What. On. Earth. Is. Going. On. With. Organisations. Right. Now?!

- HOW IS COVID IMPACTING?
- WHAT ARE THE BIG OPPORTUNITIES?
- WHAT RISKS FOR GUERNSEY?
- HOW TO NAVIGATE THE FUTURE?

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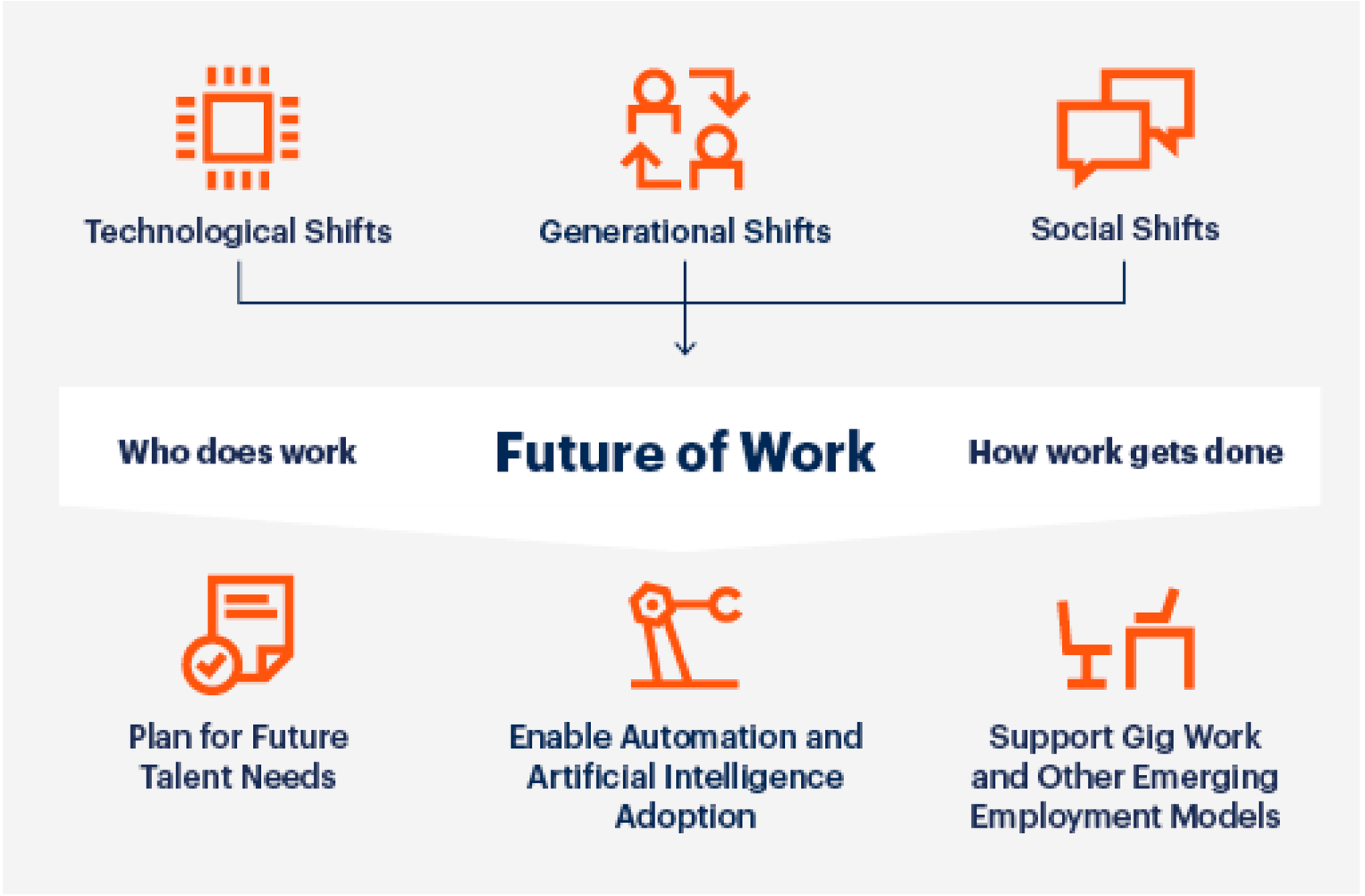
"The secret of change is to focus all of your energy, not on fighting the old, but on building the new” -

