

THE NEW BREED MANAGER

THE AGE OF DIVERSITY MANAGEMENT

GLOBALIZATION DEMANDS

Cost advantages through knowledge and competency.

Quality as defined by the target groups.

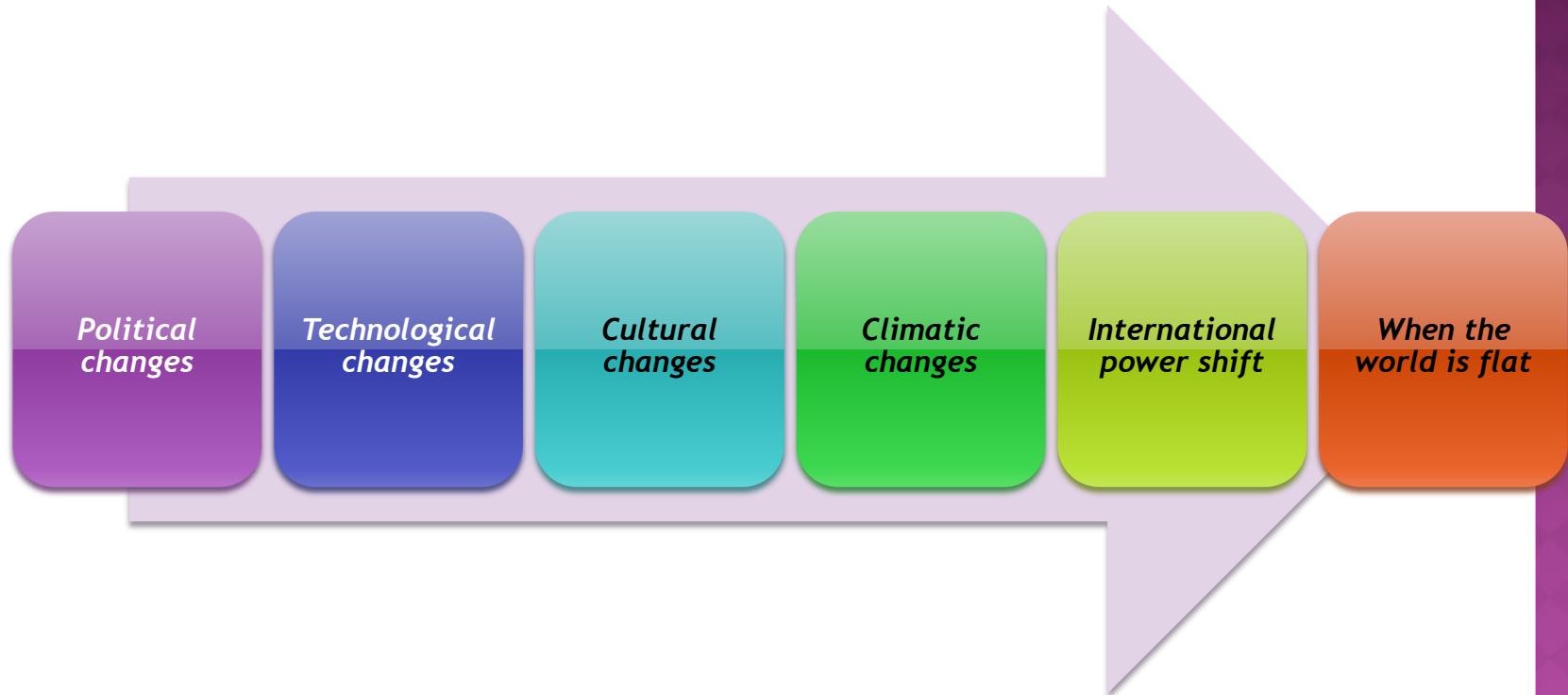
Innovation to be maintain product leadership.

Agility for empowerment and speed.

Responsiveness to consumer's expectation changes.

CSR for sustainability and social impacts.

AWARENESS OF TRANSFORMATION



MODERN WORKFORCE

Five Generation

- Traditionalists (Gen Silent)
- Baby boomers (Gen B)
- Baby busters (Gen X)
- Millennial (Gen Y)
- Zoomers (Gen Z)

CHARACTERISTICS OF NEW WORKFORCE



WHAT DO NEW MANAGERS NEED?

