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Let's Do More Than Survive HR!

Using CPR to Thrive While Managing Difficult HR Matters

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August 7, 2019







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Lessons Learned

To do really hard stuff well,
knowledge and process isn't
enough.






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To do really hard stuff well,
you need


CPR



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CPR


- 1. Content:** Know your stuff; work to be an expert.
- 2. Process:** Implement sound processes (create or borrow) that you consistently apply, and document. Revisit and revise as needed.
- 3. A Reason:** Why do you do this work?



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Lessons Learning - Content


- 1. Content:** Know your stuff; work to be an expert.
 - What knowledge, skill or information do you need and don't have?
 - Why don't you have this?
 - What gets in the way?
 - Individual barriers
 - Organizational barriers



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Lessons Learned - Content

- 1. Content:** Know your stuff; work to be an expert.
 - Are you learning... or checking boxes...
 - Are you checking and confirming... or assuming
 - Are you intellectually curious...
 - Are you willing to admit what you don't know?




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Lessons Learned - Content

1. Content: Know your stuff; work to be an expert.

- Regular training from experts
- Internal training on what was learned
- Reference core documents
- Laws, regulations, personnel policies, CBAs/MOUs, etc.




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Lessons Learned - Content

- To have a learning culture, you have to allow failure.
- What happens when you or your team fail? When you don't know? When you make a mistake?
- To have a learning team you have accountability with trust

"There is no innovation and creativity without failure. Period."
- Brené Brown




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Lessons Learned - Content

HBR Reports – 4 barriers to learning:

- 1. Fear of failure**
2. Fixed vs. growth mindset
3. Overreliance on past performance
4. Attribution bias




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The capacity to learn is a *gift*; the ability to learn is a *skill*; the willingness to learn is a *choice*.

Brian Herbert


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Lessons Learned - Content

- What can you do to ensure you are LEARNING and know your STUFF?
- Learning is a SKILL, make sure you are investing in growing this skill
- Allow failure
- Be brave enough to have hard conversations
- Recognize and reward

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Lessons Learned - Process

2. Process: Implement sound processes (create or borrow) that you consistently apply, and document.

- What are you doing?
 - Document it - write it down
- Be Disciplined - hold yourself accountable to doing it
- Continuously evaluate and improve your processes

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The Process provides the framework...



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Disability Interactive Process Hallway™




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The Disability Interactive Process Hallway™

- Door # 1:** Obtain Clear Medical Work Restrictions and evaluate how the work restrictions impact the Essential Function Performance
- Door # 2:** Call/email/discuss with employee and supervisor information gathered at Door # 1 and start to research accommodation ideas
- Door # 3:** Schedule Reasonable Accommodations Meeting and send out meeting notices
- Door # 4:** Do what you said you would do at Door # 3 – implement decisions


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When Creating Good Process:

1. **Develop It:** Develop and implement sound processes
2. **Staff it:** Have the right people doing the work, invest in them, practice accountability with trust and kindness, have hard conversations
3. **Consistently Apply it:** Be disciplined in consistently applying your program across your organization – even when it is unpopular and hard
4. **Document it:** Document your work







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Lessons Learned - Reason

3. **A Reason:**

- What is **your** reason for being here... working for your current employer?
- What is your **teams** reason for coming to work each day?







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“The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well.”

~Ralph Waldo Emerson~







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Lessons Learned - Reason

A **reason** builds **passion, excitement,** and **potential**







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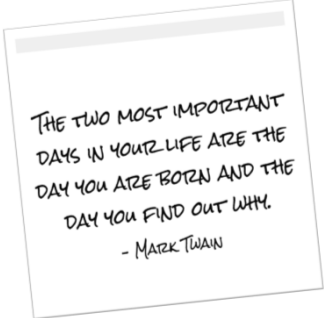
Lessons Learned - Reason

So, how do you build a **reason?**






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THE TWO MOST IMPORTANT DAYS IN YOUR LIFE ARE THE DAY YOU ARE BORN AND THE DAY YOU FIND OUT WHY.
- MARK TWAIN




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Lessons Learned - Reason

Embrace the REASON...

- Why does your work matter?
- How can you make a difference
- What is your passion project?
- What is broken and how will you fix it?
- Who needs you?
- What will be your legacy?
- Who have you helped?



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Lessons Learned - Reason

- Get inspired
- Find a thought leader and read her book
- Celebrate daily what goes right




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Lessons Learned - Reason

Implementing laws and policies are not enough.

- Employees want a reason... they want to **know** they are making a difference and that **you see** the impact of their specific contribution



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Lessons Learned - Reason


- How do you excite your team to **KNOW** and **FEEL** that they are doing important work... everyday?
- Ignite their **PASSION**, by letting them fight the good fight
- **CELEBRATE** wins
- **LEARN** from missteps and losses, safely
- **REMEMBER** why you exist




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Lessons Learned - Reason

- Build muscle memory...
- Start your day reminding each other of why you are here
- When things get tough, remember the reason you are here
- When you succeed – celebrate




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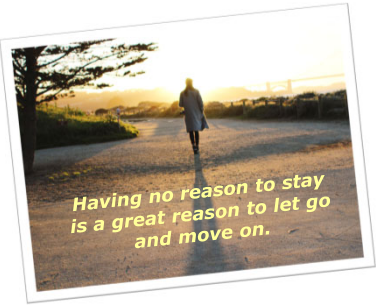


“If a man is called a streetsweeper, he should sweep streets even as Michelangelo painted, or Beethoven composed music, or Shakespeare wrote poetry. He should sweep streets so well that all the hosts of heaven and Earth will pause to say, *Here lived a great streetsweeper who did his job well.*”

Martin Luther King Jr.



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Having no reason to stay is a great reason to let go and move on.

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Lessons Learned... Use CPR

- 1. Content:** The brain
- 2. Process:** The body
- 3. A Reason:** The heart

It simply doesn't work without all three...

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Lessons Learned... Use CPR

"While you're here, be phenomenal... and when you leave... you'll get cake."
- Rachel Shaw

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Questions & Answers



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