



Empowering Global Sourcing Talent in Today's Virtualized World

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What we will be covering today

Why should I care?

WHY?

The Big Idea won't work here because ...

WHERE?

Who is thinking about it differently?

WHO?

What is the new formula for success?

WHAT?

When can it be applied?

WHEN?

How can I measure the results?

HOW?

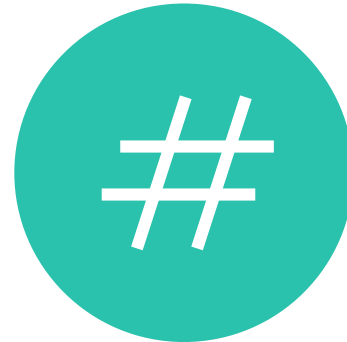
Technology is disintermediating human relationships in today's virtualized business world



AI



Mobile



Social Media



Robotics

REALITY CHECK

Employees and contractors still:

- **Account for 70% of most Global Sourcing budgets ... but also ...**
- **Interact with your revenue-generating customers**
- **Innovate your next great product or service**

**And could offer a lot more under a different leadership mind-set
that does not see them only as costs!**

The Legal, Moral and Business Case for a different leadership mind-set

Top 10 employment-related settlements in 2017 in the US had a combined value of \$2.72 billion

LEGAL



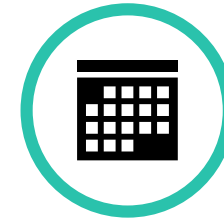
MORAL

#ihatemyjob

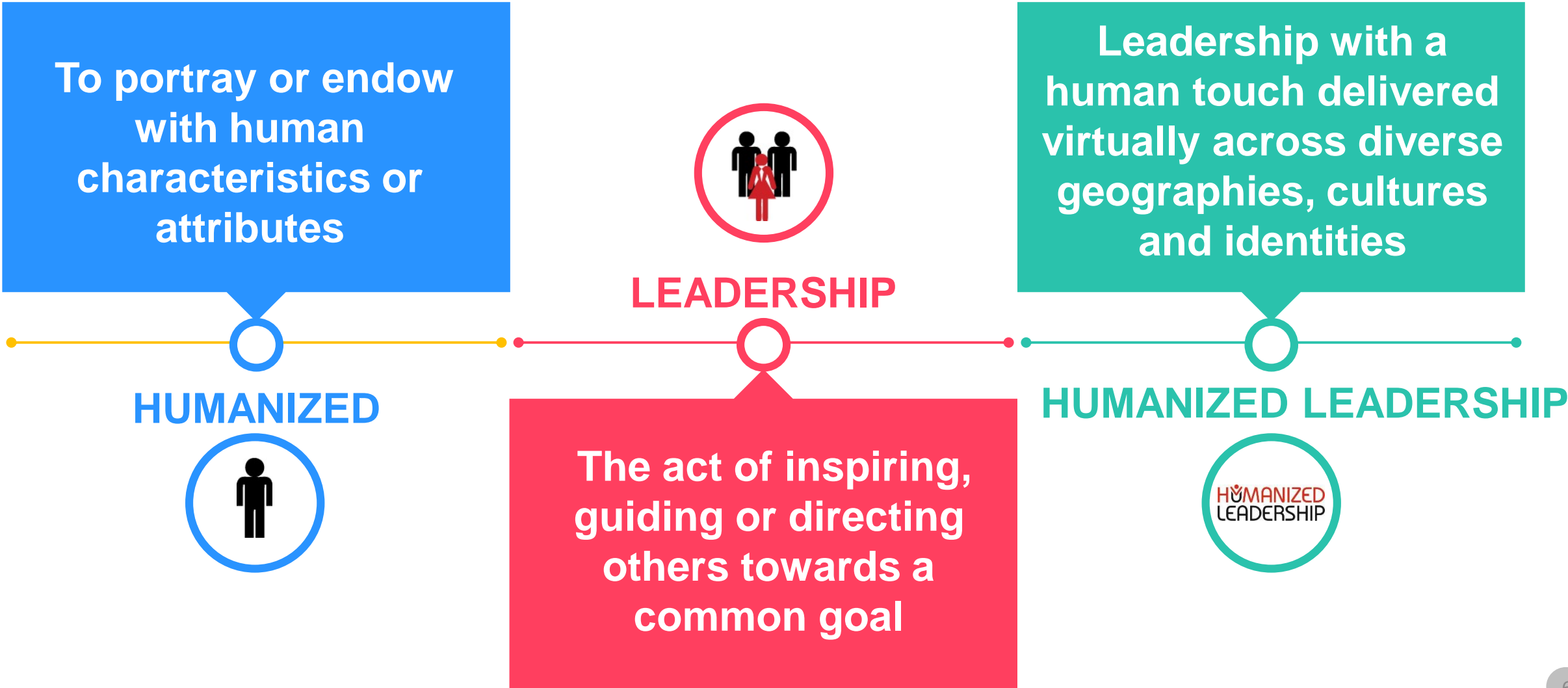


Only 42% of employees are happy with the rewards and recognition offered by their company

BUSINESS



Humanized Leadership in a virtualized world can meet this need

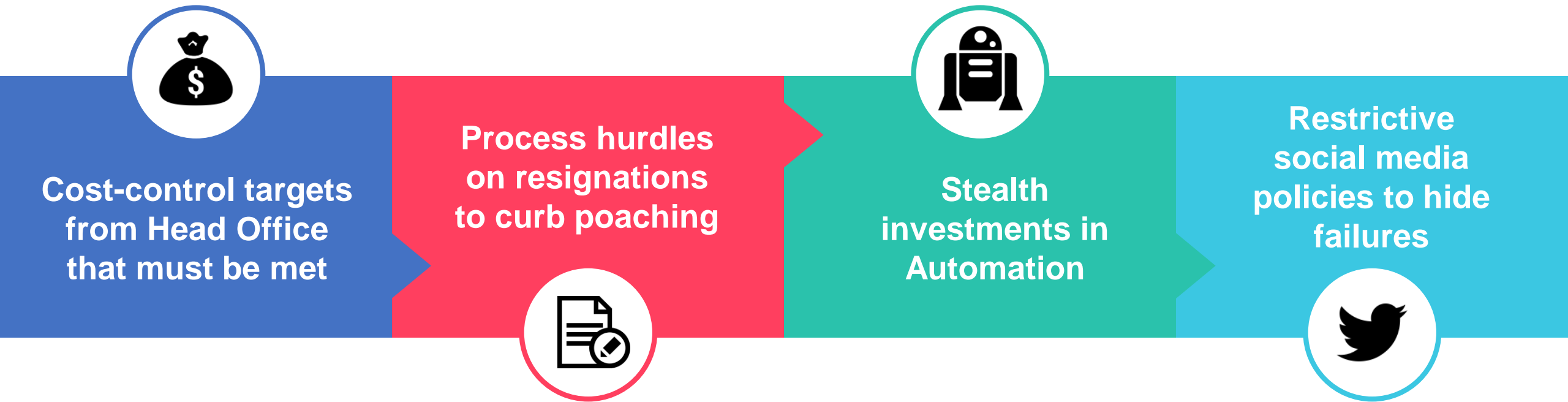


**What is the
BIG IDEA?**

**Humanized Leadership is an enterprise-wide business mindset
that delivers productive and engaged employees ...
often at lower cost to one-off initiatives ...
if deployed correctly and consistently**

**First, let's see how some Global Sourcing employees
are being treated today.**

Thoughtless implementation of corporate policies that impact Global Sourcing employees daily

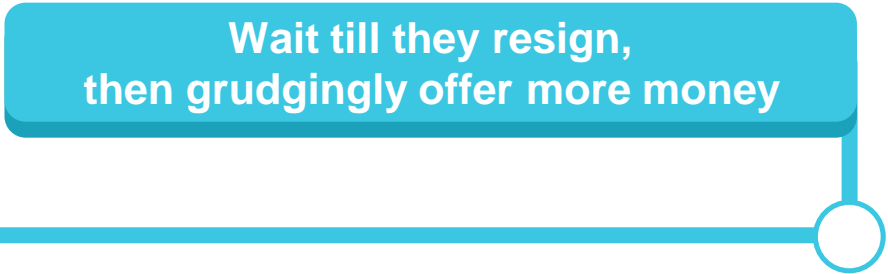


... mandatory home working ... ineffective hot desking ... the list goes on!



