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Helen Wong

Building Resiliency

*tools and strategies your team needs to
champion the pace of change*

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Introduction



Helen Wong
Director PwC - People & Organizations

- Western Canada Change Management Leader
- Executive leader with experience in mobilizing service transformations and strategic planning
- Sessional Instructor at the University of Calgary
- Favourite sweet = donuts



Brianna Dologh
Associate PwC

- Associate in the Advisory practice
- Experience in change management, leadership development and high performing teams across different industries including public sector, telecommunications and energy
- Favourite sweet = chocolate covered jujubes

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Session Outcomes



Develop a shared understanding of the evolution of work.



Discuss implications of rapid technology changes and impacts on the workforce.



Define capabilities and identify competencies that will enable adaptability to change.



Learn tools and strategies that will help build resiliency.



Be champions for building change resilience and contribute to a community of practice.

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Evolution of the Cell Phone



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What will the World of Work look like in a decade?



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21st Century Competencies

A competence is **more than just knowledge or skills**. It involves the ability to meet complex demands, by drawing on and mobilising psychosocial resources (including skills and attitudes) in a particular context. For example, the ability to communicate effectively is a competence that may draw on an individual's knowledge of language, practical skills and attitudes towards those with whom he or she is communicating.

Rychen & Salganik, 2003

Disciplinary ● Interdisciplinary ● Epistemic ● Procedural

Knowledge

Cognitive & meta-cognitive ● Social & emotional ● Physical & practical

Skills

Personal ● Local Societal ● Global

Attitudes & Values

Competencies

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Resilience isn't a single skill. It's a variety of skills and coping mechanisms. To bounce back from bumps in the road as well as failures, you should focus on emphasizing the positive.

Jean Chatzky

"The goal of resilience is to thrive."

Jamais Cascio

What does it mean to be resilient?

Persistence and **resilience** only come from having been given the chance to **work through difficult problems**.

Gever Tulley

Resilience - if you think of it in terms of the Gold Rush, then you'd be pretty depressed right now because the last nugget of gold would be gone. But the good thing is, with **innovation**, there isn't a last nugget. **Every new thing creates two new questions and two new opportunities.**

Jeff Bezos

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Competencies for Resiliency

Building a resilient organization requires equipping your employees with the right competencies

Lifelong Learning & Curiosity

Building a culture of continuous learning

Analytics

Ability to extract relevant data to make more informed decisions

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System and Design Thinking

Is a creative approach to problem solving. The core of design thinking is putting the 'human experience' at the centre

Digital Fitness

The skills, mindset and behaviours needed to problem solve in the digital age

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Lifelong Learning and Curiosity

An individual's ability to learn on their own, coupled with awareness of how they learn is essential to achieving lifelong learning success

