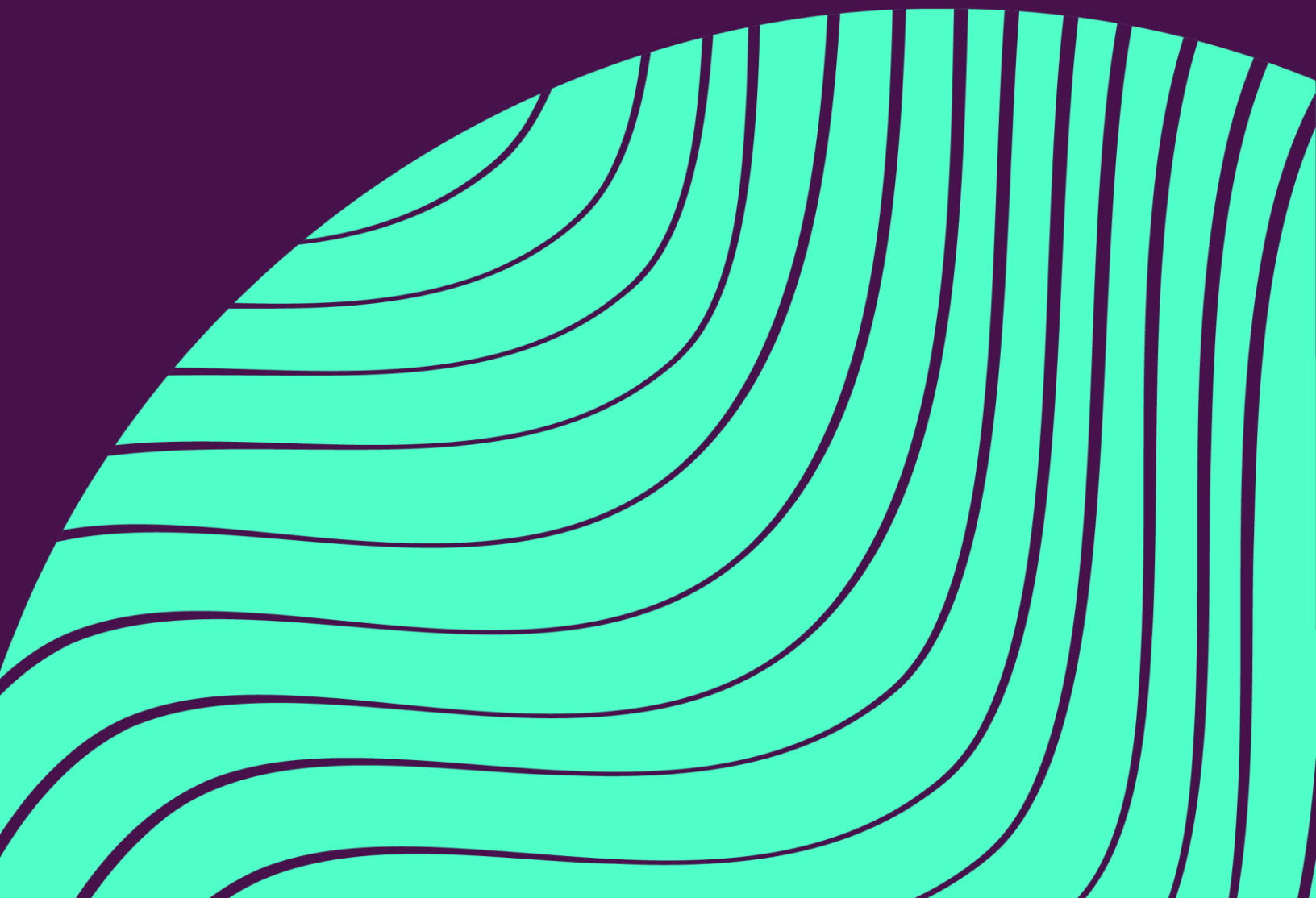


TOOL

Create an Inclusive Talent Infrastructure with the **TALENT Framework**

How to move from thought leadership to improved talent systems



Understanding the TALENT Framework

The TALENT framework helps HR, talent, inclusion, and business leaders diagnose where inclusion is breaking down in talent systems, identify the root cause, assign ownership, and track progress between formal measurement cycles.

