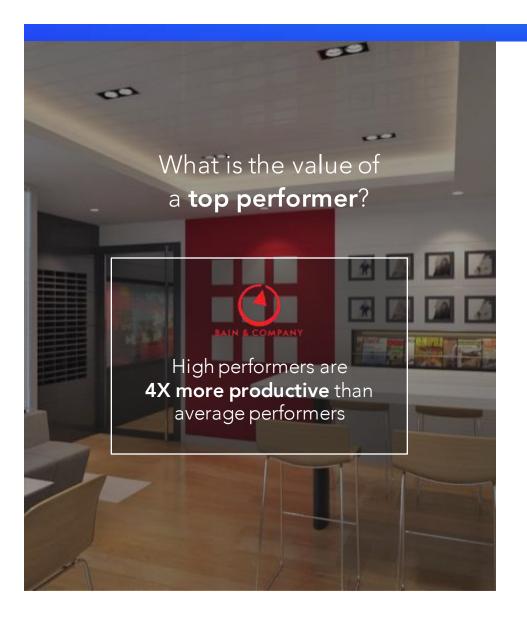
"People are not your most important asset. The right people are."

Jim Collins



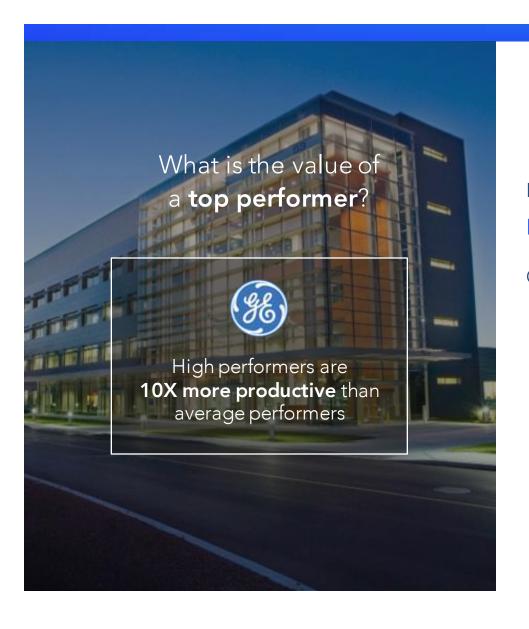
So, what is the impact of having the right people? How much incremental impact comes from top performers?

We discovered answers from 3 prominent employers

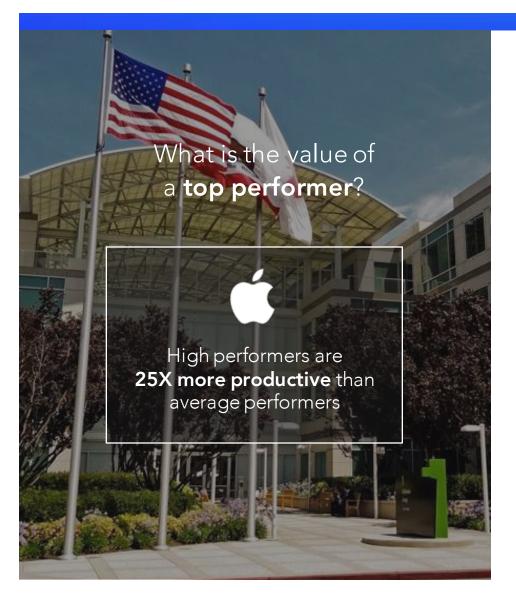


Bain & Company

4X



Bain & Company 4X GE 10X



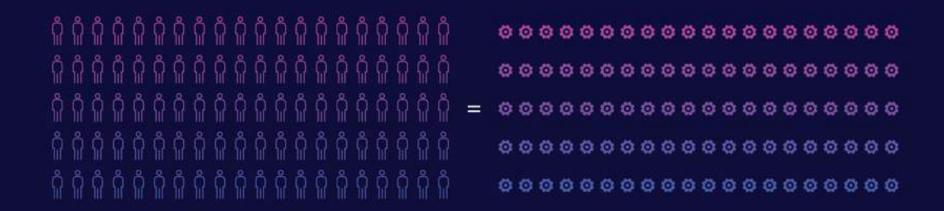
Bain & Company	
	4X
GE	
	10X
Apple	
	25X

4X-25X Who is correct?

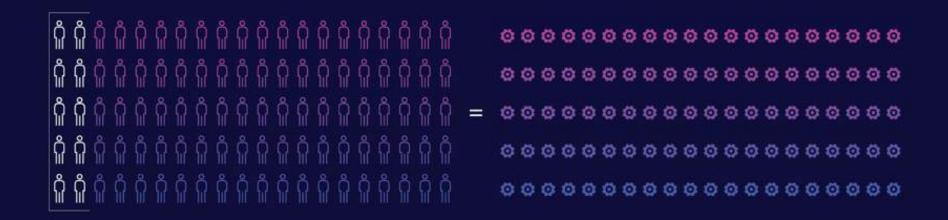
They may all be right:

It comes down to the line you draw to define "top talent"

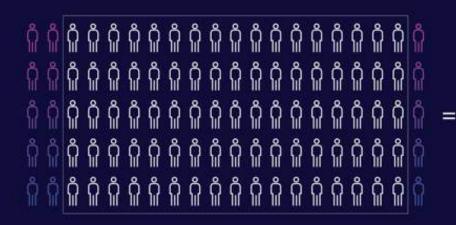
Research shows a small portion of your workforce has an outsised impact on business output



The bottom 10% of talent is responsible for 0% of output

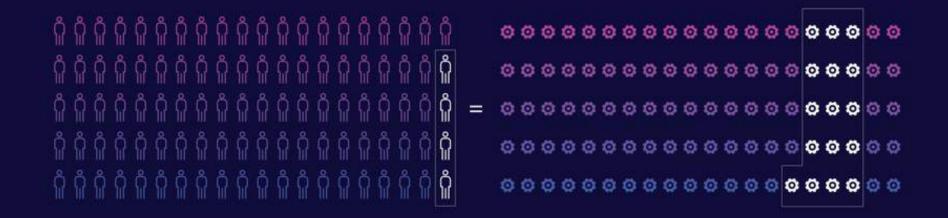


The next 85% of your talent is responsible for 74% of output



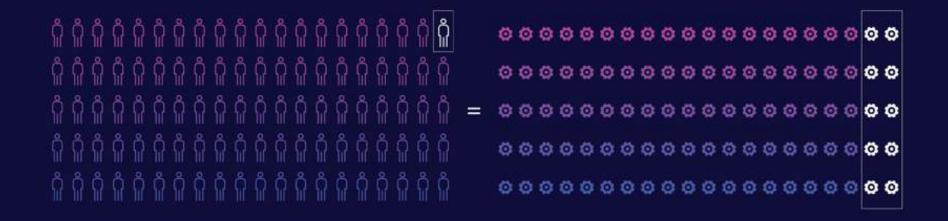


The top 4% of your workforce is responsible for 16% of output That's 5X the output of the average worker



And 10% of productivity comes from the top 1% of employees

That's 10X more than the average worker



Question #2 What do transformational people have in common?

We have researched this extensively



In-depth interviews

Interviews were conducted within the United Kingdom, France, Germany and the Netherlands by Discuss.IO in July 2016 with 28 midlevel to senior managers who had at least 5 direct reports.



Employer surveys

Survey was conducted online within the United Kingdom, France, Germany and the Netherlands by Decipher/
FocusVision on behalf of Indeed from July-August 2016 among 4,000 hiring managers with at least 5 direct reports who have managed their team for a minimum of one year.



Job seeker surveys

Survey was conducted online within the UK, France, Germany, and the Netherlands using the Decipher survey platform owned by FocusVision on behalf of Indeed from July 29 - August 22, 2016 among a total of 15,762 adults ages 18 and older.

We asked 4,000 hiring managers across Europe:

"Think about the most impressive top performer you've worked with at your current company or a previous company. What is the #1 attribute this person exemplified?"

We identified 5 leading attributes of transformational talent in the Netherlands



Strategic thinking



Problem solving



Passion



Ownership



Self-direction



Creative thinker, thinks outside of the box



Ability to find and implement solutions for difficult or complex issues



Demonstrated enthusiasm or excitement for a task or role



Accepts responsibility for their work



Self-starter, someone who initiates new assignments and challenges

What makes this combination so transformational?