Recognize the motivational factors among employees of diverse generations

Harnessing the values of different generations

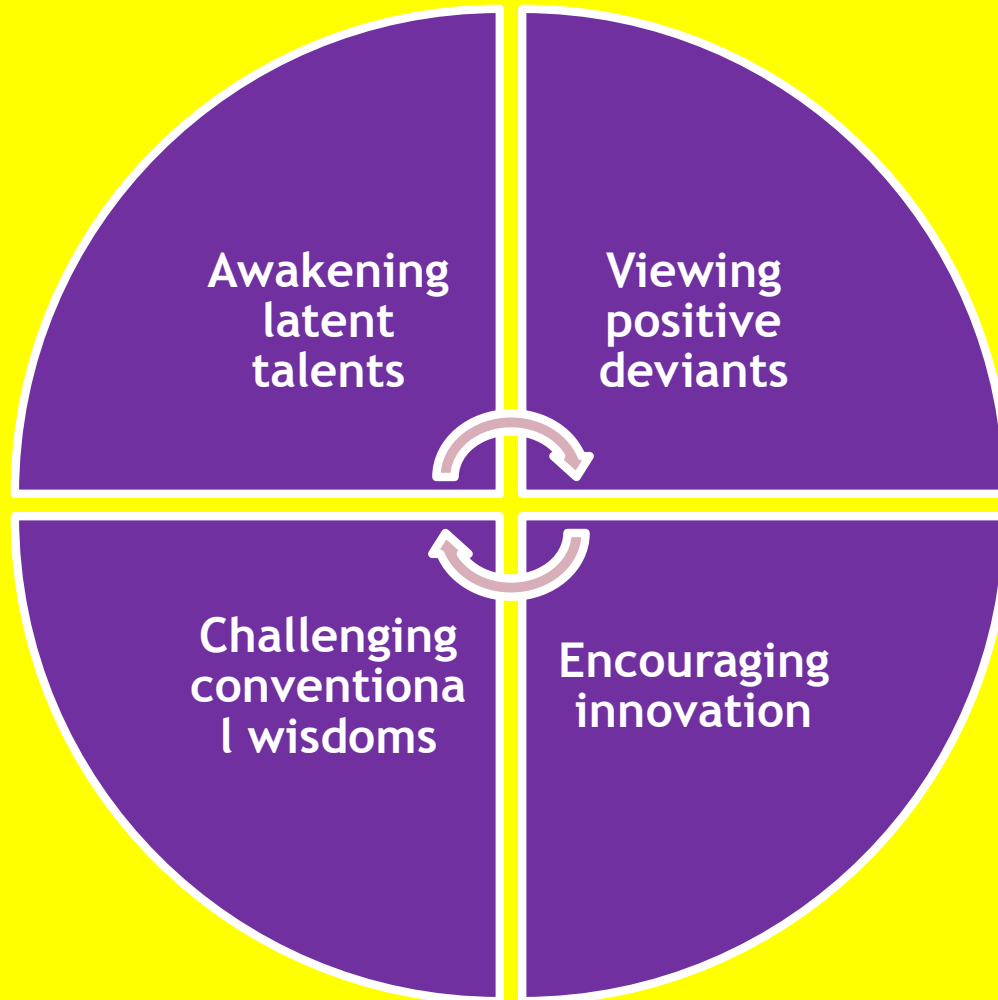
Developing innovative leadership skills

Learning more about digital generation's behaviors

EMPLOYEES' INSIGHTS



REVOLUTION OF LEADERSHIP



LEADERSHIP CHARACTERISTICS



MODERN LEADERSHIP STYLES



Speed instead of size

Micro enterprise

Project task force

Respect for individualism

Collaboration

Shared values

MODERN LEADERSHIP STRATEGIES



Thinking globally

Building alliance and partnership

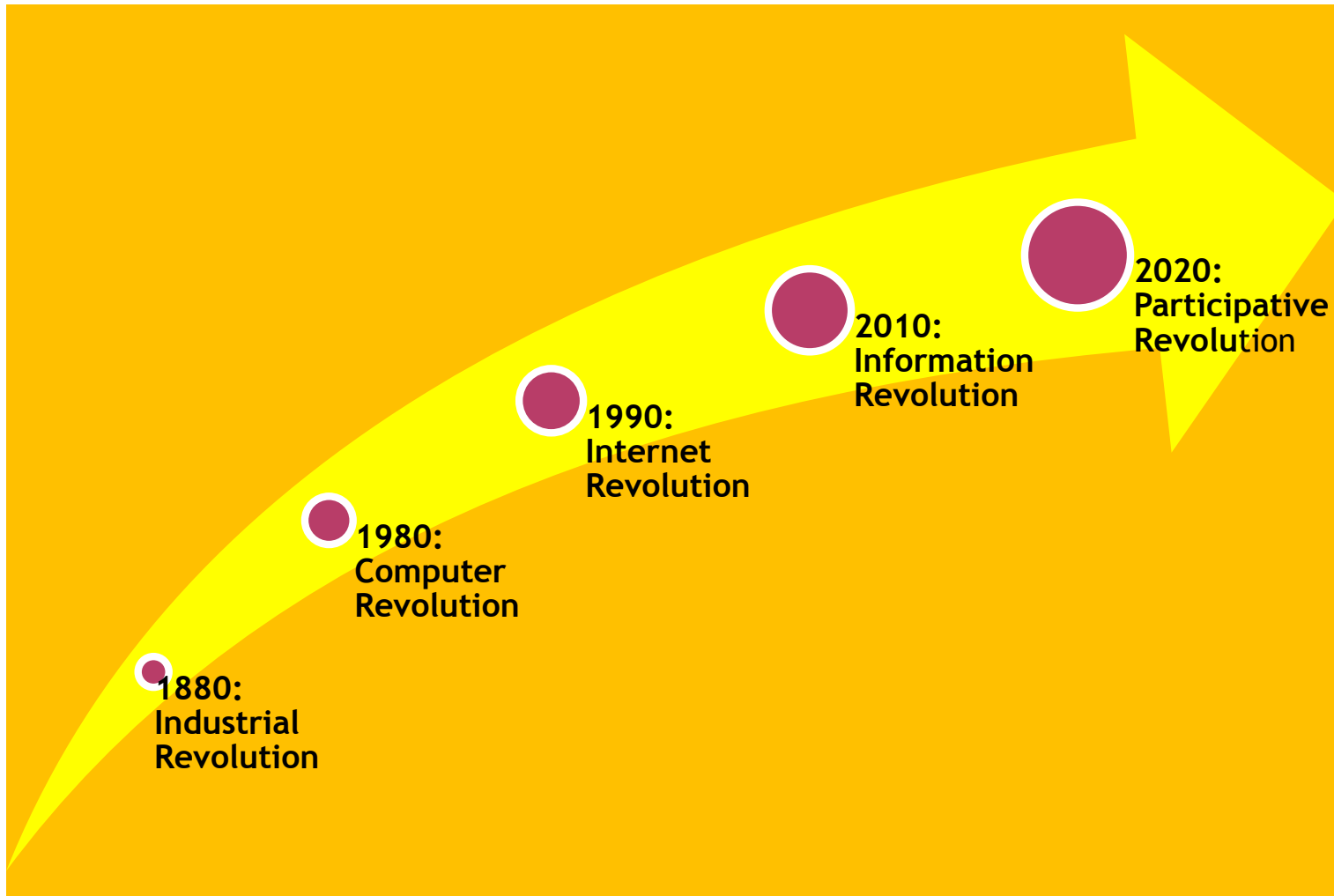
Cross cultural diversity

Technological savvy

Learning agility

Quantum leadership

THE AGE OF PARTICIPATIVE REVOLUTION



KEY ATTRIBUTES OF LEADERSHIP

