




Human Capital Management Strategies for Effective Performance

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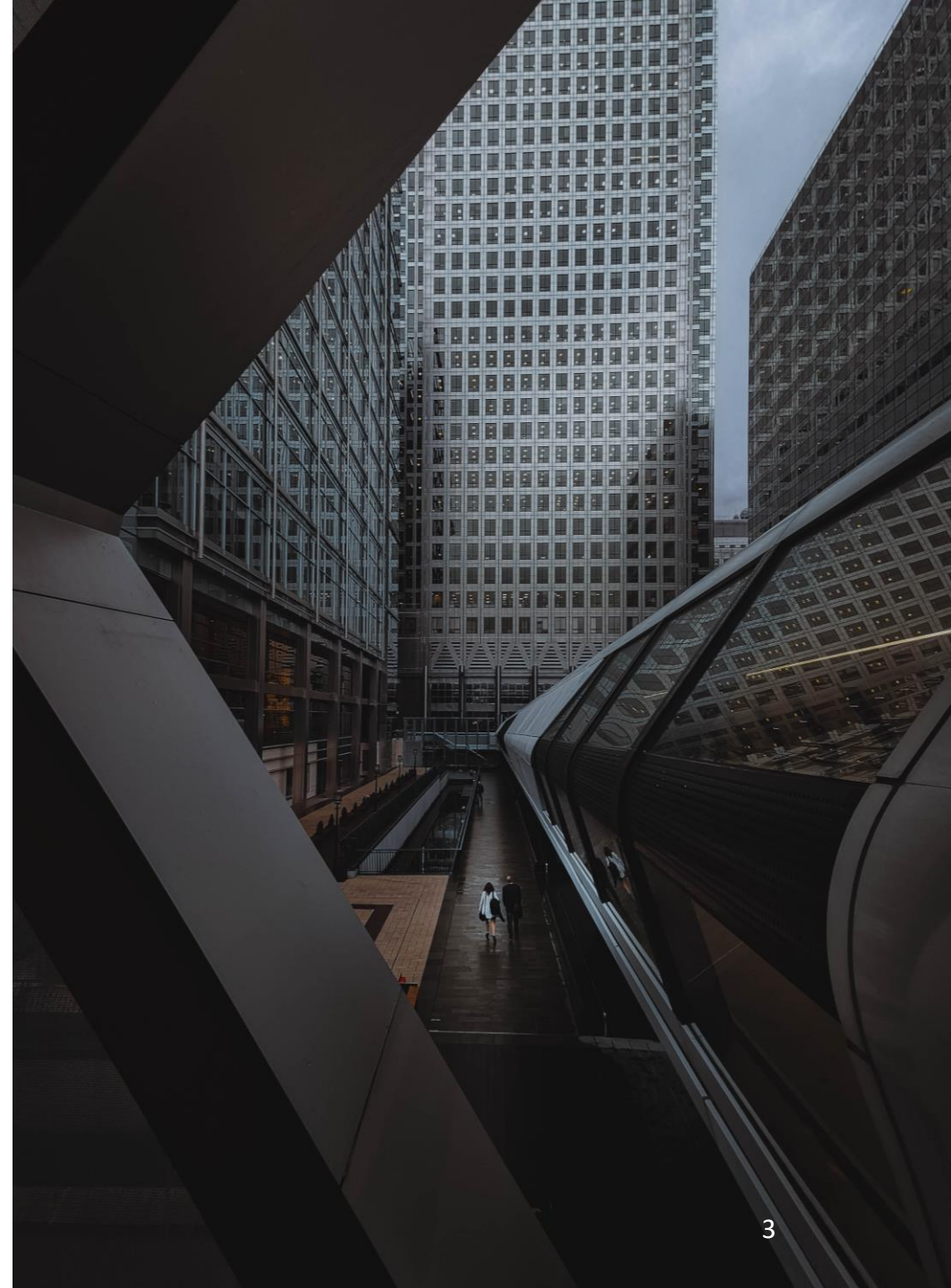
A woman with dark hair pulled back, wearing a dark blazer over a light-colored shirt and a red skirt, stands by a large window. She is looking out the window with a thoughtful expression. The window shows a blurred cityscape with buildings and trees under a bright sky. A dark semi-transparent rectangular box is overlaid on the image, containing white text.

People in today's workforce will see their core skills change by up to 40% in the next 5 years.

World Economic Forum Jobs Report

Disruptions to the world of work

- Automation
- Business models evolution
- Sustainable and green business practices
- Future skills/Life-long learning
- Employee experiences
- Changing workplace demographics
- Digitisation and Datafication of Work






Strategies to enable effective performance



Performance Management Reinvented



We have the chance to explore further the question of how individuals can harness their ingenuity and creativity to address organisational challenges.