Strategic thinking



Problem solving



Passion



Ownership



Self-direction

A bias towards action



Strategic thinking



Problem solving



Passion

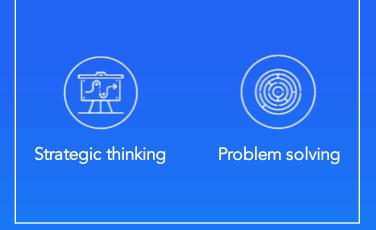


Ownership



Self-direction

Experience and the capability to learn how to do things effectively









Ownership

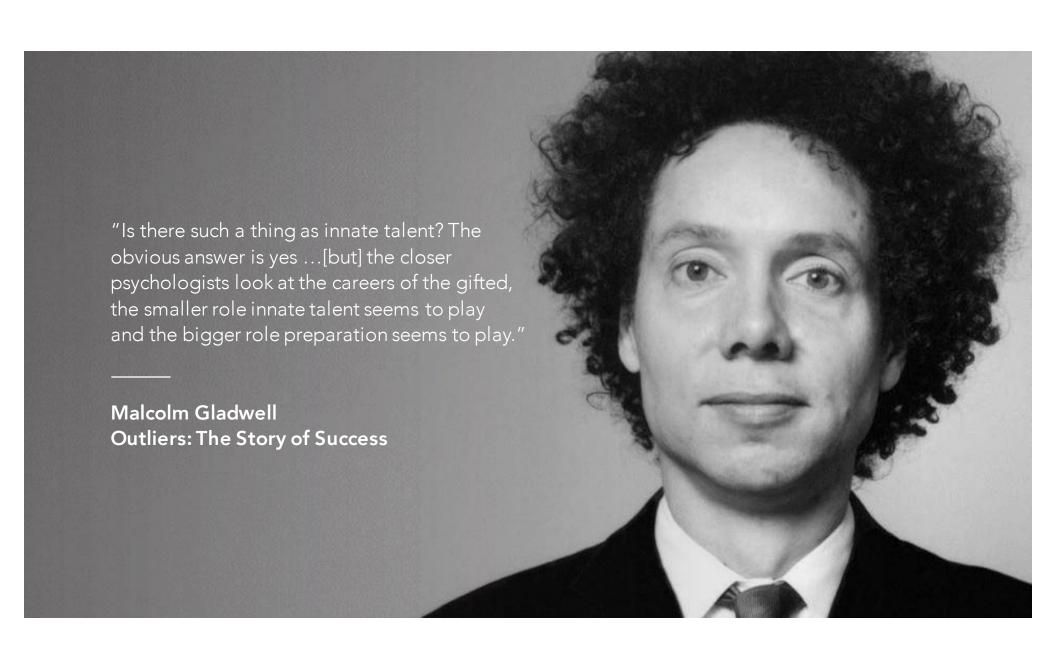


Self-direction

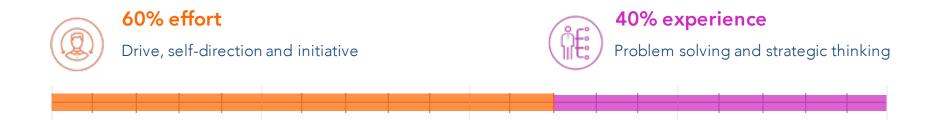
Effort or Experience

Effort or Experience

Effort + Experience



The simple formula for transformational talent



As employers, our opportunity is to find more candidates with an **innate bias to action** and a track record of **doing things effectively**

Question #3 How can we recruit and build teams overflowing with top talent?

The most successful top talent recruiting programs are built on three simple ideas

Idea #1

Top talent have options: You need to inspire them

"When you're surrounded by people who share a passionate commitment around a common purpose, anything is possible." Howard Schultz CEO, Starbucks

Research shows people look for jobs when they are either <u>inspired</u> by a new opportunity or <u>discouraged</u> at work

Which of the following best describes when you look at career opportunities?



Source: Decipher/FocusVision on behalf of Indeed (N = 15,762)

When it comes to choosing a job, top performers are different

For top performers, inspiration is the primary motivator for career change

10%

Top performers are 10% more likely than the average job seeker to look for more challenging work

Source: Decipher/FocusVision on behalf of Indeed (N = 7,376)

And top talent is more likely than the typical worker to be attracted to a new job by ...

+7%
Meaningful work

Source: Decipher/FocusVision on behalf of Indeed (N = 7,376)

+50%

Company mission/Vision of organisation

+14%

Clear path for advancement

Source: Decipher/FocusVision on behalf of Indeed (N = 7,376)

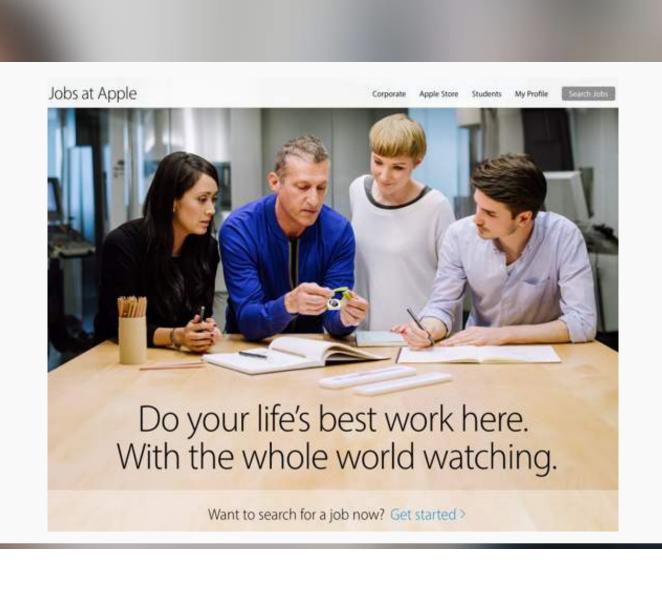
+15%

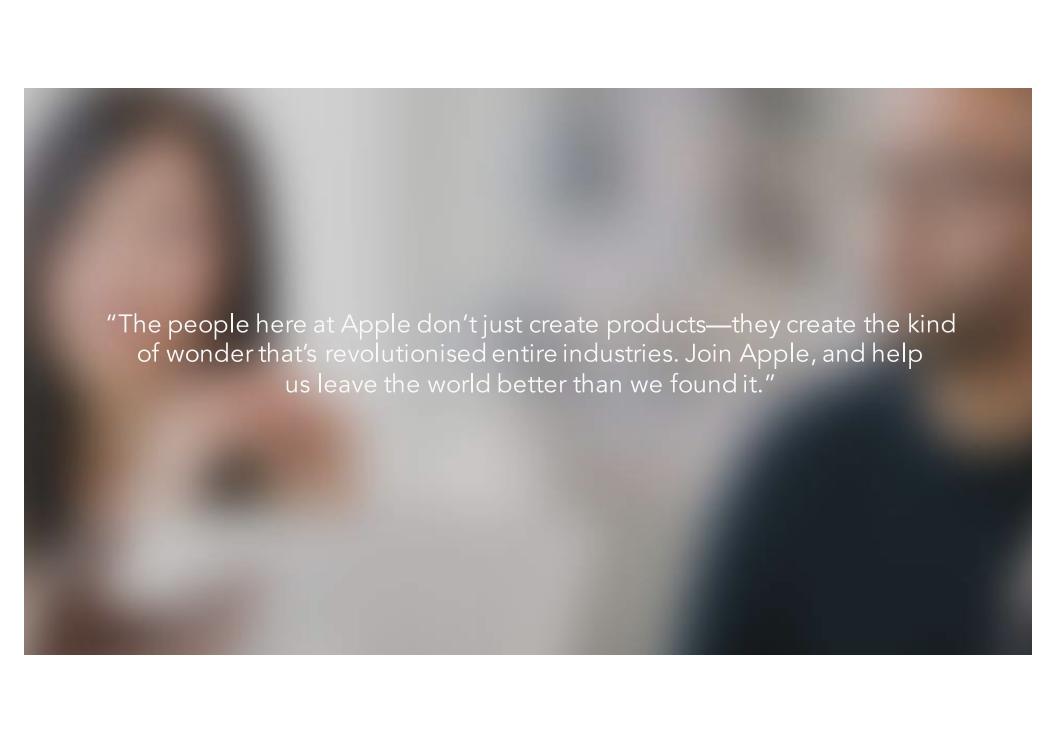
Better company reputation

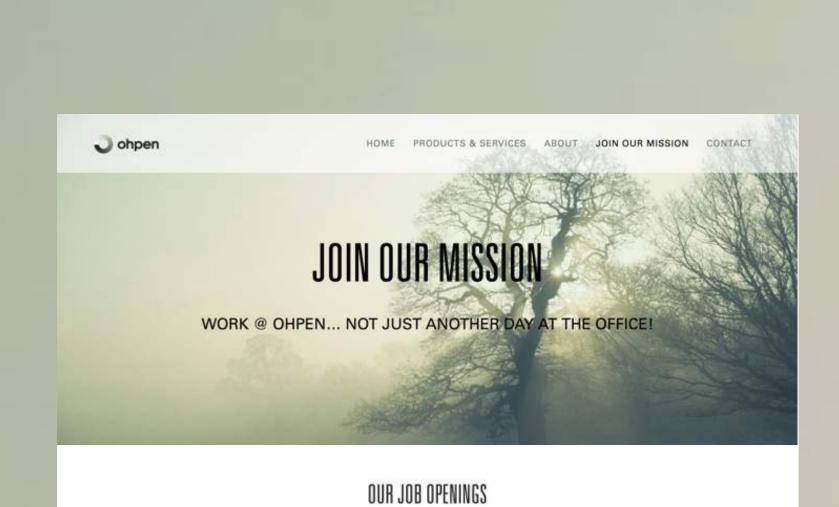
Source: Decipher/FocusVision on behalf of Indeed (N = 7,376)

Top talent is 6% <u>less</u> likely to accept a job for better compensation or benefits

Great companies use mission, purpose and impact to attract transformational talent







Will you join our cause and fill the gaps within our ranks?

"We want to exceed our clients, suppliers, partners and investors' expectations. We are not a standard company, do not offer standard services and are not looking for average people. Everything we do, we do differently and more innovative. This creates an environment in which we can have a true impact on people we work for and work with."





Create

We build the best experience for our community - as a team.