Intelligence

Courage

Restlessness

Passion

Adaptability

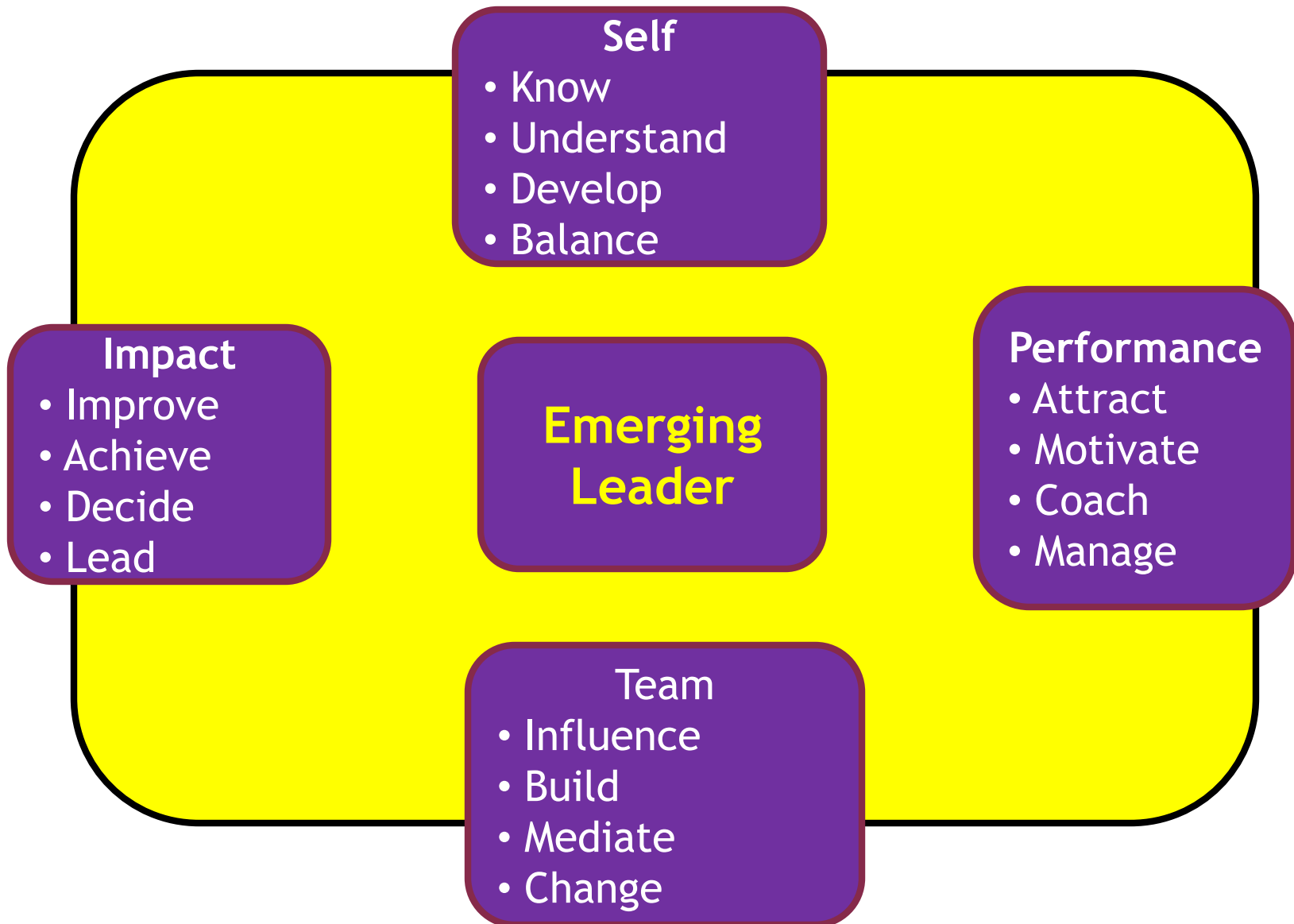
Social
responsibility

Technological
savvy

Willingness to
improve

integrity

EMERGING LEADERS



SELF DEVELOPMENT

Leading instead
of controlling

Value
cultivating
instead of
supervising

Building open
communication

Working with
inspiring
communication

PERFORMANCE MANAGEMENT

Hiring the best talent



Getting the right start



Developing for higher performance



Delegating smartly



Coaching to redirect



Turning performance problems around

TEAM PERFORMANCE

Communicating
to influence

Meeting
changes with
resilience

Building team
spirit

Transforming
team conflicts
with creative
abrasion

Running
effective
meeting

Managing
projects by
design

