

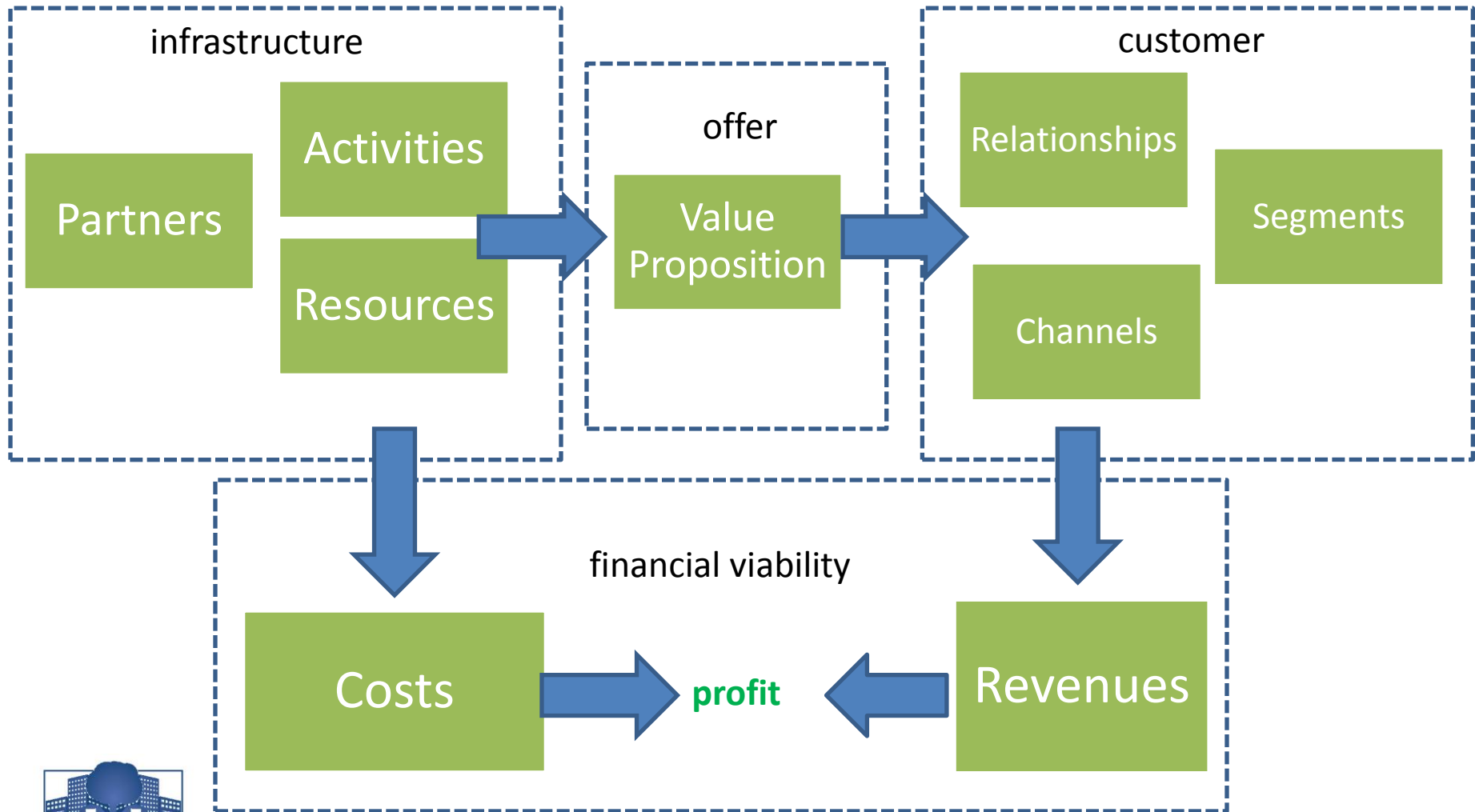


## Building a Culture of Innovation & Talent Management

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# Business Model Canvas



# Session Goal and Objectives

## Goal:

Assist CDFIs to recruit and develop human capital to support scaling microfinance operations, and support leaders in developing a sustainable legacy for their organization.

