

The Great Culture Recapture:

What it means to be a People and Culture Leader





Presented by:

Tammy Davidson

Executive Vice President, Client Services

Right Management - Florida/Caribbean

Right Management - Florida/Caribbean




- Tom & Maureen Shea launched as Florida's first Outplacement firm in 1979
- Recognized as a Best Place to Work by Florida Trend – 12 years
- Forbes America's Best Management Consulting Firm
- Tom & Maureen recognized by Florida Trend as two of Florida's Most Influential Business Leaders
- Ryan Shea was named one of Florida Trend's Movers & Influencers in 2023
- Maureen recognized in 2021 by South Florida Business Journal's Ultimate CEO Award, inducted to NSU's H. Wayne Huizenga College of Business and Entrepreneurship Hall of Fame; Maureen was also recognized by The Women's Edge organization as one of the Top 100 Women-Led Companies in Florida - 6 years in a row



The Great Culture Recapture:

What it means to be a People
and Culture Leader



TOP GUN
A NEW CHAPTER BEGINS

Paramount+

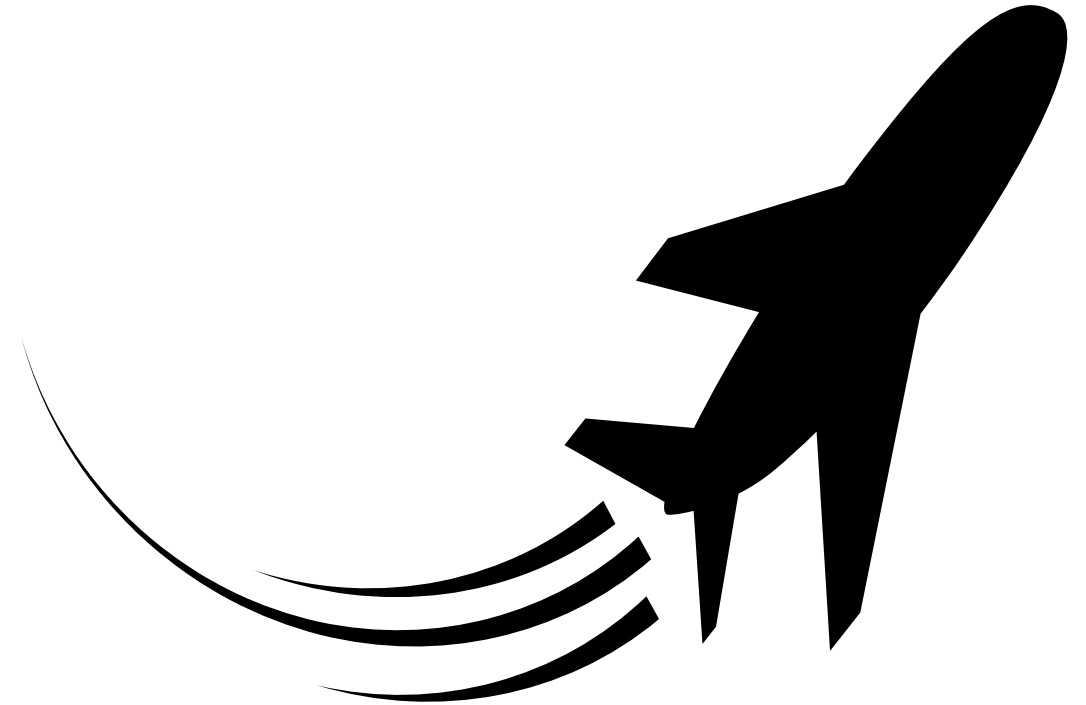
TRAILER

**ARE YOU
READY?**

A stylized graphic featuring the text "ARE YOU READY?" in a bold, blue, sans-serif font. The text is centered within a blue horizontal bar that has a slight upward curve at its ends. On either side of the text, there are three horizontal red stripes, each with a slight upward curve at its ends, creating a wing-like effect. Below the blue bar, a large, solid blue five-pointed star is centered.

Agenda

- 01 Top HR Challenges
- 02 HR Evolution
- 03 The Path Ahead
- 04 Trust
- 05 Commute-Worthy Experiences



WHAT IS YOUR
**BIGGEST
CHALLENGE?**

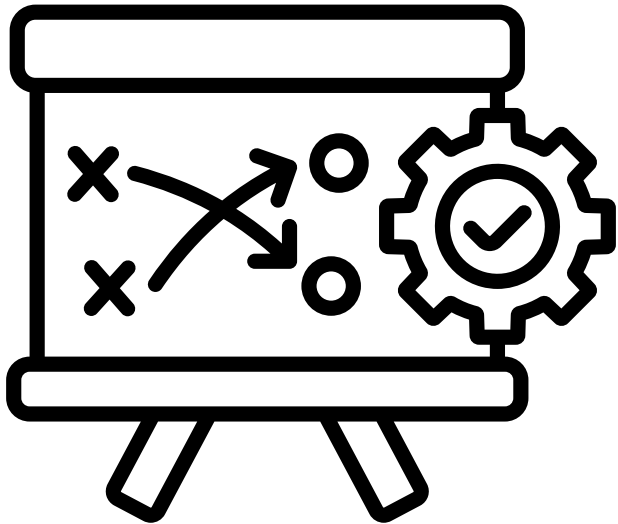
The Evolution of Human Resources

From cost-cutting initiatives to engagement initiatives:

