



IBM HR Summit

Be a part of the HR revolution.

BOSTON, MA | SEPTEMBER 6-8, 2016

UnitedHealth Group

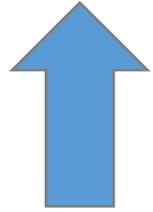
Angie Grilliot

UNITEDHEALTH GROUP®

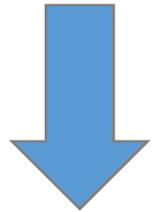
Talent Acquisition – 3 Distinct Era's



July 2015 - The Perfect Storm!



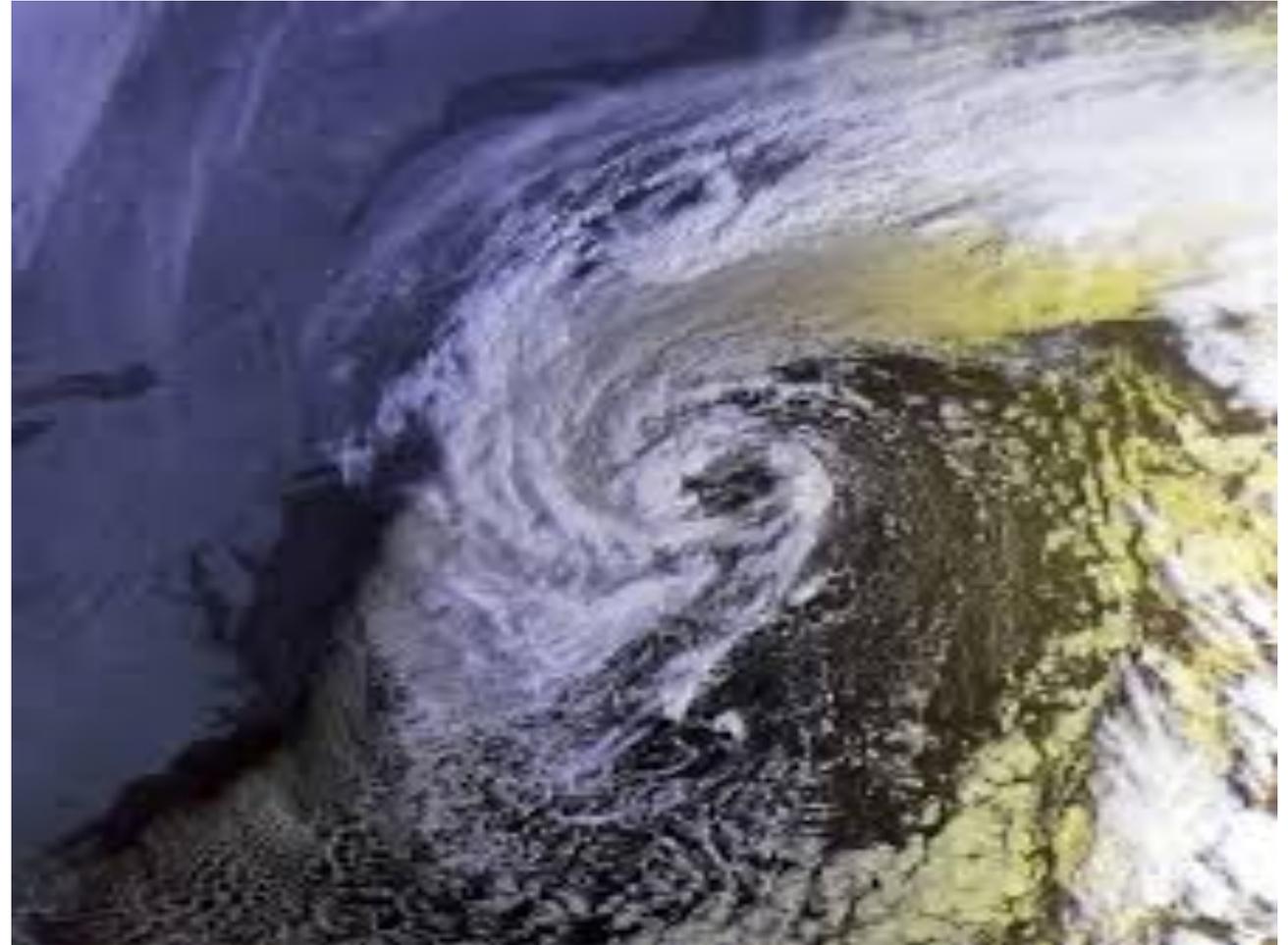
Hiring Demand up by
57% year over year



Class fill rates trending
down



Migrated to all new IBM
assessments



2nd half of 2015...

