

Human Asset Management Strategy

Future Proof Your Quality Organization

Aligning Human Capital with Business Strategy

Making Human Capital a Strategic Initiative

Joanne Flynn - Founder

The Impact of Human Capital

A New Way to View people

**Quality as a Business Driver
&**

**Quality & Human Asset Strategy as
a Strategic Business Differentiator**

Era of Growth

Translate Business Strategy into Human Capital Strategy



The best corporate strategy can fail at implementation without:

- ***a vision for continuous improvement
&
aligned human capital strategy
supporting it***

Quality – A Business View

Financial Services

- **Great Quality = Competitive Advantage**
 - Greater execution ability = greater fees = greater profits
 - Quality seen as an business investment
- **Quality Deficit = missed / lost opportunities**
 - Competitive disadvantage
 - Variable profitability
 - Unpredictable forecasting
 - Quality as a cost center and perceived as headcount

Meeting the Challenge

“The best corporate strategy can fail at implementation without a human capital strategy supporting it”

The 3 P’s

Product Process People

Research People / Talent Crisis



Challenges – Workforce 2020 Quality Dilemma

People / Talent Crisis

Challenges

- **Quality Leadership Is Critical**
- **Quality Human Capital is Most Important**

Talent / People Crisis

VUCA World



- **Quality Leadership Is Critical**
 - Leading in a **VUCA World**
 - **Volatility, Uncertainty, Complexity & Ambiguity**
 - Dilemma of leading in a technical / knowledge environment
- **Quality Human Capital Is Important**
 - **MAJORITY** of CEO'S say Quality Leaders and Employees have skills for Workforce 2020
 - **MAJORITY** of employees fear becoming, or know they are becoming obsolete

The Talent / People Challenges



“The best corporate strategy can fail at implementation without a human capital strategy supporting it”

When Human Capital, Continuous Improvement & Business Strategy Align:



- Growth Acceleration**
- Organizational Agility**
- Business Resiliency**
- Peak Performance Against the Benchmark**

Part 3



Asset-based Human Capital Analysis

Human Capital Analysis

Rate of Change   *Skills - 2.5 years*

Questions

Would you rehire your current team of people?

Evaluate your organization's ability to:

- **Innovate & execute strategy** with competitive speed
- Deploy human capital, **on demand**, with **agility & resiliency**
- Evaluate people through the lens of **value creation**

What is the risk / cost of not investing in human capital?

Business consequences **compromise** your:

- **Strategic goals & competitive advantage**
- **ROI**
- Organizational **agility & resiliency**

An View of Human Capital An Asset-based Perspective



Human Asset Management Strategy

Evaluate Human Capital from an Asset-based Perspective

Apply the If / Then Logic Construct.....

An View of Human Capital An Asset-based Perspective



Human Asset Management Strategy

Evaluate Human Capital from an Asset-based Perspective

Apply the If / Then Logic Construct.....

If we say that people are our most important asset....

Then let's evaluate them like other organizational assets

Human Capital Asset Management Strategy

Risk Management - Anticipate through the lens of value creation

- **Accelerate growth, productivity & profitability**
- **Sustain peak performance**
- **Track and forecast human capital**
- **Seize competitive market opportunities**
- **Create an organizationally agile workforce**
 - **Strategically aligned**
 - **Robust & resilient**
 - **Deployable on demand**



Questions?

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Joanne Flynn



In 2014, Joanne Flynn founded Phoenix Strategic Performance, a strategic human capital advisory consulting firm. Prior to this, since 1989, Joanne led the consulting practice of Phoenix Group International, an executive recruiting and human resource consulting firm, where her area of expertise was the global Financial Services industry. Joanne is now taking best practices from the human capital intensive financial services industry and adapting those best practices to startup and growth businesses. She is a thought leader in the areas of strategic organizational alignment, organizational agility, human capital gap analysis, leadership challenges for the new workplace and transformation leadership.

Previously, from 1980 – 1989, Joanne was Vice President of Global Learning & Development for Goldman Sachs, Inc. At Goldman Sachs, Joanne implemented programs to improve the organizational effectiveness of business units, most notably investment banking, equities, fixed income and operations.

From an independent vantage point, Joanne worked with organizations as they faced global growth and competitive challenges. She worked with her clients to be both externally focused and internally responsive. With her unique background, she aligns competitive business development efforts with related internal organizational leadership challenges. With the benefit of her career-long focus, Joanne contributes the unique insight of aligning strategy to internal organizational structure and process. She focuses on human capital relative to strategic initiatives, accelerated business growth, value creation and business development.

Joanne is experienced in all aspects of organizational development and training on a global level. Her consulting engagements have included the design and delivery of learning and development programs on the topics of strategic leadership, business development, client account management, strategic selling, management development, and executive coaching. Her consulting clients range from global investment banks to small private equity / venture capital firms and in people intensive industries.

Joanne holds a Master of Arts degree in Business Management from the University of Oklahoma. In addition, she holds a double degree major in History and German from the College of St. Elizabeth, as well as certificates from a variety of leading universities and professional training and development organizations.

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