

Key messages and references for Jaye Matheson's Podcast Supporting managers in leading through disruptive change and adapting to the digital and human centred world of work

Key messages:

- Shares her insights in relation to the changes in the role of HR and the shift from functional lines to employee experience and using data to inform decisions around this
- The drivers of change are high unemployment rates, slowing down of the economy and economic growth, availability of required skills, technology “blind spots”, climate change and disruptive events and lack of trust. A number of bright light is the shift in trust as the workforce has moved to working from home due to the pandemic and our proven abilities now to work in a more agile and adaptive way.
- Increased pressure on HR teams to provide insightful and key data to support impactful decisions in a world of ongoing and disruptive change and advances
- To support the NSW Government strategy through having available the right data and information to create profiles of where the workforce is currently and where it forecasts it needs to position itself so that the organisation can make data driven decisions around the “nudges” required or initiatives for people to start doing things differently to achieve the strategy.
- Has been watching things play out with COVID-19 and the impact this has had on accelerating the “future of work” which is really here now and sped up the shift towards human centred design and the leadership support in this context
- How important it is for our HR teams to design our solutions in an integrated way rather than functionally. Utilising human centred design to approach our technology requirements to enable the employee experience and how the future organisation can look.
- Opportunity to deconstruct and reconstruct roles and think about how roles can utilise increased levels of technology and change the focus or activities of each role. What are the new skills which can be reimaged for these roles in the future which will be most impactful in terms of supporting productivity, workforce health, organisational culture and ultimately position the importance of life-long learning to continuously reskill.

References:

- Tinna Nielson, TEDx talk, “Nudge behavior for a more inclusive world - <https://www.youtube.com/watch?v=VggAqa0xOwM>
- Links to references in PwC – CEO Survey (<https://www.pwc.com.au/ceo-agenda/ceo-survey.html>) and preparing for the future of work (<https://www.pwc.com.au/pdf/workforce-of-the-future-the-competing-forces-shaping-2030.pdf>)
- David Green's podcasts - <https://podcasts.apple.com/au/podcast/digital-hr-leaders-with-david-green/id1459322652>

- Al Adamson's podcasts - <https://www.pafow.net/> and <https://soundcloud.com/peopleanalytics>
- Simon Sinek's papers/books - <https://simonsinek.com/>