



The market of today and the opportunity of tomorrow

KEYNOTE SPEAKER

Talent 2030

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Disruptive HR



#RECLive25

Disruptive **HR**

Lucy Adams

What's going for HR
(and how you might help!)





It's not easy being in HR!



**Creating a great
employee experience**

Humanising the employee experience



Warm and welcomed
(not a new
onboarding process)



High energy
(not a new employee
handbook)



Lifted up
(not a new PM
system)



Developing better leaders

Focused on outcomes



Three expectations

That you can measure

1. Lead with trust

- *Do you feel trusted by your leader to make decisions in your role?*
- *Does your leader communicate openly and transparently with the team?*

2. Coach your people

- *Does your leader provide you with feedback that helps you grow?*
- *Do you have regular 1:1s with your leader where your development is discussed?*
- *Does your leader support you in overcoming challenges in your role?*

3. Show appreciation

- *Does your leader recognise your contributions and achievements?*
- *Do you feel valued by your leader for the work you do?*
- *How often does your leader express genuine appreciation for your efforts?*

Bitesize and practical



Learning shots

Deloitte.

Simple toolkits

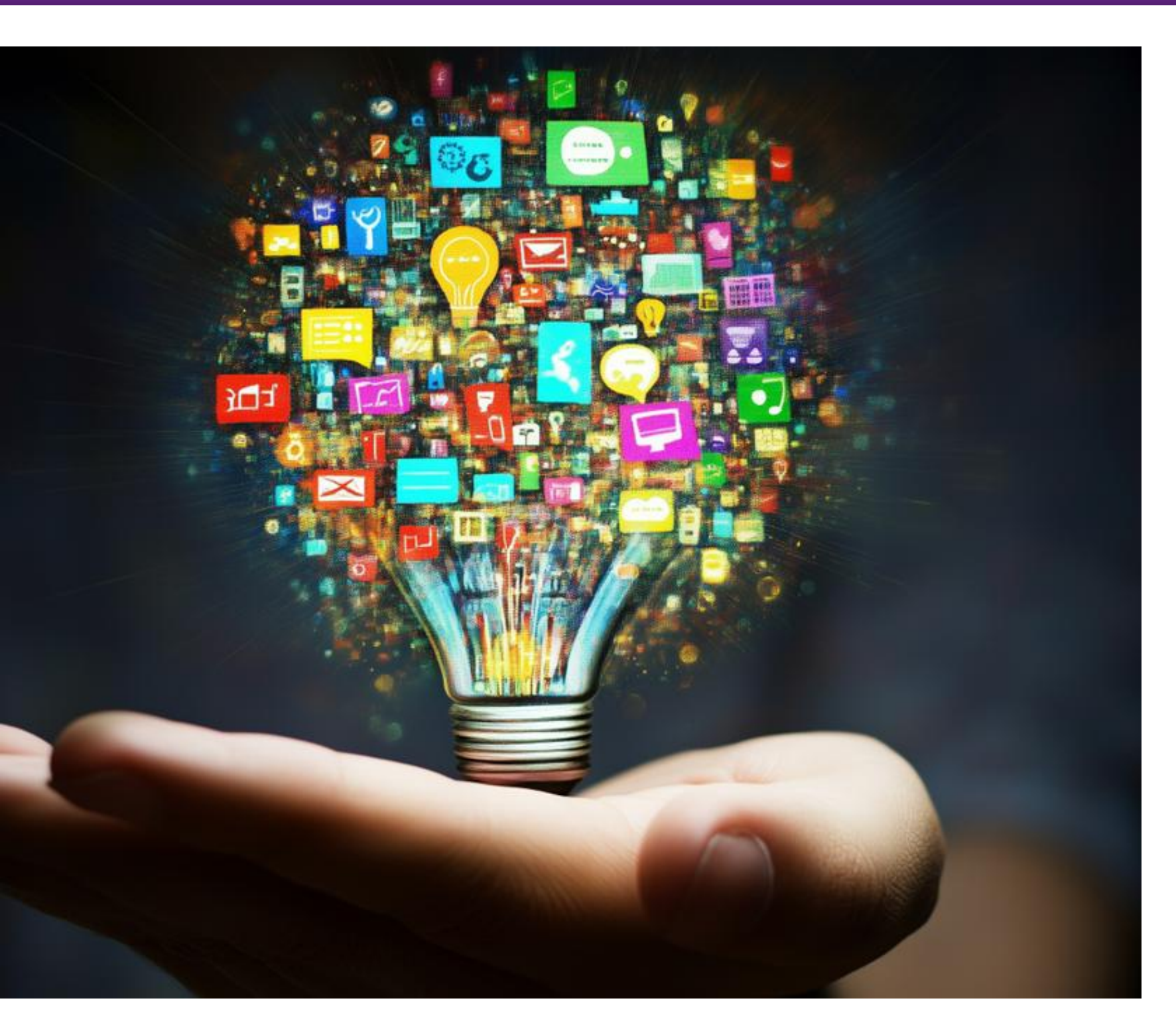


AMERICAN WATER

Solving real business
issues

 ellucian

Nudges



A focus on talent

New approaches to talent management



Stay conversations

Johnson & Johnson

Focus on the majority

'Learning is not optional'

nielsen
.....