Self Reflection



*I remember when...
I feel good when....*

Self Assessment



*What are my strengths?
Where are areas for growth?*

Self Motivation



*I wonder how...?
Desire to learn and curiosity*

Ability to Discover

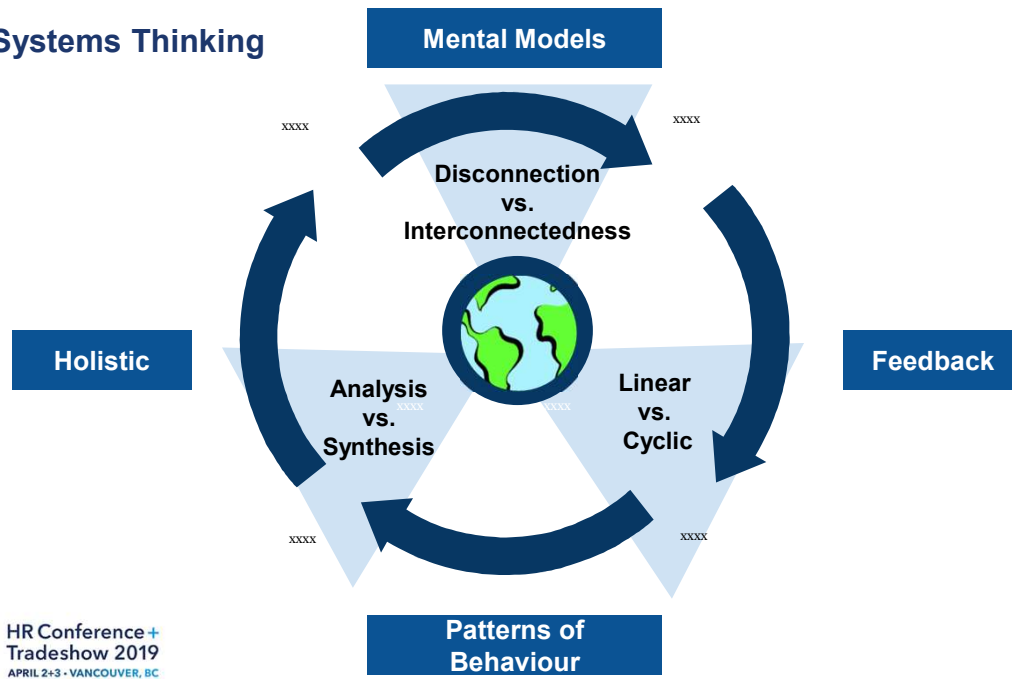


Ability to find sources of learning and expertise

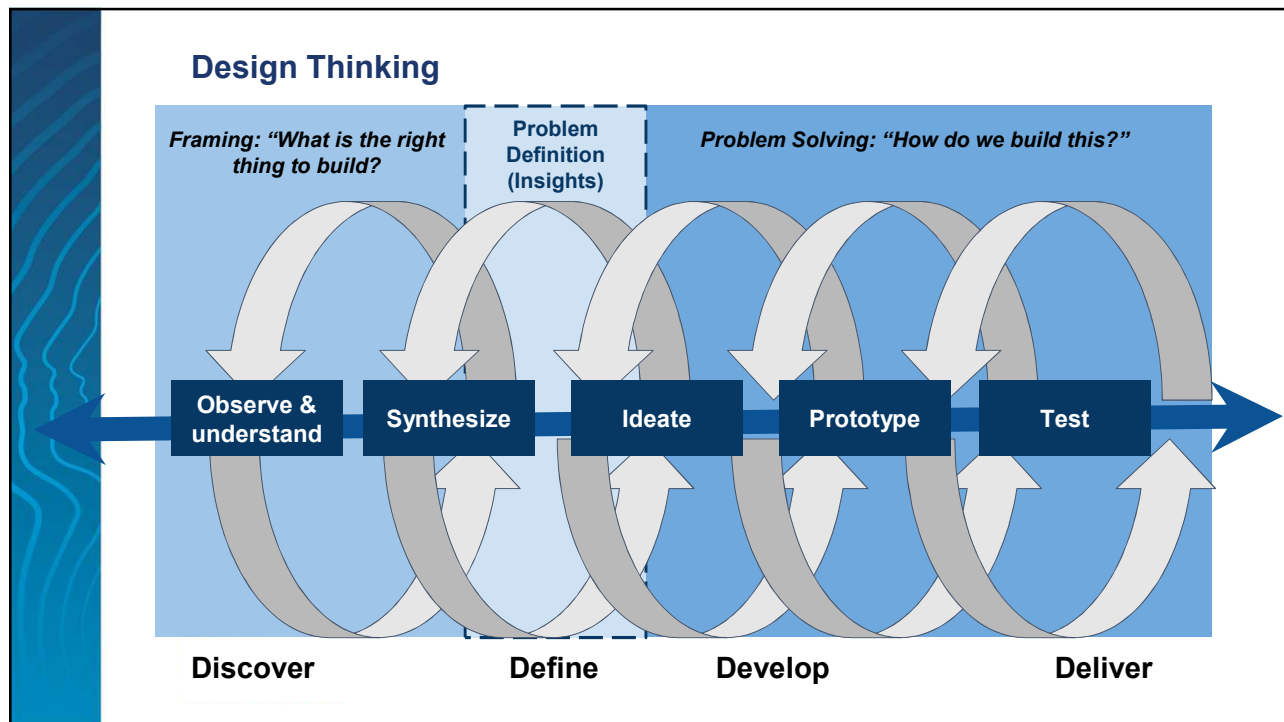
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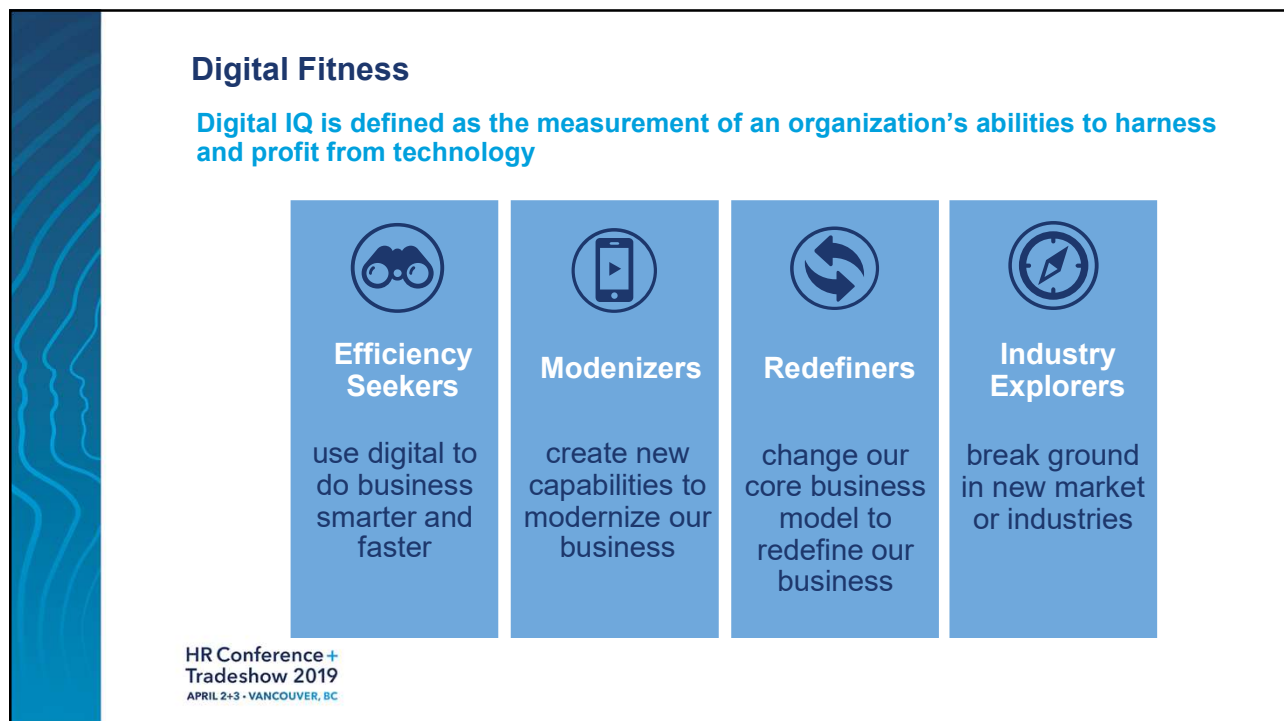
Systems Thinking