Step	Action	Key Question	Evidence and Owners
T: Tie inclusion to a business and talent priority	Connect the work to the organization's most urgent workforce goals.	What talent problem are we solving?	Evidence: Retention, engagement, internal mobility, manager effectiveness, succession, AI readiness, productivity, and workforce trust Owners: CHROs and executive, business, talent, and inclusion leaders
A: Assess employee experience through inclusion drivers	Measure specific employee experiences—not vague sentiment.	Where are employees experiencing barriers to contribution, trust, or growth?	Evidence: Psychological safety, valued contributions, reflected identities, and inclusive norms Owners: People managers and HR analytics, inclusion, and employee listening teams
L: Locate the root-cause threat	Diagnose why the experience is breaking down before intervening.	Is this a communication, transparency, infrastructure, or accountability problem?	Evidence: Messaging, process redesign, manager enablement, and accountability Owners: Inclusion leaders, HR partners, talent management, and business owners
E: Evaluate impact and feasibility	Focus on what's likely to produce measurable progress.	Which issues matter most, and which can we address now?	Evidence: Impact/feasibility scoring, business relevance, employee risk, and capacity Owners: CHROs and HR, strategy, legal, and business leaders
N: Name the solution, owner, and outcome	Turn priorities into action plans.	Who owns the work, what will change, and how will success be measured?	Evidence: Sponsors, accountable owners, timeline, behavior-change goal, and success measures Owners: Executive sponsors, accountable owner, managers, HR, and talent teams
T: Track progress and tell the story	Monitor indicators and communicate progress before the next annual survey.	Are behaviors, systems, or employee experiences changing?	Evidence: Pulse checks, HRIS data, manager feedback, employee insights, stay interviews, adoption metrics, and qualitative listening Owners: Executive sponsors and HR analytics, communications, and inclusion teams



Next Step: Keep reading to learn how to decode the root cause of the threat so that you can design an appropriate solution.

Locate and Decode the Root Cause

When inclusion work stalls, the issue is often communication, transparency, infrastructure, or accountability. Use this diagnostic to determine how to intervene so that the solution matches the problem.

Change is ambiguous

Employees don't know what's changing, why it matters, or what leaders are doing.

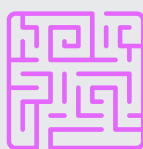


Communication is the cause

Create a sharper narrative, manager talking points, repeated updates, and employee-facing progress reporting.

Growth is confusing

Employees don't understand promotion, pay, flexibility, or development decisions.



Transparency is the cause

Develop criteria and process maps, explain decisions, and improve calibration and manager enablement.

Managers are unprepared

Managers are expected to lead inclusively without the tools, time, skills, or data.



Infrastructure is the cause

Offer manager training, decision guides, workflow redesign, HR support, data access, and toolkits.

Standards are inconsistent

Expectations exist, but leaders aren't held responsible for inclusive behavior.