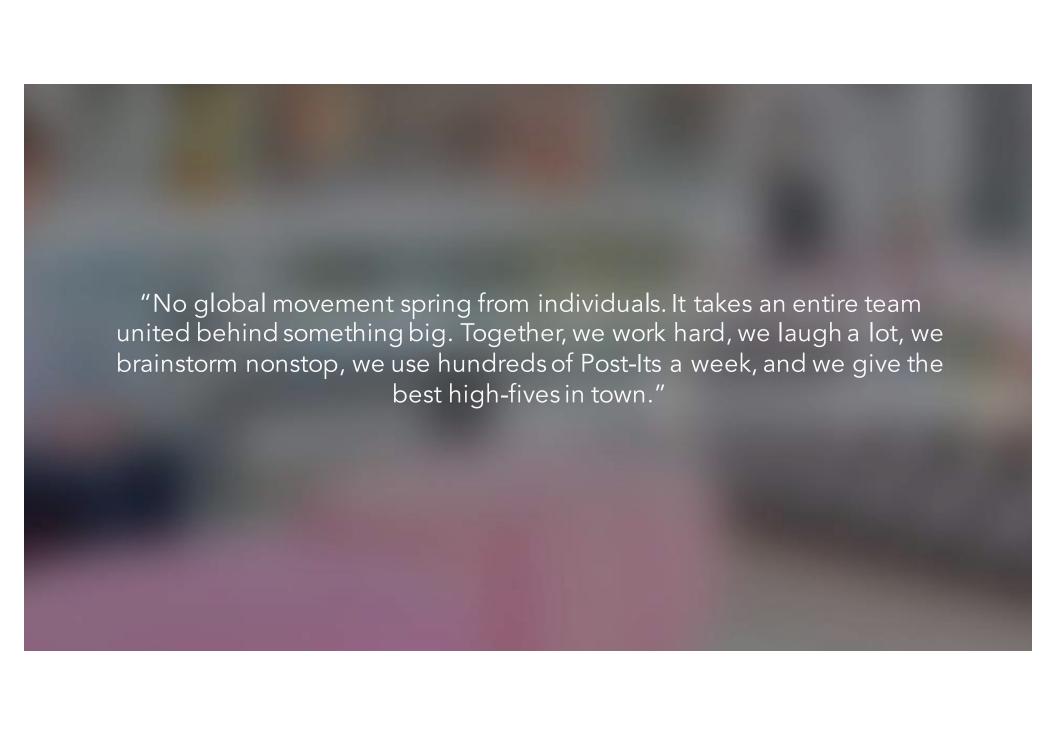
Learn

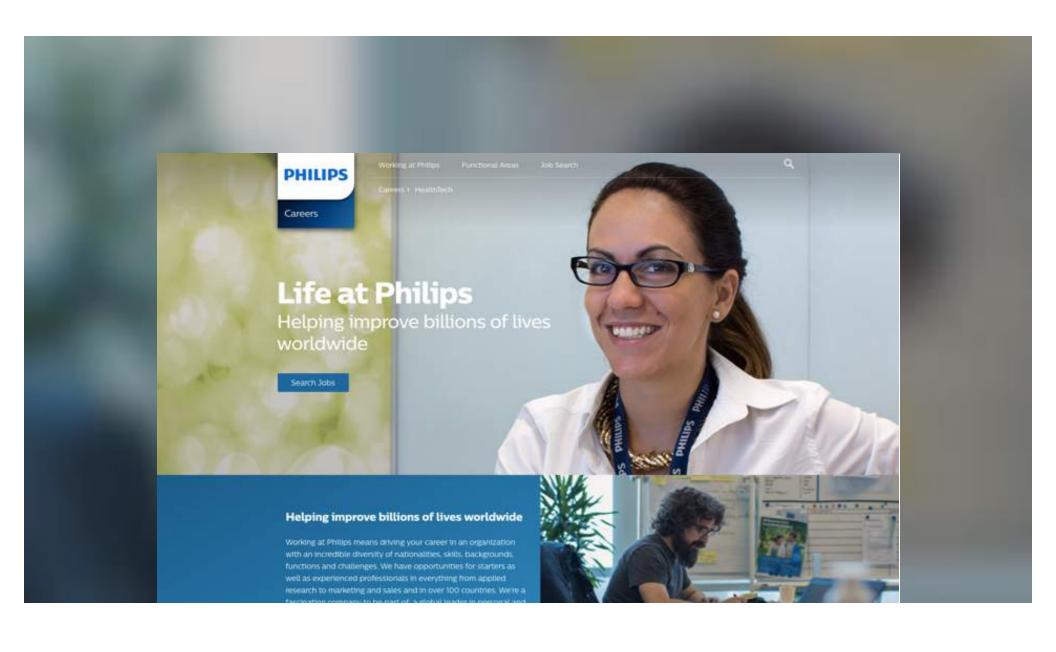
We look inside and outside for inspiration and learning.

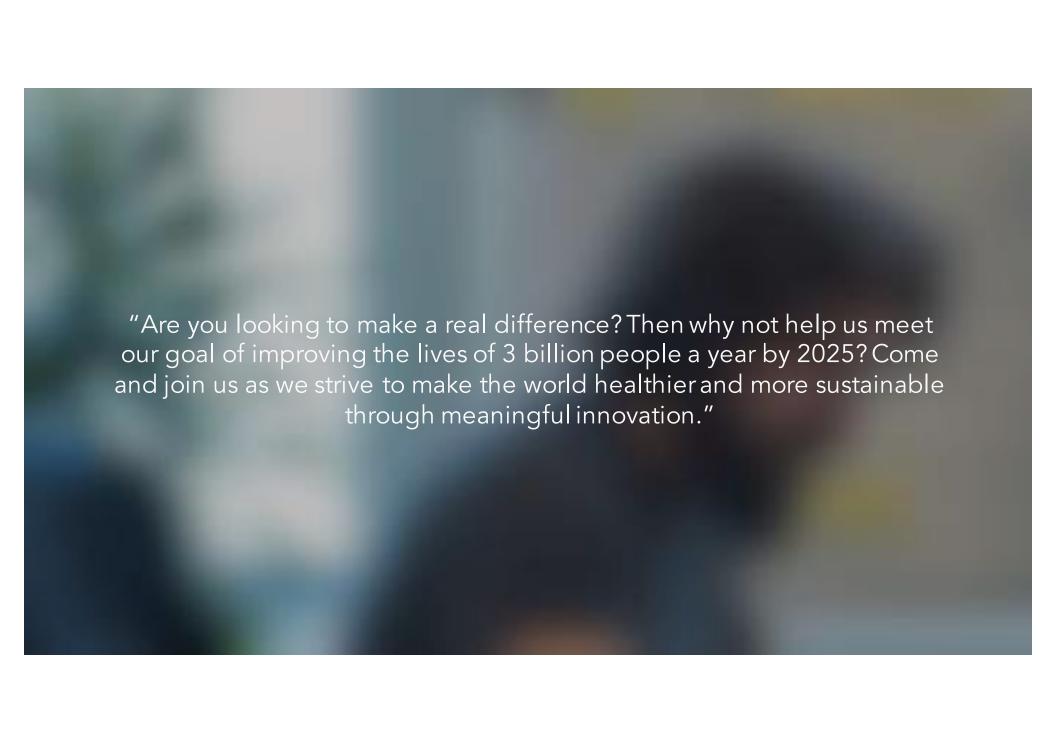


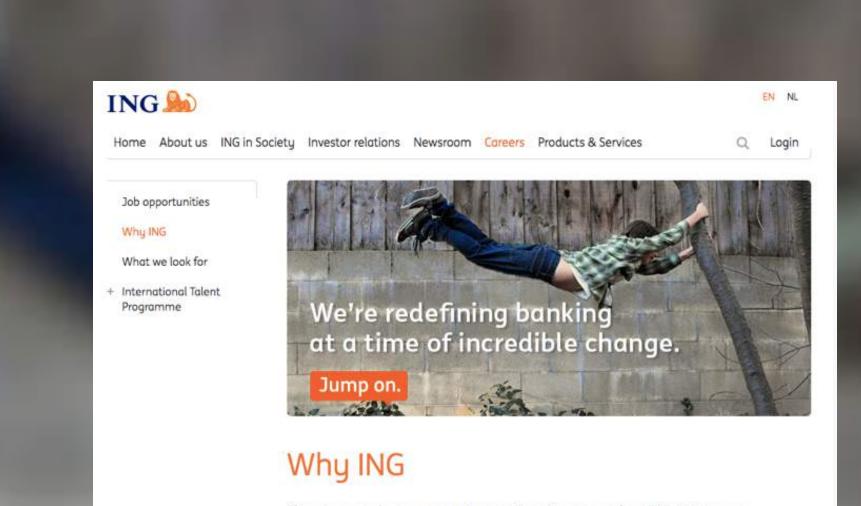
Play

Life is what happens when you're busy working. We make sure to enjoy it.

