

# AIESEC IN SYDNEY

## TM GCPS PACKAGE

“This world is but a canvas for our imagination.”

# GCPS — BUSINESS INTELLIGENCE

Continuous cycle of feedback and reporting

Able to identify bottlenecks, analyse survey data, create action steps, and test effectiveness of solutions.

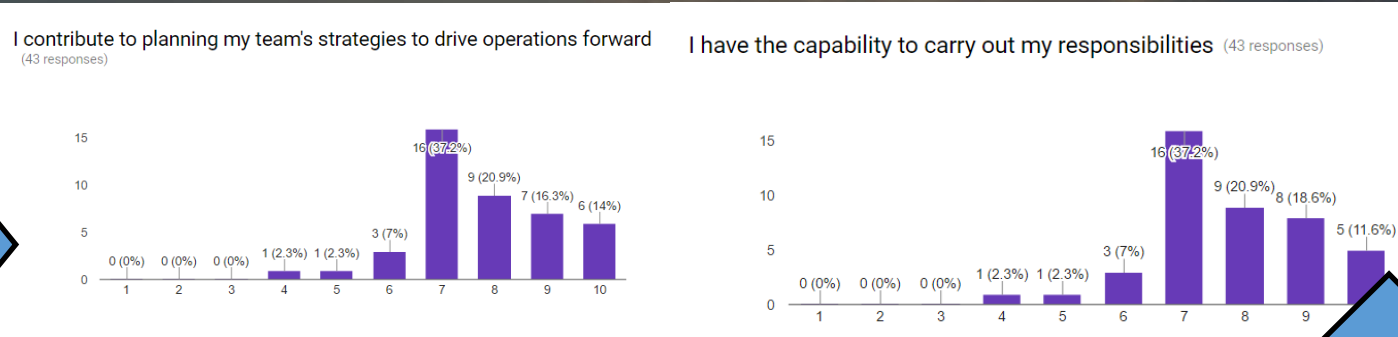
Results:

1. Productivity increase: increase in %active members (members performing activity), increase in %LC goal achievement
2. Empowered membership base: increase in TXP/TLP/TMP NPS, decreased TLP selection ratio.

MTR Cycle explained in detail on following pages.

# GCPS – BUSINESS INTELLIGENCE

Every bottleneck is addressed within the timespan of 2 weeks. All solutions and action steps are evaluated for effectiveness 2 weeks after initial execution. The MTR cycle spans 1 month.



A	B	C	D	E	F	G	H	I	J	K	L		
Focus Area/ Problem	MoS	KPI	Activity	Responsible	Synergy/ Support Person	October		Noven					
						W3	W4	W1	W2				
Increasing team performance and productivity	100% productive members	#members filling KPI tracker	Set team goal/ MoS	Joyce	Daniel/ Erica	Red	Orange	Orange	Orange				
			Use of KPI tracker to track goals	Joyce			Orange	Orange	Orange	Orange			
			#hrs spent coaching/ week	Joyce				Yellow	Yellow	Yellow	Yellow		
			%TeMi fulfilment	Joyce				Green		Green			

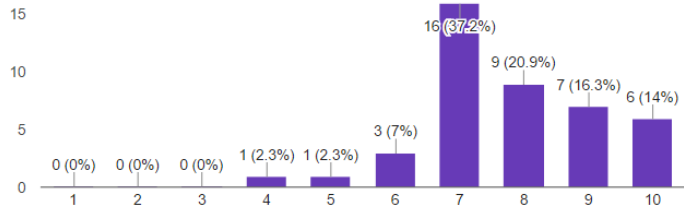
Another bottleneck mentioned by members was lack of direction and goal clarity. Some feel that the training of new members is inadequate or that they are unsure of what actions to take.

**Areas:** Bottom-up/ Top-down strategies. Clear goals and direction given to team members in their own activities. There is a strong correlation between members who plan their own activities and members who feel that they have the ability to execute, but this needs to be supported by the appropriate guidance from the TL.

# GCPS—BUSINESS INTELLIGENCE

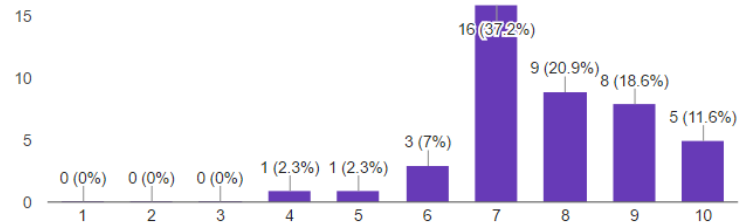
I contribute to planning my team's strategies to drive operations forward

(43 responses)



I have the capability to carry out my responsibilities

(43 responses)



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1. MTR September—Raw Data from survey

2. oGC MTR Report (September)

Data is compiled and analysed, inferences made.