## Objectives:

- Understand importance of organizational culture
- Understand, assess, and prioritize actions in employee life cycle to facilitate scale
- Understand characteristics of change and how to manage change
- Focus on personal leadership legacy
- Create relevant action steps

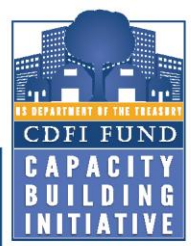
# Agenda

- Introductory exercise
- Defining terms
- Employee life cycle
- Managing change
- Leadership legacy
- Reflection and action steps



# Introductory Exercise

- How did you learn to lead others? How do others learn to lead from you?
- What are two strengths you bring to your organization? What are two areas you need to develop?
- How would you define your organization's culture? How would your employees define the culture? Your customers?



# DEFINING TERMS



# Human Capital

- The skills, knowledge and experience possessed by an individual or group of individuals in an organization that produce mission driven business results.
- Includes job specific competencies, emotional and cognitive intelligence that affect the contribution made by the individual to the organization.



# Talent Management

- Talent management is the holistic approach to **optimizing human capital**, and drives results through building culture, employee engagement and capability throughout the employee life cycle.





# Development Culture

- A development culture is focused on an intentional talent management strategy aligned with organizational mission and business objectives.
- A development culture is driven by leaders who serve as role models for employees, prioritize talent management practices and reward those who develop others.



# Integrated Framework

Social mission is a powerful driver and motivator of performance outcomes.

Business strategies must align with mission, culture and development.



# EMPLOYEE LIFE CYCLE



**Are your  
employees a  
competitive  
advantage?**



# Employee Life Cycle



# Attract and Recruit

## Key Questions

- How competitive is our compensation?
- Are we losing talent to international microfinance?
- How do we access the right people for the right jobs?
- Best source for talent?
- Are job descriptions good recruiting tools?
- How important is the interview process?

## Key Practices

- Compensation factors
  - International MF
  - Talent source
- Growth may mean additional skill sets, new job responsibilities know what you need
- Int'l MF is probably not the main competition for talent; expand outreach
- Access local community; become "age blind" and consider second career candidates
- Be cautious about how you prepare job descriptions and consider less than perfect fit
- Establish and follow interview protocols; consistency and follow up is critical.
- Ask questions to uncover technical AND interpersonal skills and train staff in interview methods



# Onboard and Train

## Key Questions

- How important is technical training?
- Do we train for both industry and organizational knowledge?
- How do you “teach” culture?
- What skills are most essential during change?
- Who is accountable for successful onboarding?

## Key Practices

- Train for technical skills and for interpersonal skills
  - Virtual resource bank
- Use in-house and industry group trainings; design combined training programs for common needs
- Create and support apprenticeships, shadowing as training practices
- Create public and private sector partnerships
- Simplify HR practices and track training results
- Create an on boarding “buddy” system
- New employees want connection with leadership; everyone helps new employee integrate with culture



# Retain and Develop

## Key Questions

- Is all turnover bad?
- When should employees “move on”?
- What works in developing others?
- Do people quit because of pay?
- Do generational and gender differences matter in development?
- Is there anything leaders can do to influence retention?

## Key Practices

- Turnover can be useful, complacency limits results
- Talent development relies on accurate assessment of “fit” with culture, with growth goals
- In retention pay is less important than boss relationship
- Generational differences not significant except if the career path and learning opportunities limit growth
- Lead courageously; make tough choices when you must
- Attend to diversity issues: watch for unfairness and divergent views of career success





# Motivate and Challenge

## Key Questions

- How do we keep talented people?
- What is a challenging assignment?
- How can we create a motivated employee? Who should be accountable for motivation?
- What is best structure for scaling up?
- Can we scale up with no funding?
- How do we find “learners”?
- What are the essential skill areas we should focus on?