**Now, let's examine how
Global Sourcing employees are
being 'motivated' today**

Here are the current ways of 'motivating' Global Sourcing Employees



Wait till they resign,
then grudgingly offer more money

Here are the current ways of 'motivating' Global Sourcing Employees

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Launch mentoring programs that last only as long as the PR does

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Respond only to the vocal Diversity & Inclusion groups

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Grant 'exceptions' to flawed policies and impossible targets

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The logo for Humanized Leadership is centered at the top of the slide. It consists of a white circle containing the text "HUMANIZED LEADERSHIP". The word "HUMANIZED" is in red, and "LEADERSHIP" is in black. The letter "U" in "HUMANIZED" has a small red heart above it. Below the circle is a yellow speech bubble shape pointing downwards.

**HUMANIZED
LEADERSHIP**

**If we accept the need for Humanized Leadership,
we should first address the Top 5 Myths**

The Top 5 Myths

01

Technology takes out costs but Humanization adds to costs



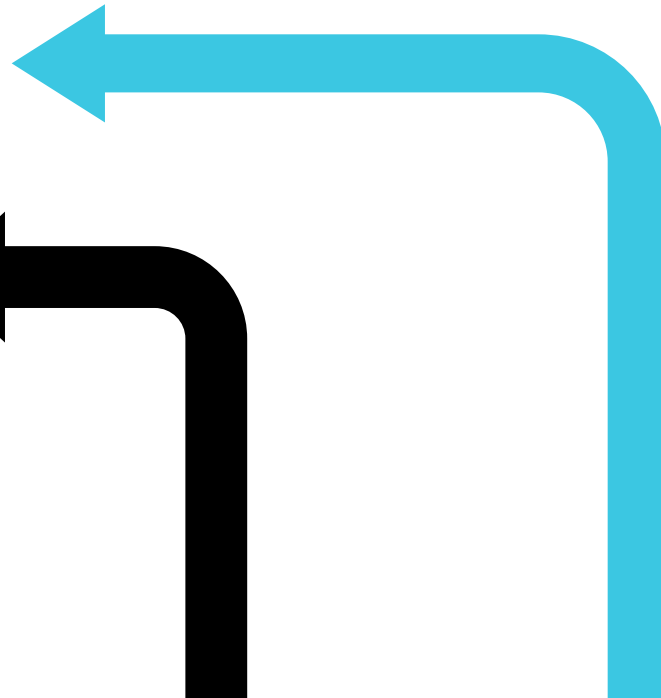
The Top 5 Myths

02

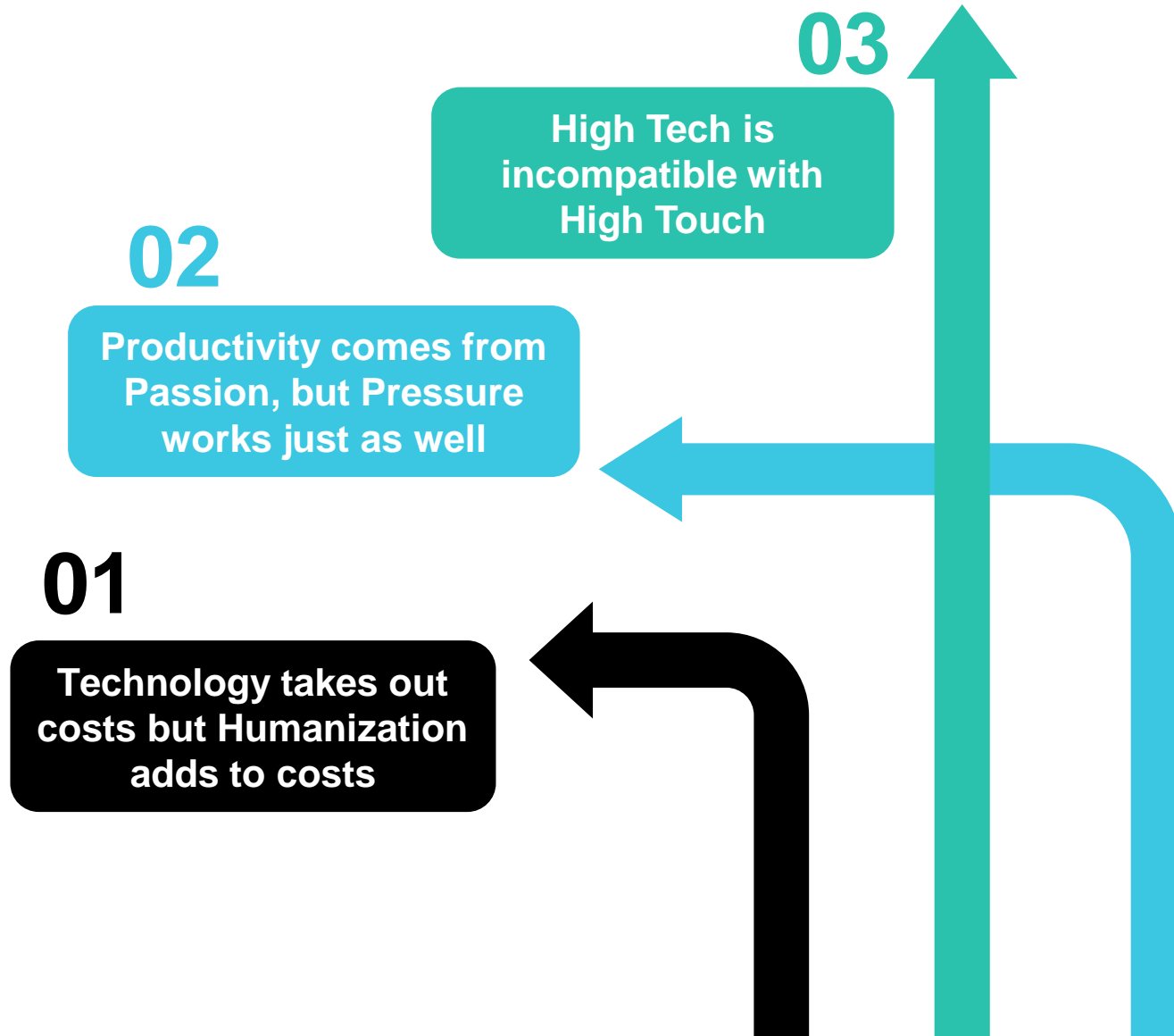
Productivity comes from
Passion, but Pressure
works just as well