October 1

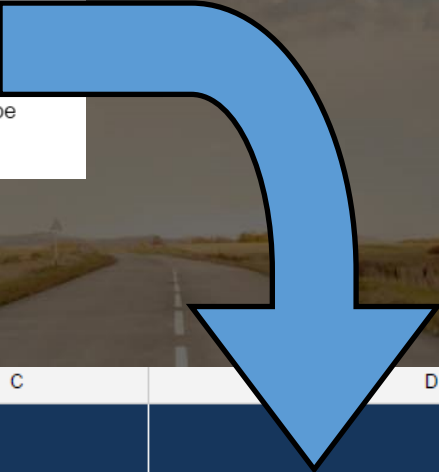
October 5

# GCPS — BUSINESS INTELLIGENCE

Another bottleneck mentioned by members was lack of direction and goal clarity. Some feel that the training of new members is inadequate or that they are unsure of what actions to take.

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2. oGC MTR Report (September)




A	B	C	D	E	F	I	J
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						W3	W4
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		#members filling KPI tracker	Use of KPI tracker to track goals	Joyce			
		#hrs spent coaching/ week	Use of situational leadership tool	Joyce			
		%TeMi fulfilment	Fill Team Minimums please.	Joyce			

3. Performance Management Tracker

Action plan created to solve bottlenecks

October 6-13

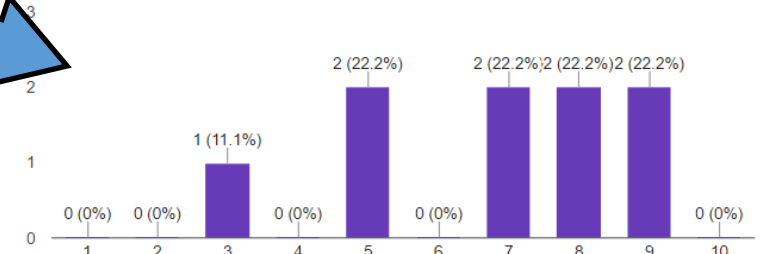


# GCPS — BUSINESS INTELLIGENCE

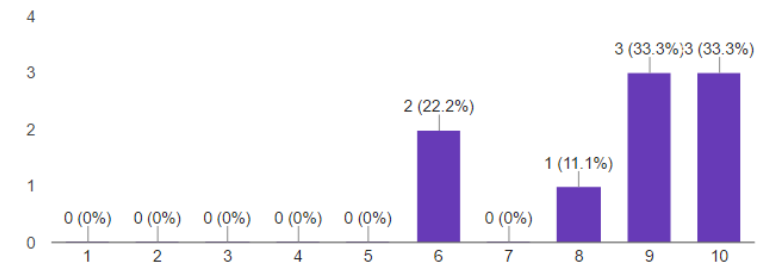
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3. Performance Management Tracker

I am held accountable to my goals each week (9 responses)



My TL is giving me appropriate support at this point in time (9 responses)



4. November MTR

Effectiveness of solutions assessed

November 1

# GCPs - TXP S&S

TeMi Tracker link:

<https://docs.google.com/a/aiesec.net/spreadsheets/d/1FmoN-gjMkYgH2gDcYXX1EWx2clgHddLbJI0I4Sllx4g/edit?usp=sharing>

Assessed fulfilment of 16 S&S during Monthly Talent Review. Member responses determined whether a Team Standard was marked as fulfilled or not fulfilled. These would be updated each month from members' MTR responses.

Results: Focus on meeting team standards which were unfulfilled in the eyes of the members. Higher team standards fulfilment rate, higher TMP NPS and higher LC productivity in S2.

