

How does HR drive business results?

- >> Increasing market share
- >> Growing customer base
- >> Innovating new products
- >> Driving sales
- >> Becoming more agile for change

- >> Link People Programs to business goals
- >> Grow skills in key areas
- >> Develop Line of Sight

Uncover Business & Organizational Goals

Reduce teller attrition by X%

Increase total number of new accounts by X%

Decrease savings account customer attrition by X%

Review Results of Study – Focus on Goals

Overall scores of tellers indicates lack of recognition, little manager development, and unclear role progression

Low alignment between macro and micro culture leading, driving lower “sales”, etc.

Low scores on “usage of talents” indicates employees’ lack of clarity regarding how they can impact the loss of customers

Suggestions/Recommendations to Combat Issue

Ask tellers to uncover process and product issues

Leverage highly engaged teller teams

Develop “Pride in XYZ Bank” program

Leverage current teller manager training to focus on talent usage

Leverage the HR Skills of the Future

- >> **Business Expertise:** CEOs overwhelmingly expect that senior HR executives will couple their technical HR and people skills with a much deeper understanding of the real business issues. - Balthazard & Robinson
- >> **Agility/Change Agent:** HR will reshape itself to become the critical driver of agility. - Accenture
- >> **Organizational Engineers/Architects:** “HR needs to become the architects of great structures, which can go loose to tight when the situation needs it, and build for agility and invention - not rigidity and compliance.” - Perry Tims
- >> **Culture Management:** Steering the culture towards performance, success, and fulfillment
- >> **Data Whisperer:** “Lead the organization in asking good questions by developing the art of the question; in the way they approach data and encourage others to do the same.” - Workforce.com
- >> **Inclusion Professional:** Enabling diversity of thought and showcasing how it drives business results.
- >> **Marketer:** “The need for HR to think like marketers will expand beyond recruiting” – Buck Consultants

What does this mean to you?

>> What skill do you need/want to focus on?

>> What will you do about increasing it?

>> What skill might be lacking in your organization? What would change if you had more of it?

What are the reasons you have pride in your organization?



Tell a story

- Relate a customer interaction
- How did it make a difference to the customer?
- How did that make a difference to the organization?



Create a story

- Imagine a happy customer
 - Why are they excited to be doing business with your organization?
- What was your role in making that happen?
 - What actions did you take to improve their experience?