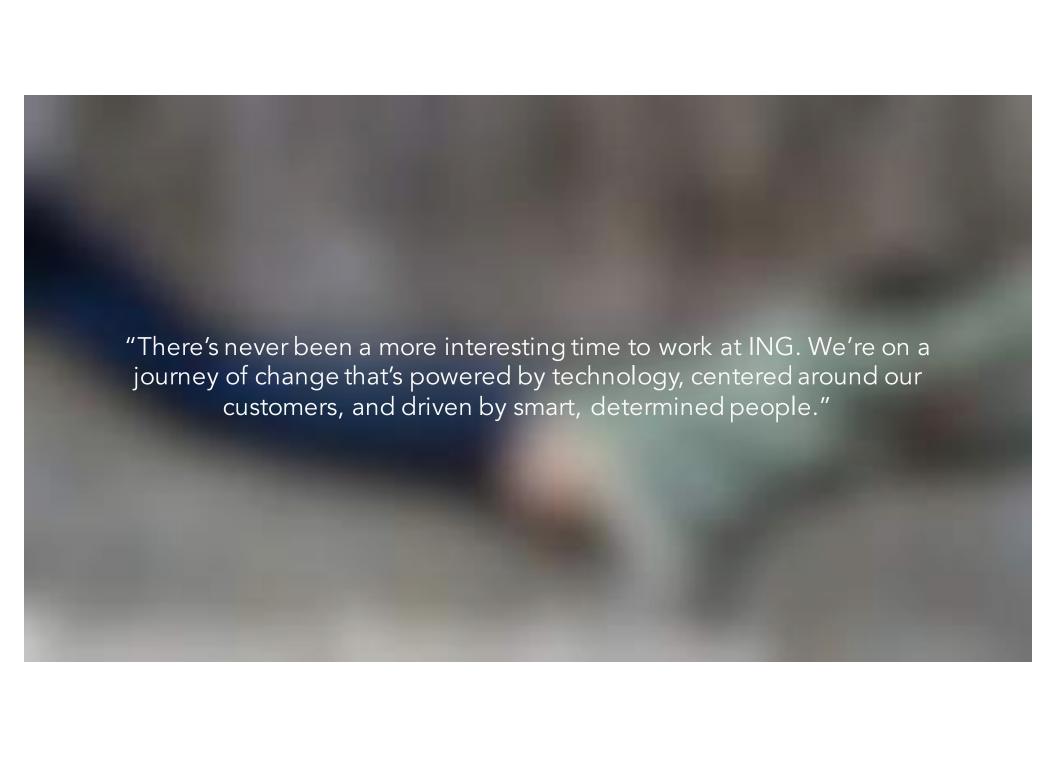








There's never been a more interesting time to work at ING. We're on a journey of change that's powered by technology, centred around our



Idea #2

In the internet economy, top talent will find you if you make it easy

When it comes to career decisions, top talent want to choose their own path

Top performers want to be in control of their career decisions 60%

Agree

"I would feel more confident a job is the right fit for me when I pick the company and apply rather than being contacted by an external party for the position."

55%

Agree

"I think I would be more successful in a job I found and got on my own versus a job which I got through an external party (friend, recruiter, etc)."

Source: Decipher/FocusVision on behalf of Indeed (N = 7,376)

The majority of top performers in each of the markets surveyed agreed that they want to be in control of their job search

Germany	United Kingdom	Netherlands	France
59%	64%	54%	61%

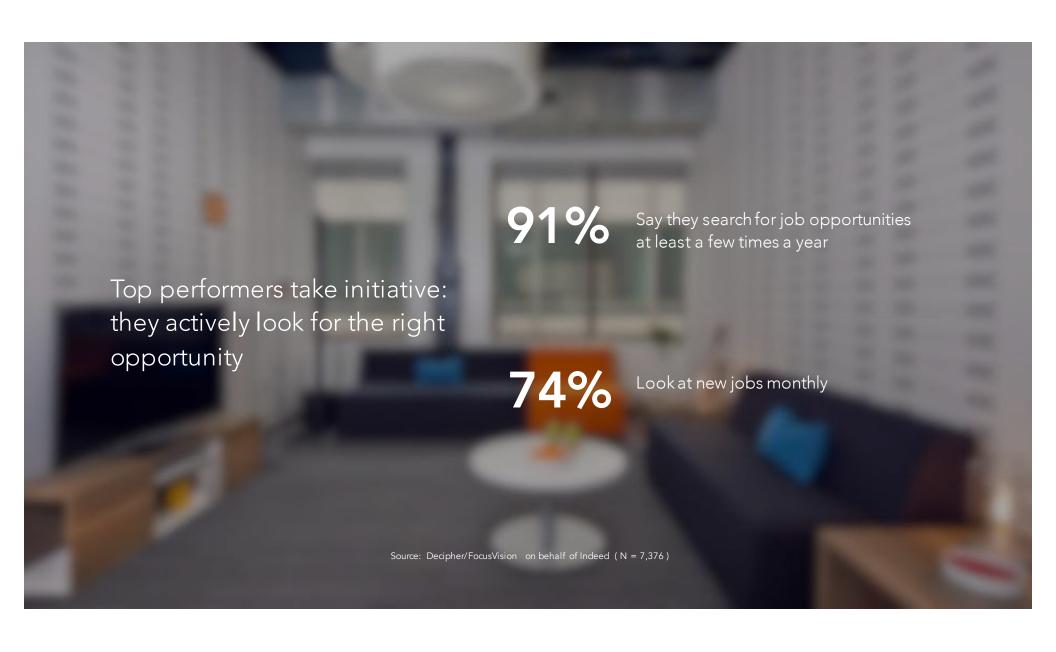
Agree

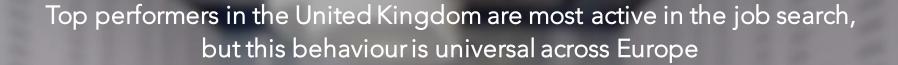
"I would feel more confident a job is the right fit for me when I pick the company and apply rather than being contacted by an external party for the position."

Germany United Kingdom Netherlands France 57% 59% 50% 57%

Agree

"I think I would be more successful in a job I found and got on my own versus a job which I got through an external party (friend, recruiter, etc.)."





Germany

United Kingdom Netherlands

France

Germany

United Kingdom Netherlands

France

92%

95%

90%

87%

72%

79%

72%

74%

Say they search for job opportunities at least a few times a year

Look at new jobs monthly

In fact, only 9% of top performers hired across Europe were passive when it comes to job search

Active

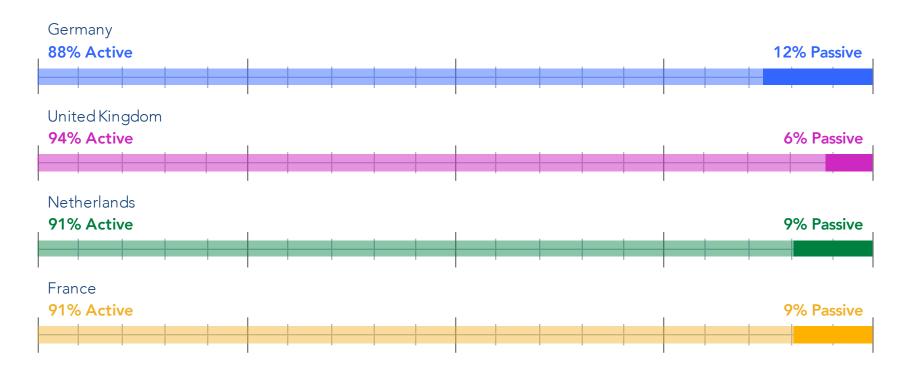
91% of top performers hired in the last year took an action to find a job 6 months prior to being hired

Passive

9% of top performers hired in the last year were passive during the 6 months prior to being hired

Source: Decipher/FocusVision on behalf of Indeed (N = 2,276)

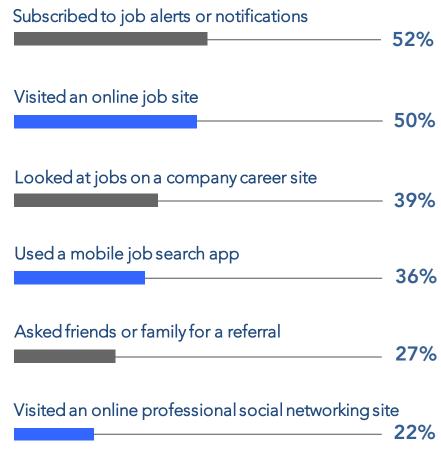
This active to passive ratio is remarkably consistent when viewed by market



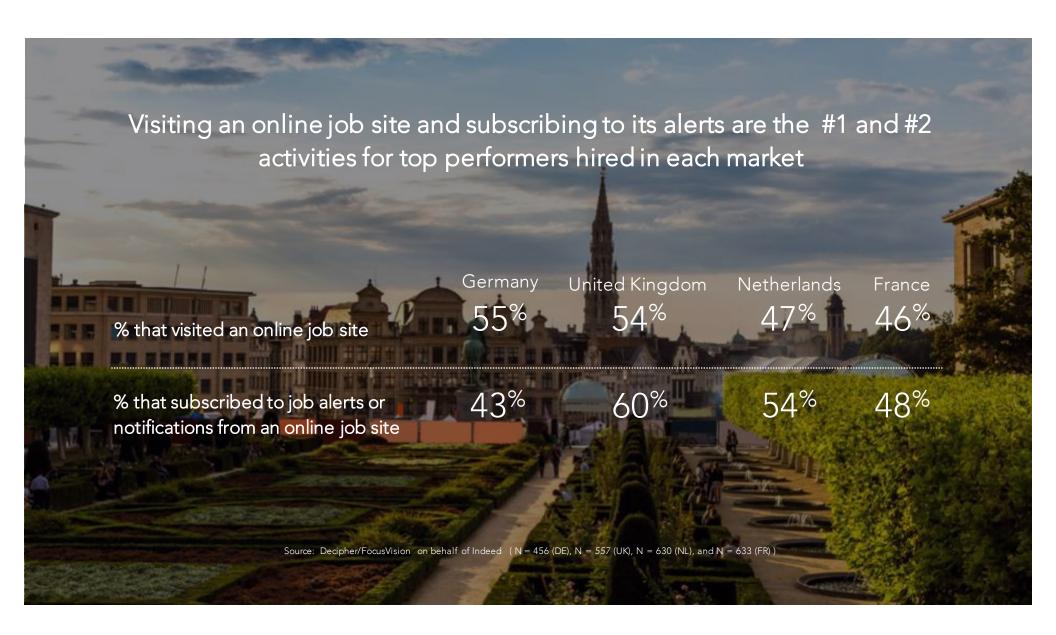
Source: Decipher/FocusVision on behalf of Indeed (N = 456 (DE), N = 557 (UK), N = 630 (NL), and N = 633 (FR))

When top performers look for a job, they primarily use inbound channels

Prior to being hired at your current job, which actions did you take to look for job opportunities?



