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I recently spoke with by [Dr. Anna Tavis](#) looking at the human aspect of digital change happening in the workforce.

Dr. Anna is the department Chair for Human Capital Management Programs at New York University. Anna is a researcher, writer, speaker, global educator and coach focusing on the Future of Work.

Here are some of Anna's key thoughts and critical thinking from our discussion. If it's the only thing you do, be sure to read the last two comments.

*It became very clear to me from obviously from the very beginning because I was in strategic human resource management was that there's a lot of room for improvement in managing people in organizations.*

*I think we're experiencing right now a huge disruption to the traditional business models and in turn to a much more humane way of managing people. That might*

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*sound ironic to you because you would say what about automation what about robots (AI / IoT) coming in.*

*I think that that's a very interesting tension as we're getting more machines in there's a huge opportunity to become more humane and how we manage people and what we do with people who come and join companies and the broader ecosystem of contractors, communities and partners that companies work with.*

- I think what we are experiencing right now is a huge disruption to the traditional business models and in turn possibly a much more humane way of managing people
- In the economy we are in right now it's about personalization and it's about complete experience. Everyone is a talent. Everyone deserves to be vested in and paid attention to
- Around 70% of companies are saying employee experience is the most important kind of talent orientation that we have but in terms of actual implementation of employee experience it's in maybe 15 to 20 percent
- Why is it so hard for us to change; to innovate? We are at this point of strategy execution: there is an understanding of where we need to be ... but there's a lot of gravity that pulls us back

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- Most of us are reactive to these types of changes and that creates a lot of stress because people are unprepared (for change)
- What you need is to give people opportunity to work. You have to find what they would be good at. Skills are a unit of measurement ... and what are the equivalent skills that we could be training staff in that will be relevant to the next economy
- A breakthrough in brain research has actually shown us a scientific phenomenon which is called neuroplasticity. What we found is human brains learn all the time. There's no limit. We used to think that after the age of 40 we kind of freeze in time and that's not the case. We are biologically programmed to learn and to continue learning”
- There's something psychologically new that's beginning to be recognized as an issue. It's called the **Experience Deficit** ...It is a term that is behaviourally recognized as it is a downside of bringing in so much technology which seems to be more efficient on the sides of speed and acceleration while we are actually creating deficits on the behavioural side (of people)

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**CEO**



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