



Act as an HR leader in times of crisis



New World out there or new normal

“It’s a whole new world out there, with new playing fields, rules and players. Your choice is to either learn this new game or continue to be the very best player in a game that is no longer being played.”





The Work Environment has Changed!

- **Managing – Leading**
- **Tangible – Intangible**
- **Customer Service in every job**

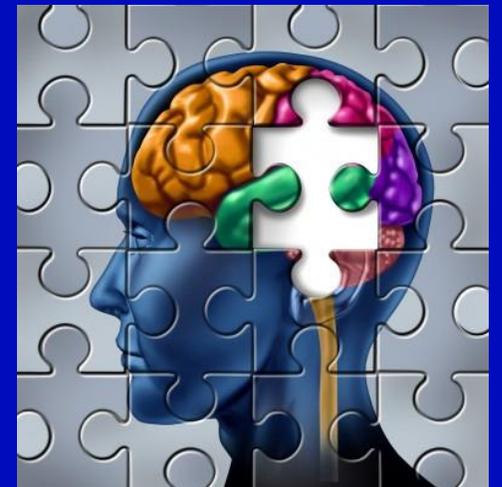
Jobs have changed!



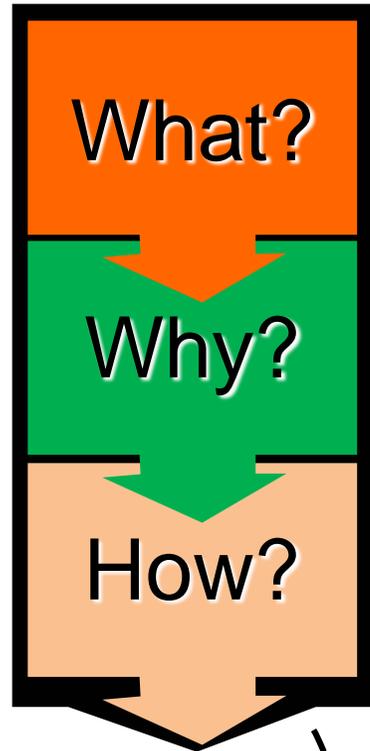
So what really drives performance?



“All performance is generated between the ears “



Natural Networks in the Brain



Natural and adapted behaviors. **HOW**



Motivation, drive & Values. **WHY**



Thinking styles and making decisions. **WHAT**



How can you make an impact



Think about this?

Become relentlessly focused on what it is you do that adds value

What are some of the challenges organisations face every day



- ✓ Recruitment
- ✓ Retention
- ✓ Personal development
- ✓ Engagement

- ✓ Benchmarking
- ✓ Training
- ✓ Communication
- ✓ Leadership



Soft Skills Are Harder Than They Look

In Oct 2019 CNBC interview, LinkedIn CEO Jeff Weiner said:

‘somewhat surprisingly, some people may not realize [that] interpersonal skills is where we’re seeing the biggest imbalance.’

Tesla CEO Elon Musk, cut back on his production expectations after automation efforts failed and said, *‘it turns out human beings are underrated.’*

- Soft skills require we make decisions — and be wrong
- Soft skills require we take risks
- Soft skills require time



CRITICAL SKILL GAPS

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LinkedIn's data, covering 100 major cities and surveying over 2,000 business leaders, identified these four critical people-focused skill gaps:

LEADERSHIP

People Engagement
communication

COLLABORATION

TIME MANAGEMENT



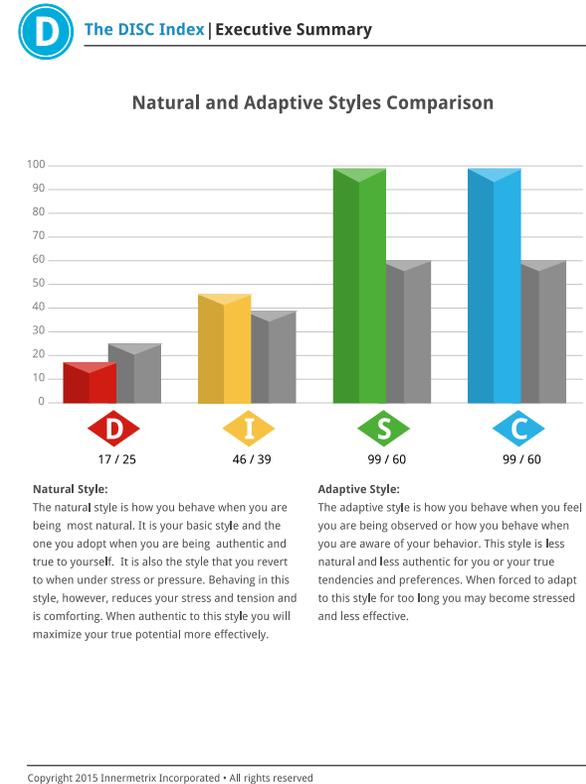
Measuring Behaviour

(One of the processes we adopt)

D.I.S.C. Index is used to measure a person's observable behaviour in both natural and adapted environments.

Why should you measure this?

It gives you the preferred environment that the individual best performs within on "**How**" they will carry out task, engage with people and solve problems, and indicates potential stress levels of that individual





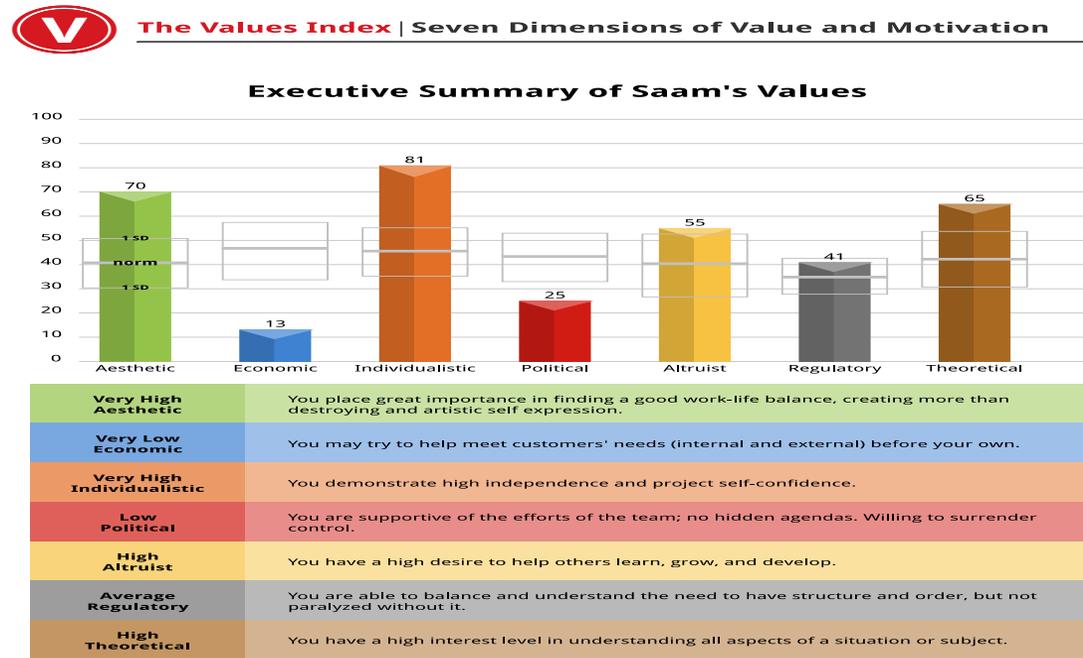
IMX Values Index

(The 2nd processes we adopt)

Values Index is used to measure what really drives an individual.

What their values are, their beliefs and their personal interests.

This is used in aligning company culture to the individual and is fundamental in managing that person to achieve superior performance in the job.





