



THE CHALLENGE //

How can the HR community lead through the COVID-19 crisis and more effectively support their workforce?

Complete





# COVID-19 has compressed ten years of evolution into 3 months

## Everything is magnified, faster and more intense.

The Covid 19 pandemic is a wicked problem.

Resolving wicked issues requires leadership and that leadership needs to come from the corporate world, not the political or religious world. Corporate leadership transcends nationalistic boundaries and is non-denominational.

However, corporate leadership itself needs an upgrade.

Corporate leaders need to become much more coherent and start operating in 4D, breaking their addiction to the one-dimensional world of task, target and metrics. Delivering goals and driving profit is still necessary but not at the expense of humanity and relationships with others. If we get the people processes right we can start to change the workplace and change the world.

### Impact of the latest wicked problem – COVID-19

1. Accelerated digital transformation
2. HR now central
3. Leadership even more critical
4. Cultural development is now a must
5. Strategy needs to be much better to survive
6. Adaptation and development in I, WE & IT is key



# The HR community need to become 4D *leaders*

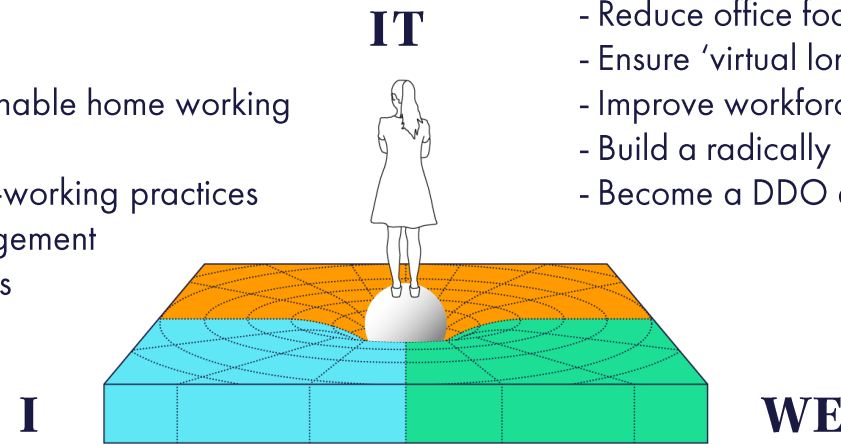
Success starts with organising your thinking into the four dimensions of leadership.

## SHORT TERM ACTIONS

- Manage furloughing legalities
- Guarantee employment, if possible
- Clarify family support required to enable home working
- Ensure home office IT capabilities
- Define role clarity in crisis and flexi-working practices
- Bring greater focus on talent management
- Review flexi remuneration packages

## LONGER TERM ACTIONS

- Reduce office foot print in digitally enabled world
- Ensure 'virtual longevity' as a cost saving
- Improve workforce planning, for agile workforce with scrum and swarms
- Build a radically different wellbeing programme for all staff
- Become a DDO as a strategic advantage



## PERSONAL DEVELOPMENT

- Prioritise own wellbeing and development to reduce cortisol levels
- Step up and start leading, not responding (now's your moment)
- Listen more deeply for signs of distress and proactively manage:
  - separation (physical)
  - isolation (emotional)
  - loneliness (conceptual)

## PEOPLE & CULTURE

- Develop much greater levels of prosociality and community
- Communicate more, virtual coffee shops, demand less reporting
- Mine lessons form 'pulling together in a crisis' (2<sup>nd</sup> PP, purpose, less ego)
- Develop networks and imbue with compassion
- Better understand values esp. helping others > than helping ourselves
- Develop greater levels of truth, trust and transparency