Source: Decipher/FocusVision on behalf of Indeed (N = 2,276)



Unfortunately, many companies have recruiting processes that are inadvertently eliminating active, transformational talent

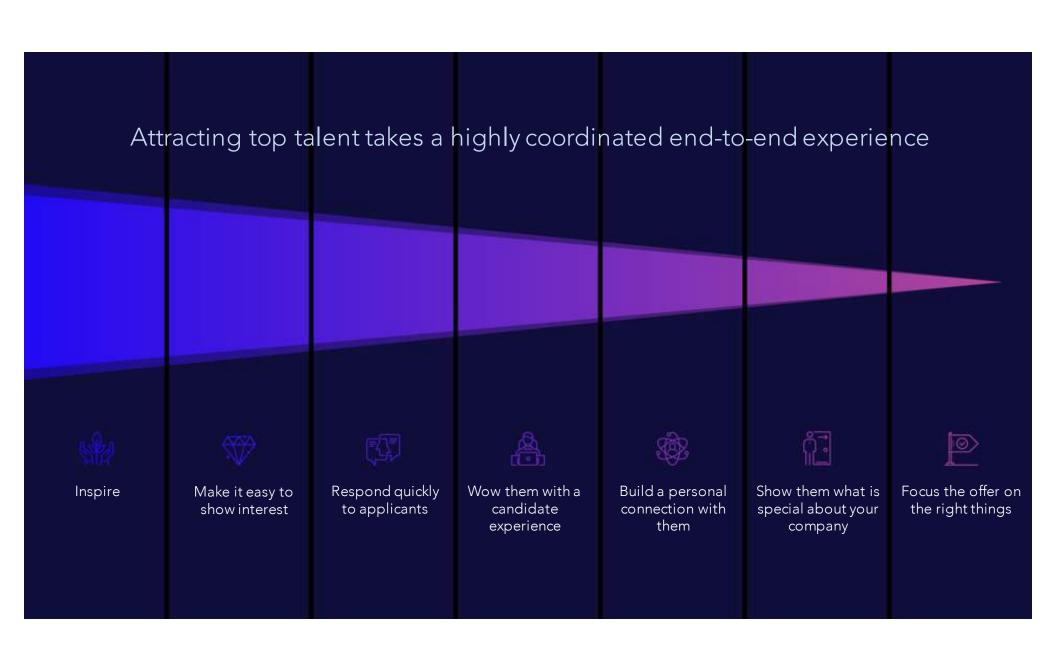
Idea #3 Make it easy for top talent to get through your door

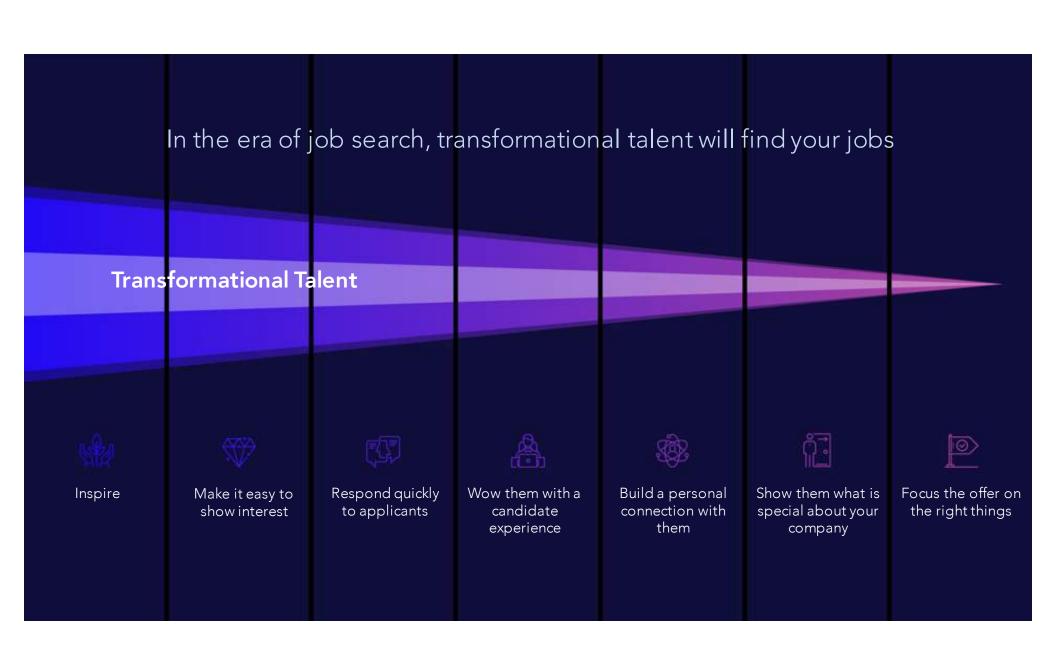
"A company's success is predicated on you putting the right people in the right place at the right time."

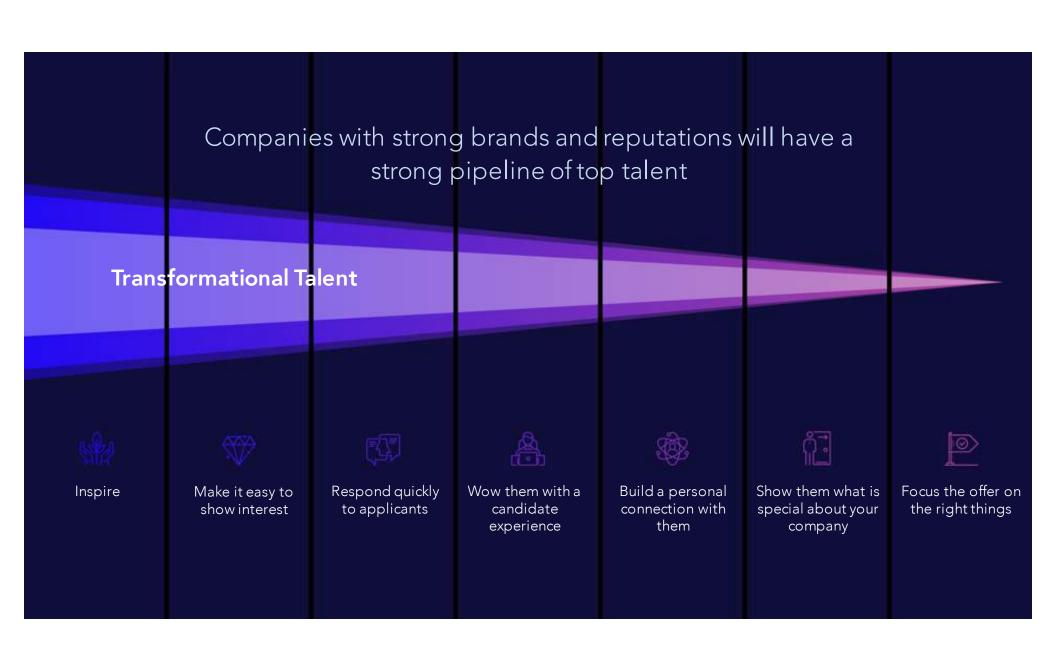
Angela Ahrendts CEO, Burberry

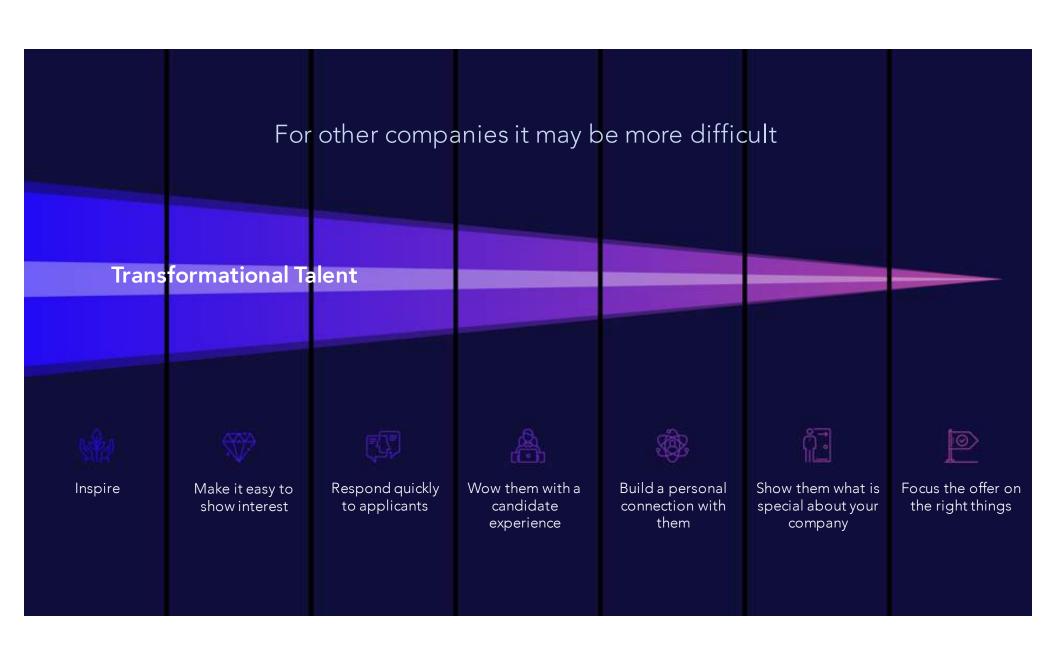


How can we attract enough of the right talent to our companies (so that we can grow)?