Type of Minimum:	Ongoing- October						MTR					# OF METRICS SATISFIED	# OF METRICS MISSED	FULFILLMENT RATE
	Weekly team tracking for MoS, KPIs, productivity, and weekly priorities accomplishment?tc	Monthly review meetings to define weekly priorities, KPIs, and MoS?tc	Fulfilment of team minimums every week and updating tracking tool?tc	At least 1 IM per month for coaching?tc	Reporting performance and satisfaction of members to Team Leader regularly?tc	Weekly meetings, including monthly review meetings?tc	Feeling of ownership of team plan, goals, and strategies?p	Aligned personal development with skills developed in role?j	Motivated with JD and feel accountable to the team?j	Members are developing themselves based on balancing personal and organisational goals?tc	Knowledge of attitude and behaviours needed in team culture, and leading by example?tr			
Team Members														
Kevin Jin	Yes	Yes			Yes	Yes						34	10	77%
Thomas Chan	yes	yes	yes		yes	yes						38	6	86%
Kimberley Galindo	yes	yes	yes		yes	yes						40	4	91%
Zhan Su	yes	yes	yes		no	yes						37	7	84%
Albert Tang	yes	yes	yes		no	yes						37	7	84%
Lisa Tu	yes	yes	yes		yes	yes						40	4	91%
Marina Wu	Yes	Yes			Yes	Yes						34	10	77%
Aashray Narula	yes	yes	yes	no	no	yes	yes	yes	no	no		28	16	64%
Dawn Qiu	yes	yes	yes	yes	yes	yes	no	yes	no	yes		31	13	70%
Samantha Tsui	yes	yes	yes	yes	no	yes	yes	no	yes	yes		31	13	70%
Fulfilment Rate	75.00%	75.00%	50.00%	25.00%	50.00%	75.00%	20.00%	25.00%	15.00%	20.00%	20.00%		Average	76%

Who is your TL?	I know what my goal is for the next week	I feel that everyone in my team is contributing	W
Marina Wu	8	9	T
Marina Wu	5	6	d
Nicole Foo	7	7	e

# GCPS — PRODUCT L&D

## MEC quizzes

Quizzes which test knowledge of members show the LT where to focus their attention in terms of training. After each weekly/ biweekly training module (conducted in portfolio meetings), members would complete a team-specific quiz at the end of the week. The next training session would focus on filling gaps in knowledge leftover from last week, and continuing with training based on current portfolio needs.

[Week 4] Brand Experience Quiz #1

QUESTIONS    RESPONSES    3

4. Provide an example of how you will make a traditional stall, creative and engaging? (Pull marketing) \*

Long answer text

5. Using the example you have given in the previous question, what should you prepare before the event? (Consider logistics, roster of people, sales brief, DXP, PR) \*

Long answer text

6. How will you ensure follow up of EOIs (Expression of Interest) after the event? \*

Long answer text

## Needs-based MEC cycle

MEC cycles was planned based on stages of customer flow as opposed to weeks in the semester. This was to ensure education was delivered at a relevant time for members to use, and to prevent overloading at the beginning of semester.

Project	Stage	Milestone	(est. week for milestone)	Knowledge needed	Training needed	Details
General Portfolio	Stage C	After first match		Value delivery - how to ensure 16 S&S, EP 2 workshops/LEAD, trackers	Training by TL in team meetings (need support from TM regarding LEAD)	Remember to explain the importance of VD
General Portfolio	Stage C					
General Portfolio	Stage D	After first realise	10	How to support EP overseas and facilitate development	Training by TL in team meetings	

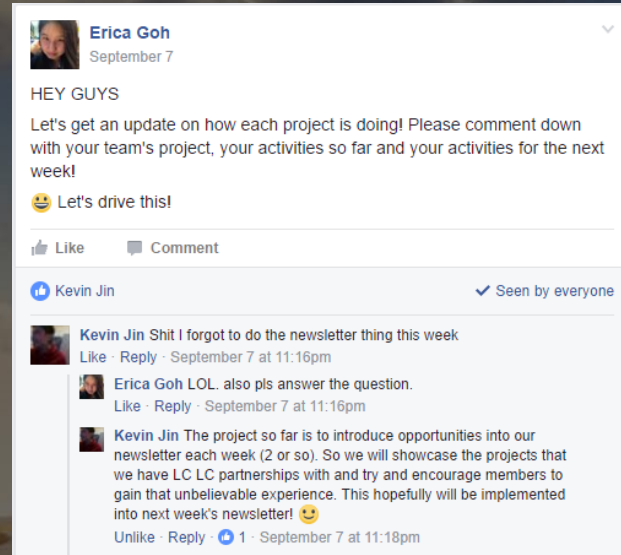


# GCPS—FUNCTIONAL PROCESSES

## FOCUS AREA 1: IXP

- Sharing of IXP stories and photos in local/ national newsletter
- IXP-focused LCMs (showed videos of VPICXs in partner countries!! Also showcased EP stories. No photos, which is a shame.)
- LT IXP project
- Personalised IXP opportunities

Results: Increase in %IXP members from 14% to 26%.