# The HR (R)Evolution

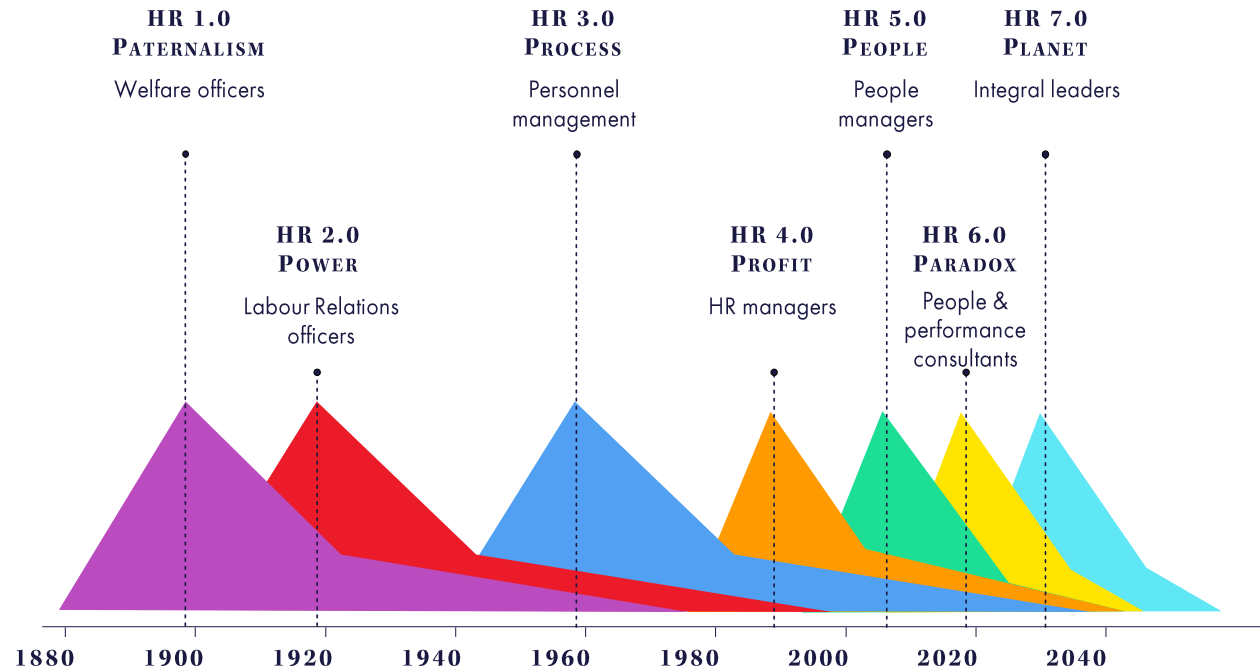
## It's time to change the workplace and change the world

Many observers have suggested that capitalism is fast destroying our planet, concentrating power in a few big companies. Excessive short-termism, leveraged debt, digitisation and disruption are the new normal.

We stand at a critical juncture where the two paths ahead could lead to very different futures.

This books describes the 'Seven Great Waves' of change and explains how each wave impacted business. It explains how some companies are stuck in the past and how HR can break the deadlock if it understands what the future holds.

Whether we embrace the waves yet to come will determine whether we survive or regress, whether we flourish or flounder. The future is in our hands.

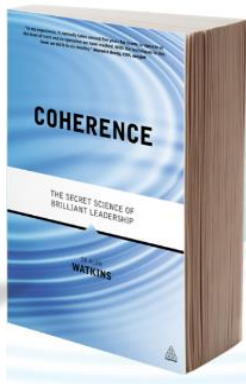
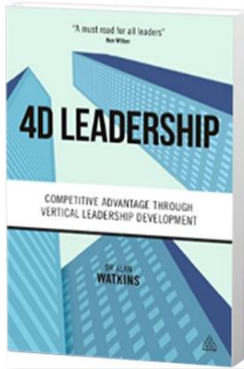




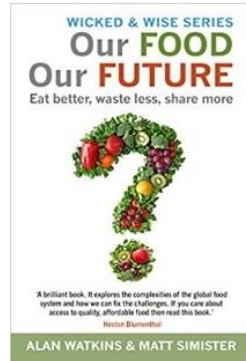
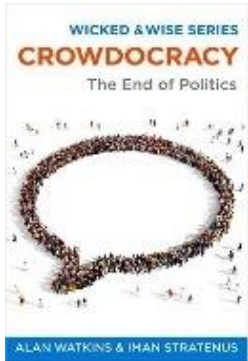
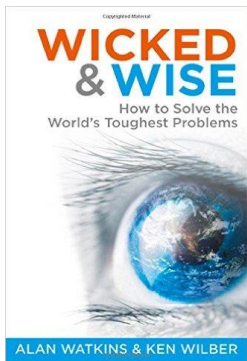
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