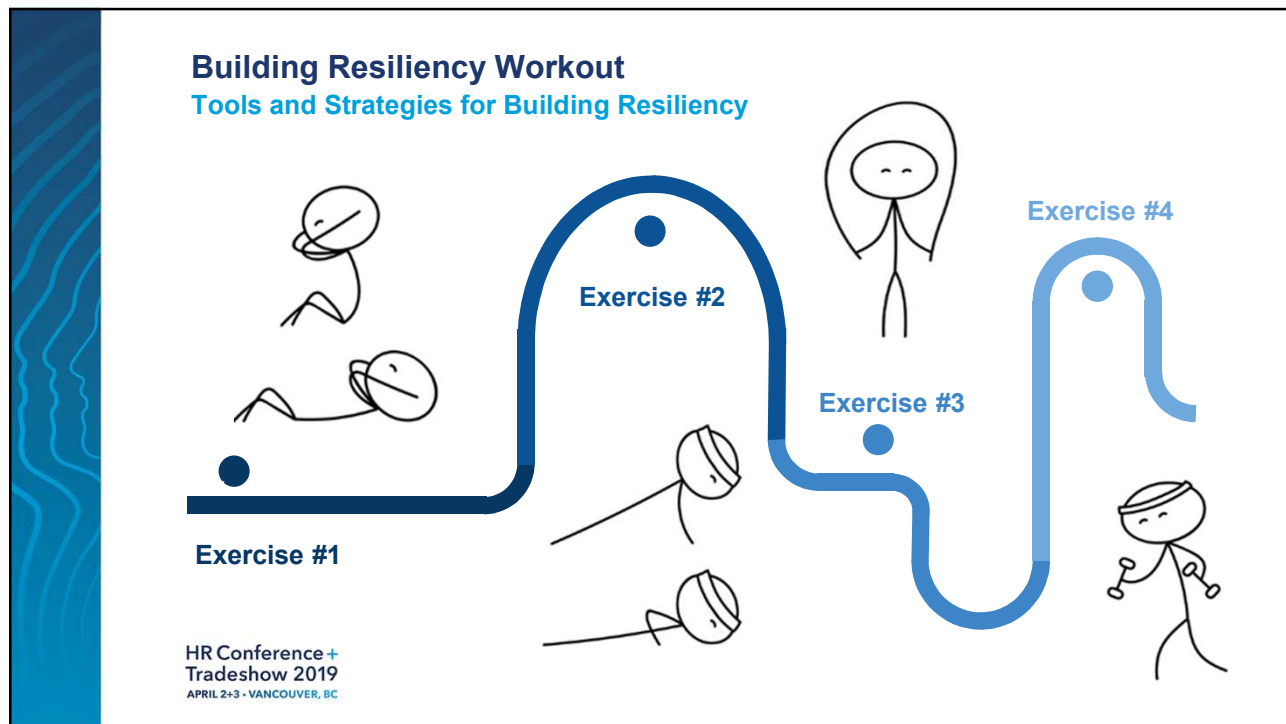
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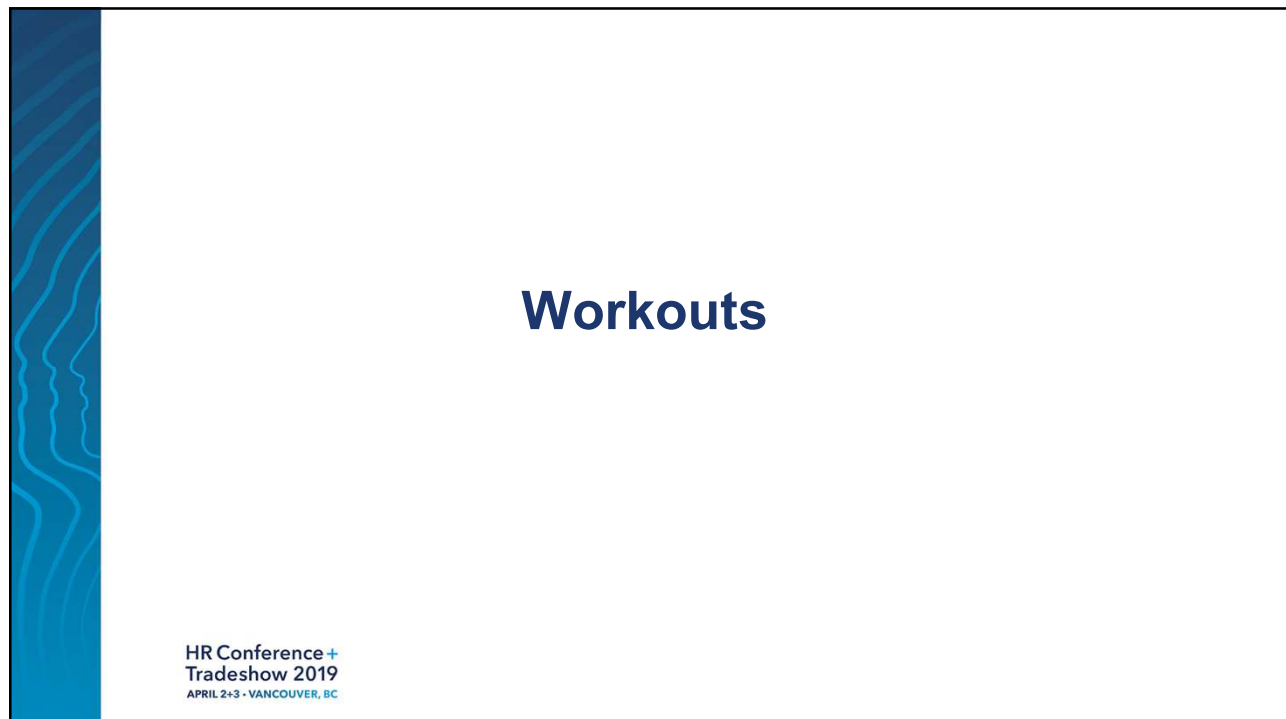
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Workout # 1