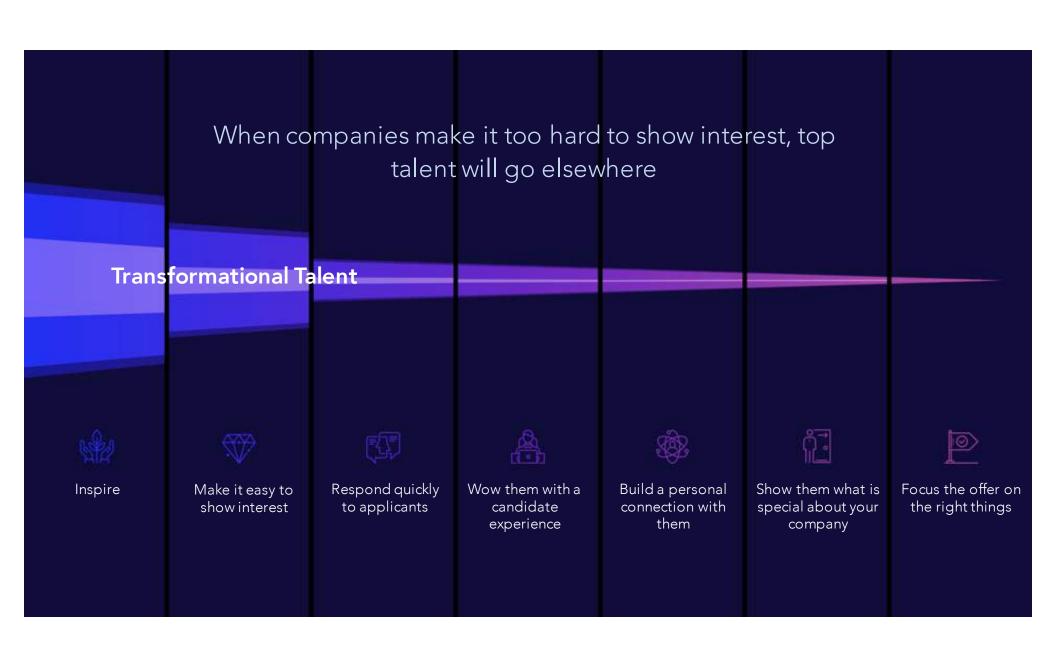












You risk losing up to 4% of candidates with every minute you add to your application process

Source: Seven Step RPO

5 minutes

Median time to apply for Europe's top employers

Only the United Kingdom has a median apply time longer than Europe's median

5 Minutes

10

2 Minutes 3
Minutes

Germany

United Kingdom

Minutes

Netherlands

France

The difference in apply time between the top and bottom quartile of European companies is 6 minutes

Top quartile

2.5 minutes
Or shorter

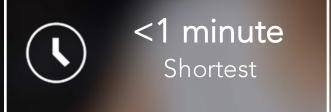
Bottom quartile



The difference between the top and bottom quartiles is narrower in Germany, France and the Netherlands, and wider in the United Kingdom



Apply times vary significantly across Europe





Know your competition

Some of the fastest application processes in Europe include:



To be competitive in Europe, you have to have an incredibly fast application process

If you have complex online job applications, you will lose most of your transformational applicants

34

The average number of screener questions in the online job application processes of Europe's top companies

Apply processes at top French and Dutch companies tend to have fewer questions than the European average

40

34

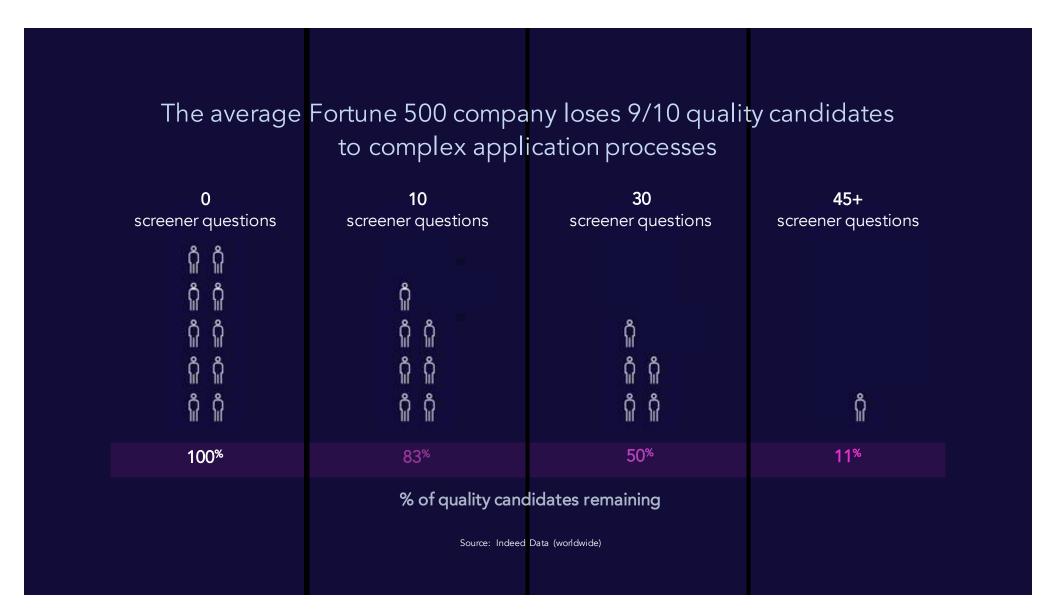
29

15

Germany's Top 500 companies UK's Top 120 companies

France's Top 90 companies

Netherlands Top 150 companies



Know your competition

Companies with the fewest number of screener questions in Europe include:

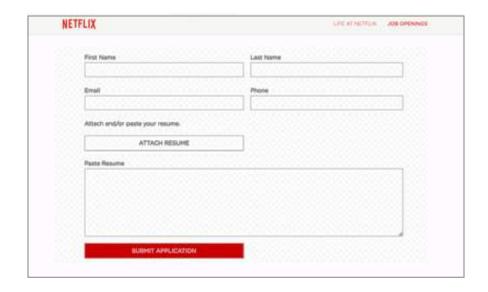
DE	ElectronicPartner	GEFA BANK	DORMA	VATTENFALL 奱	B Biesterfeld
	5	6	6	8	8
UK	NETFLIX	Taylor Wimpey	Associated British Foods plc	BUNZL	(mondi
	5	8	8	9	10
NL	ohpen	Strukton	am	TCPdesk	Canwb
	4	4	6	6	6
FR	smart AD SERVER	nexway	sigfox	OVH.com	dailymotion
	4	4	5	7	8

What does great look like?

Netflix's application has only 5 fields for all positions (including senior-level and hard-to-fill roles)

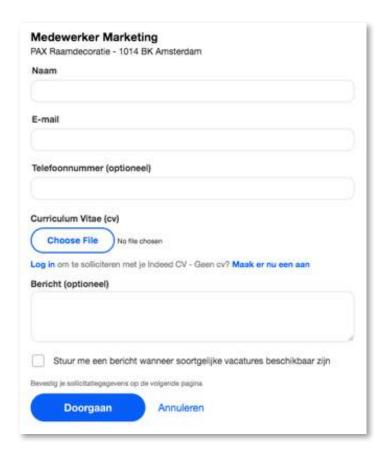


5 application questions1 minute to apply



Companies with Indeed Apply enabled have only 4 fields

They also receive up to 8X the number of applicants*



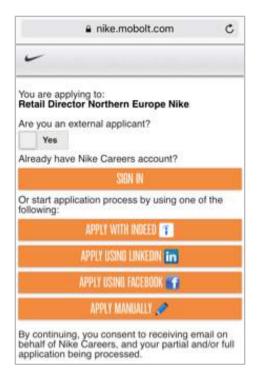
Source: Indeed Data (worldwide)

In the Netherlands, Strukton's application has just 4 required fields and candidates can contact a recruiter directly with questions



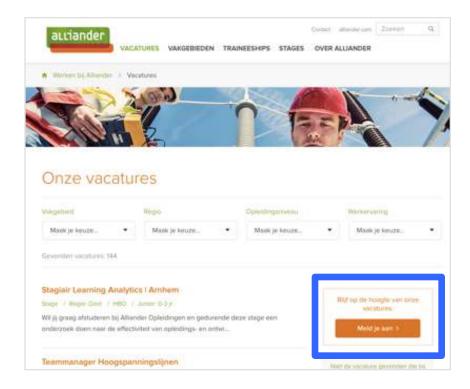


Nike, Inc. Europe, headquartered in Hilversum, provides candidates with multiple options for submitting their application, including through an Indeed account



Subscribing to job alerts or notifications is the most common action that top performers in the Netherlands take when they look for jobs—Alliander takes advantage of that fact, encouraging candidates to sign up for alerts on their career site





In the UK, Twinings—a subsidiary of Associated British Foods Plc—offers candidates help with the logistical details of applying directly within their online application

