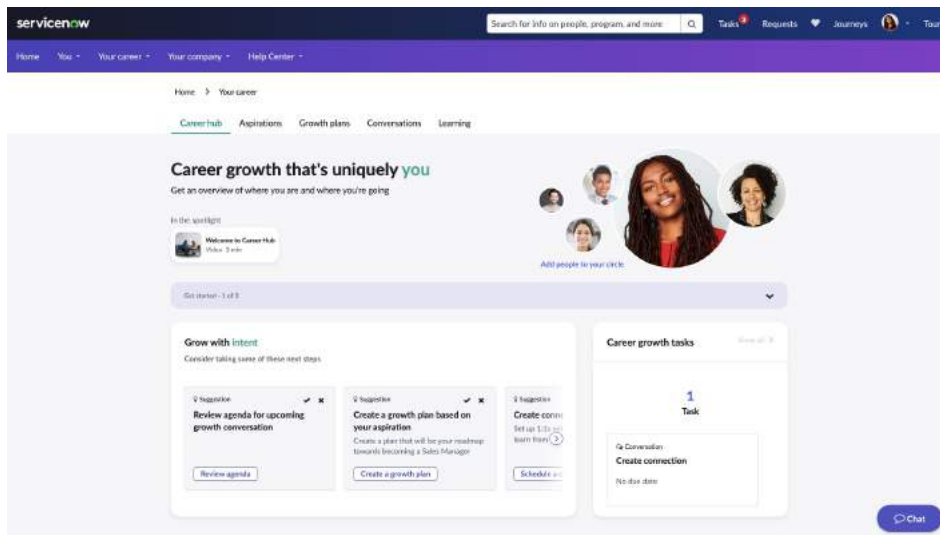


ServiceNow® Employee Growth and Development

Drive retention and growth by delivering an orchestrated talent development experience

In today's demanding economy, leaders face intense pressure to achieve more with fewer resources, drive retention, and propel business growth. At the core of these challenges are disgruntled employees frustrated by heavy workloads and a lack of career opportunities, with the absence of career development ranking as the second most common reason for job exits after low pay. Astonishingly, 94% of workers express a willingness to stay longer with a company that invests in their career development.

Yet, the traditional career development approach is deemed ineffective, as 66% of leaders believe current paths are unappealing to many employees. Failure to address these issues may lead to higher attrition rates, costing organization with 10,000 Full-Time Equivalents (FTE) upwards of \$16 million annually to replace these employees. Despite past investments in Talent and Learning systems, the challenge persists, with over 80 different employee-facing systems causing increased frustration due to disconnected experiences, unclear career development actions, and an inability to track progression against aspiration. This situation results in diminished employee satisfaction, hindered talent experiences, and ultimately, compromised business productivity and performance.



Career Hub

You can empower employees, managers, and leaders to proactively shape their career growth and development journey through ServiceNow Employee Growth and Development. This comprehensive talent solution, with Career Hub at its core, serves as a centralized hub for individuals to design personalized career paths, converting aspirations into actionable growth plans and fostering effective conversation between managers and employees. The Career Hub offers an overview of employee growth activities and tools to track career progression, while the AI-driven skills intelligence engine identifies talent gaps and provides in-depth insights to help leaders make better talent decisions. Proactive prompts ensure a continual focus on growth, delivering learning and development content within natural workspaces and helping employees stay on track with their career journey. Organizations can elevate talent development experiences with ServiceNow.

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Key Benefits

- Provide a personalized career development overview through Career Hub
- Empower employees to take ownership of their career development
- Guide employees step-by-step through their career journey
- Facilitate the creation, update, and tracking of career growth and development plans
- Make smarter talent decisions with visibility into workforce skills and capabilities
- Proactively prompt employees to update their skills profile and proficiency levels
- Foster meaningful mentor relationships to drive employee development
- Drive internal mobility and employee retention with visibility into career opportunities

Gartner, Top priorities for HR leaders 2024
https://emt.gartnerweb.com/ngw/globalassets/en/human-resources/documents/trends/top-priorities-for-hr-leaders-2024-ebook.pdf?_gl=1*1bdzeo1*_ga*MTQxNjU3NDZlNjY4NjczNTIyNTQ4*_ga_R1W5CE5FEV*MTcwMDIwMzY4NjY4NjczNTIyNTQ4*_ga_C4w

(Gartner 2023) 1 "Gartner Turnover Cost Calculator." Gartner for HR, 2023. Quote reference:
<https://emtemp.gcom.cloud/ngw/globalassets/en/human-resources/documents/trends/hr-monthly-may-marketing.pdf>