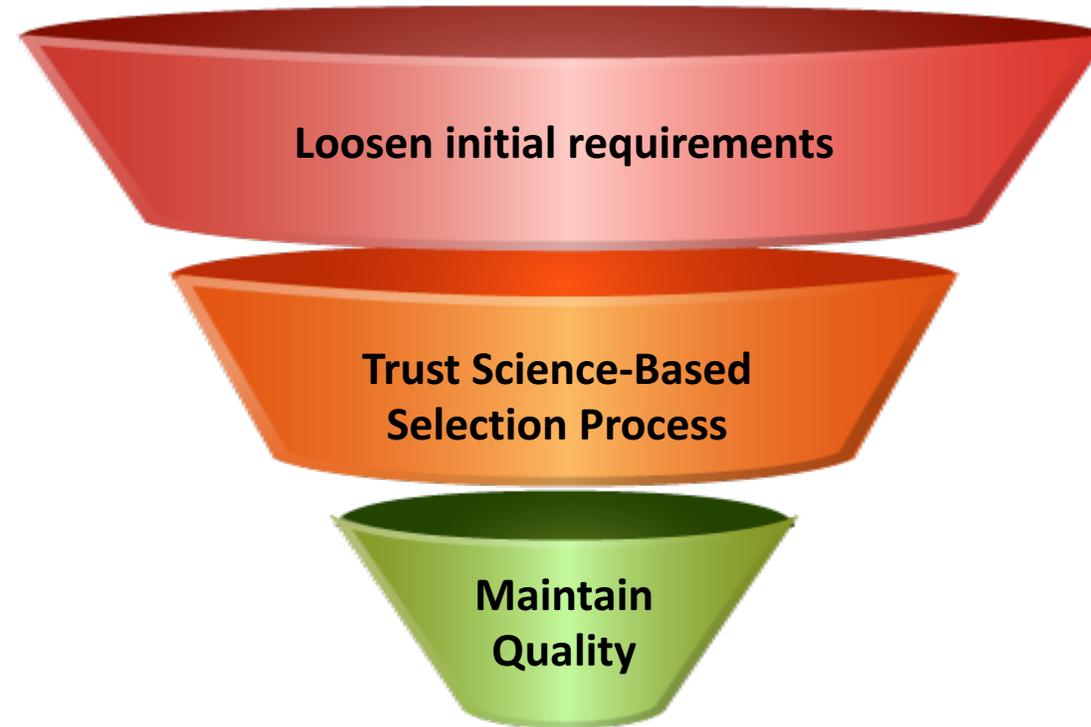


2nd half of 2015...

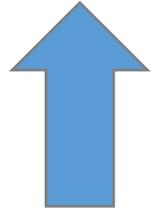


The screenshot shows the UnitedHealth Group job search interface. At the top, there is a navigation bar with "UNITEDHEALTH GROUP" on the left and "My Profile / My Saved Jobs / Network With Us" and a search icon on the right. Below this is a secondary navigation bar with "JOBS / WHY WORK HERE / CAREER AREAS / GETTING HIRED / COLLEGE". The main search area has a "JOB SEARCH:" label followed by three input fields: "Enter Keyword, job title, or job number", "Enter a city, state, zip or province", and "Select a Job Field" with a dropdown arrow, and a "GO" button. Below the search area is a breadcrumb trail: "Careers > Career Areas > Customer Service & Claims > Customer Service & Call Center". The main heading is "Customer Service & Call Center" with "EMAIL" and "PRINT" icons to the right. The central content features a photo of a smiling woman wearing a headset. To the right of the photo is the text: "What inspires your life can transform your career." followed by "Claire M. Humane Society Volunteer Customer Service Advocate". Below the photo is a red bar with the text "TAKE THE NEXT STEP" and three buttons: "SEARCH JOBS", "NETWORK WITH US", and "MEET OUR RECRUITERS". To the right of the main content is a sidebar with a section titled "What it's like to be a Customer Service Advocate" featuring a small photo of a woman and a "WATCH VIDEO" button. Below that is another section titled "Learn more about our hiring process" with a link to "Our Hiring Process".

Opening the “funnel”



2015 – Year End Success!