ORGANIZATIONAL IMPACT

Setting and
achieving
goals

Creating an
inspiring
work culture

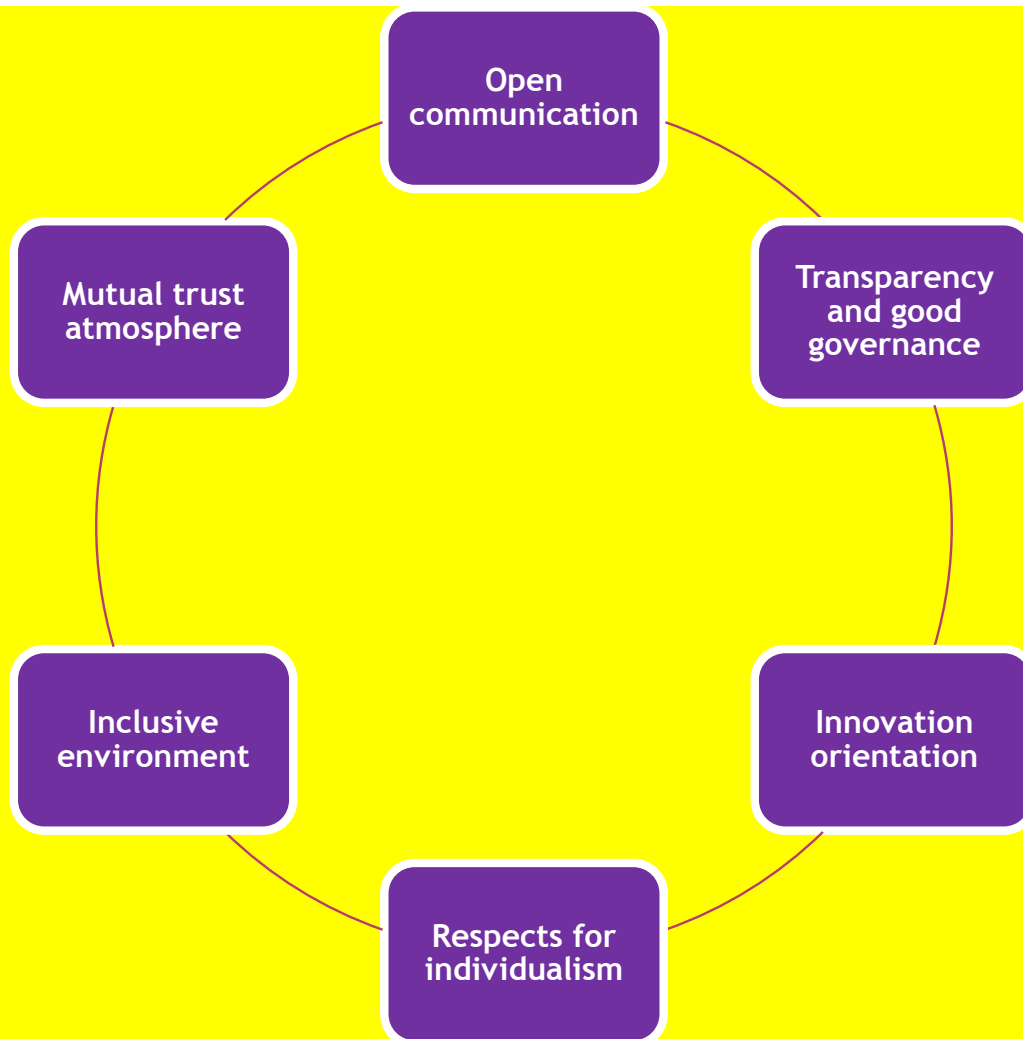
Making
strategic
decisions

Leading
across
generations

Thinking to
break the
box

Appraising
performance

WHAT DO MODERN EMPLOYEES NEED?



COMPONENTS OF MOTIVATION

People

System

Communication

Working environment

Management styles

Compensation package

Measurement and feedbacks

Recognition and rewards

MAKE YOUR EMPLOYEES GROW

Customizing training



Definite career paths



More incentives



Letting values rule



Creating a road map of re-skilling and up-skilling

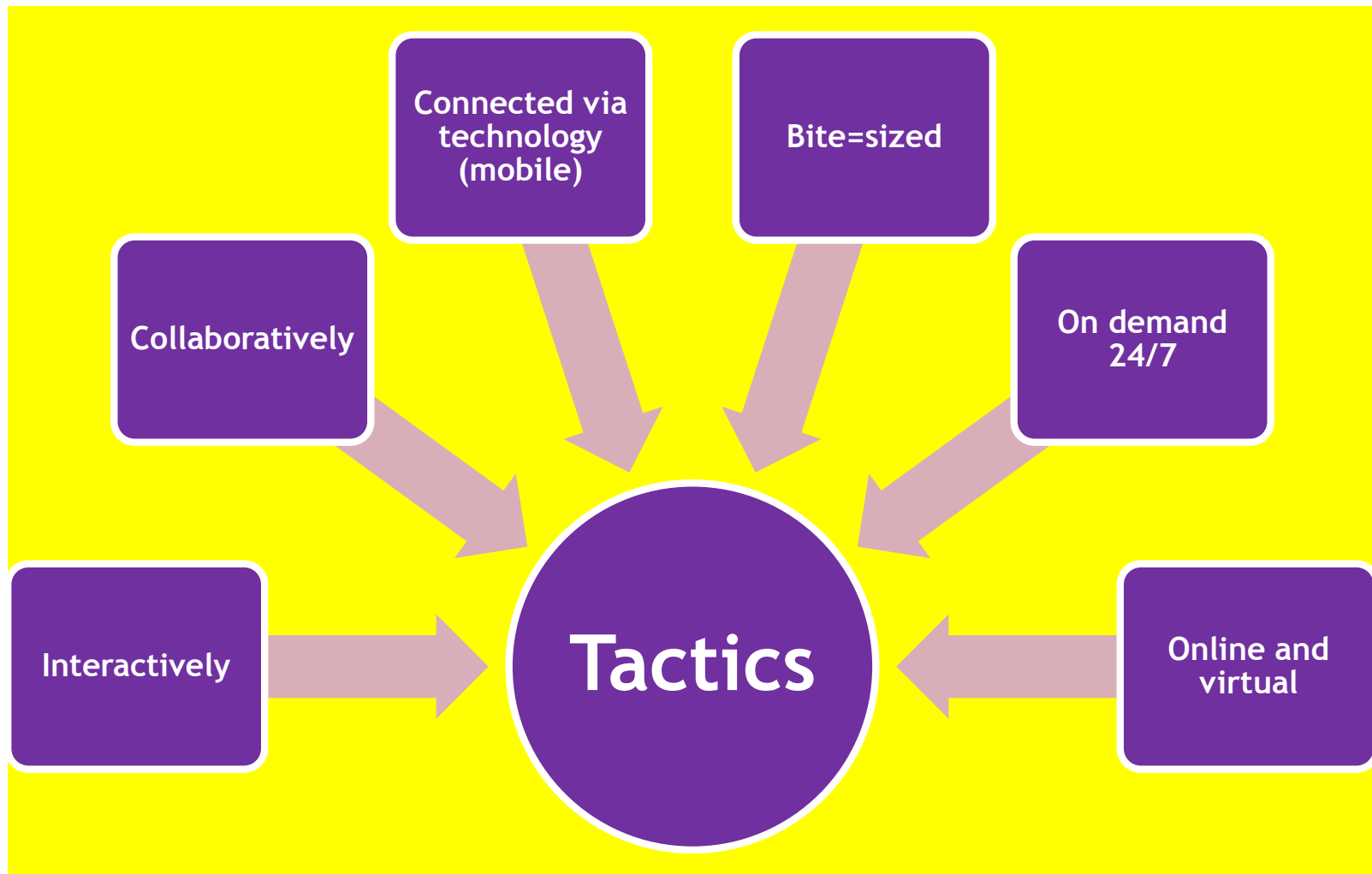


Cultivating the sense of contribution



Concentrating on developing and serving

HOW DO DIGITAL EMPLOYEES LEARN?



