Empowering Managers in the New World of Work

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Lattice   PI THE PREDICTIVE INDEX

Welcome and Intros

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Today's Agenda

1 Welcome & Speakers

2 The Changing Role of Managers

3 Employee Engagement

4 Communication

5 Development

6 Closing Thoughts

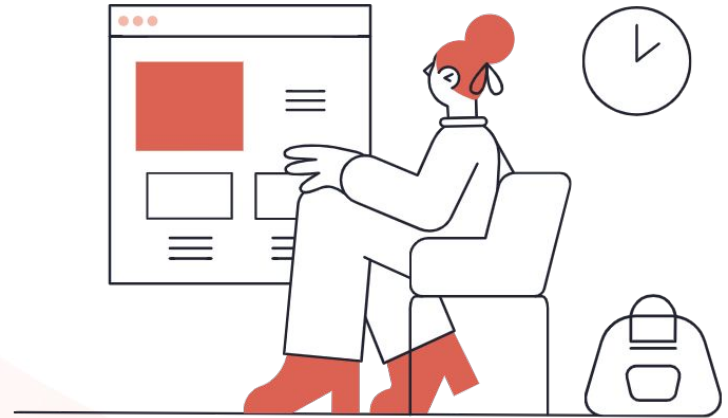# The Changing Role of Managers

Teams are Still Grappling With Change

Nearly **70% of companies** restructured their teams during COVID. Data also shows employees are less clear on strategy now than pre-COVID.

A majority of companies say that their biggest challenges are **emotional exhaustion** and **employee morale**.

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ANNUAL
CEO Benchmarking Report 2021

HR's role has evolved.
So have **managers'**.

Career Growth

Budgeting

Mentorship

Coaching

Internal Communication

One-on-Ones

Productivity

Performance

Remote Collaboration

Hiring

Diversity and Inclusion

Crisis Management

Compensation

Engagement

Compliance

Training

Payroll

Conflict Resolution

Hiring

Enablement

HR teams **depend** on managers.

Process
Training
HR Support

Feedback
People Questions

Coaching
Support
Feedback

One-on-Ones
Questions
Feedback

HR

Teams

Managers

Employees
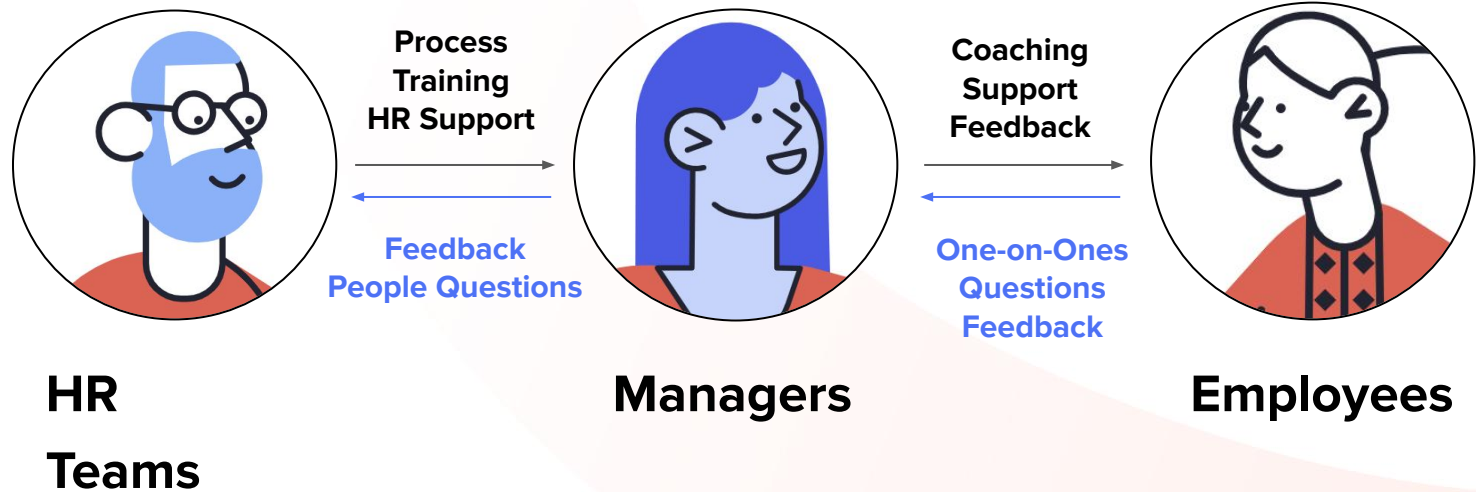
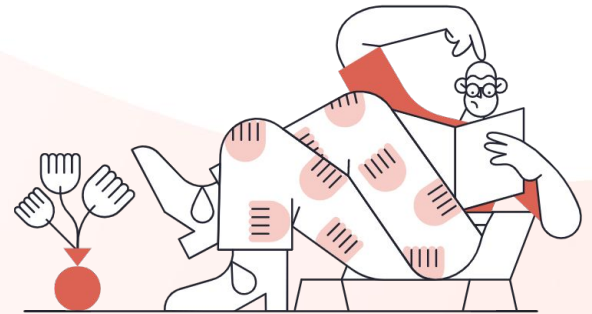# ...But new managers aren't ready.

