IMPLEMENTING THE NEW TALENT CONTRACT

— CREATING AN EMPLOYEE EXPERIENCE —

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“May you live in interesting times”.

– Chinese Curse
From Industry 1.0 to Industry 4.0

First Industrial Revolution: Mechanical
Use of water and steam power to run mechanical production facilities
First mechanical loom, 1784

Second Industrial Revolution: Electrical
Use of electrical power and introduction of division of labor to enable work-sharing mass production
First conveyor belt, Cincinnati slaughterhouse, 1870

Third Industrial Revolution: Internet
Use of electronics and IT to further automate production
First programmable logic controller (PLC) Modicon084, 1969

Fourth Industrial Revolution: Digital
Use of cyber-physical systems to monitor, analyze, and automate business

Impact
Socio-Economic
Industry
Government
Communication
Individual & Professional Life

Degree of complexity

Scalable efficiency
Doing things right

Scalable adaptability
Doing the right things

EMPOWERING CORPORATIONS

Source: adapted from Dualarity & DFKI
TalentSumORIZATION
(Consumerization of HR)
Employee Experience

Nearly 80% of executives rated employee experience important to very important

Only 20% of companies are excellent at building a differentiated EE experience.

Source: Global Human Capital Trends 2017, Deloitte
The New Talent Contract
Employee Engagement Model

- **Purpose**
  Meaning

- **Social System**
  Inclusion and connections

- **Work**
  What we do

- **Personal Growth**
  Ability to realize potential

- **Contribution**
  Awareness
  I know who you are, and I saw what you did

- **Advocacy**
  Recommending or supporting others

- **Wellbeing**
  Being comfortable, healthy or happy

Source: adapted from EE Employee Engagement Award
Redefine The Term ‘Talent’

Actively help employees to recognize their special talents. Empower employees to bring themselves "into play". Create opportunities for employees to become visible through their own initiative. Accept every employee has a special talent. Develop talents and use them in the business – wherever.
Harness Untapped Potential

Credentials, IQ, past performance, and even various competencies do not guarantee success in a fast-paced world.

The hallmarks of potential are:

- Motivation
- Curiosity
- Agility
- Insight
- Engagement
- Determination

Adapted from Harvard Business Review June 2014 Issue
Encourage Talent Mobility

Invest in personal growth profiles
Engage in smart workforce planning
Balance talent stability vs. scaling culture
Remove compensation barriers
The way a company interacts with employees and the kind of consistent and immersive experience it creates is the ultimate expression of business values, identity and culture.

HR must design with the real customer in mind and view employees as individuals and create experiences that are personalized, intuitive, and engaging.

Identity and authenticity are the cornerstones of building a strong workplace culture and distinguishing an organization as a great place to work.

Industrial age structures and practices give way to Agile values, practices & principles. Agile has evolved as the predominant business and leadership approach.

Take the essence of games — attributes such as fun, play, transparency, design, competition and yes, addiction — and apply it to a range of HR processes.

Think Holistically

Apply Design Thinking

Instill Cultural Anchors

Iterate and Co-Create

Gamify HR
Stop Catering to Douglas
Flourishing People Lead To Flourishing Companies
“Your number one customers are your people. Look after employees first and then customers last.”

- Ian Hutchinson
Thank You!