HELP YOUR EMPLOYEES GROW

Building a culture of mentorship



Cultivating values and letting them go



Giving larger and more responsible roles



Acknowledging their achievements



Creating a sense of being valuable

SIX FACTORS THAT HELP THEM GROW

Inspiring

Assigning

Training

Coaching

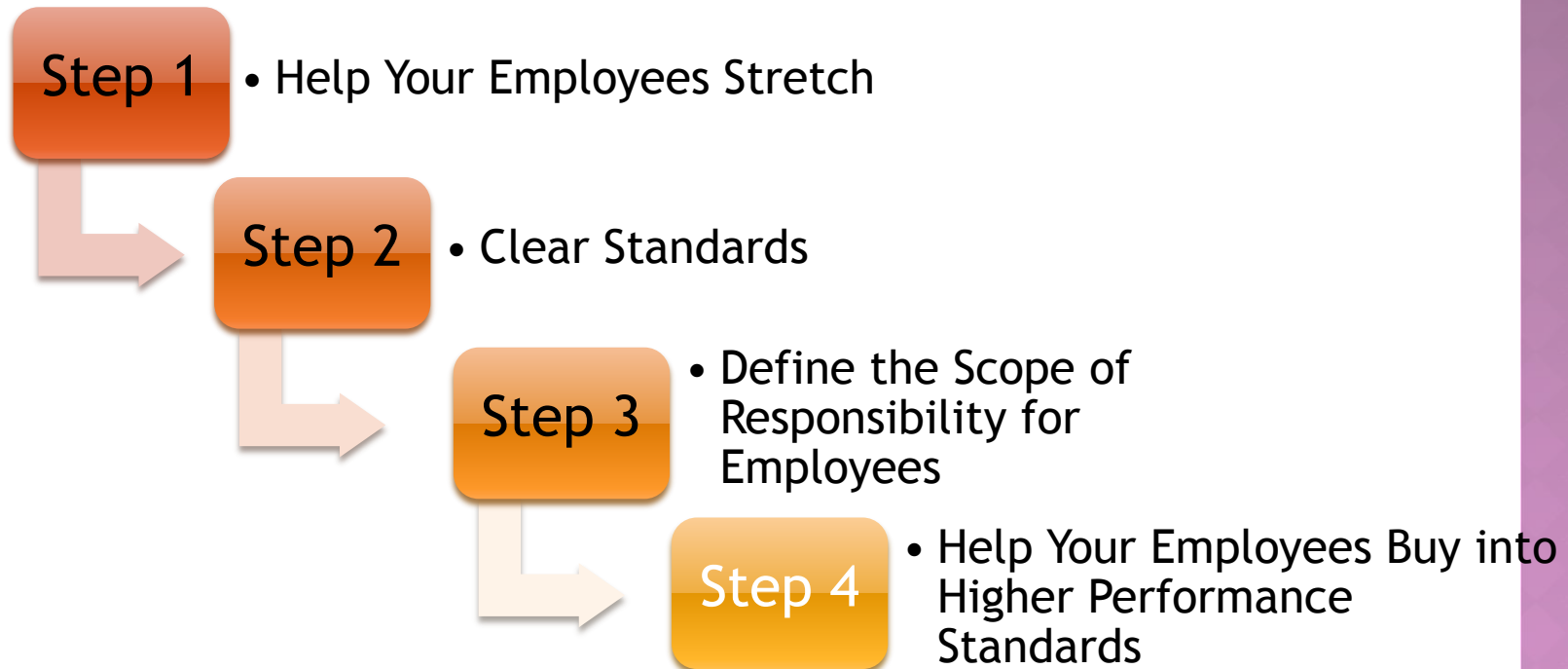
Mentoring

Appraising

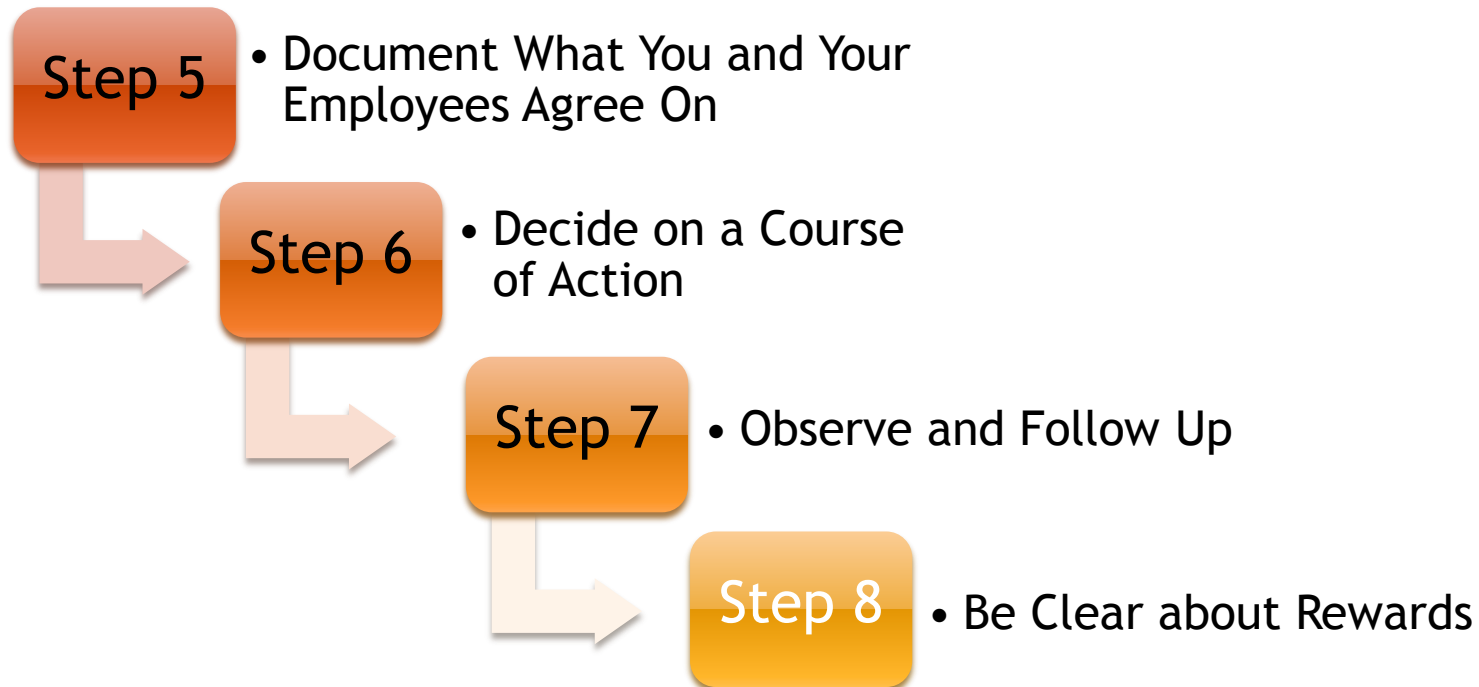
WINING THE COOPERATION OF EMPLOYEES:

- *Build self-esteem in others by complimenting them on good work*
- *Show patience and concern.*
- *Ask for input, then do something with it.*
- *Let employees share responsibility for improving work processes and train them to do this.*
- *Appreciate the quiet workers. As well as the extroverts.*
- *Share your vision and ask for ideas from others.*

EIGHT STEPS TO HELP EMPLOYEES ACHIEVE HIGHER PERFORMANCE



EIGHT STEPS TO HELP EMPLOYEES ACHIEVE HIGHER PERFORMANCE



FORMS OF POSITIVE REINFORCEMENT:

1. *Greater autonomy.*

2. *More responsibility.*

3. *A promotion.*

4. *Increased visibility within the organization.*

5. *Additional resources.*

6. *Special recognition.*

7. *A more flexible work schedule.*

8. *An opportunity to showcase their success.*

9. *Material rewards.*

THE 12 CORNERSTONES FOR BUILDING HOPE AND TRUST IN AN ORGANIZATION

1

- *Respect your followers.*

2

- *Watch how you say it.*

3

- *Do what you say you're going to do.*

4

- *Communicate openly.*

5

- *Listen and don't argue.*

6

- *Avoid the zingers.*

THE 12 CORNERSTONES FOR BUILDING HOPE AND TRUST IN AN ORGANIZATION

7

- *Point out the positive..*

8

- *Appreciate what others have to say.*

9

- *Acknowledge that trust is a mutual exchange.*

10

- *Gradually increase trust..*

11

- *Be truthful with yourself.*

12

- *Show your human side.*

EMPOWERMENT

Encouraging people to play more active role in their work

Involving them in taking responsibility for improving the way that things are done

Enabling them to make more and bigger decisions without having to refer to someone more senior

A NEED FOR EMPOWERMENT

External environment changes

- Intensifying competition
- Rapid technological innovation
- Customer demands for better quality and value
- Growing ecological problems

Working people change

- They are more knowledgeable
- They are more individualistic
- They have higher expectations
- They less authoritative
- They are less receptive to top-down command

CULTURAL CHANGES AND NEW VALUES

Empowerment:

- employees expect the best for themselves and the organization expects the best from them

Individualism:

- respect people as individuals with dual life

Social context:

- relationship with family and communities

Improvement:

- efficient and effective performance

Brand ambassador mindset:

- live the brand

VALUES

- ◉ Profitability
- ◉ Integrity
- ◉ Customer first
- ◉ Respect for individual
- ◉ Sustainability
- ◉ Long-termism
- ◉ Team spirit
- ◉ Sense of excellence
- ◉ Competitive spirit
- ◉ Vision
- ◉ Proactive
- ◉ Entrepreneurial mindset
- ◉ Innovation
- ◉ Development
- ◉ Quality focus

