



# URP REDESIGN

**2014 CACEE National Conference**

MAY 2014

**Tomorrow Starts Here**

# OVERVIEW



- › Introduction
- › Who we are
- › Hear what our employees have to say about working at EDC
- › Operating principles
- › What is the URP?
- › The redesign and why
- › What did we hear?
- › Proposed framework
- › Ideal candidate
- › Key competencies
- › Questions?

# INTRODUCTION



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# WHO WE ARE



EDC Corporate Video

## ABOUT EDC



- › Canada's Export Credit Agency
- › Crown corporation wholly owned by Government of Canada
- › Financially self-sustaining
- › Operates on commercial principles

## EDC'S ROLE

- › To support and develop Canada's export trade and international business efforts
- › Financing and insurance solutions for Canadian exporters and investors



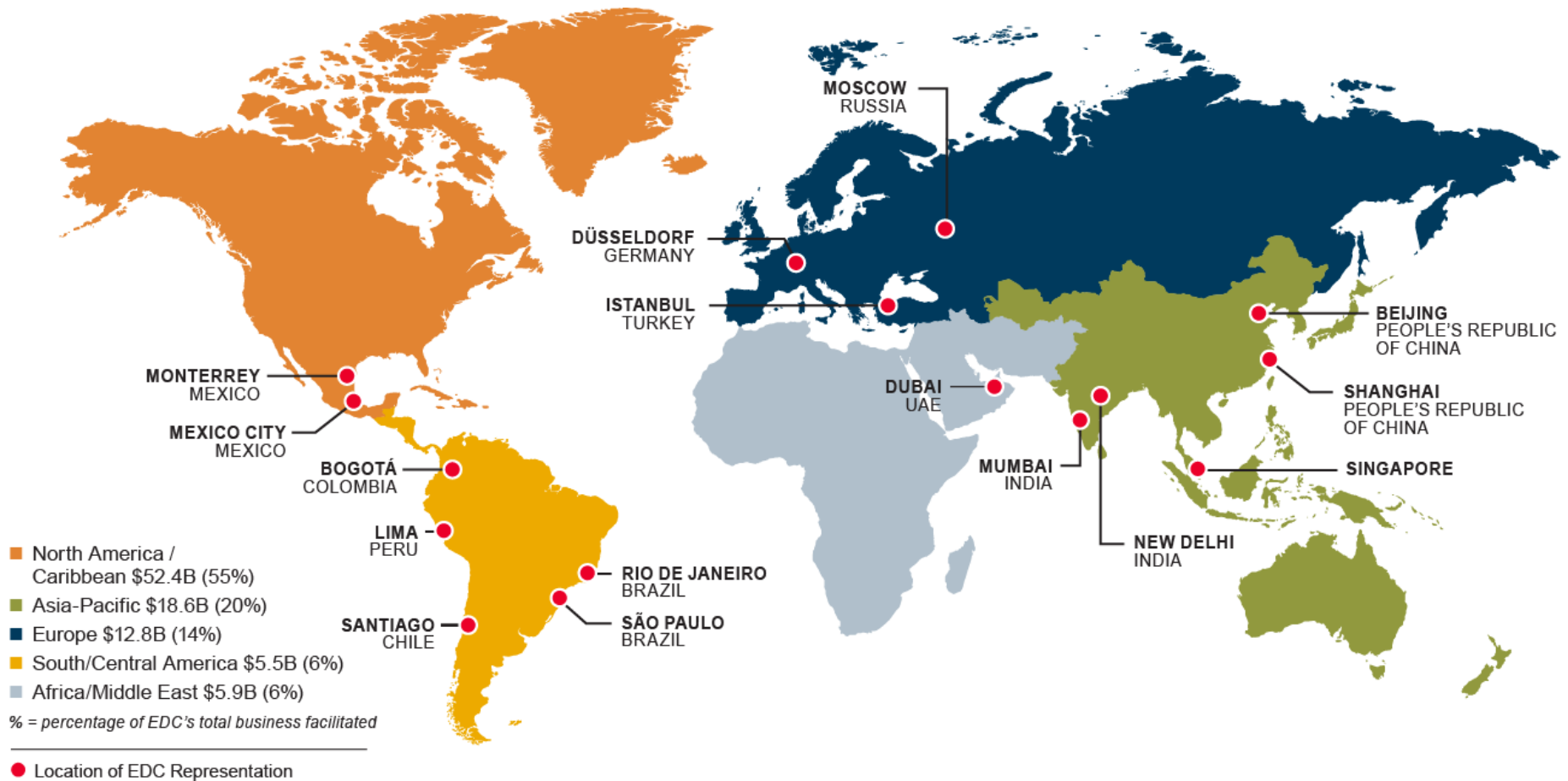
# EDC'S OVERARCHING PRINCIPLE



## Corporate Social Responsibility

- › CSR is more than just compliance with policy or regulation; it is the integration of values such as honesty, respect, fairness and integrity into our daily business practices

# EDC'S FOREIGN REPRESENTATION





# CONNECTING WITH CANADIAN BUSINESSES ACROSS CANADA



# VIDEO

- › Hear what employees have to say about working at EDC

# EDC WAY OPERATING PRINCIPLES

The EDC Way:

- › Customer Centricity
- › Teamwork
- › Empowerment
- › Continuous improvement
- › Financial sustainability

## WHAT IS THE URP?

- › Undergraduate Rotational Program
- › Permanent position
- › Rotations throughout various groups for 2 years
- › For recent university business school graduates
- › A rotational program is very attractive to new grads and is successful in attracting top notch talent

# THE REDESIGN

- › Objective: look at the URP program from a corporate lens
- › Address talent risks and challenges
- › EDC needs to hire new talent for the future and retain younger employees
- › Is the program relevant?
- › Is the program meeting our needs?
- › Look at feedback

## WHY ARE WE DOING THIS?

- › Attract the best and the brightest
- › Retention
- › Deal with future attrition
- › Well rounded employee