01

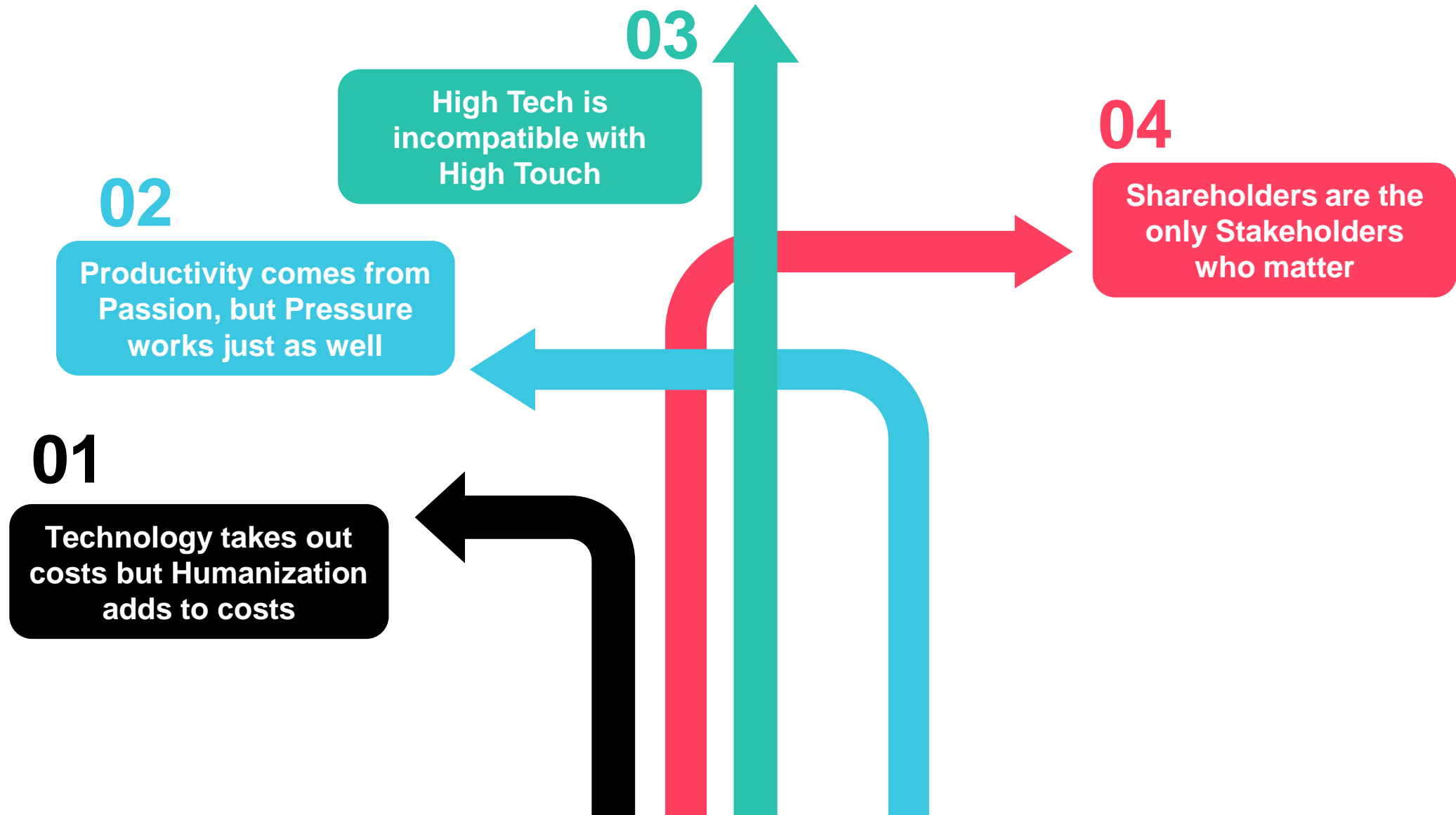
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