PERSONAL QUALITY IMPROVEMENT



Motto to live by

Excellent services

Zero in on zero defects

Reengineering your thinking

Having faith in quality

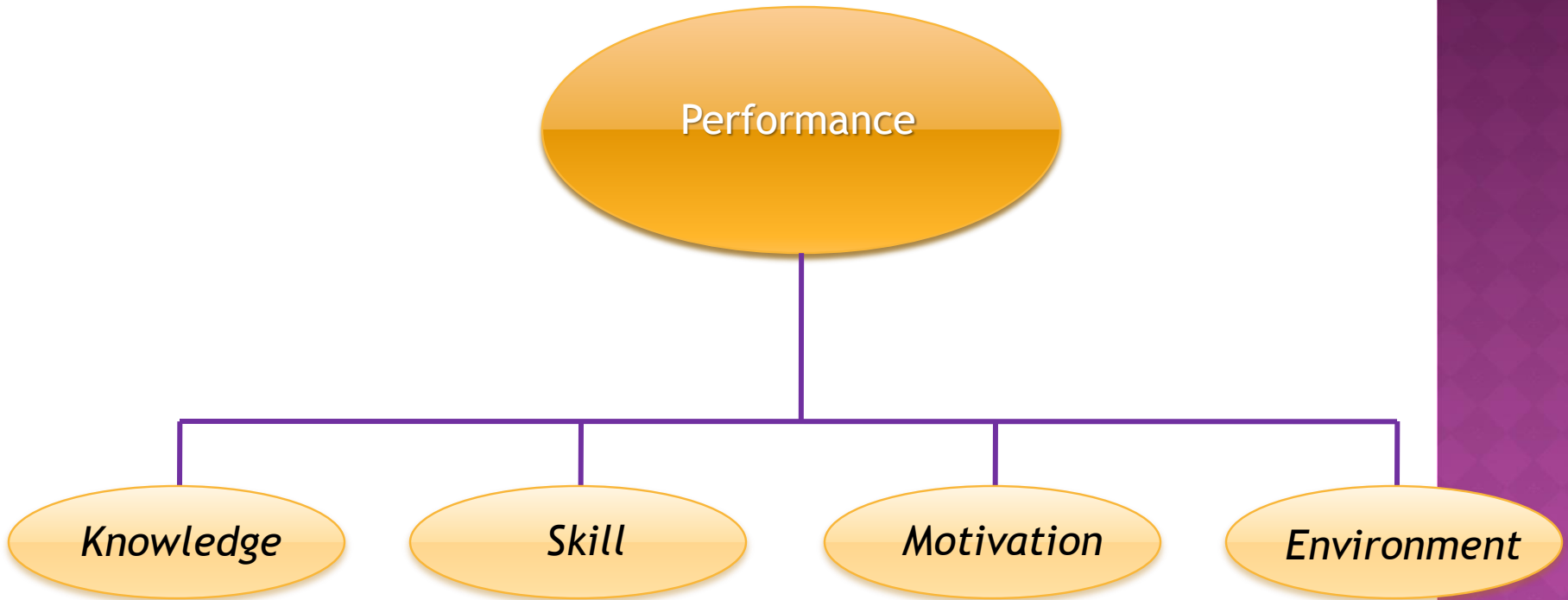
Sign your work

Benchmark the best

ELEVEN WAYS TO STRENGTHEN QUALITY PERFORMANCE

1. Be flexible and adaptable
2. Know the distinction between what works and what is logical
3. Sharpen your communication skills
4. Be congenial
5. Be technological
6. Know your industry
7. Always be connected
8. Think critically and emphatically
9. Take care of your appearance
10. Take classes inside and outside your field
11. Know business etiquette

THE MAIN FACTORS AFFECT A PERSON'S PERFORMANCE ARE:



IMPROVING EMPLOYEE PERFORMANCE

1.

What is the Problem?

2.

Who is involved?

3.

What is happening now?

4.

What do we want to happen?

5.

What is the Cost of the gap?

6.

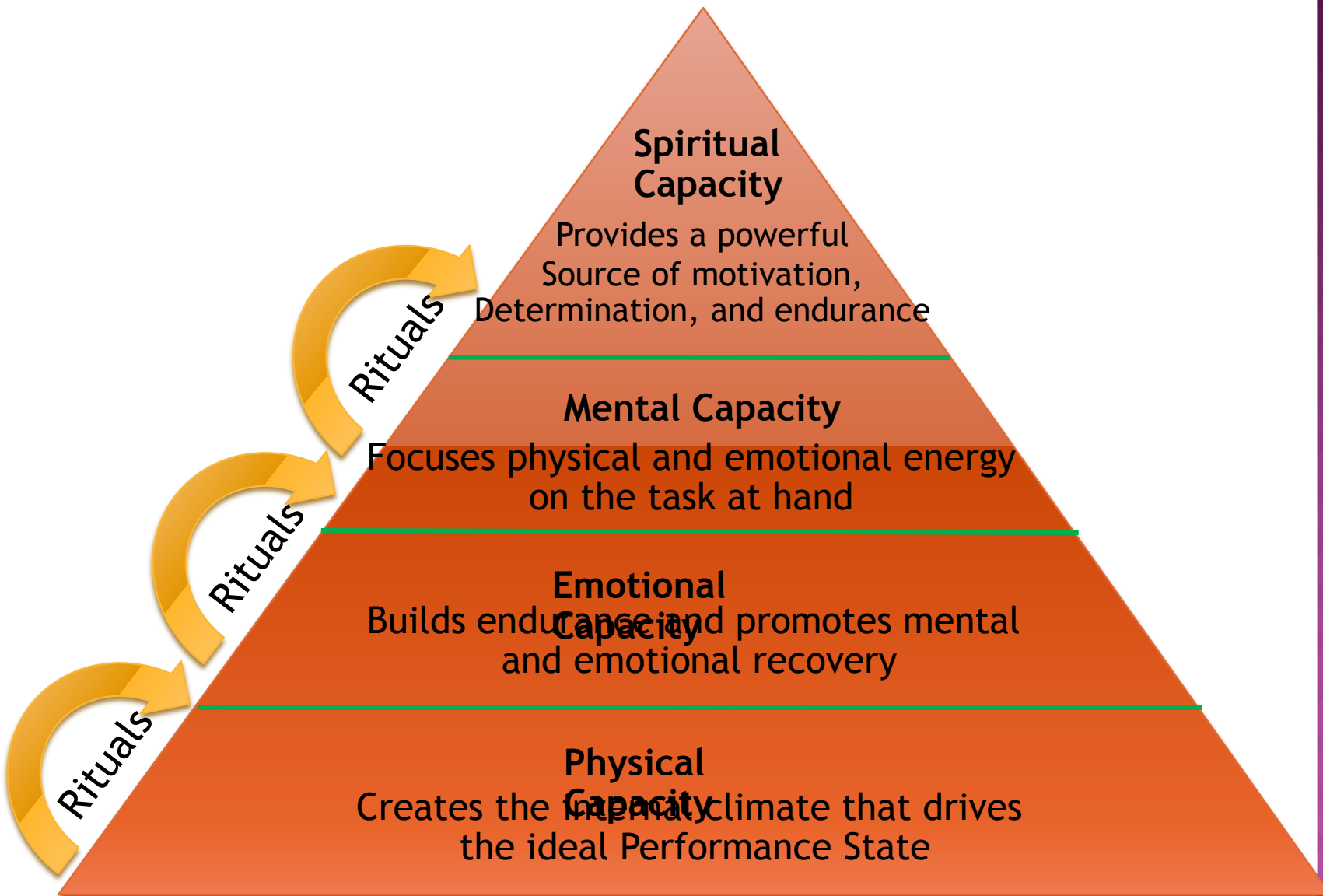
What are the causes and Potential solutions?

7.