Recruitment & selection

CV – Friend or Foe?

Recruiting right

- Resume Screening and Candidate Matching: candidate screening & matching algorithms leverage AI.
- Sourcing and Talent Pipelines: AI-enabled sourcing tools can automatically search and aggregate candidate data.
- Candidate Engagement and Communication through career fairs e.g ACCA Virtual Career Fair
- Video Interviews and Assessment Tools: AI-driven video interviewing platforms analyse candidates' verbal and non-verbal cues, such as facial expressions, tone of voice, and body language, to assess their communication skills, personality traits, and cultural fit.





Training & Development

Training & Development

- Building agility in an organization requires the right skills. It's essential to conduct needs assessments often to identify the specific skills gaps and developmental needs within the organization as the world of work changes.
- Work with employees to create individualized plans aligned to their career aspirations and organizational goals.
- Adaptation to industry trends and evolving job and workplace requirements.
- Establish mentorship and sponsorship programs to support the professional growth and development of employees.





Employee Engagement



Employee Engagement

- Conducting regular employee surveys to gather feedback.
- Implementing initiatives to enhance communication (employee forums/townhalls or social events).
- Providing training and development programs.
- Recognizing and rewarding employees for their achievements and contributions.
- Creating a supportive work environment.



Outcome

- Work-Life Balance
- positive workplace culture
- opportunities for skill development and career advancement
- Acknowledging and rewarding employees for their contributions
- Open and transparent communication



Succession Planning

Succession Planning

- HR practitioners work with leadership to identify critical roles within the organization.
- Identify high-potential employees who possess the skills, capabilities, and potential to fill these roles in the future.
- Development planning.
- Regular succession planning meetings involving senior leaders and key stakeholders.
- Continuous monitoring and evaluation of key talent.



Advantages

- Developing internal talent is often more cost-effective.
- Career advancement and development increases employee engagement and loyalty.
- Internal candidates are already familiar with the organization's culture, values, and processes.
- Sends a positive message to employees, demonstrating that the organization values their contributions





Work Life Balance

Work Life Balance

- Flexible Work Arrangements
- Wellness Programs
- Clear Policies and Expectations
- Promoting a Culture of Balance





Outcomes

- Employee Well-being
- Retention and Engagement
- Productivity and Performance
- Attraction of Talent



Diversity & Inclusion

Workplace Generations

Baby Boomers (1946 - 1964)

These professionals may be more likely to have a traditional mindset in the workplace, meaning they often value an established hierarchy of responsibility and authority. Their loyalty to their positions gives them a deep understanding of their job role and chosen industry.



Generation X (1965 - 1980)

Gen X workers are usually more comfortable with telecommuting and flexible work schedules. They value work-life balance and prefer efficiency, so they have more time for their personal lives. They're independent and adaptable. They engage with immediate and clear feedback.



Millennials (Gen Y) (1981 - 1996)

Millennials usually seek job security and employee value propositions that promise substantial benefits, like healthcare, tuition assistance, and wellness programs. But money and perks usually aren't enough to retain millennials.



Generation Z (1997 - 2015)

Having launched their career amidst disruptive technological shifts and a global pandemic, may be more adept at adapting and thinking outside the box. Gen Z wants security through job training and attention to their mental health. Mentorships, wellness programs, and career development opportunities.

Eliminating Bias

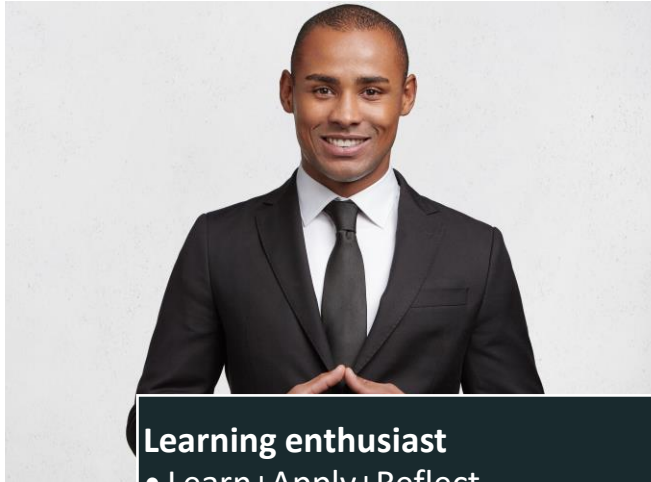
- Holding leaders/people managers accountable
- More accurate conversations supported by evidence-based performance and feedback
- Timely, tailored discussions
- Future focused that would fuel productivity
- Taking into account how challenging assignments are and team dynamics



