



# TALENT SUMMERIZATION


The Employee Experience in Agile Enterprises

Business Agility Online Symposium  
Feb-06-2018



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## Disengagement

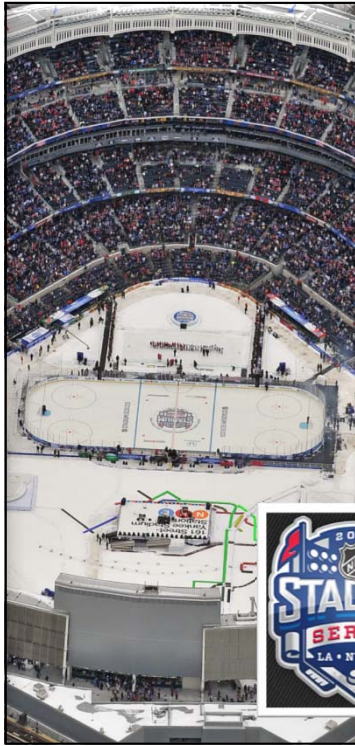


**88 %**

of employees worldwide are disengaged, disillusioned and dissatisfied

Source: Office Vibe "13 Disturbing Facts About Employee Engagement", Nov-2014

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New York

Sunday, January 26<sup>th</sup> 2014

Yankee Stadium

NHL Winter Classics



Image by Full Tilt New York Rangers

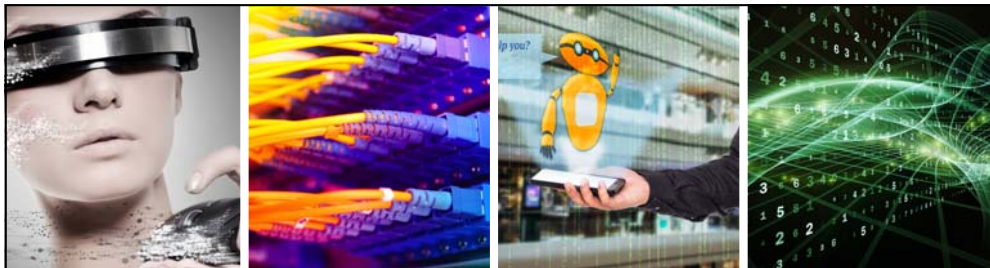


New Jersey Devils @ New York Rangers



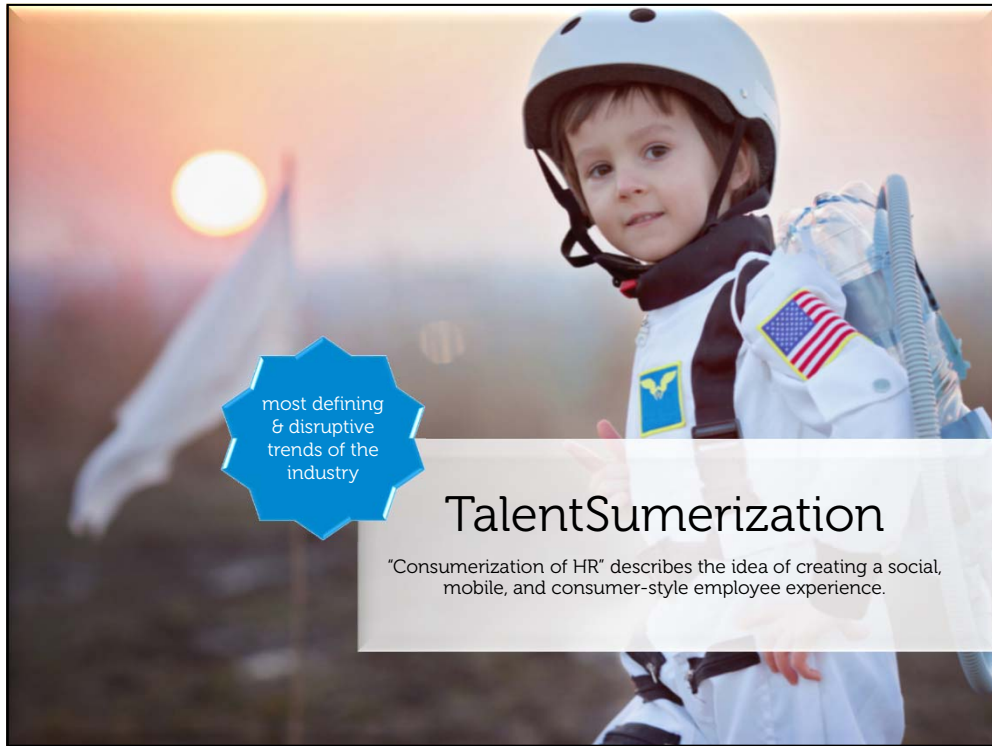
Images by New York Rangers, Blueshirt Banter, AM New York, Daily Herald, CBS New York