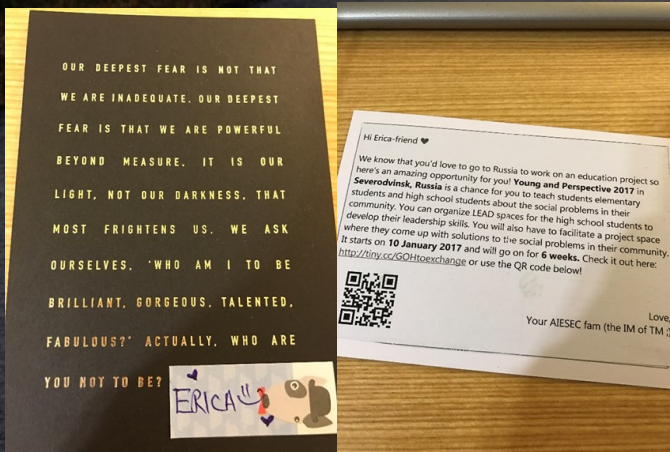
## LT IXP PROJECT

I don't have any photos for this, but as an LT, we planned small projects that we could execute within the LT to drive IXP in our membership base.


<<<< the best photo of this I had. sorry.

## NEWSLETTER IXP PHOTOS AND STORY SHARING

## DISTRIBUTION OF PERSONALISED IXP OPPORTUNITIES



## Humans of AIESEC




Featuring Ratan!!

If I were to go on an international exchange this summer, I'd go to – Brazil. Really wanted to go there for the World Cup but exams got in the way.

What kind of project I'd do there – Anything really. Teaching

#takemeback



Tanshui River, Taipei City, Taiwan. #quiet #dusk #journey

## IXP Stories

Joyce (SUMMER 2016-17 IXP!!!)



Tell me about your project!

I'm going to Davao city (which is the second largest city) in the Philippines and my project is mainly about helping out and observing the medical team during operations at Mahadika Charity Foundation which provides free surgeries and education to

# GCPS — FUNCTIONAL PROCESSES

## FOCUS AREA 2: PRODUCTIVITY AND A PERFORMING LC

- KPI trackers
- Membership audits (x2)
- MTR/ performance management trackers

## MEMBERSHIP AUDITS

Audits were conducted twice a semester. First audit was after a 2 week period where members could elect to leave without consequence after exploring AIESEC culture and AIESEC way. Second audit was after Rocktober based on Rocktober performance and GvA. Non-performing members were either exited or put on probation based on previous performance and attitude. Audits were tracked and reviewed on a master document testing connection to PEOPLE, PASSION and PURPOSE and if these 3 align to AIESEC way.

## KPI TRACKERS

Following replanning and MTR surveys, it was found that a major bottleneck was members not understanding lag goals or team direction. Lead and lag centric KPI trackers were implemented so that the LT could see which members were performing and members could see how individual actions were contributing to team direction and portfolio WIGs (lag goals).

Idishta Nabi			
<b>TL/VP's action steps until next IM</b>			
Idishta's goal for the next 2 weeks: Drive the "stories of achievement" section in LCM forward. Talk to Letitia re integrating this with RnR			
VPTM should: ensure that we discuss LC getaway and LC bonding during our LTM. Also keep idishta accountable regarding her projects, and make sure that she has a clear direction regarding MTR and SoA.			
Final responsible	Erica	Deadline	10/09/16
<b>What actions were taken?</b>			
When was it completed?			
<b>ROUND 1: AUDIT</b>			
Date: 27/08/16			
<b>People</b>		<b>IM Questions</b>	
<b>Q. Describe your team/TL/VP. How does working together feel like?</b> Working together (both LTs), everyone is pulling their weight and it's really nice because we're not just all about the work. We also have our little jokes and banter.		<b>What is something you would like to see done to improve your AIESEC experience?</b> Have an IGT team bonding but nobody's schedules match???! Vincey asked me to organise it but it's so hard to find a time, but I think we really need one :(	

Purpose
<b>Q. What do you think is the point of AIESEC's activities?</b>  (omg how did I also miss this question...)
<b>Q. What personal goals/any skills do you want to improve upon through AIESEC?</b> acquaintances who I don't see often.  Also to understand the perspective of others, interpersonal communication skill. I joined TM to learn how to communicate, but also because I feel like I was a shit TL, and TM gives me an LT opportunity to learn how the organisation works and to improve member development/ experience.
<b>TL's general comments about member</b>  Not too strong of personal development goal, but has strong functional and organisational goals. Allowing her freedom to achieve these projects whilst being given direction will be empowering for her.

		RESPONSIBILITIES (LAG)			
		ERICA			
	TEAM	KPI (LEAD)	Goal	Actual	%
	%				
		100% productive LC members			
		100% productive oGC members			
		65 TMP NPS			
WEEK 09	57.92%	#hours spent on	7	4	57.14%
MSB	59.33%	#hours spent on	15	10	66.67%
WEEK 10	46.67%	#hours spent on	15	6	40.00%