## WHAT DID WE HEAR?

- Feedback from URPs: Small Business Development team as the first rotation and Business Development plateau
- Feedback from Leaders: Need for standard performance review process and need for a mentor.

# PROPOSED FRAMEWORK

- Rotations throughout the 3 main groups
- Consistent mentor throughout program
- Learning objectives and assessments documented for the URP for each individual rotation
- Education requirement will be a Bachelor of Commerce and MBA will be an “asset”
- External candidates – recent graduates
- Interview process



## PROPOSED ROTATIONS

Three 8-month rotations in areas such as:

- Small Business Solutions (Business Development)
- Small Business Financing
- Credit Risk Management
- Contract Insurance Bonding (Insurance)

## IDEAL CANDIDATE

- Completion of Bachelor of Commerce with concentration in Finance or Accounting within the last 2 years
- Must be legally eligible to work in Canada (Canadian Citizen or Permanent Resident)
- Financial services experience (banking or insurance)
- Ability to communicate effectively in both official languages (English & French). Bilingual candidates preferred
- Willingness to relocate within Canada after Undergraduate Rotational Program

## IDEAL CANDIDATE

- Basic understanding of credit and financial markets
- Commitment to providing excellent customer service
- Strong analytical and research skills
- Excellent interpersonal, communication and relationship management skills
- Highly motivated and able to work collaboratively in a team and matrix environment
- Ability to work in a fast paced environment
- Ability to work well under pressure and manage time efficiently
- Ability to generate new continuous improvement ideas for EDC by working closely with colleagues, customers and key intermediaries

# IDEAL CANDIDATE

## **Assets**

- Knowledge of a foreign language
- Basic transactional experience at EDC and/or commercial financial institution

# KEY COMPETENCIES

- Analytical Thinking
- Customer Focus
- Effective Interactive Communication
- Influencing Others
- Operational Effectiveness
- Personal Agility
- Teamwork

Questions?