44%

feel unprepared

87%

want more training

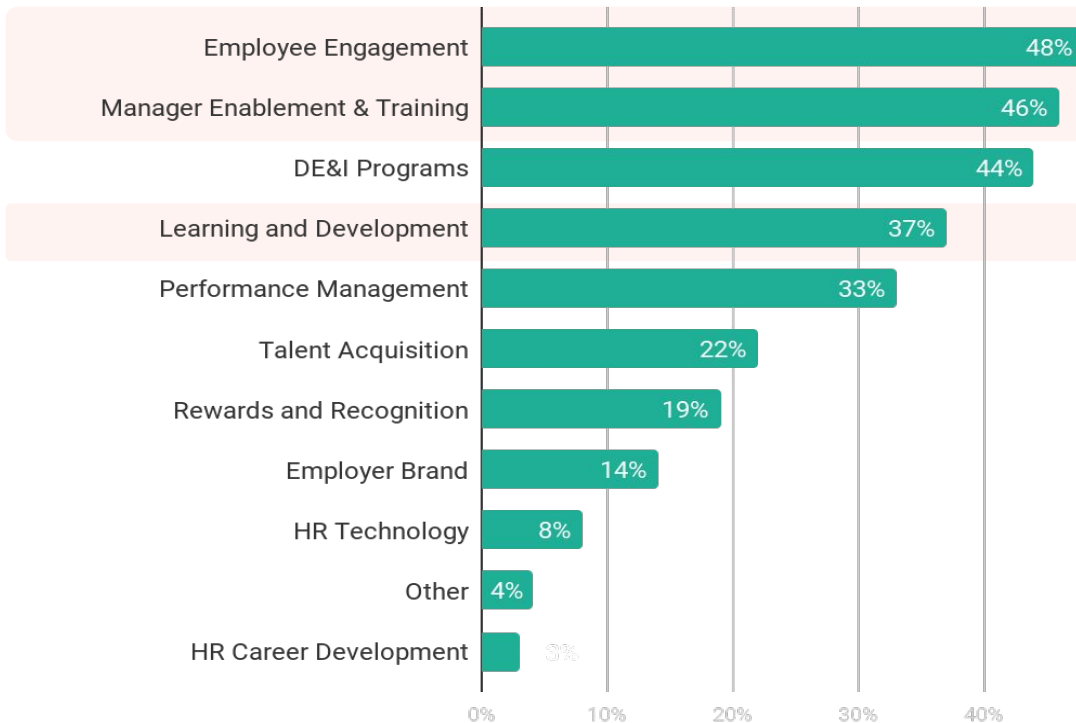**60%**

fail within two years

40% weren't confident they could manage remote teams long term.

HR Teams Are Taking Action

Over 40% of HR teams report that **engagement, manager enablement**, and **learning and development** are their most important initiatives in 2021.

The New World of Work

Lattice

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bit.ly/Lattice2020

Initiative	Percentage
Employee Engagement	48%
Manager Enablement & Training	46%
DE&I Programs	44%
Learning and Development	37%
Performance Management	33%
Talent Acquisition	22%
Rewards and Recognition	19%
Employer Brand	14%
HR Technology	8%
Other	4%
HR Career Development	3%

0%   10%   20%   30%   40%

Deep Dive: L&D Priorities in 2021

Priority	Percentage
Manager Development & Training	74%
Career pathing	67%
Leadership Training	61%
Job competencies	48%
Mentoring program	41%
Internal mobility	33%
L&D stipend	25%
Hybrid roles	15%
Job swap programs	7%

74%

are prioritizing manager training

61%

are prioritizing leadership training

11

Panel Discussion

Panel Discussion

TOPIC | ENGAGEMENT

"How can HR leaders empower managers to take a more active role in employee engagement?"

Panel Discussion

TOPIC | ENGAGEMENT

"Managers need data to act on — but what's the right cadence for engagement surveys?"

Panel Discussion

TOPIC | **COLLABORATION**

"What communication tools and habits should managers adopt that they haven't already?"

Panel Discussion

TOPIC | COLLABORATION

Maribel **Julia** **Andy**

"What are some ways to ensure that remote employees don't feel overlooked?"

Panel Discussion

TOPIC | DEVELOPMENT

"How can managers make career development feel like a year-round priority?"

Panel Discussion

TOPIC | DEVELOPMENT

"Is it possible to over-engineer my job levels and competencies? I don't want to overwhelm teams."

Key Takeaways

1 Adapt your engagement surveys so that they match your company size and growth.

2 Use multiple channels (Slack, email, standups) to facilitate communication, but set norms.

3 Leverage ongoing feedback to keep direct reports engaged and growing.

4 Be clear about career progression, and have managers bring it up regularly

Questions?

Poll Question

If you'd like to learn more about **Lattice** and **The Predictive Index,** let us know!

Thank You!