Reflection Exercise

Please take some time to answer the following:

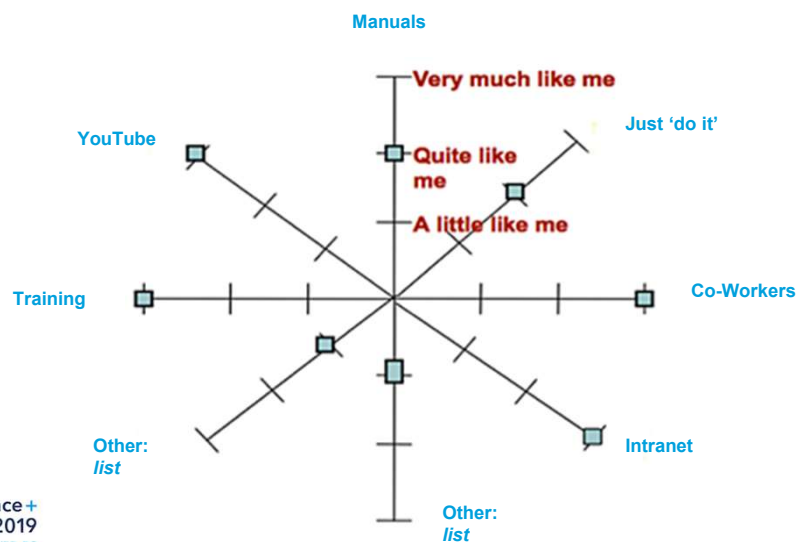
- What are you thinking, but afraid to express?
- What are the greatest challenges at work you are facing?
How do you plan to deal with them?
- Reflecting on the past 3 months, what are some successes you have achieved?
- Write down 3 things you are grateful for.