Action plan

What	who	when

THE HIGH-PERFORMANCE PYRAMID



NEW ROADMAP OF TALENT MANAGEMENT

- ❖ *Intellectual roadmap*
- ❖ *Culture of disruptive changes*
- ❖ *Learning a new formula of wealth*
- ❖ *Shared values*
- ❖ *Fierce competition*
- ❖ *Destructive incidents of social order*

- ❖ *Community sense*
- ❖ *Architecture of modern family*
- ❖ *Knowledge-based economy*
- ❖ *Innovation*
- ❖ *Creativity*
- ❖ *New public discourses*

ESSENTIAL EDUCATION FOR TALENTS

- *Entrepreneurial mindset*
- *Technopreneurship*
- *National agenda and competitive edges*
- *Global mindset*
- *Sustainability*
- *World class competency and standards*
- *Partnership and strategic alliances*

TALENTS ESSENTIAL SKILLS

- ❑ Working skills
- ❑ Communication skills
- ❑ Management skills
- ❑ Interpersonal skills
- ❑ Presentation skills
- ❑ Learning skills
- ❑ Problem solving skills
- ❑ Perceptive skills
- ❑ Team building skills

- ❑ Inspiring skills
- ❑ Persuasive skills
- ❑ Coaching skills
- ❑ System thinking skills
- ❑ Acquisitive skills
- ❑ Information seeking skills
- ❑ Analytical skills
- ❑ Planning skills

TALENT DEVELOPMENT

Positivity



Investment in strength development



Happiness



Will to work hard



Good health



Relationship



Work-life balance



HOW TO DEVELOP TALENTS

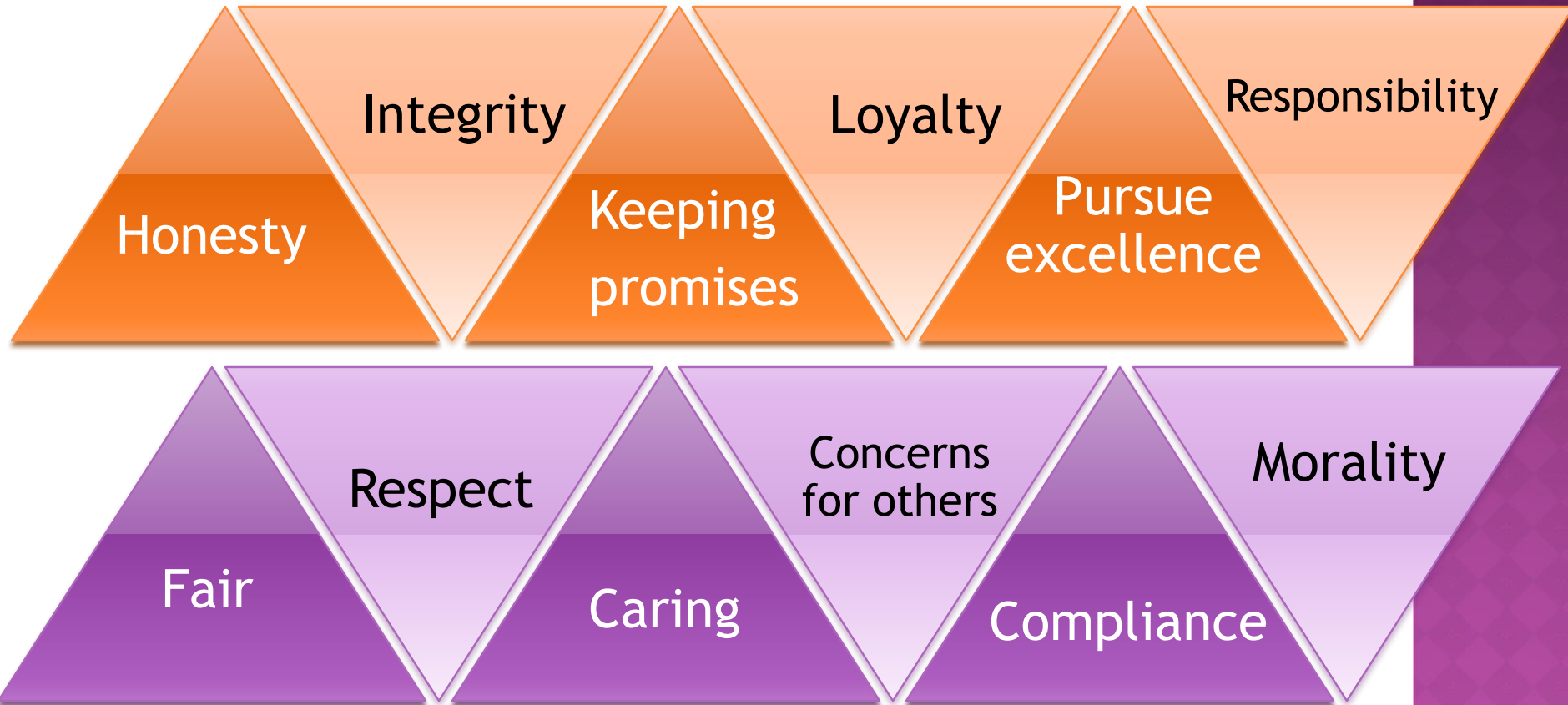
- ◉ Involvement in special projects
- ◉ Shadowing experienced mentor
- ◉ One-to-one coaching
- ◉ In-house workshop
- ◉ Delegation of decision making
- ◉ Swap jobs

- ◉ Resource center
- ◉ Opportunities to cover the senior's jobs
- ◉ Opportunities to be a team leader
- ◉ Community involvement
- ◉ Supplier and customer visits
- ◉ Participating in a focus group research

MEASUREMENT OF TALENTS

<i>Efficient and effective performance</i>	<i>Service excellence</i>	<i>Customer satisfaction</i>	<i>Result delivery</i>
<i>Quality standards</i>	<i>Reliability</i>	<i>Chain of relationship</i>	<i>Aspiration for high achievement</i>

TALENT'S ETHICS



A TALENT'S SOFT SKILLS

- ❖ Pursue authority needed to do the job
- ❖ Be a skilled problem solver
- ❖ Prove that you are fair and honest
- ❖ Resist the impulse to lash out
- ❖ Knowing strategic window of time
- ❖ Always reflect reality in your communication
- ❖ Be a quality advocate
- ❖ Develop your human skills



PSYCHOLOGICAL CAPITAL



HERO

H

Hope

*having will
and way*

E

Efficacy

*having
confidence*

R

Resiliency

*bouncing
back and
beyond*

O

Optimism

*having
positive
explanation
and faith*

A CREDO TO LIVE BY

Believe in
yourself
completely

Believe in
what you
are doing

See
yourself
as
successful

Appreciate
your
assets

Recognize
the value
of others

Like
yourself

Look on your
problems
and
opportunities

Plan your
work well,
the work
your plan

Allow
yourself
the luxury
of
enthusiasm

Always try
your best

THE END