## Key Practices

- Create opportunities for learning and owning challenging work
- Reward learning and those who develop others at any level
- Know your employees
  - Values
  - Aspirations
  - Skills and Competencies
- Experiment with structures, internships, educational alliances, temporary assignments
- Observe employees who are open, willing to fail, mission driven and motivated
- Continue to learn and develop transformational leadership skills
- Understand and use Emotional Intelligence skills



# Succession and Transition

## Key Questions

- How do we address “founder fatigue”?
- How can we protect founder legacy?
- What are elements of a good transition for departure?
- How do we identify and remove complacent leaders?
- When do I know when it is time for me to move on?

## Key Practices

- Founder/senior staff find it difficult to transition out; board could be helpful
- Founder legacy can be damaged by isolation from feedback
- Strategic planning process can surface succession concerns; may help founder recognize skill gaps limiting growth
- Transition is a process; bring direct and honest but compassionate approach
- Support departures with counseling and coaching
- Founders—build self awareness, share concerns with trusted advisors, plan “good endings”



# Handout: In Your Binder

## Scaling Up Microfinance



### Employee Life Cycle Assessment Tool

Life Cycle Stage	How effective are we in this phase now?	How important is this to our mission and business strategy?	How might an increase in scale impact our decisions in this phase?	What actions should we take to advance in our approach to this phase?
Attract & Recruit				
Onboard & Train				
Retain & Develop				



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# Handout Instructions

## Reflection:

- Use the worksheet to analyze your organization on each phase of the employee life cycle
- How effective are you in this phase now?
- How might an increase in scale impact this phase?

## Action:

- What one issue should you tackle now?
  - Who can help?
  - When can you take action?
  - What do you hope will happen?



# MANAGING CHANGE



# Type of Change



**Recalibrating  
a familiar  
practice**



**Introducing a  
new way of  
thinking**



**Introducing a  
new industry  
approach and  
practice**



- Degree of complexity, cost, and uncertainty
- Potential for confusion, distraction and fear

# Leading Organizational Change

Step	Description
1) <b>Communicate the reasons for change</b>	<b>Unfreeze the organization and help others understand how the change advances the mission</b>
2) <b>Create a guiding coalition</b>	<b>Create cross-functional change advocates, with enough competence and respect to motivate change approach in others</b>
3) <b>Adjust your mission and strategy</b>	<b>Create a clear sense of how the change advances mission and attempts to increase scale</b>
4) <b>Communicate the change vision</b>	<b>Create and implement a communication strategy; consistently communicate how change is aligned with mission and strategic plan</b>

Adapted from Kotter, 1995

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# Leading Organizational Change

Step		Description
5)	<b>Monitor and moderate when needed</b>	Identify barriers to change; moderate the “heat” appropriately; hold steady in conflict situations
6)	<b>Notice and acknowledge short-term wins</b>	Plan for and create short-term “wins” lists: note improvements; communicate and celebrate these
7)	<b>Consolidate gains to generate action</b>	Use credibility from short-term wins to support and reward ongoing learning; cascade wins throughout the organization
8)	<b>Anchor new approaches in the culture</b>	Acknowledge results, highlight connections between new behaviors and processes and success





# LEADERSHIP LEGACY



# Defining Legacy

- Legacy is:
  - How you approach your life and work
  - Your values, what you hope others see
  - Your contribution
  - Demonstrated in day-to-day leadership
  - Known by others in how you behave
- A roadmap for the future and a way to plan how you will align your skills, your ambitions and dreams and your values with sustaining and scaling up



# Handout

## Scaling Up Microfinance



### Defining Your Legacy

Legacy Statement:

How does this statement reflect my values, skills, and dreams?

What does your partner feel would make this statement more powerful?

What actions could I take now to ensure I'm living this legacy?

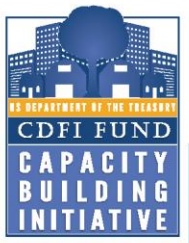


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# Your Legacy

- Define your legacy
  - Write a statement that reflects you; your contribution what you hope others will see in how you lead
  - Pick a partner
    - Read your statement
    - Discuss why this statement is a reflection of you: values, skills and ambitions
  - Invite feedback
  - Ask
  - Listen
- Reflect on your definition frequently; redo, recalibrate and reconsider based on dialogue with trusted personal supporters (gain reactions, consider feedback, note gaps between legacy and actions).