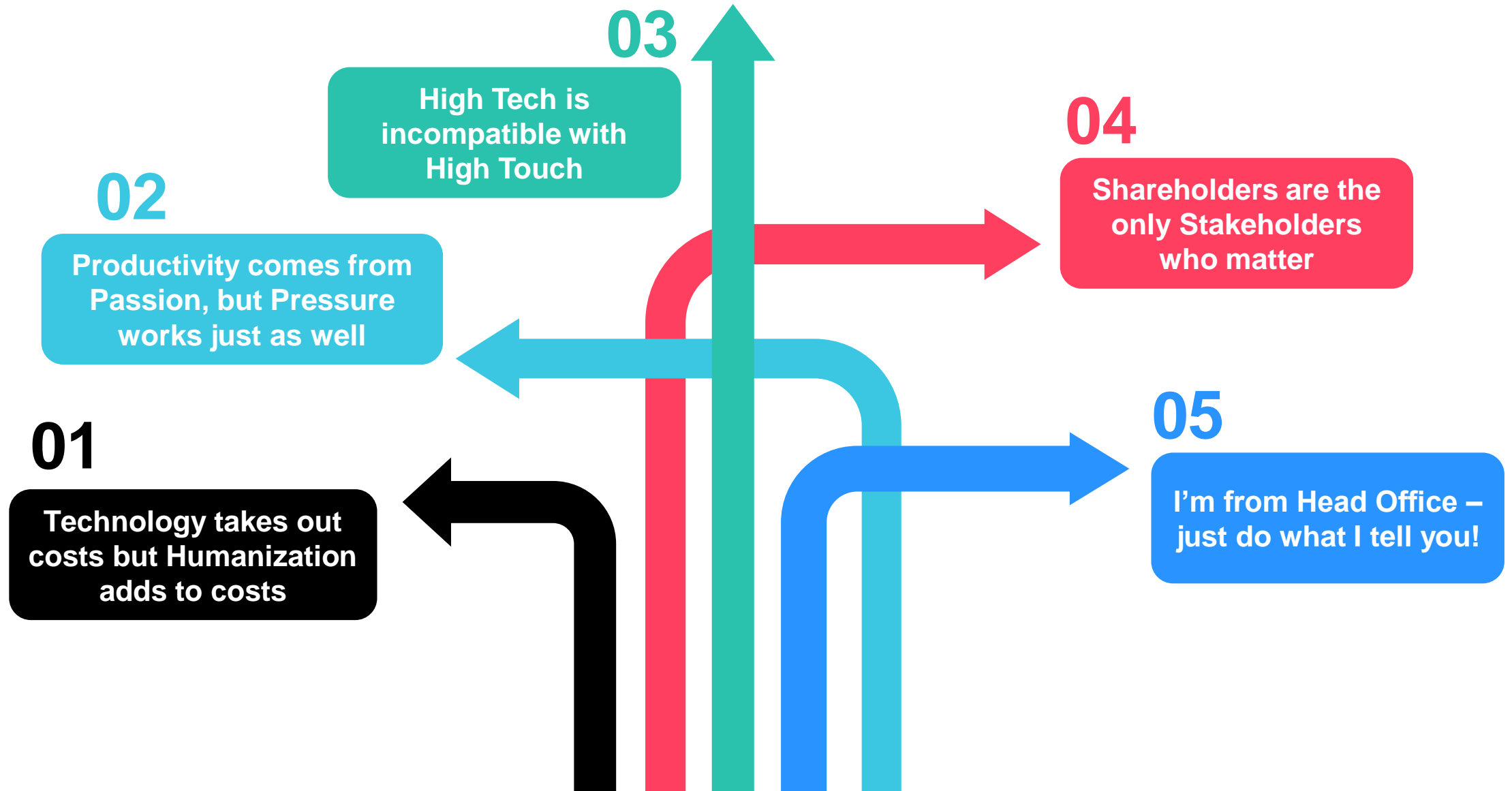
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The Top 5 Myths