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Workout # 2

Things that help me learn



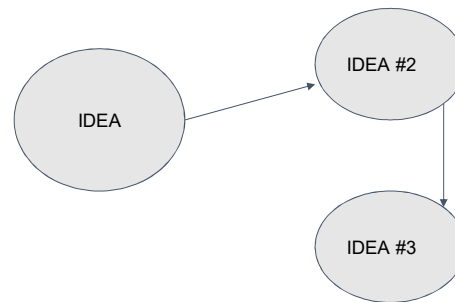
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Workout # 3

Systems Mapping (AKA mind map)

- Using the following topic: **'why can change at work be challenging?'** you will draw out a systems map
- Using the flip chart please work with your table to discuss and document the conversation
- Please use words and arrows:



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Workout # 3 *continued...*

Design thinking: Interventions

- As a group you have created systems map
- Can you identify intervention ideas that can be used to address the complex problem.
- As you think about the intervention try to address the following:
 - What is the problem you are attempting to address?
 - What is the intervention idea?
 - How can we make this invention work?
 - How will we know it will work?

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Workout # 4

Digital Fitness

Please pick one of the following digital topics at your table:

- Artificial Intelligence AI
- Block Chain
- Internet of Things
- Machine Learning

Please have a conversation on:

- Defining that topic
- How the topic you selected will impact the future of work.

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Wrap Up

Key Takeaways



Working out requires commitment.



Working out is about feeding your personal health.



Workouts also require resources.

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Key Readings & Resources

Workforce of the future - *The competing forces shaping 2030*

<https://www.pwc.com/gx/en/services/people-organisation/publications/workforce-of-the-future.html>

Digital Fitness App - <https://digital.pwc.com/en/products/digital-fitness.html>

Design Thinking - IDEOU: <https://www.ideo.com/>

Futurism - <https://futurism.com/>

National Geographic, *Technology Section*:

<https://www.nationalgeographic.com/search?q=technology>

Photo of the Day: <https://www.nationalgeographic.com/photo-galleries/>

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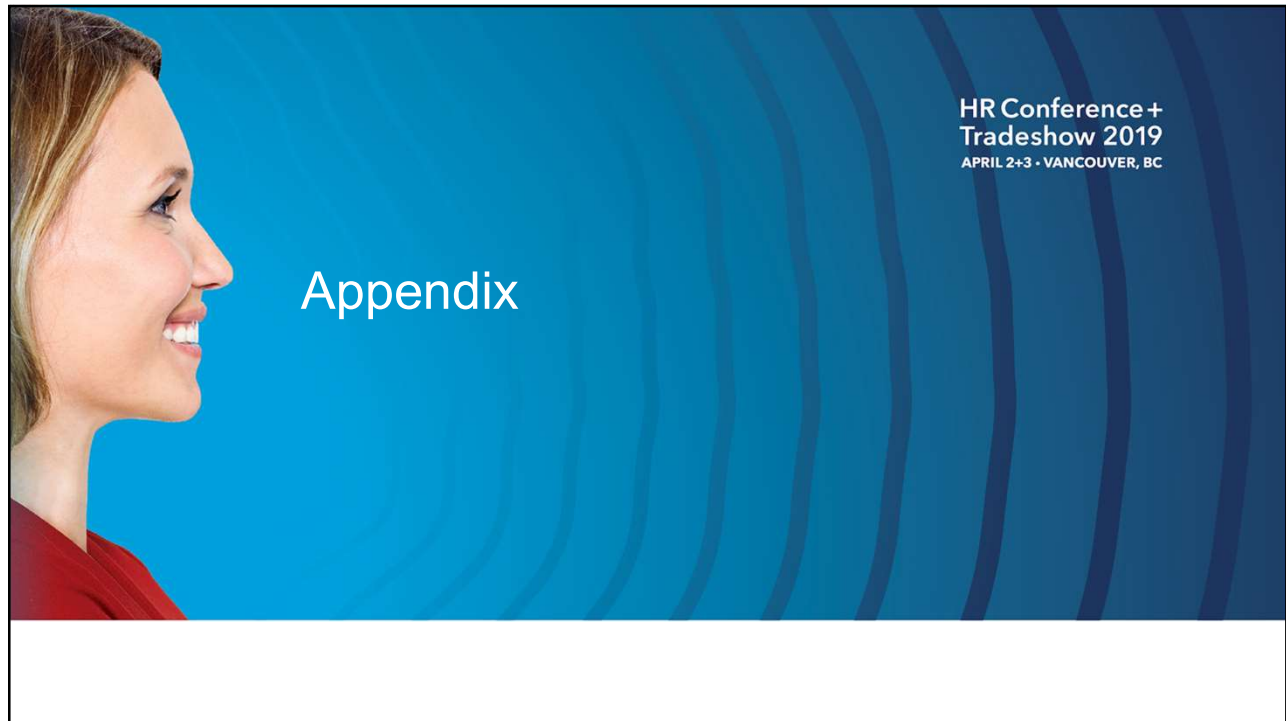
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Key Readings and Resources

