



# HR Leadership Chat Session Highlights

## Building Critical Skills



### New & Accelerating Trends:

Fourth Industrial Revolution; War for Talent; Gig Economy – **“85% of jobs that will exist in 2030 haven’t been invented yet”** (Gallup)

L&D has always faced challenges in business proof-points: companies globally spend \$350B annually (Training Industry); **only 8% of CEO’s saw business impact from L&D initiatives** (LinkedIn)

### Critical Skills: Leadership

- The focus is on trust, collaboration and being authentic and encouraging that in leadership
- Resilience, adaptability, and ability to change quickly are at the forefront
- Leaders need to be facilitative, a coach, not a dictator
- Understand how to deal with goal setting in an ambiguous time; results orientation rather than ‘bums in seats’ mentality

### Critical Skills: Sales & Marketing

- Sales, Marketing and HR need to align; hunting for revenue in a depressed market may be viewed as a top priority
- Creativity is more important than ever – Creating new products, finding new markets, collaborating with clients, listening tours with clients; involve the front line
- Face to face approach is gone
- Assess what tools you can use and re-skill/adapt as necessary
- Sharpen your sales team on virtual facilitating, ensuring organization
- Training on best practices to have virtual meetings

### HP Thought Prompters

- Leaders learn to embrace change and mobilize others to usher in the new normal together
- Consider where the organization wants to be in a year of The New Normal and what needs to be done. Then cut your timeline in half as changes will occur faster

- Networks of trusted partner organizations through which businesses can share, borrow or “rent” talent from each other (partnerships in place at higher performing organizations 3.5X more than lower performing ones); power of collaborative partnerships between complementary companies and industries
- Those who can combine technical knowledge with human skills and adapt to the changing needs of the workplace will be successful.
- Give internal experts platform to spread their knowledge (employee-driven learning programs leveraging peers); learn from “fast-adopters/fast-adapters”
- Identify “no-regrets” new skill areas to develop while waiting for certainty about business direction, new products, new markets (digital, depth of questioning/listening/resolving, resilience)
- Consider adaptive learning technology to offset expense of most expensive “one on one” tutoring
- Ensure environment of continuous feedback (up/down/across organization)

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