Hiring demand continued to climb



Class fill rates leveled at over 100%



New IBM assessments a key part of the success



2016 Approach



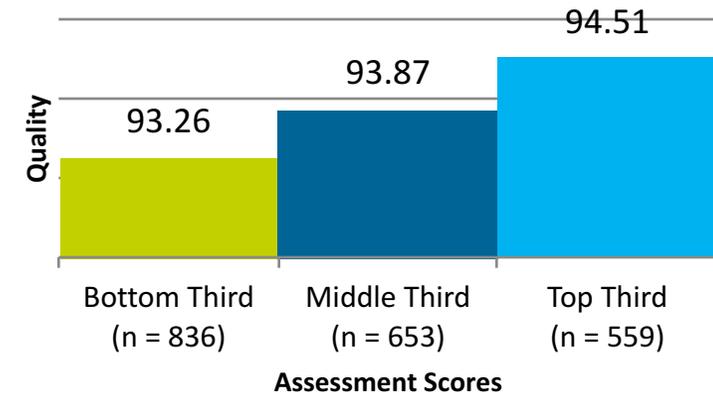
meets



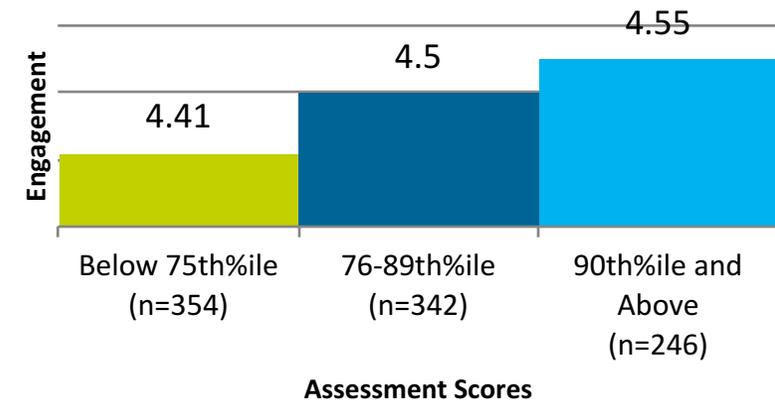
2016 Approach



Overall **Quality Rating** by Skills Assessment Group



Overall **Engagement** by Behavioral Assessment Group



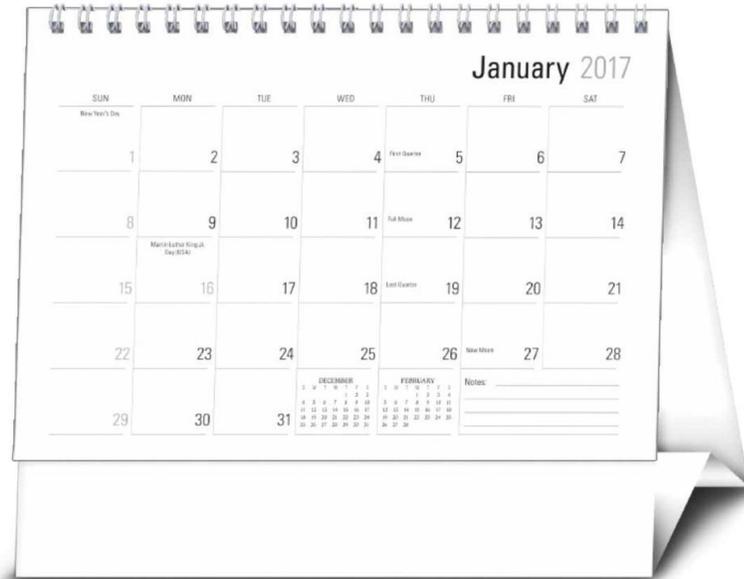
2016 Approach



2016



2016



My Profile / My Saved Jobs / Network With Us

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[JOBS / WHY WORK HERE / CAREER AREAS / GETTING HIRED / COLLEGE](#)

JOB SEARCH:

[Jobs outside U.S. & Canada](#)

[Careers](#) > [Career Areas](#) > [Customer Service & Claims](#) > Customer Service & Call Center

Customer Service & Call Center

What inspires your life can transform your career.

Claire M. Humane Society Volunteer Customer Service Advocate

TAKE THE NEXT STEP

What's the difference between this and other customer service jobs? You. Better yet, you making a difference in the lives of our members every day. As a trusted member of our customer service team at UnitedHealth Group, your ability to listen, understand, research solutions and solve problems will drive positive health outcomes for our members. Whether they're confused or frustrated or simply curious, your skills and patience will help you win the day and a lot of gratitude. We'll support you with the latest tools, advanced, continuous training and the combined strength of a high caliber team. You'll discover a wealth of pathways for professional growth within Customer Service and across our global company.

What it's like to be a Customer Service Advocate

Learn more about the job

Learn more about our hiring process

Click the link below to learn more about how to search and apply for jobs.

> [Our Hiring Process](#)

Imagining the future

Use data science to create an agile workforce



Business Intelligence

Talent Strategy

Work at Home

Learning

Systems & Analytics

Real Estate

Imagining the future



Use data science to create an agile workforce