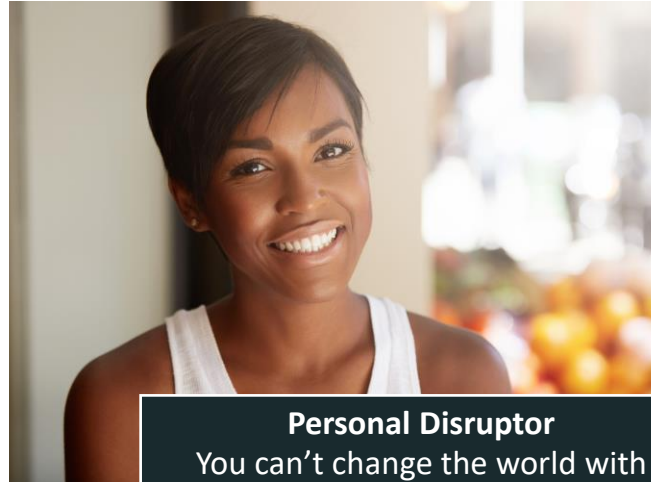
Social Bias	Exclusion based on age (ageism), social class, gender, religious beliefs
Affinity Bias	Affinity bias happens when we favor a candidate because they share a trait or characteristic with us. It may feel easier to relate to such candidates if you both attended the same university
Horns effect	The candidate has a gap in their employment history, causing the recruiter to assume that they must be lazy or unreliable, without considering other potential explanations for the gap.



Leadership Reimagined – The rise of intangibles



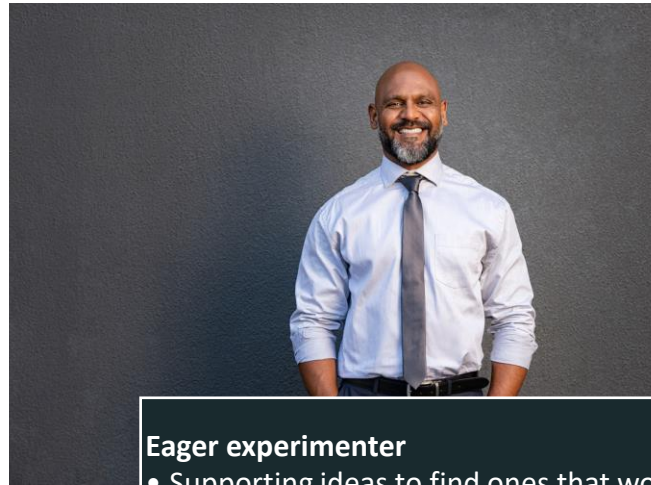
Learning enthusiast
• Learn+Apply+Reflect



Personal Disruptor
You can't change the world with outdated ideas/systems



Tough Minded Optimist
• Highly motivated optimists



Eager experimenter
• Supporting ideas to find ones that work

Leadership personas for now & the future



Emotional Intelligence

- It's a scientific fact that emotions precede thought. When emotions run high, they change the way our brains function...diminishing our cognitive abilities, decision-making powers, and even interpersonal skills.
- Understanding and managing our emotions (and the emotions of others) helps us to be more successful in both our personal and professional lives.
- Leaders of today – and tomorrow will need to build skills with the highest sense of emotional intelligence.

Adaptive Mindset

- Agile thinking – thinking on one's feet
- Adaptive Thinkers Leave Ego At The Door
- They tend to face problems, pivot among distractions, and politely proceed forward. Adaptable people are prone to think ahead and consistently focus on improvement.



Attitude of Resilience

- 30% of your life's achievements will down to your skill, talent & intelligence – 70% will be mental toughness, confidence, commitment, focus, grit, resilience, determination.
- Being mentally tough will help you manage stress and pressure and remain optimistic



Summary

- Realign performance management initiating ongoing feedback loops.
- Emphasis on leveraging employees' strengths and talents to drive performance and engagement.
- Prioritize employee development and career growth.
- Data-driven insights: leveraging technology and data analytics.
- Emphasis on Equity and Inclusion: unbiased, transparent, and inclusive.
- Build psychological safety for teams to thrive
- Empowering employees to take ownership of their own performance and career development.



Develop People

- Create performance contracts and ensure they aren't ambiguous.
- Be transparent and communicate as the business changes and evolves. Vacuums create fear and uncertainty



Thank you

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