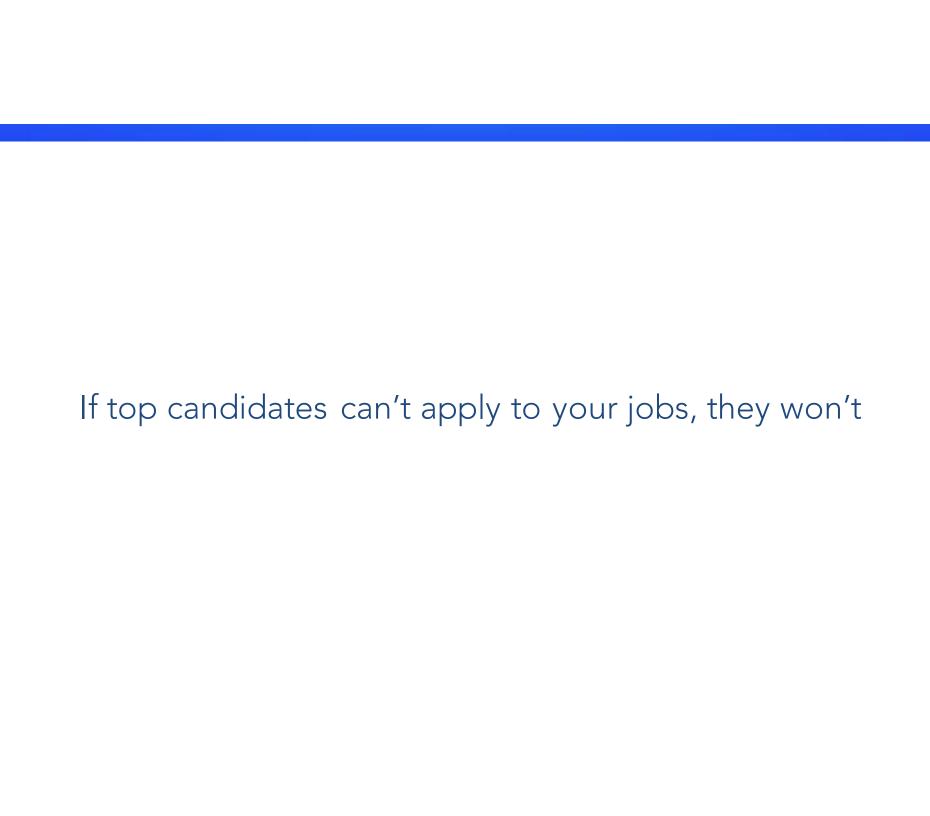






German company Roche enables candidates to auto-fill application details by connecting their social accounts, drastically reducing the time to apply



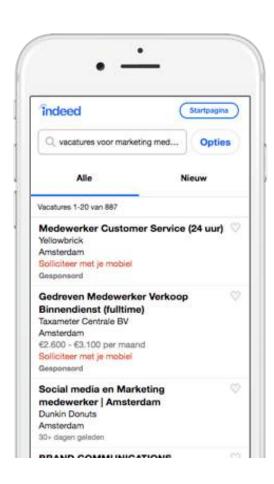


Today, candidates search for and apply for jobs on mobile devices

70%

Of applications submitted on Indeed are from mobile devices

Source: Indeed Data (worldwide)



2.5M

Indeed Apply applications submitted each day on mobile

Job search is also increasingly mobile

France: 54%

Germany: 62%

Netherlands: 65%

United Kingdom: 70%



of global traffic to Indeed is mobile

58%

Just over half of the application processes for European companies are mobile optimised

Percentage of application processes that are mobile friendly, by country

67%

Germany

49%

United Kingdom

59%

France

32%

Netherlands

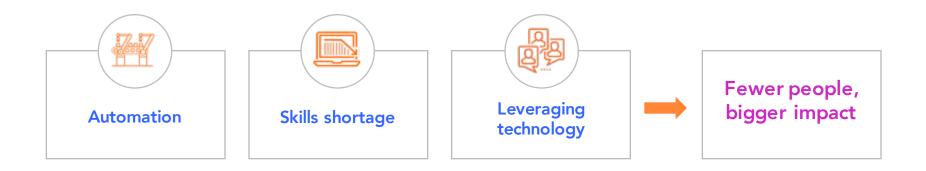


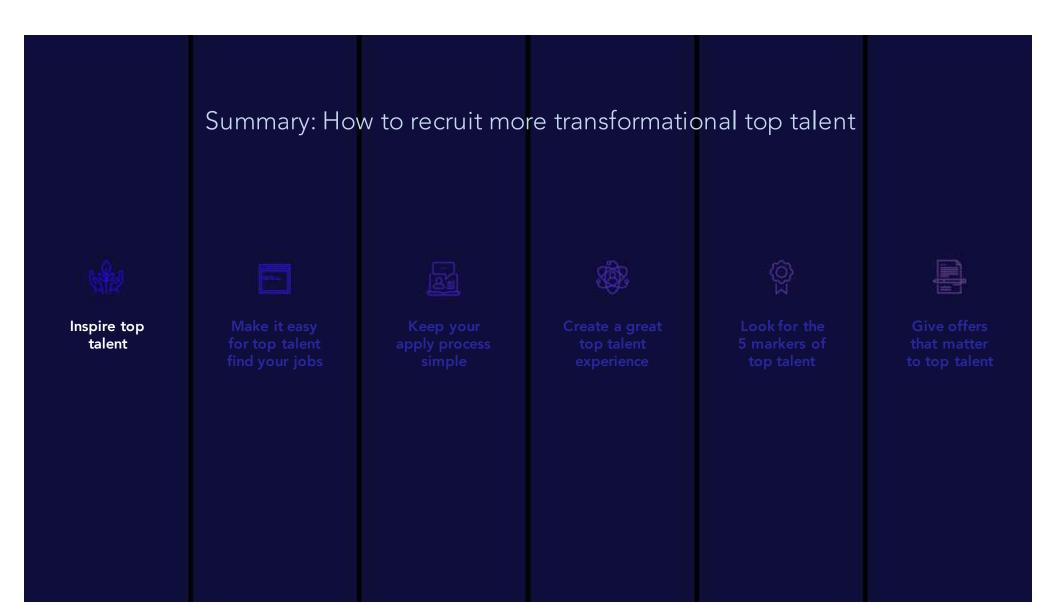
"No team has ever had too many strong performers."

