Talent maturity model
What is Gem’s talent maturity model?

The Gem Talent Maturity model enables you to benchmark your team by assessing your team’s capabilities across a range of 10 dimensions spanning from sourcing, talent brand and DEI to reporting, performance management and capacity planning. Each dimension is plotted along the maturity curve: Transactional, Developing, Defined, Strategic or Innovator.

- **Talent discovery & engagement**
  - Sourcing
  - Talent brand
  - Engagement
  - Diversity, equity, & inclusion

- **Reporting & forecasting**
  - Reporting & analytics
  - Data integrity
  - Capacity planning

- **Recruiting operations**
  - Technology stack
  - Performance management
  - Recruiting enablement
### Maturity levels explained

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
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<tr>
<td><strong>Transactional</strong></td>
<td><strong>Developing</strong></td>
<td><strong>Defined</strong></td>
<td><strong>Strategic</strong></td>
<td><strong>Innovator</strong></td>
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<td>Teams at the <strong>Transactional</strong> level are performing but often with unrealistic workloads, restricted budgets, and very manual workflows. At this stage, processes, teams, and tools remain <strong>undefined</strong>, fragmented, and highly <strong>reactive</strong>. The team runs lean and can be <strong>siloed</strong> making it difficult to identify and implement efficiencies.</td>
<td>Developing Teams are often working based on <strong>qualitative data if any data at all</strong>. Basic processes have been defined but can vary greatly between teams. The team is still working <strong>reactively as a service</strong> to meet business objectives.</td>
<td>Teams at the Defined stage have processes that are universally understood and executed at a larger scope. There’s much more efficiency across the organization but the team is still reliant on qualitative and imperfect data.</td>
<td>Strategic Teams are working <strong>effectively and efficiently</strong>. Processes are now <strong>measured</strong> and utilized to forecast needs. <strong>Data integrity</strong> is valued as it is utilized throughout their processes not only to assess past performance but to set predictable outcomes aligning with business expectations. The team is seen as a <strong>strategic partner</strong> to the business.</td>
<td>Teams at this stage can be <strong>agile and predictive</strong> to meet the changing environment. They are viewed as a <strong>thought leader</strong> and <strong>competitive advantage</strong>. The team has all the tools they need to succeed, and processes are defined and data-driven. <strong>Continuous improvements</strong> are owned and accepted by the whole team.</td>
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How to move along the maturity curve

Gem resources
You’ll receive a curated selection of relevant Gem resources to help you on your journey.

Gem Resource Center

Strategic Services
You’ll receive tactical recommendations from our Strategic Services team to help you evolve.

Strategic Services team