## The Paradigm Shift

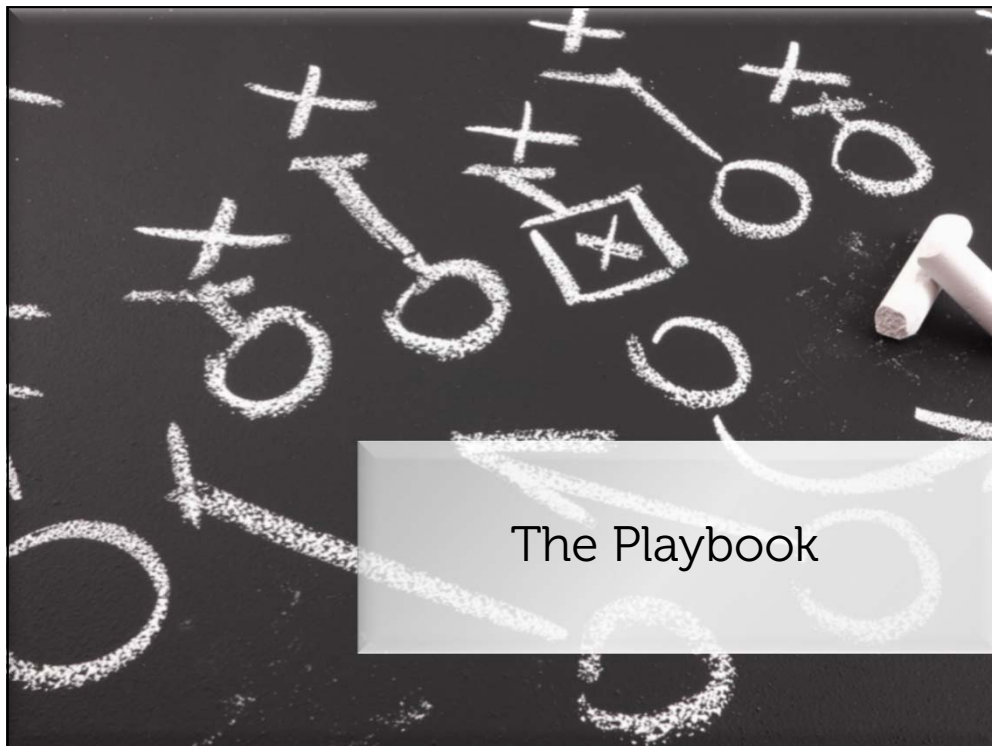




most defining & disruptive trends of the industry

## TalentSumerization

"Consumerization of HR" describes the idea of creating a social, mobile, and consumer-style employee experience.



## The Playbook



## Think Holistically

The way a company interact with employees and the kind of consistent and immersive experience it creates is the ultimate expression of business values, identity and culture.

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## Apply Design Thinking

HR must design with the real customer in mind and view employees as individuals and create experiences that are personalized, intuitive, and engaging.

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## Instill Cultural Anchors

Identity and authenticity are the cornerstones of building a strong workplace culture and distinguishing an organization as a great place to work.

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## Be Agile

Industrial age structures and practices give way to Agile values, practices & principles. Agile has evolved as the predominant business and leadership approach.

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## Gamify HR

Take the essence of games — attributes such as fun, play, transparency, design, competition and yes, addiction — and apply it to a range of HR processes.

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## Employee Experience



**Nearly 80 %**

of executives rated employee experience important to very important



**Only 20 %**

of companies are excellent at building a differentiated EE experience.

Source: Global Human Capital Trends 2017, Deloitte

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## Avoid Hire's Remorse

Successful onboarding programs are meaningful and quick to engage, inspire and provide a sense of achievement.

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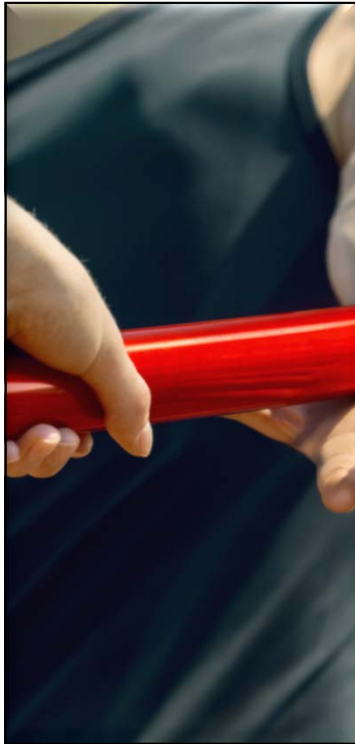


## Hack Learning & Teaching

In a knowledge-based economy, you need to learn faster than your competitors

Learning is embedded in agile ways of working and combined with modern ways of continuous learning

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## Recognize the Power Shift

Moving away from command-n-control micromanagement means giving people the power to manage themselves with the necessary autonomy & empowerment.

