

A woman with curly hair, wearing a blue polo shirt, is smiling and looking to her right. She is holding a handheld scanner device. The background is a warehouse with tall shelving units filled with cardboard boxes. The image is overlaid with a large, stylized graphic consisting of two curved, overlapping bands in teal and orange.

Developing the Organization: Cultivating and Celebrating Talent

Session 2



Presenter

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Today's Topic

Strategic Methods to Address Talent Needs

In this session, we will examine:

01. Impactful Incentives

02. Cultivating and Celebrating Talent



Impactful Incentives

Employee Wants

Top Five Qualities

1. Openness and Transparency
2. Fairness
3. Actionable Follow-Through
4. Encourages Others to Share Their Opinions
5. Trusted to Handle Difficult Conversations

Source: Catherine Wrapp – Leading with Heart – An Empathetic and Purposeful Approach to Leading (Session Presentation at SHRM Annual Conference 2023) and 2021 Ernest & Young LLP Empathy in Business Survey

What Leaders Can Do

Sharpen These Skills

- ✓ Effective Communication
- ✓ Awareness
- ✓ Community Focus
- ✓ Authenticity
- ✓ Motivation
- ✓ Compassion
- ✓ Integrity and Close Loops
- ✓ Thoughtfulness
- ✓ Empathy
- ✓ Promote Wellbeing

Focus on the People

Leadership

- ✓ People Matter First
- ✓ Improve Connections
- ✓ Build Strong Team

Lead with Curiosity

- ✓ Focus on Individual Points of View
- ✓ Understand Employees' Motivational Drivers
- ✓ Help Employee's Grow Network and Careers
- ✓ Leverage Employee's Strengths
- ✓ Consider Cultural Differences and Diverse Mindsets
- ✓ Ask for Feedback and Pivot

Build Relevant Programs

Incentives

✓ **Company Culture :**

Is this really a great place to work?

Why is this a great place to work?

Who works here?

✓ **Development:**

Great programs, but do we have time to implement them properly?

Are the programs relevant for now and the future?

Is there equity in the programs?

✓ **Come down to Earth:**

Experience your company as an employee, to see what employees face on the day-to-day in their job

AND

Experience your company as customer to see what it's like for the customers using your product or services

✓ **Pay:**

Is it worth the loss?

Be transparent about the pay structure and incentive criteria

Burnout is Real

Signs of Burnout Include...

- Emotional, Mental, and Physical Exhaustion
- Disengagement
- Increased Absenteeism
- Isolation
- Higher Sensitivity to Feedback
- Decreased Productivity
- Missing Details, Deadlines, Meetings

Leaders can...

- Help prevent or reduce burnout in their employees by providing them with clear expectations, adequate resources, and regular feedback.
- Foster a supportive and positive work culture that values employee well-being, recognition, and autonomy.



A woman in a light-colored blouse and dark trousers stands on the right, presenting to a group of three people seated at a table. The seated individuals, two men and one woman, are looking towards the presenter. The table has papers, pens, and coffee cups. The background shows a modern office environment with large windows. The entire image is overlaid with a semi-transparent teal color.

Cultivating and Celebrating Talent

Hit the Reset Button on Your Management and Leadership Approach



Think with a global mindset and factor in as many attributes of who the person is:

- Beyond what you see
- Become a bridge that connects how and what people do and connect them to purpose
- Balance your Visceral, Behavioral, and Reflective approach

Cultivate Throughout Employee Lifecycle

Lead with Empathy, Promote Wellbeing, Strengthen Connections

- Build Relationship and Trust
- Relationship vs Task
- How do you do it with people who have a different style or approach
- Frequent 1:1s where you get to know the person, wins, and goals
- Practice and Promote Wellness
- Evolve: Learn More and New Insights
- Try New Approaches
- Ask Your Employee:
 - Connection Preferences
 - What Success Means to Them
 - Feedback for You
 - Feedback to Improve Leadership on Your Team
- Do What You Say You Are Going To Do

Cultivating Talent

Personalize the experience...



-
- › Feedback
 - › Coaching
 - › Mentoring
 - › Role Clarity

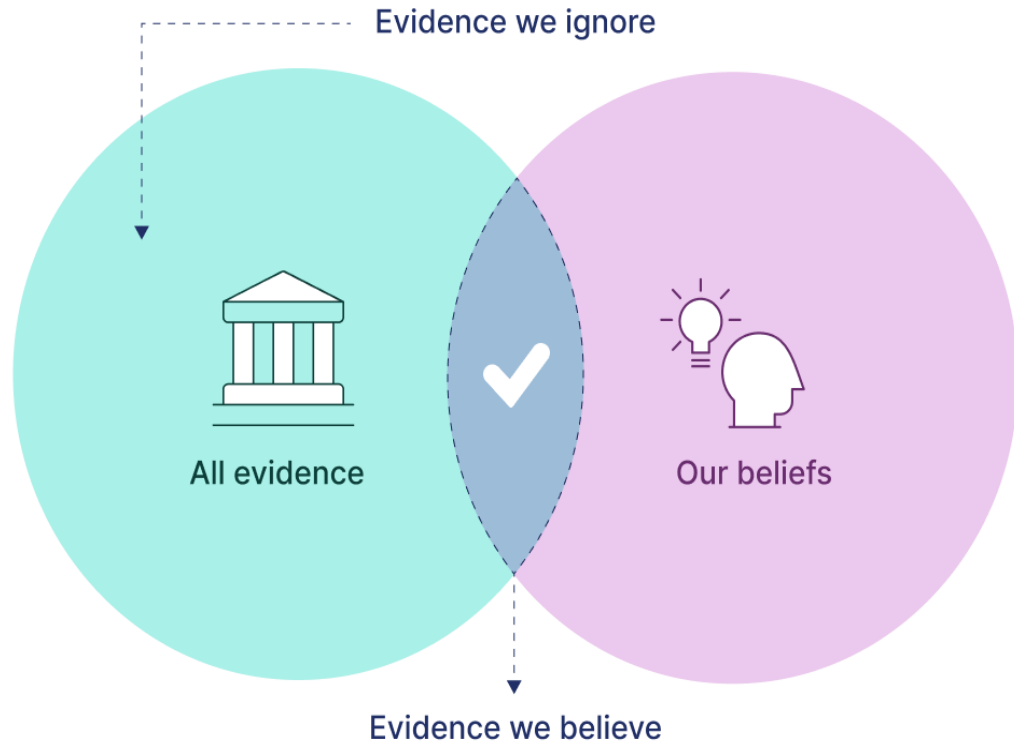


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- › Upskilling
 - › Initial Training
 - › Personal Development Plans
 - › Ongoing Training
 - › Stretch

Impactful Incentives...



-
- › Offer
 - › Total Rewards
 - › Compensation Strategy
 - › Awards and Recognition
 - › Education Assistance Programs
 - › Flexibility



Confirmation Bias

The tendency to seek out and prefer information that supports our preexisting beliefs.

Assumptions

- › Stereotyping
- › Believing that differences are negative
- › Equating sameness with equality



Source: Coaching and Mentoring for Dummies - Marty Brounstein



Robust Company Culture

- People-focused
- Recognizing employee contributions
- Helping employees reach their goals
- Celebrating achievement



QUESTIONS?

**Thank you
for your time.**