The Dimensional Balance

(The 3rd processes we adopt)

Thinking styles and decision making

External

- Empathy
- Practical Thinking
- Systems Judgement

Internal

- Self Esteem
- Role awareness
- Self Direction

The Attribute Index is used to look at how a person thinks and makes decision in the job!

This process measures the person's **Talent** and gives a measurement on 77 core business competencies which show their level of development for the job.

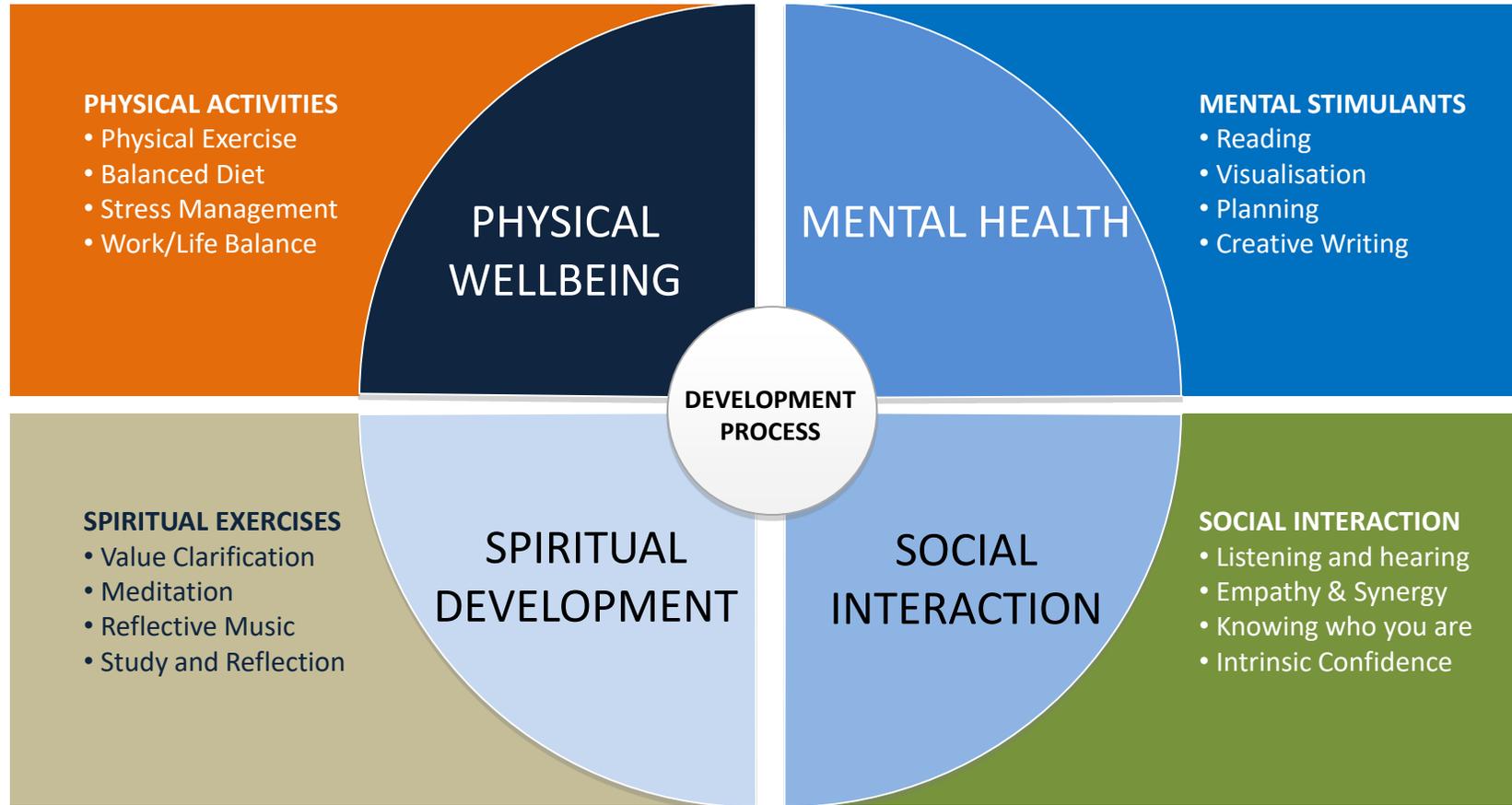
How can HR within organisations make the best decisions for
Their biggest resource ...their people !