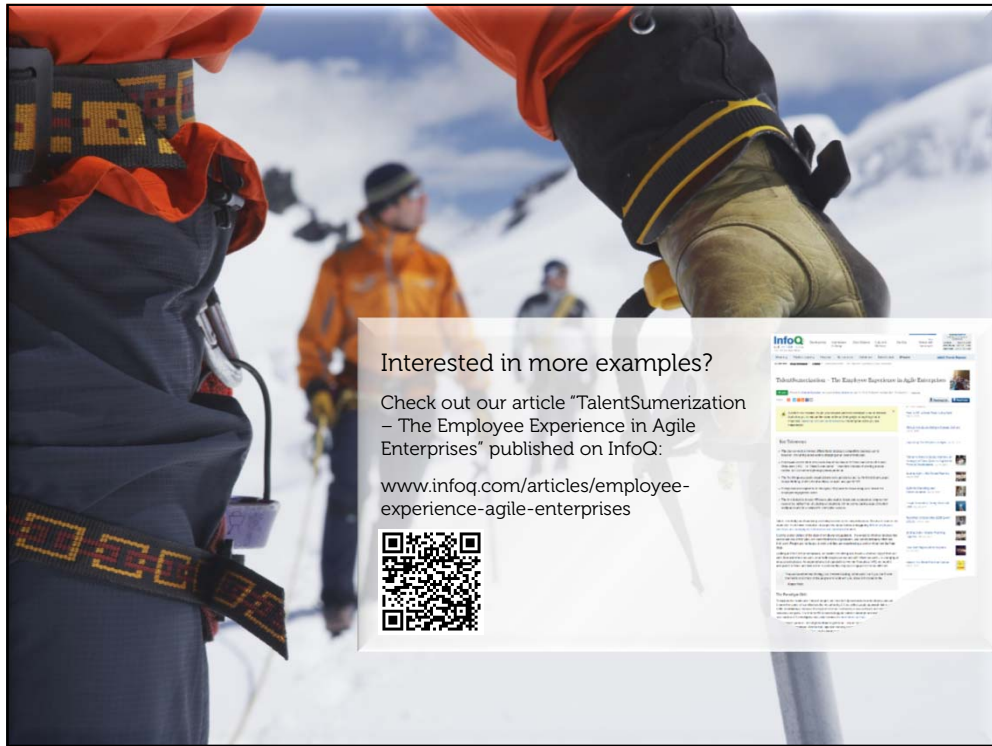
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## Walk the Talk

A company must know what they stand for and must consistently demonstrate their core values and behaviors – especially in their people approach.



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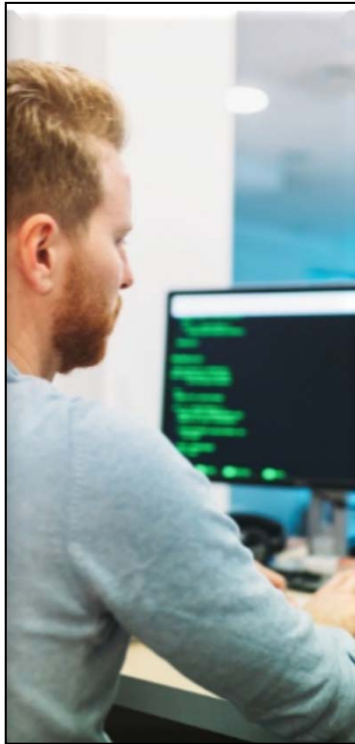


Interested in more examples?

Check out our article "TalentSumerization – The Employee Experience in Agile Enterprises" published on InfoQ:

[www.infoq.com/articles/employee-experience-agile-enterprises](http://www.infoq.com/articles/employee-experience-agile-enterprises)





## What's in it for me ... ... as employee?

**It's all about you! You get a unique experience and work for a company that values your individuality and empowers you to work, learn and grow.**

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## What's in it for me ... ... as leader?

**Managers can leave behind micro-management and instead focus on inspiring and developing people**

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## What's in it for me ... ... as HR?

The employee-centric approach will turn HR from a cost center (fighting to prove their value) to a business driver

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## What's in it for me ... ... as organization?

Companies cannot grow and thrive without an engaged workforce and investing in people leads to higher financial success

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# Thank You!



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