Digitising coaching to power the organisation of the future
Hello FHRD attendees!
A glimpse of the future..

“My father had one job for life, I had six in mine, and my children will have six at the same time”
The future of work

• The role of technology
• Pace of business, pace of change, increased unpredictability
• Organizational structure
• New levels of collaboration across various boundaries
• Productivity
A one standard deviation increase in the quality of ‘how we lead and manage people’ raises productivity by at least 10%.
Big trend in the disruption of work.....

“As technology disrupts our tasks/jobs...the last frontier for automation will be soft skills” ...

Dr. Tomas Chamorro-Premuzic, Talent Scientist
COULD AI HELP MAKE OUR ORGANISATIONS MORE HUMAN?
Soft skills are the biggest gap area seen by employers (42% higher gap than technical skills)
So what does this mean for how we LEARN and how we LEAD our businesses and our people....?
### Future leaders: Capabilities in demand

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<th>Thriving in a network</th>
<th>Trust</th>
<th>Technology acumen</th>
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<td>Customer focus</td>
<td>Fairness</td>
<td>Growth mindset</td>
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<td>Driving results</td>
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<td>Inclusion</td>
<td>Open speak-up culture</td>
<td>(Source: The Conference Board C-Suite)</td>
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(Source: The Conference Board C-Suite)
Old recipes for learning and development aren’t serving leaders today.

One month after a training intervention, the average person remembers 10% of content learned.
Personalised development creates the highest impact on actual behaviour and performance.

When coaching is combined with formal training, behaviour change of the coachee is increased from 22% to 80%.
Benefits of personalised development (coaching and mentoring)

46% Higher leaders quality overall
20% Lower turnover
70% Improved work performance
72% Improved communication skills
73% Improved relationships

ICF Global Coaching Client Case Study 2009; DDI 2018; ICF Global Coaching Client Case Study 2012 in collaboration with PwC
Mismatch between learning solutions offered, and what high potential leaders want

Formal workshops, training courses, seminars
1. Coaching from current manager
2. Short term development assignments
3. Books / articles
4. Coaching from peers
5. Long term development assignments
6. Microlearning
7. Coaching from external mentors
8. Coaching from employees
9. Game based learning
10. Coaching from employees
Yet personalised solutions like coaching are often:

- Expensive
- Not easily scaleable
- Cumbersome to manage in a consistent way
- Difficult to measure where impact and ROI are concerned
Digitising coaching to power the organisation of the future.
What ingredients are needed?

- Insights and progress tracking
- Feedback and practice
- Coaching or mentoring
- Reflection and motivation
- Bite sized inspiration and learning
- Targeted skill and habit building
Powering the organisation of the future - final thoughts

• The future of work is here, and the fast pace of change necessitates a shift in the mindset of our leaders

• The biggest competitive advantage for organisations today will be their ability to create ‘learnability’ in their people - that is, their people’s ability to adapt and ‘re-skill’ quickly enough

• No matter how great the technology, in the end - transformation is deeply human and personal