- ✓ Measure talent
- ✓ Recognise & reward
- ✓ Understand their DISC
- ✓ What is the culture

- ✓ Board room
- ✓ HP Teams
- ✓ Communication
- ✓ Leadership & Management

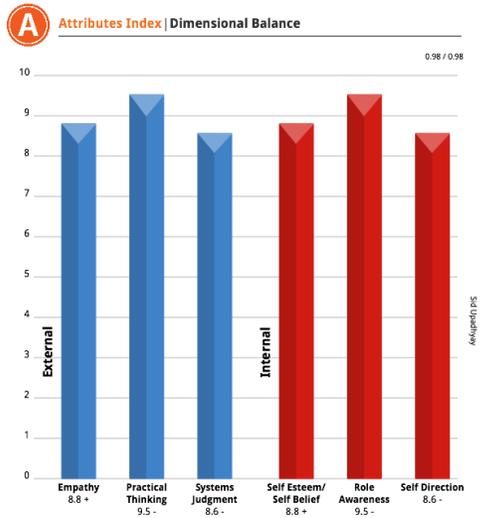
Personal Development Priorities in the new normal





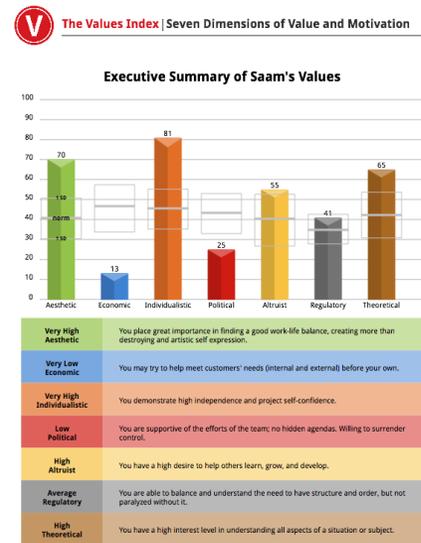
To achieve better **awareness** of individual talents and non-talents...just measure them.

What



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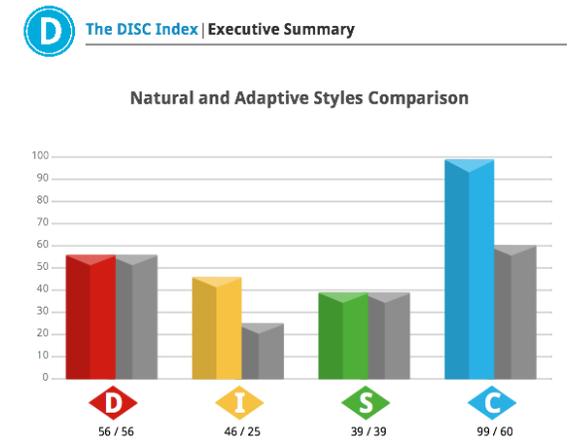
Why



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How



Natural Style:

The natural style is how you behave when you are being most natural. It is your basic style and the one you adopt when you are being authentic and true to yourself. It is also the style that you revert to when under stress or pressure. Behaving in this style, however, reduces your stress and tension and is comforting. When authentic to this style you will maximize your true potential more effectively.

Adaptive Style:

The adaptive style is how you behave when you feel you are being observed or how you behave when you are aware of your behavior. This style is less natural and less authentic for you or your true tendencies and preferences. When forced to adapt to this style for too long you may become stressed and less effective.

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Thank you
Questions & Answers