

Podcast: HR Bartender
Episode: Chris Mullen

Summary:

Welcome to the HR Bartender Podcast - join this casual conversation to get practical advice on being a better employee, manager, and leader. In today's episode, Sharlyn Lauby, author of the HR Bartender blog and host of this podcast, interviews Chris Mullen, senior director at Ultimate Kronos Group (UKG). Chris is an experienced leader and HR practitioner who assists clients with HR strategies. Here, Chris speaks with Sharlyn on how technology is impacting the future of workplace talent. Listen as Chris and Sharlyn first catch up on how this pandemic has personally impacted their relationships, jobs, and families. The new-normal seems to be continuing to shift and is constantly an adjustment for all.

Sharlyn jumps right in to addressing the issue of technology and its impact on companies during this pandemic shift. One major focus is that the organizations who previously thought of themselves as "technologically rich" are discovering they are not as far along as they anticipated. Chris provides first hand insight into this issue of using technology for work in his own home and how we can look ahead into the future with what we've learned. Chris reminds us, that "no one was ready this". COVID has certainly served to catalyze forward the technological advances beyond being stuck in what Chris calls the "automation phase".

Continuing the conversation, Sharlyn asks Chris what the next step is in getting to where we ultimately want to be. Boiling the issue down into two steps, Chris pushes for organizations to have a clear idea of their ultimate goal and to evaluate the technology they currently have alongside what they need. Flexibility is key. While recognizing that some technology embracing has merely been a bandaid for the pandemic, Chris urges companies to consider what factors have actually enhanced the organization during this time and how they can be utilized even further. Turning the focus towards money and how companies ought to invest their resources moving forward, Chris identifies the financial constraints being felt and the need for value—he begs the question of how to get the "biggest bang for your buck". Learn to shift your emphasis from saving headcount, to re-purposing headcount in order to bring greater value to an organization. Hear about the new "gray collar" employee that has risen.

As we move into 2021, Sharlyn wraps up with asking Chris what is the one business trend crucial for organizations and HR people to pay attention to. Do not miss Chris's argument for trust as the one non-negotiable goal for everyone. Listen as Sharlyn shares her take-aways from this conversation and the valued discussion about ROI. Remember, ROI is not just about money and numbers, but also people. Technology is an opportunity to bring both into our businesses.

Check out the podcast conversation Sharlyn referenced with Alexandra Levitt on Gray Collar workers [here](#).

Connect with Sharlyn on [Linked-In](#) and check out her [HR Bartender Blog](#).
Connect with Chris on [Linked-In](#) and [Twitter](#).

Learn more about the [Workforce Institute](#) and [Kronos Group](#).

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SEO Words:

Technology, ROI, Pandemic, Trust, Automation, Strategy, Investment, Gray Collar, Pandemic