# Legacy “Homework”

- Reflect, redefine and recalibrate based on your life and career stage
- Ask for reactions from trusted advisors
- Note any gaps between what you do today and what you want to leave with others; “mind the gap”



# Closing: Taking It Home

## Reflection and Action

- Identify one action step as a result of this module, that you can begin to implement when you return to your organization.
- Reflect on how this action will facilitate growth, help you in your operation?

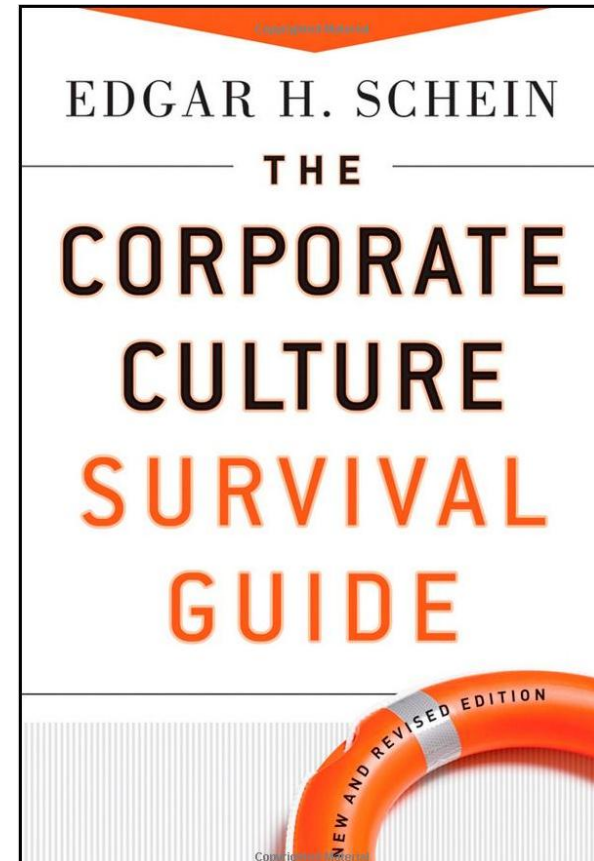
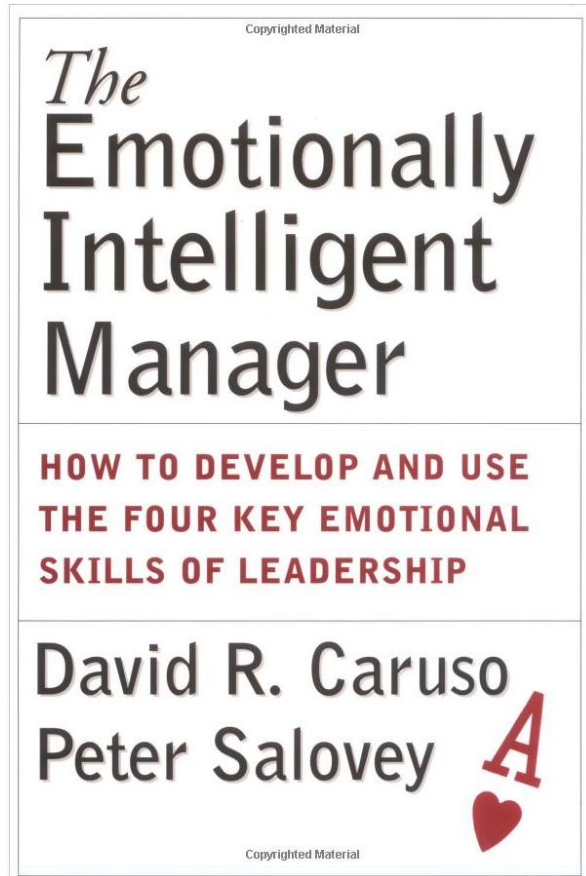


“I’d rather work in and for an organization that is truly making a difference. For me, it is about what is close to my heart and what matters the most I my life.”