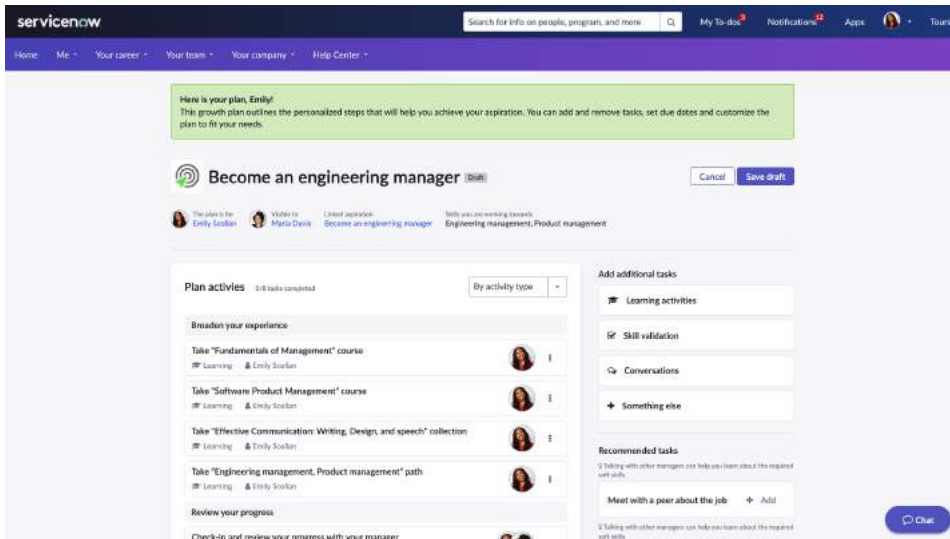
Forbes: Lack of career development
<https://www.forbes.com/sites/carolinecastrillon/2023/05/21/how-to-forge-a-career-path-in-your-organization/?sh=158c9c7568f3>
<https://blog.clearcompany.com/27-surprising-employee-development-statistics-you-dont-know>

Empower employees to self-drive career development from a single place

Enhance employee retention by facilitating self-driven career development through a centralized Career Hub. This hub empowers employees to build their skills profile, track career milestones, access learning resources, and explore job opportunities seamlessly. The integration of talent and learning systems ensures a cohesive development experience, providing clarity on actionable steps and goals. Personalized guidance supports effective navigation of the development journey, aligning individual skills with organizational needs. Defining clear career paths and facilitating efficient skill development contribute to higher career satisfaction. Streamlining the process of updating skills profiles and promoting continuous learning aids employees in staying updated and aware of new opportunities, fostering an environment conducive to improved retention.

Fuel business growth by developing highly skilled individuals and teams

The key to success lies in empowering employees to take proactive steps toward their career aspirations. Provide them with guided growth plans and trackable activities that align with their professional goals. ServiceNow further empowers individuals to transform aspirations into actionable growth plans, offering a personalized creation process. This tool enables employees to craft meaningful roadmaps backed by tangible, measurable goals. Setting it apart is the integration of contextual data and AI-driven skill intelligence, removing guesswork from development activities and fostering a collaborative approach with managers through mentoring, learning, and 1:1 meetings. You can also develop highly skilled individuals and teams through the power of meaningful mentor relationships. Our Mentorship application empowers employees to build connections that drive professional development, transferring knowledge and skills for a more engaged and satisfied workforce. Mentorship supports talent development, creating a workforce that is skilled and capable.



Growth Plans

Gain insight into the skills and capabilities of your workforce

ServiceNow's Employee Growth and Development solution leverages AI to seamlessly and consistently update detailed skill profiles for your workforce. It provides managers with easy access to a 360 view of employee's career information and allows business leaders and managers to dive into the skills of your team to pinpoint gaps and team needs, enabling organizations to engage in more effective strategic workforce planning. Employee Growth and Development empowers organizations to make smarter talent decisions, ensuring alignment with business objectives and fostering employee growth and development.

Employee Growth and Development

Employee Growth and Development delivers an enhanced talent development experience, guiding employees toward their career goals and helping organizations in driving employee growth and retention.

- **Career Hub**, empower employees to take action with their career growth from a centralized hub
- **Aspirations**, empower employees to define how they want to grow and development
- **Conversations**, support employees and managers in having meaningful growth conversations
- **Growth Plans**, deliver employee development plans that drive constructive actions
- **Learning**, enable employees to proactively discover, manage, and engage with career development content
- **Mentoring**, build meaningful mentor relationships to drive employee development
- **Opportunity Marketplace**, improve employee engagement and retention with internal mobility
- **Skills intelligence Engine**, connect skills, roles, and people through AI to deliver employee growth and business outcomes at scale