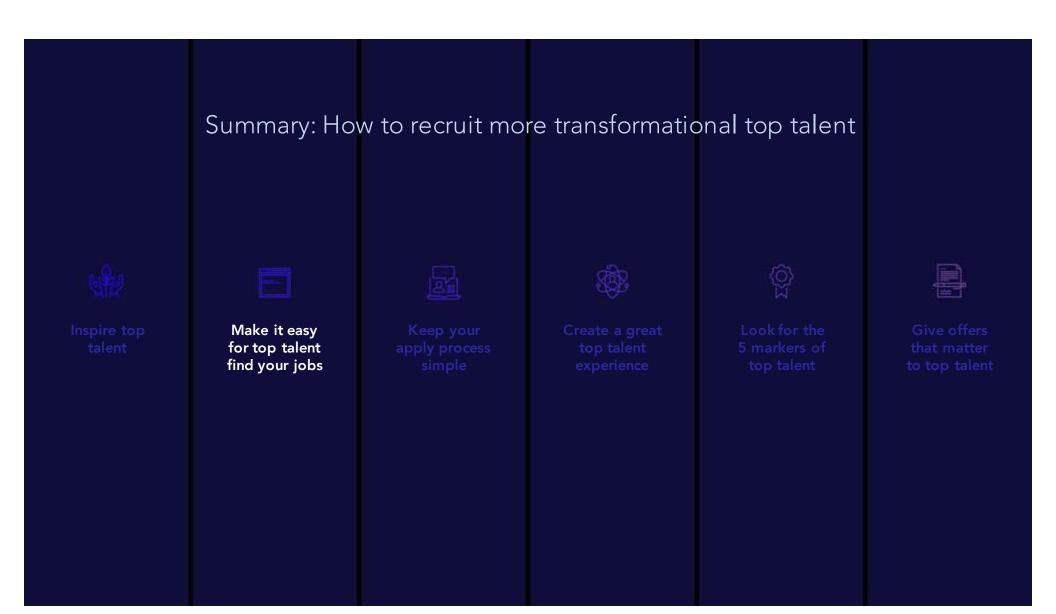
Sheryl Sandberg COO, Facebook

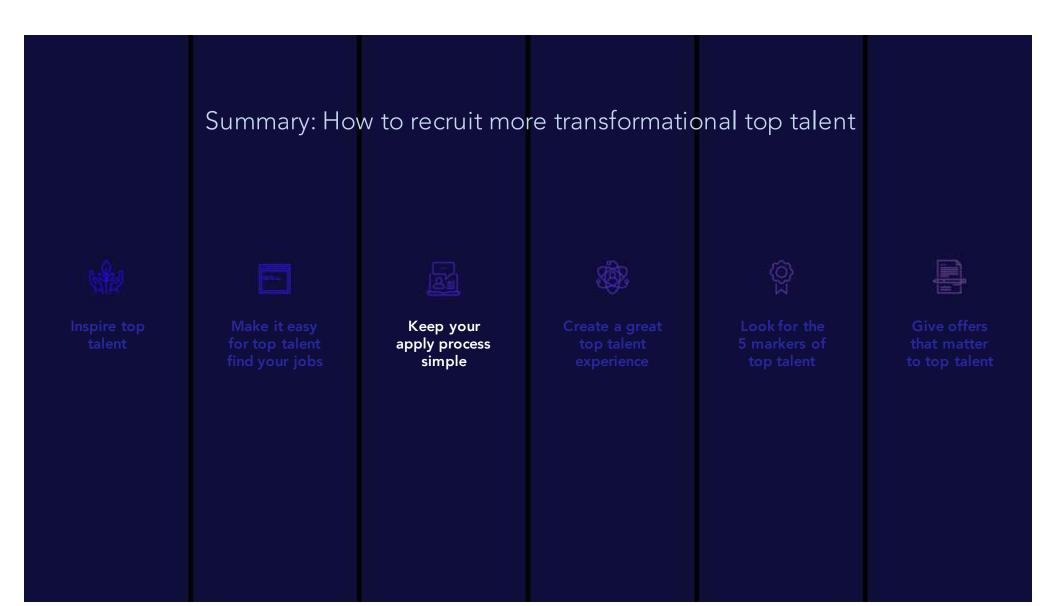


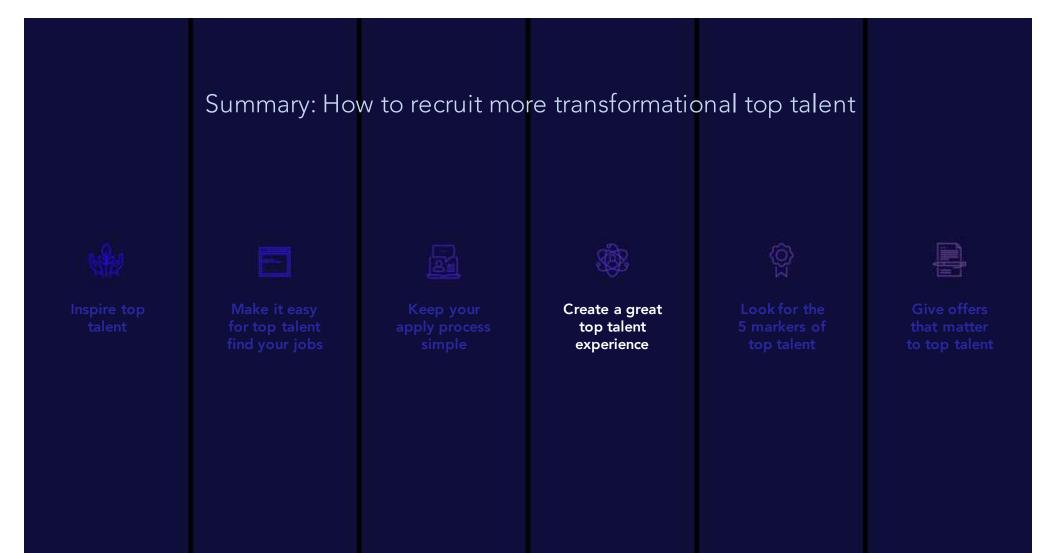
Global labor trends will continue to increase the impact of top talent over the next decade

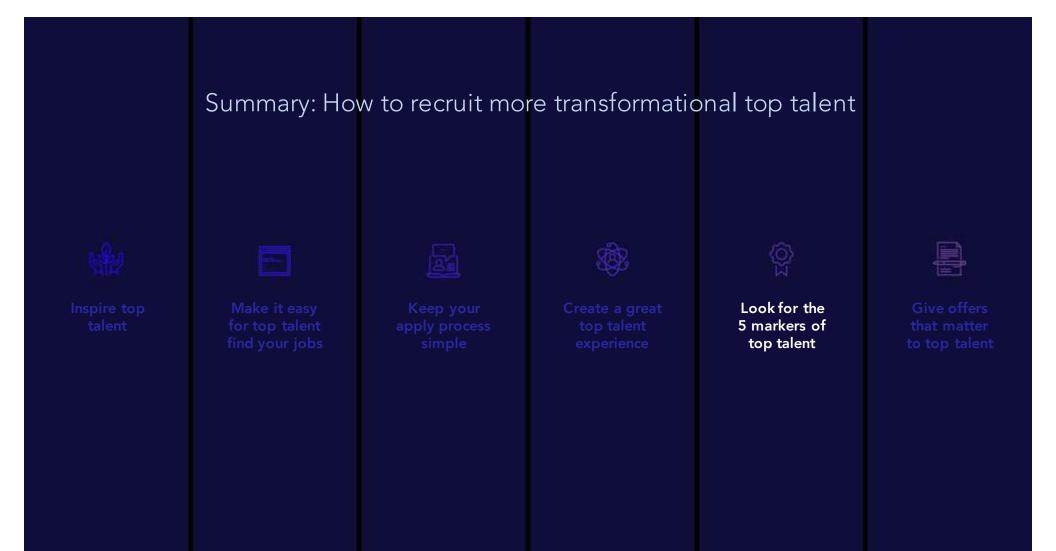


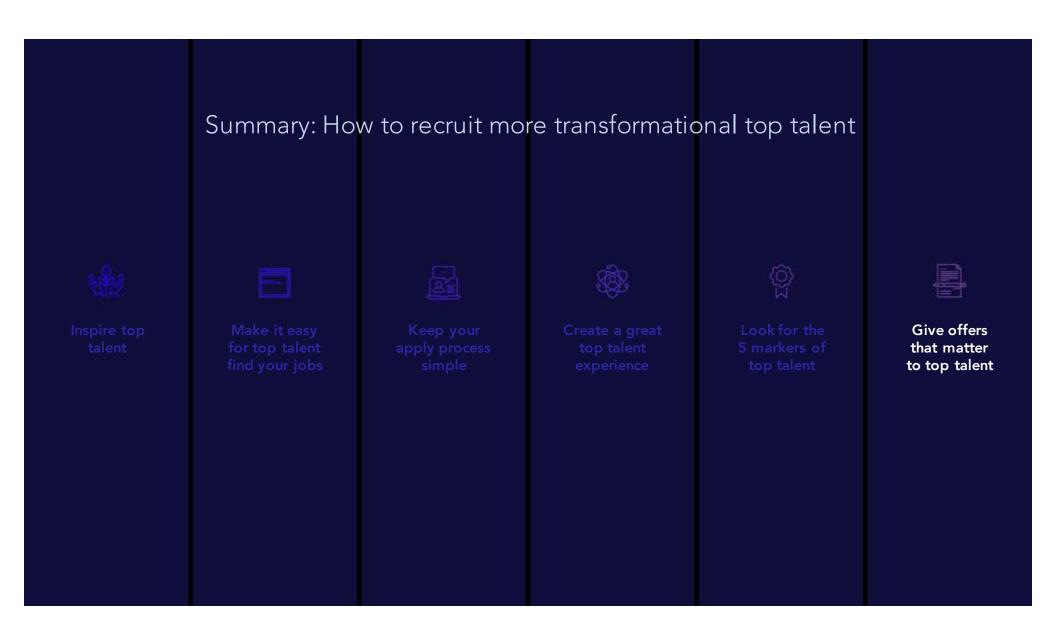






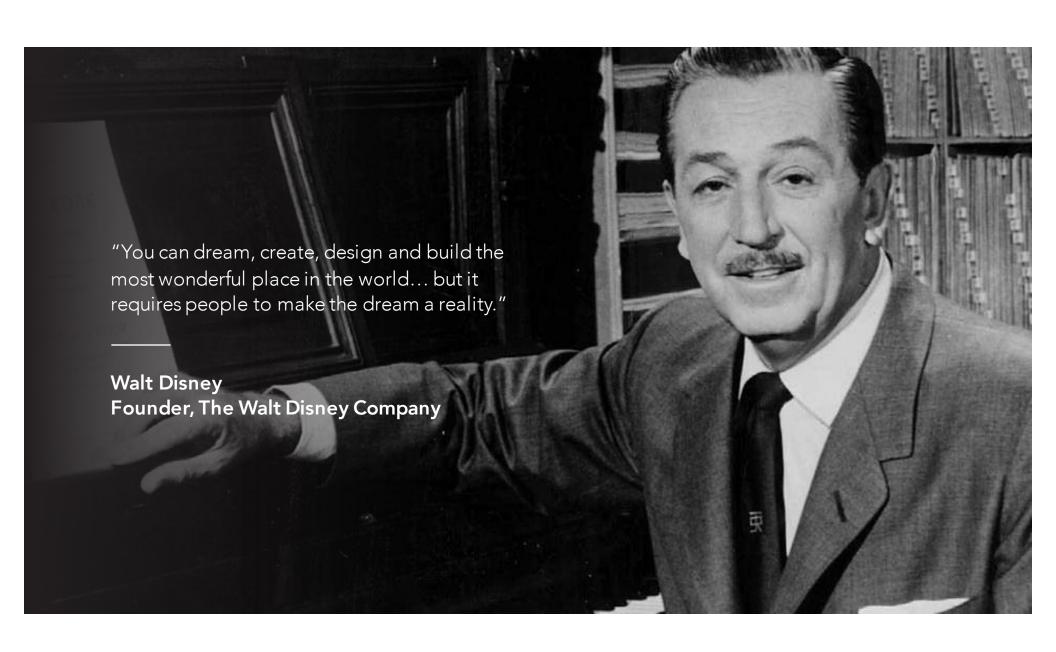








...the potential to transform your business



indeed

Transformational Talent:

Portrait of the High-Potential Workforce

Anouk Kon

Recruitment Evangelist Benelux, Indeed