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HUMANIZED
LEADERSHIP

**How do you embed a culture of
Humanized Leadership into
Head Office and the
Global Sourcing unit?**

Use the Six E Formula

01 EXECUTIVES
lead by example

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02 EARLY
humanized input
into major people
decisions

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(not police) by both
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06 ENCOURAGE
by communicating
successes loudly
and repeatedly

1E - Executives leading by example

“When was the last time you walked in their shoes?”



MANIFESTATION

Reduced stigma of
not being connected
365 x 24 x 7



RESULT

2E - Early Humanized input into major people decisions ... by an all-grades 'Panel of Champions'



MANIFESTATION

**Performance
Management that
includes behaviors,
not just \$\$\$ targets**



RESULT

3E - Engagement of those impacted at all levels

Employees who are engaged are 27% more likely to report 'Excellent' performance

MANIFESTATION

Increased customer satisfaction and innovation



RESULT

4E - Educating the motivated and motivating the educated

**Poor staff motivation
is cutting productivity
by close to 50%**



MANIFESTATION

**Employees voluntarily
going above and
beyond the call of duty**



RESULT

5E - Enabled (not policed) by Line and Staff positions

**58% of employees say
poor management is the
biggest thing getting in
the way of productivity**



MANIFESTATION

**Revised meeting
protocols that reduce
inefficiency**



RESULT

6E - Encouragement by communicating successes loudly and repeatedly

86% of corporate executives and employees say that ineffective communication is a big reason for failures in the workplace



MANIFESTATION

Unscripted 'employee experience' mentions on social media



RESULT

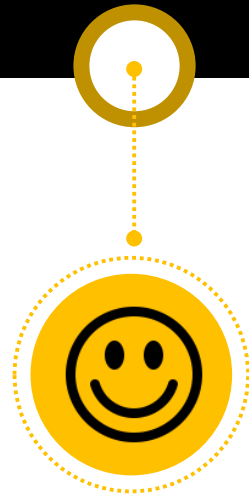
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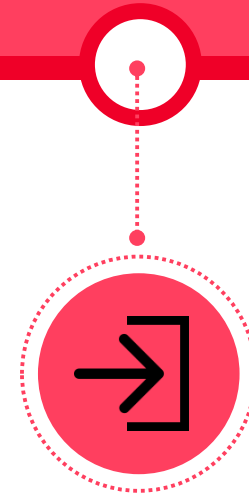
How do you measure success?