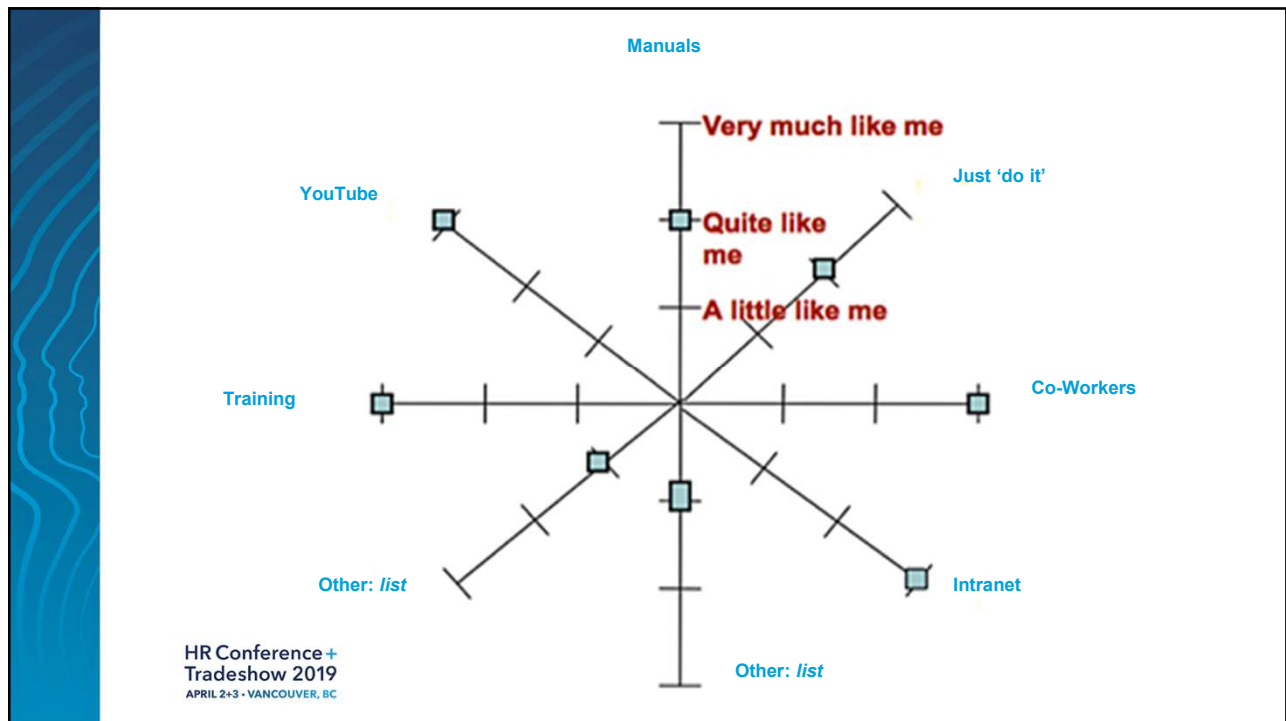
- Artificial Intelligence AI
 - [*Artificial Intelligence everywhere*](#)
- Block Chain
 - [*What is blockchain?*](#)
- Internet of Things
 - [*The internet of things*](#)
- Machine Learning
 - [*Machine learning overview \(infographic\)*](#)

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