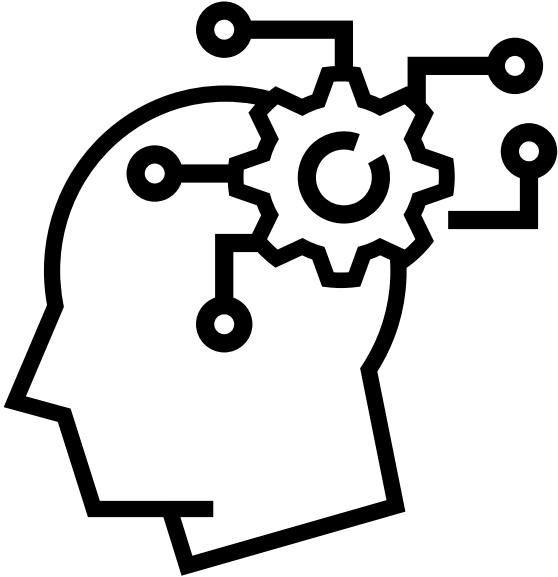
- Focus in on reasons for turn-over
- Decrease employee stress
- Increase internal career pathways
- Promote belonging and build trust



HR Leads the Journey



Tactical



Strategic

The Path Forward

- Lead the way with workforce planning
- Take charge of upskilling the workforce
- Experiment and share AI use
- Show executives the ROI in investing in people
- Emphasize value of hard and soft skills
- Show the long-term positive impact of people programs



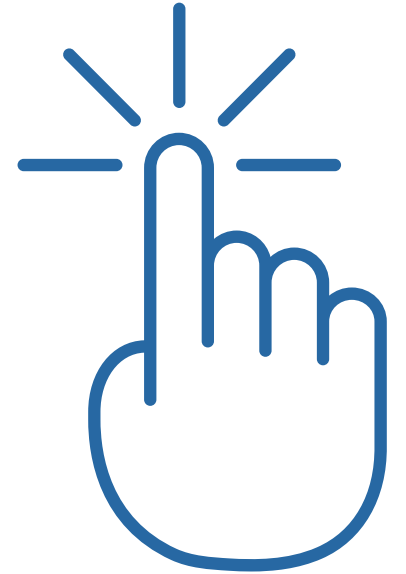
There is no AI in Human

“The last things machines are going to be able to do is to show respect, appreciation or care for others. So even though some may think that as technology becomes more prominent, we should all become data scientists and learn coding, actually the real need is for people to boost their human skills and the soft side of talent, which are actually the hardest skills to find.”

Dr. Tomas Chamorro-Premuzic | Chief Innovation Officer, ManpowerGroup

Adapting to Technological Advancements with Empathy

- Balance Automation and Human Touch
- Technology enhancements do not replace human interaction and trust-building efforts
- Handle employee data with the utmost care, reinforcing trust through ethical practices



Anti-Cultural?

“In the spirit of full disclosure, Google decided that work-life balance and going home early and working from home was more important than winning.”

~Former Google Chairman and CEO Eric Schmidt

TRUST

Trust is the confidence employees have in the integrity, reliability, and care of their leaders and organization. It is built through consistent actions that demonstrate credibility, foster open communication, respect confidentiality, and prioritize the well-being and interests of employees alongside organizational goals. Trust is essential for creating a positive workplace culture, driving engagement, and achieving sustainable success.



$$T = \frac{c + r + i}{s}$$

Trustworthiness equals
Credibility plus **Reliability** plus **Intimacy**
divided by **Self-Orientation**

Building Credibility

- Clear and honest communication
- Transparent explanations for decisions, policies, and changes within the organization
- Share how data informs decisions about employee well-being, diversity initiatives, and performance management



Enhancing Reliability

- Follow-through on employee commitments
- Address employee concerns promptly
- Provide consistency in policy enforcement



Fostering Intimacy and Employee Well-Being

- Build closer connections with employees by understanding unique needs and aspirations
- Create space for open dialogue
- Prioritize well-being programs to show care for employees



Manage Self-Orientation

- Demonstrate employee-centric leadership and alignment with the needs of the workforce
- Involve employees in decision-making, to limit perception of self-orientation
- Build a coaching culture, with value placed on active listening skills



Culture as a Competitive Advantage

- Strong culture attracts, engages, and retains employees
- Formula for Success: Aligning values, purpose, and employee experience

ATD's BEST Awards

- AMH: “leadership development function that combines innovative technology applications with best practices to create effective, highly customized learning paths for leaders at all levels.”
- Florida Blue - GuideWell: “Launched a massive internal university that prepares employees for future roles.”