Traditional Metrics

Companies with happy employees outperform the competition by 20%



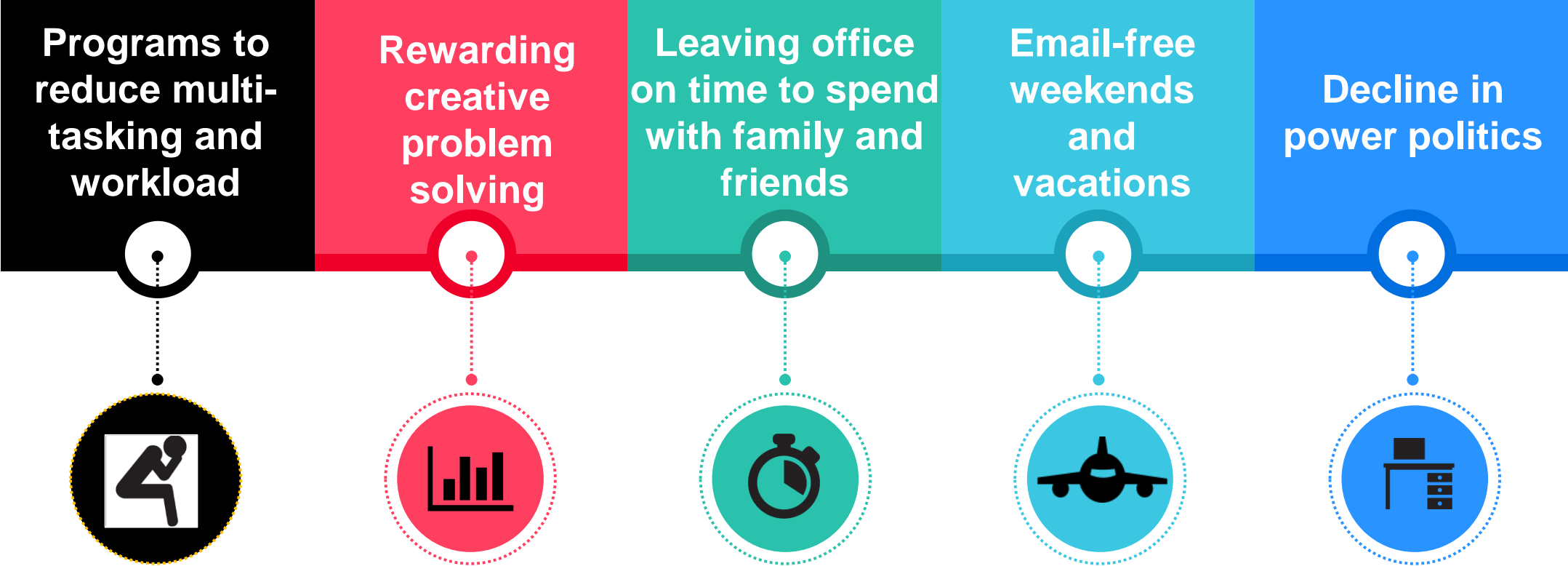
Reduction in absenteeism ... and 'presentee-ism'?



Humanized Metrics - Today

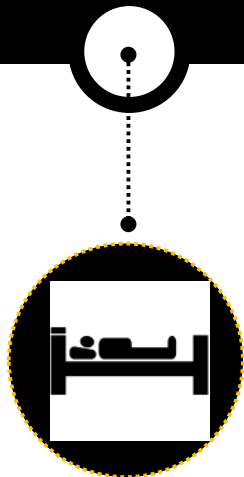


Humanized Metrics - Today

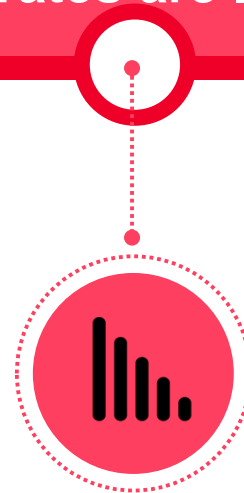


Humanized Metrics - Future

Increased number of
hours sleep ...
reduced obesity ...
better mental health



High value 'gig economy'
talent works with leaders
they respect even if the
\$\$\$ rates are lower



Feeling of 'control' over
immediate environment



3 TAKE- AWAYS

- 1. Humanized Leadership is an enterprise-wide business mindset**
- 2. It delivers profits via productive and engaged employees**
- 3. It often costs less than one-off initiatives**

**Leave a legacy of
profits and people!**

Kris Wadia

**HUMANIZED
LEADERSHIP**

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