Socrates

COVID19 = ACCELERANT

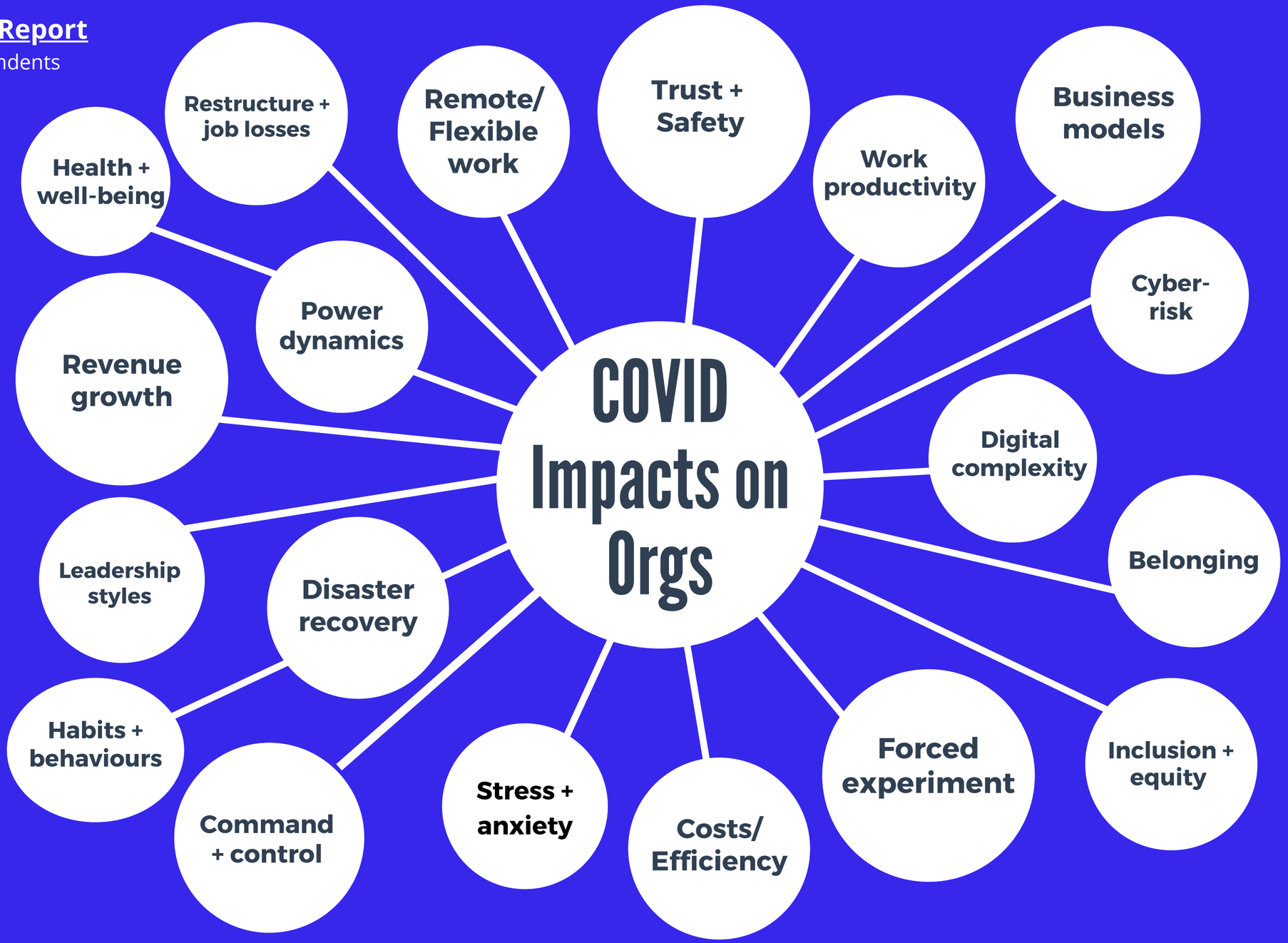


Gartner (2019)

