

**Discussion questions for Podcast 2 with Jaye Matheson - Supporting managers in leading through disruptive change and adapting to the digital and human centred world**

1. Jaye mentions a significant shift in the HR function she’s observing within organisations is the move to operating more agilely, bringing people together from different HR functions to respond and solve specific business problems. Have you had the opportunity to solve business problems in this way? Do you think it would work in your agency?
2. Enabling data-driven decision making is a significant capability gap amongst HR teams, which makes it difficult for HR to support organisations drive impactful change. What are some of the barriers your HR team faces in enabling data-driven decision making? How do you think you can overcome them?
3. What sources of data do you use to in your agency to drive and improve the employee and/or customer experience?
4. What does Human Centred Design/Thinking mean to you? Do think co-designing with the organisation a narrative of the experience you and they want employees to is worthwhile? Why/why not?
5. The current pandemic has accelerated ways of working which were almost unimaginable previously. How have you supported managers and leaders with their human centred leadership to better support employees during this period of disruption in areas such as working remotely, wellbeing etc. What are your thought about how you will continue to support leaders support their people out the other side? Such as ensuring safe ways of coming together and interacting?
6. Jaye posits that leaders are more open now to thinking differently due to previously perceived barriers such as remote working being completely disrupted. Do you think it is a perfect time for HR to lead different, more wholistic workforce planning conversations?
7. What is your agency doing to build digital capability? Are you reimagining roles interjected with some form of automation/augmentation and different ways of working?
8. Do you agree with Jaye that upskilling employees is no-longer a debate we should be having? Rather it is critical we are considering now where are the opportunities to build digital capability to ensure ongoing productivity and health of our workplaces.