

## Key messages and references for Jacqui Curtis' Podcast

### Changing role of HR: future role of adaptive and flexible HR models leveraging technology, automation and responding to the “Volatile, Uncertain, Complex and Ambiguous” (VUCA) world

#### Key messages:

- The value that HR has gained over time from the back office function to now one that is a trusted business partner, human resource capability, change leadership, business acumen and develop strategy for the organisation
- Transforming HR began with understanding and support in building the HR capability of practitioners across the organisation, understanding the business and utilizing evidence to work with the business and make decisions.
- HR is a ‘translator’ and ‘ideate’ of what is possible to achieve and demonstrate results – focusing purposefully on solving ‘wicked problems’. She shared a great example of how they focused on work health and safety and unplanned leave to demonstrate the value of HR.
- Importance of utilizing the language of the business and business acumen to engage and add to your credibility as an HR practitioner
- Share our successes through talking and sharing stories about HR interventions and how they have personally impacted individuals and teams. You have to be a great story teller and have the courage to stand up for your profession.
- Understand your audience and their preferences
- Importance of being more future focused and strategic thinking.
- Utilising evidence to gain insights into behaviours in the workplace and utilizing behavioural insights
- Importance of capabilities in work health and safety, industrial relations, design thinking, behavioural insights, people analytics, HR policy writing and understanding and strategy – thinking well in advance about how community is changing and understand how these will impact the workforce

#### References:

Australia and New Zealand School of Government (ANZSOG) -

<https://www.anzsog.edu.au/resource-library>

Boston Consulting Group - <https://www.bcg.com/en-au/>

Deloitte - <https://www2.deloitte.com/au/en/pages/about-deloitte/articles/reports-video-infographics.html>

PwC - <https://www.pwc.com.au/publications.html>

Cain, Susan (2013) Quiet: The Power of Introverts in a World That Can't Stop Talking, Broadway Books