

Speaker 1: You're listening to the HR Bartender Show, a casual place to talk about all things work. Here's where you get practical advice about how to be a better employee, manager, and leader in today's workplace. So grab your favorite beverage, pull up a stool and join us in the conversation. The bar is always open. Now, here's your host, Sharlyn Lauby

Sharlyn Lauby: Hi everyone, thanks for being here. I'm your host Sharlyn Lauby, author of the blog HR Bartender. Before we get started today, I want to take a moment to thank our founding sponsor Ultimate Kronos Group, also known as UKG.

Speaker 3: To be a powerfully productive business, you need powerfully happy people. Two leaders in workforce management and HR have joined forces to become UKG, ultimate Kronos Group. With comprehensive HR solutions they'll help you create more meaningful connections within your workforce that will make your people smile. UKG, our purpose is people.

Sharlyn Lauby: To wrap up this season of the mini season of the HR Bartender show, I wanted us to have a conversation about talent, technology, and learning, because I think that organizations and individuals have to come to the realization that technology is always going to be a part of our lives, which means that we're always going to be learning about it. In this first episode of this mini season, I talked with Julie Devlin and Chaz Fields about the role that technology plays in recruitment and let's face it, organizations are using technology to find the best candidates. And job seekers, many of them are using technology to find great opportunities. So Chaz and Julie offered some really relevant tips for making the most of your technology. And then I had a great conversation with Dan Schawbel about technology and performance. I still say everybody cares about performance. Organizations want high performance to accomplish their goals and individuals want high performance to advance their careers. So technology can help individuals and organizations perform at a higher level.

And then finally, we spoke with Mark Wales about workforce management. Once we bring people into the organization and we give them the tools to perform at a high level, then we have to think about the future. And I loved Mark's comments about how organizations can use workforce management to drive company performance. So that leads me to my point about learning. Technology is always evolving. The technology that we used a decade ago is different than the technology we're using today. And that's fine. In fact, it's great. We want our technology to get better, but it also means that we need to build a good working relationship with our technology. Regardless of whether you're an organization or an individual, it seems to me that in order to build a good relationship with technology, it involves three things.

The first one is deciding your adopter status. And what I mean by that is some people and companies want to have the latest technologies the minute that they come out and other organizations are willing to let others work the bugs out before they buy. There are advantages to both situations. Being an early

adopt means that we need to be willing to learn about the technology in the early stages. Maybe learning about it as some of those bugs are getting worked out, you might discover a quirk that no one knew about. Adopting technology later means that you might not have to deal with all those surprises, but it also means that you might have to do some workarounds in the meantime with your existing technology until you're ready to buy. Adopter status helps us frame our relationship with technology. And let me just add, it could be different depending upon the technology you're choosing

Maybe I want to be an earlier adopter where my phone is concerned, but I'm okay with being a late adopter where certain other technologies are concerned. And so figuring all that out, I think is important in understanding our relationship with technology. The second one is... And I don't know any other way to say this, it's about being a lifelong learner and having a always learning mode where technology is concerned. I know that lifelong learner is a very overused term, but when it comes to tech, I think we're going to always be learning not only about the technology, but how to apply the technology. So in the context of work, how do we use the technology to make our jobs easier? Because let's face it, that's one of the reasons that we're buying technologies and we're investing in technologies. We're trying to make things better, easier, faster. Organizations need to plan for regular technology training to make sure that employees always know how to use the technologies that they're going to have available to them.

And individuals need to plan for that regular technology training as well, because there's always going to be a new technology, or at least there's going to be a refresher. A lot of the technologies that we deal with are always adding new features or new ways of doing things. And so I think we just need to be of the mindset that there's always going to be something new that we need to know about. And then my last point about technology, and this might sound a little counterintuitive, but I think we need to learn not only how to live with technology well, but we need to learn what happens or how to live without it. There are going to be times when your technology isn't going to work the way that you want it to. And we still have to get the work done. So being competent with technology means being able to quickly shift to plan B when our technology isn't working the way we want it to. Organizations have to prepare employees for this eventuality and help them understand what they can do when the technology isn't working.

If I'm working for our company and I rely on technology to service customers and the technology isn't working the way I want it to that day, I don't get to just tell all the customers, hey, I don't have access to anything so you'll have to call back another day. Individuals need to be prepared for that. Organizations need to be prepared for that, so that employees don't panic when it happens and companies have a plan B. It just helps us have a better relationship with the tech.

So all of these things involve learning, regular learning in our relationship with technology, we cannot view learning as this one and done thing. We always will be learning new stuff and that's a good thing. But there's one last thing or a couple last things I want to mention about learning in tech, no matter how much technology we have in our lives, we cannot let technology interfere with our wellbeing and our human relationships.

I think it's one of the reasons that we need to spend time learning about tech. It's not about becoming so frustrated that we throw a tablet across the room. It's about creating boundaries and having boundaries with our devices is perfectly acceptable. And while we use technology to communicate with other people, I mean, I have the ability to communicate with people I don't see on a regular basis and that's wonderful. I learn a lot from people all over the world. There are times when face to face or voice to voice communication is better and technology will never be a substitute for human interaction. It can help us stay connected with people, but don't miss out on an opportunity to connect with people in real life.

I hope that you found this mini season of the HR Bartender Show to be valuable as you're thinking about technology and talent, we've included in the show notes and the transcripts, lots of resources that will help make these episodes valuable for you. And if you have any comments or suggestions on how to make the HR Bartender Show better, let us know. We'd love to hear your feedback as we start to plan for our next season. We haven't finalized a theme yet, but I'm pondering the idea of something that it has to do with change, because it just seems like we have to deal with change all the time. So I hope you'll join us. Thank you again for listening and until next time, cheers.

Speaker 3: To be a powerfully productive business you need powerfully happy people. Two leaders in workforce management and HR have joined forces to become UKG, Ultimate Kronos Group. UKG creates comprehensive HR solutions designed to make employees happier and build more meaningful connections within your workforce. They've even done that for themselves, being recognized as one of the top places to work and UKGs 12,000 employees help thousands of businesses build better cultures every day. When you're ready to make your people happier, UKG is ready to work for you. UKG, our purpose is people.

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