Anonymous, personal communication (K.G. Linscott 2010)

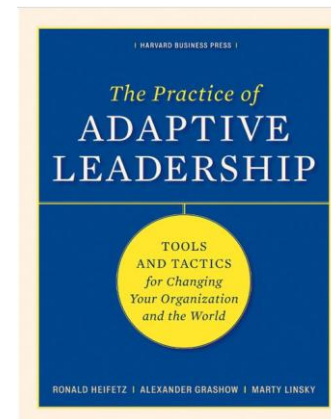
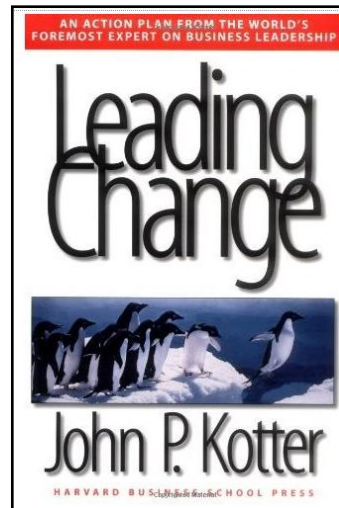
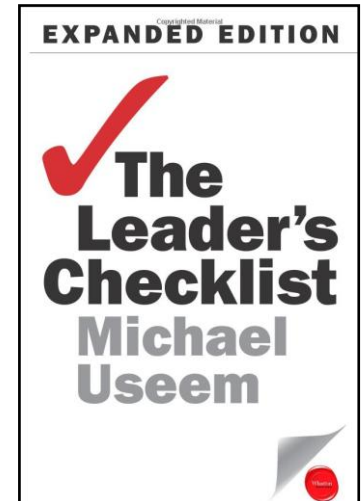
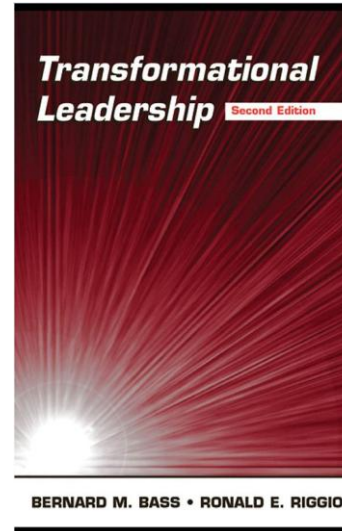
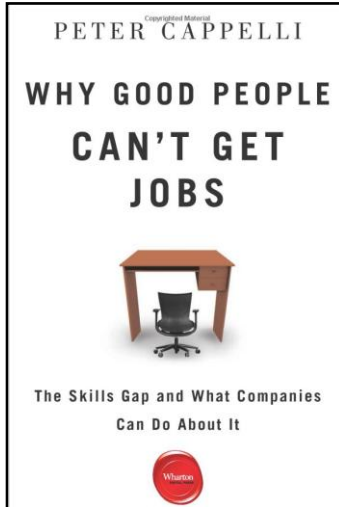


# Additional Resources





# Additional Resources



# Additional Resources

## Books:

*The Emotionally Intelligent Manager: How to Develop and Use the Four Key Emotional Skills of Leadership* by David R. Caruso and Peter Salovey

*The Corporate Culture Survival Guide* by Edgar H. Schein

*Why Good People Can't Get Jobs: The Skills Gap and What Companies Can Do About It* by Peter Cappelli

*Leading Change* by John P. Kotter

*Transformational Leadership* by Bernard M. Bass & Ronald E. Riggio

*The Practice of Adaptive Leadership: Tools and Tactics for Changing Your Organization and the World* by Ronald A. Heifetz, Marty Linsky, & Alexander Grashow

*The Leader's Checklist* by Michael Useem



# Additional Resources

## Websites:

<http://www.cambridge-leadership.com/index.php/services/workshops>

<http://www.mindgarden.com/products/mlq.htm>