Accountability is the cause

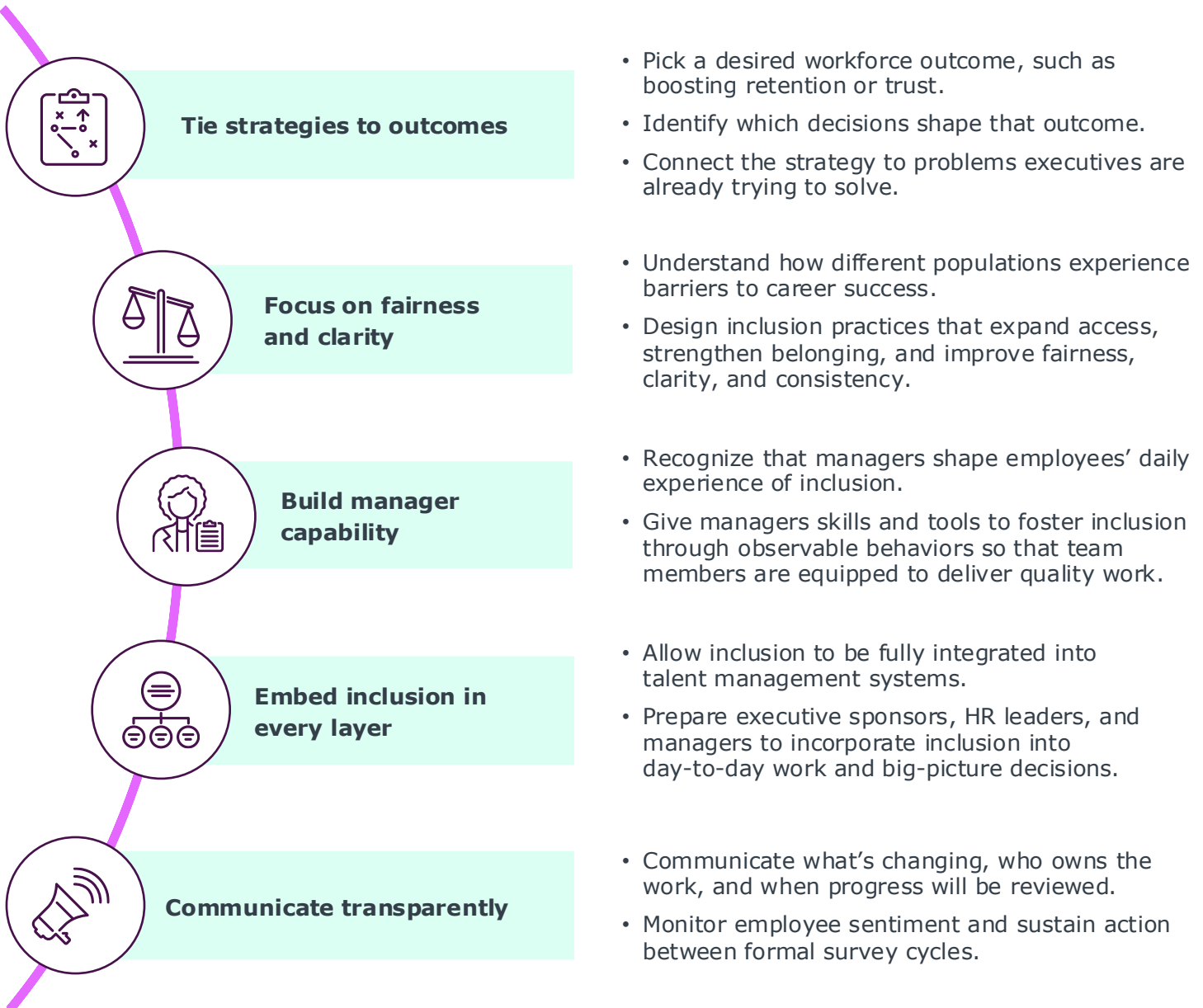
Name owners and executive sponsors and create performance expectations, progress checkpoints, and consequences.



Next Step: Go to the next page to translate this template into a targeted action plan.

Putting the TALENT Framework into Practice

Once you've found the root causes, consider where you can manage inclusion through the moments that shape the employee experience to create an inclusive talent strategy.



Next Step: Fill out the TALENT template on the next page to create a measurable path forward for your organization.

Create an Inclusion Action Plan

Use this template to translate the TALENT Framework into an action plan. Aim to move from an inclusion aspiration to a workforce outcome, named owner, and a measurable path forward.

Planning Question	Working Answer
What business or workforce outcome are we trying to improve?	
Which employee experience signal tells us this problem matters?	
Which inclusion driver is weakest or most important to improve?	
What is the root-cause threat: communication, transparency, infrastructure, or accountability?	
What behavior, system, process, or decision point needs to change?	
Who is the executive sponsor, and who is the accountable owner?	
What leading indicators will show progress before the next annual survey?	
What will employees hear, from whom, and when?	
When will we reassess and adapt?	



Next Step: Read our [talent infrastructure companion blog](#) or [contact a Seramount expert](#) to bring your action plan to life.



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