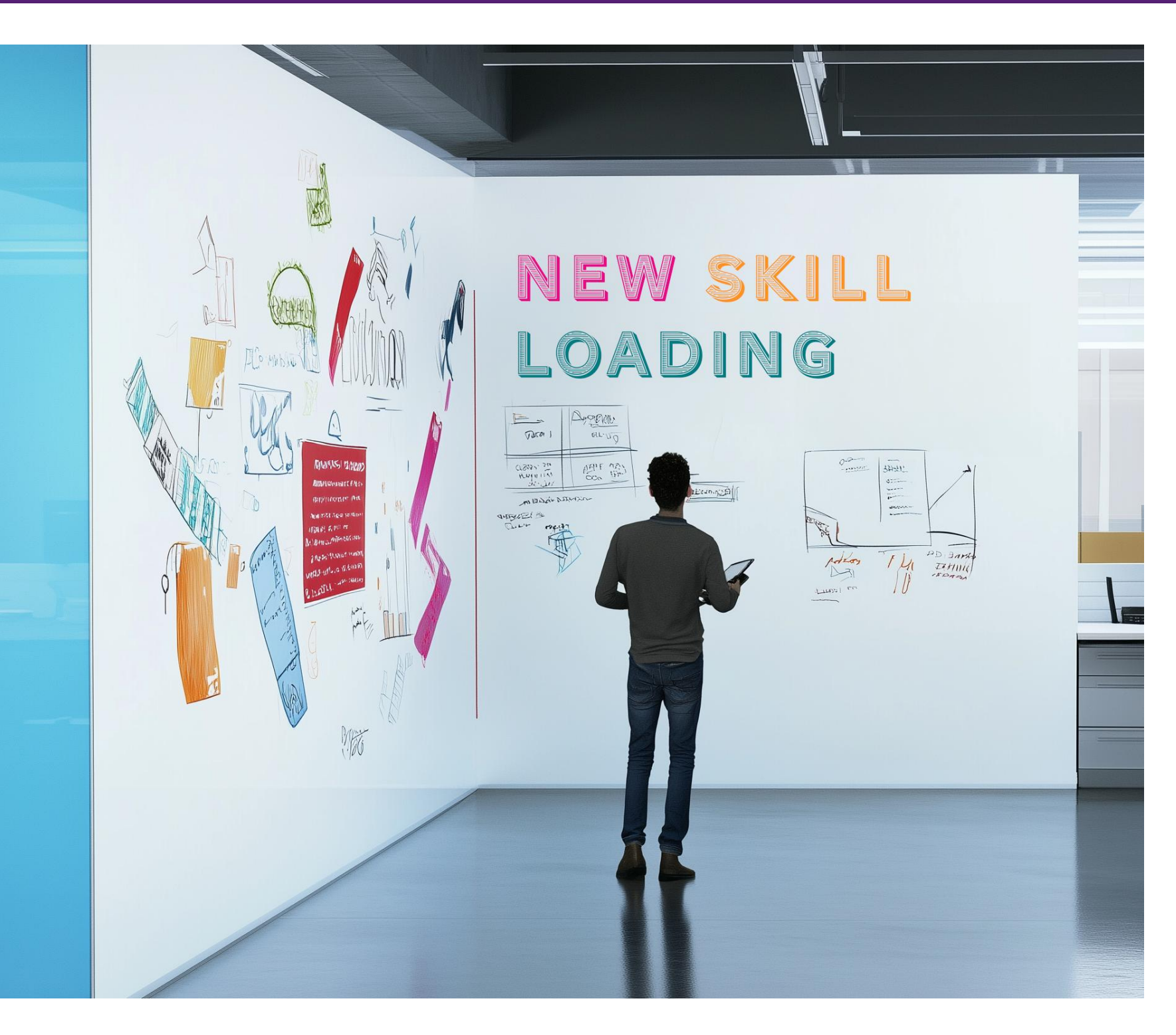
Employee-owned and driven

'Ready to rotate'

ethena

Process-lite

Challenging questions



**From transactional to
consultant**

The key HR skills

Consultancy, coaching and facilitation

Partnering with leaders to co-create the right people solutions - and build their confidence and capability to lead.

Enabled through:

Using data and insights

Understand what's really going on

Influence and credibility

Being trusted and listened to

Agile design & delivery

Simple, relevant solutions that land well

Helping managers to use their judgement



“Own the way you work”



No tracking



Look the part & put the money in the till



“Use good judgement”

Just because someone made a mistake years ago doesn't mean we need a policy or rule.

**WE DON'T PENALIZE THE
MANY FOR THE MISTAKES
OF THE FEW.**

We only protect against big stuff.



Social media policy.

Sick day policy.

Buy your team lunch policy.

End work early because you forgot it was your turn to take your daughter to soccer practice... policy.

Our policy on all of these (and most other) things:

USE GOOD JUDGMENT.



The Evolution of HR

Evolution 1

Evolution 2

Evolution 3

Typical title

'Personnel officer'

'Strategic business partner'

'Head of People or People Experience'

Purpose

Helping employees

Supporting managers

Enabling people to do their best work

Primary skillset

Employee relations

HR process implementation

Insights driven, tailored, digital solutions

Power and influence

No seat at the table/minimal influence

A seat at the table/questionable influence

Highly influential and doesn't need a seat at the table

How you can help HR

Insights

Providing insights around the candidate that goes beyond their hiring fit

Experience

Helping to create the 'moments that matter' which align with their brand

Capability

Enhancing HR's support for people-managers to develop their skills

Disruptive **HR**

Thank you!