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Jacqueline Canney

Hi, this is Jacqui Canney. I'm the HR Lead for our global BPO business. I wanted to talk to you about training and enablement today and in particular around three of our groups: account leadership, business advisors, and the rest of our team in BPO.

Specifically around account leadership, we hire the very best from the market but we also know it's important to train and develop the people we have here. Some examples of how we do that are through professional coaches and an outside network to teach them, these business runners, what it's like to work with business runners before they actually have to get out there and do it with our clients. It's a great hands-on way for them to feel like they've practiced that before they get out in the action.

Around business advisors, that's a group focused on analytics, whether it's functional or industry. It's important for them to not only have relevant classroom experiences but to also have market leading-edge knowledge of the industry or functional area they support; and we enable that here at Accenture.

The last group is BPO, the rest of our BPO team. They are really focused on building our leadership skills there and supervisory talents. So we have created a program called BPO Mastery, where our supervisors learn how to train, develop, coach their teams, and feel more comfortable in that day-to-day action so that our seamless delivery is exactly that—seamless.

I want to wrap up here though, that there are really three things that this does for you as our client. One is we have engaged a very professional and excited workforce. Two, they continually grow and develop and can see their next path here at Accenture so we retain them. And last, this helps us bring to you, our clients, the very, very best of what BPO in Accenture has to offer every day.

It's really no wonder we have the highest engagement and our people see this as a place to grow their career. And as a result we're able to bring the very best talent to you, our clients.

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