

Utilities Company Uses TalentClick Assessments to Identify High Performers During Succession Planning

THE CHALLENGE

With roots dating back to 1891, EPCOR is a utilities corporation based in Edmonton, Alberta. Previously involved in power generation, EPCOR now focuses on providing water and wastewater treatment for municipalities throughout western Canada. The organization has 2,700 employees. As with many large, unionized companies, EPCOR is predicting a high number of employee retirements in the years to come. As part of their succession planning, they needed a way to identify “high potentials” who could become the next wave of leaders.

THE SOLUTION

In 2013, TalentClick completed a job type/psychometric dimension mapping questionnaire and created a customized guide for referencing leadership competencies. EPCOR began using customized versions of TalentClick’s Leadership Profile (LP) and Workstyle & Performance Profile (WPP) for multiple business units, job types and job levels. HR staff underwent TalentClick training on assessment administration and results interpretation, and were then provided with training and reference materials for ongoing use.

“The reports were spot on...totally nailed it, very insightful.”

– DUANE SOMMERFELD, VICE PRESIDENT-TECHNOLOGIES, EPCOR

THE RESULTS

Since 2013, EPCOR has conducted an annual evaluation of product effectiveness and organizational satisfaction with TalentClick’s service. Each year, they have rated TalentClick with high marks and have repeatedly renewed their subscription.

They report that we are helping them:

- Identify leadership potential in internal and external candidates.
- Measure culture-fit and fit-to-job requirements in candidates for all roles.
- Reduce turnover of new hires.



**INCREASE IN HIRING
HIGH PERFORMERS**



**IMPROVEMENT IN
'QUALITY OF HIRE'**



**DECREASE IN
'NEW-HIRE
TURNOVER'**



**REDUCED
SCREENING TIME FOR
NEW APPLICANTS**