Source:

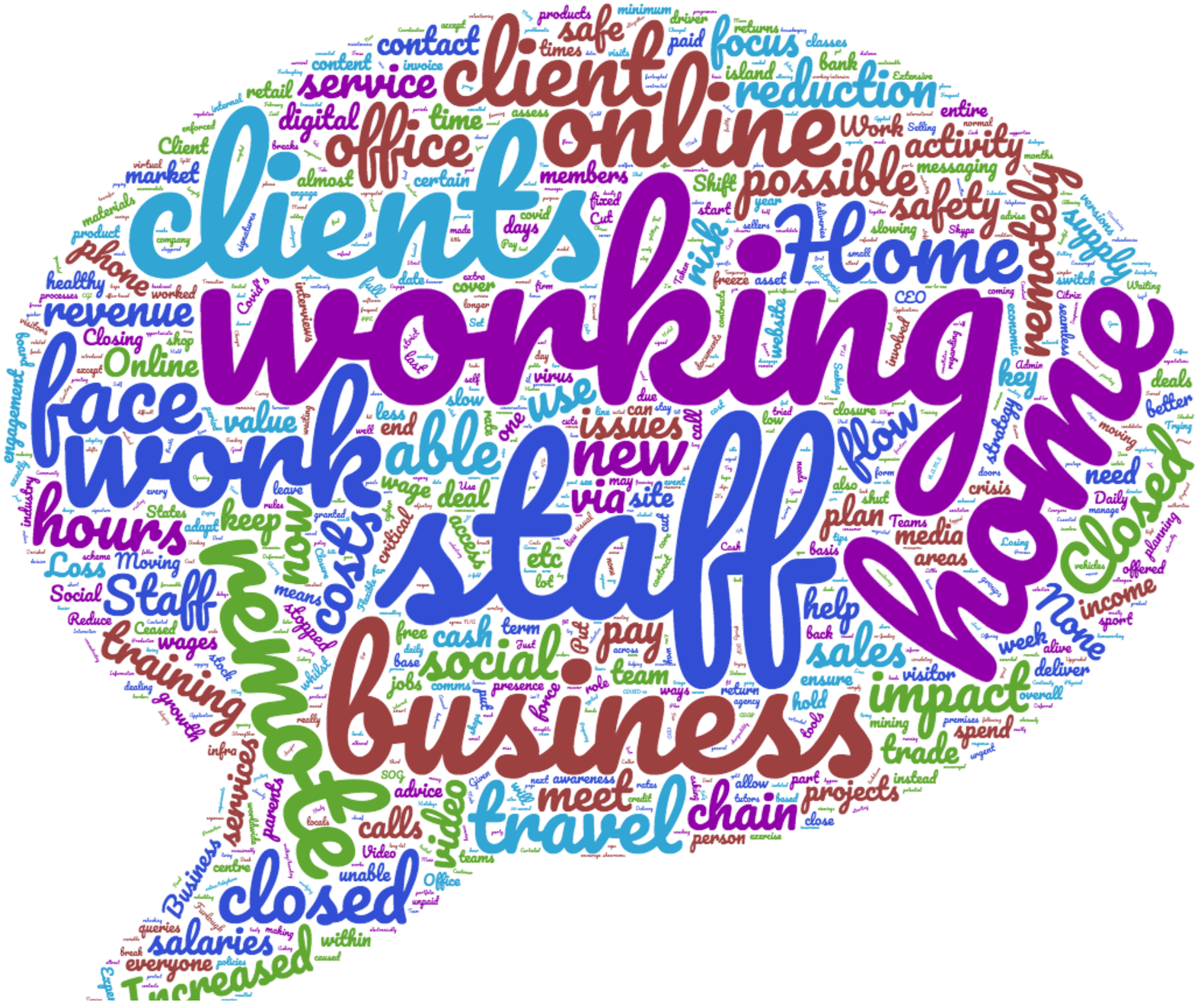
***REIGNITE!* 2020 Report**

439 Survey Respondents



Survey Question:

What Are The Top 3 Changes Your Business Has Implemented in Response to the Crisis?