Support from the Top

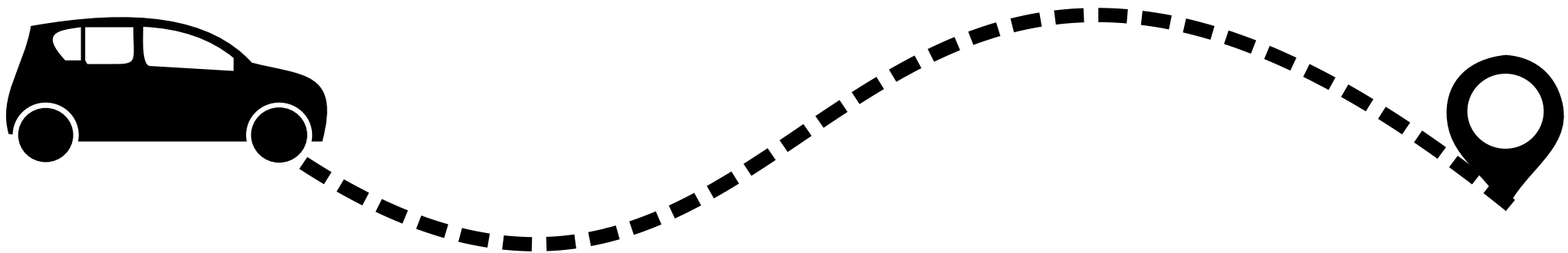
"Building people up through creating, innovating, and pushing the boundaries of what is possible energizes us and continues to drive us in the work we do. In addition, the complete support we have from our most senior leaders has helped to influence and create the culture of learning our company has today."

~ Philip Zoller,
VP Talent Management
GuideWell/Florida Blue

Commute-Worthy Experiences

What makes your workplace attractive?

What do your employees find commute-worthy?



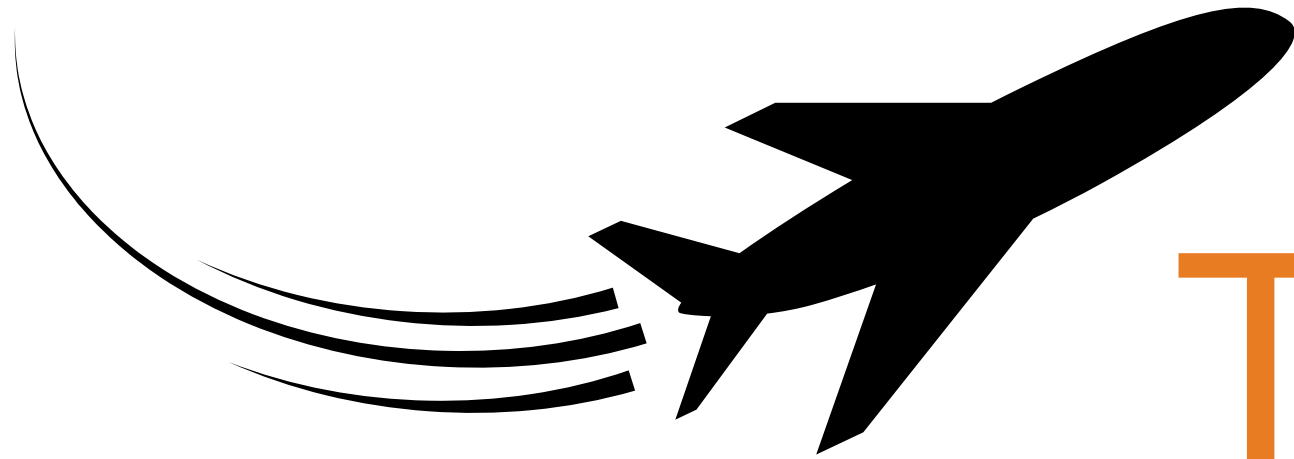
Why now?

“Nearly all Gen Zs and millennials want purpose-driven work, and they are not afraid to turn down work that doesn’t align with their values.”

- About 60% believe they can drive organizational change
- Work/Life balance is the top consideration
- About 60% have a hybrid role

The 13th edition of Deloitte’s Gen Z and Millennial Survey connected with nearly 23,000 respondents across 44 countries to track their experiences and expectations at work and in the world more broadly.

What do you need to



Take off?



SCAN
ME



Guide and Inspire

**“Guide and Inspire” a core pillar of
Right Management - Florida/Caribbean.**

We care deeply about our communities, clients and work to make a real difference in the diverse communities in which we serve.