

Podcast: *HR Bartender*

Episode: Pat Wadors on HR's Role in Managing Organizational Change

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, is back for season 2 of the podcast focused on change. Her guest is UKG People Officer Pat Wadors. In her role, Pat's daily responsibilities are driven by her deep commitment to the entire employee experience. She oversees the critical HR functions which bring the positive employee experience to life, including talent and acquisition development, comp and benefits, employee listening and people analytics, employee communications, HR tech and more. Her personal mission is to ensure that UKG crewers are better people for having work at UKG.

Going along with the theme of this season of *HR Bartender*, Sharlyn first asks Pat to speak about a change she has experienced recently that has turned out surprisingly well. Then, she offers her best advice for people starting out in a new career position. These include being comfortable with being imperfect and learning and getting to know the people around you. When trying to manage change, Pat often seeks to understand the nuance and intentionality of things. She shares the knowledge that the more we understand something, the better we can support it in the end.

One change in the HR world is becoming a resource for new managers. Pat offers insight into how we as HR professionals can be a support for new managers who are expected to implement a change in the organization which they may not fully agree with. A great leader, she believes, does not walk into an organization expecting it to fail. Rather, they lock arms with everyone and aim to take the best possible choice and give it an opportunity to be successful. There is always friction in change, but a great leader is the one who leads strong through it.

Now more than ever, managers are having to deliver disappointing messages as part of their role. This is not usually a comfortable thing to do. The trick Pat has used repeatedly in her own career is to lead with the how, what and why. She also tries to teach the manager to think about compassion for the seen and unseen. It's important to keep in mind that if it is right for the business or organization to move on, it also means that the team and company as a whole will thrive in the long run. Then, she speaks to how an organization can help to make sure the entire workforce feels included while making divided changes.

As the episode wraps up, Sharlyn elaborates on Pat's belief that managing change is all about having good communication. It all comes down to communicating well, communicating often and letting others know that you are there to answer questions as their leader. If you liked this episode, check out our episode with Kate Bischoff about how change and compliance work together!

Links:

Connect with Pat on [LinkedIn](#).

Connect with Sharlyn on [LinkedIn](#) and check out her [HR Bartender Blog](#).