Source: *REIGNITE!* 2020 Report

1. HOW IS COVID IMPACTING FIRMS?

01

ACCELERANT

In most cases evolution not revolution but insight and judgement required

02

DIGITAL BUSINESS

Digital must be at the centre of your corporate strategy going beyond IT/tools

03

NEW COMPETITION DIMENSIONS

The firms who get the complex human dynamics right will become the new employers/brands of choice 2021+

04

SMARTER WORKING

Do not assume old ways are the best ways and engage honestly with employees to test working models and unlock productivity

05

CONSUMER BEHAVIOUR

If COVID is another life marker along-side children, first job, school etc, what does it mean for your business?

06

EMPATHETIC + OPEN LEADERSHIP

Self-awareness is critical to help forge more trusting and inclusive workplaces

2. WHAT ARE THE BIG OPPORTUNITIES?

Our **ADAPTABILITY FLYWHEEL** is a **diagnostic tool that helps** organisations, leaders, and employees determine where to **focus time and resources** to **unleash workforce potential** and build more **humane and higher-performing organisations** in a COVID world

Knowledge, Up skilling

Agility vs Stability
Feedback Loops
Change Management

Flexible working
Productivity
Up skilling
Learning

Creativity
Collaboration
Execute v Explore

Open
Empathetic
Purpose
Communication

Empathy
Customise
Discovery
Care

Connection
Well-being
Experimentation
Entrepreneurship

Inclusivity, Equity
Feedback Loops

3. WHAT RISKS FOR GUERNSEY?

01

SKILLS

Aligning workforce with the demands of current landscape and access to the right skills, mindsets and expertise (e.g. digital, leadership) whether locally or overseas

02

INCLUSIVITY

Commitment to changing practices and empowering the next generation of diverse talent

03

BEHAVIOURS

Already many organisations have returned from lockdown and gone straight back to old ways of working and operating

04

AGILITY

Ability to adapt to second and third waves using new delivery models, resilient operations, avoiding a return to 'old' work habits, and effective leadership

05

ENTREPRENEURSHIP

Ability to foster and encourage this within firms (and more widely) and build out an effective external ecosystem to power the future economy

06

BUREAUCRACY

Since 1980s globally proliferation of managers, supervisors, administrators, and tasks vs lower growth of other functions vs falling productivity in OECD

4. HOW TO NAVIGATE THE FUTURE?

In terms of talent and performance improvement, leaders ultimately need to focus on unlocking the potential (and productivity) of their workforce in a COVID world.

COVID has accelerated the need for more advanced and integrated human + digital combinations to deliver work/solutions/tasks.

Whilst tech/hard-skills are important, leaders/employees should not underestimate the importance of operating with more humanity and building soft-skills which are increasingly needed in a COVID/digital world at all levels in an organisation:

- New ways of working e.g. flexibility, remote, agile, lean
- Soft-skills e.g. empathy, creativity, communication, collaboration
- Start-up thinking e.g. Curiosity, experimentation, entrepreneurship, growth mind-set, customer-centricity, problem solving
- COVID era skills e.g. trust, inclusivity, belonging, psychological safety
- Open and empathetic leadership models
- Continuous learning ("cradle to grave") e.g. micro-skills, courses, certifications
- Culture as the OS for the rebuilding workforce

Building these 'softer' skills, behaviours, mind-sets and experiences will differentiate you and improve your adaptability, employability, maturity, humanity and performance whether a leader, employee, team member, new hire or a student

Inc.

TECHNOLOGY

Mark Cuban's Advice for Recent Graduates: Your Soft Skills Are More Important Than Coding

What do you do with a B.A. in English? The *Shark Tank* investor has a few ideas.

BY CAMERON ALBERT-DEITCH, REPORTER, INC. @C_ALBERTDEITCH

Thank you!

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