

"THE NEW NORMAL"

#HRDay

Stepping into the Unknown

Paula Quinsee



Our Reality

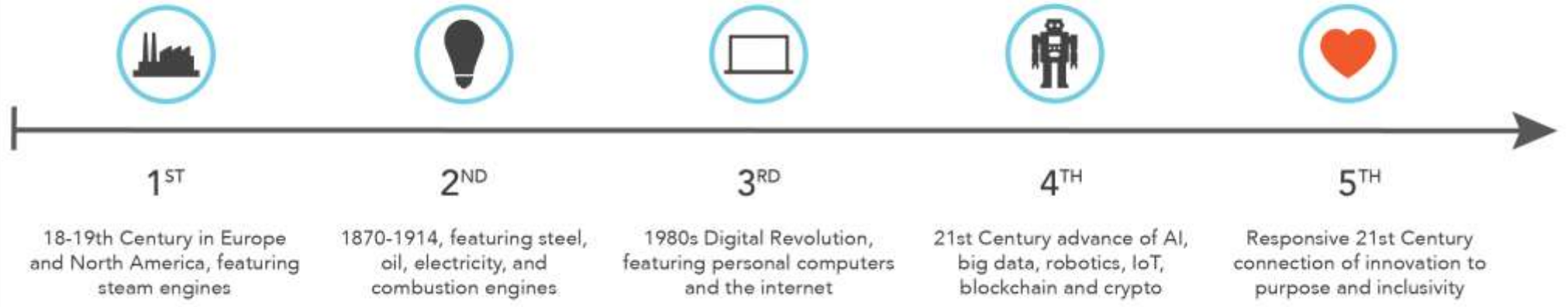
- 55% Anxiety and Panic
- 46% Financial stress and pressure
- 40% Depression
- 30% Poor family relations
- 12% Feelings of suicide
- 6% Substance abuse

Skills in COVID-19

- Adaptability and Flexibility
- Tech Savviness
- Creativity and Innovation
- Data Literacy
- Leadership
- Digital and Coding Skills
- Emotional Intelligence
- On the Spot Learning

Moving from 4th to 5th

INDUSTRIAL REVOLUTIONS



A Focus on the Human Touch

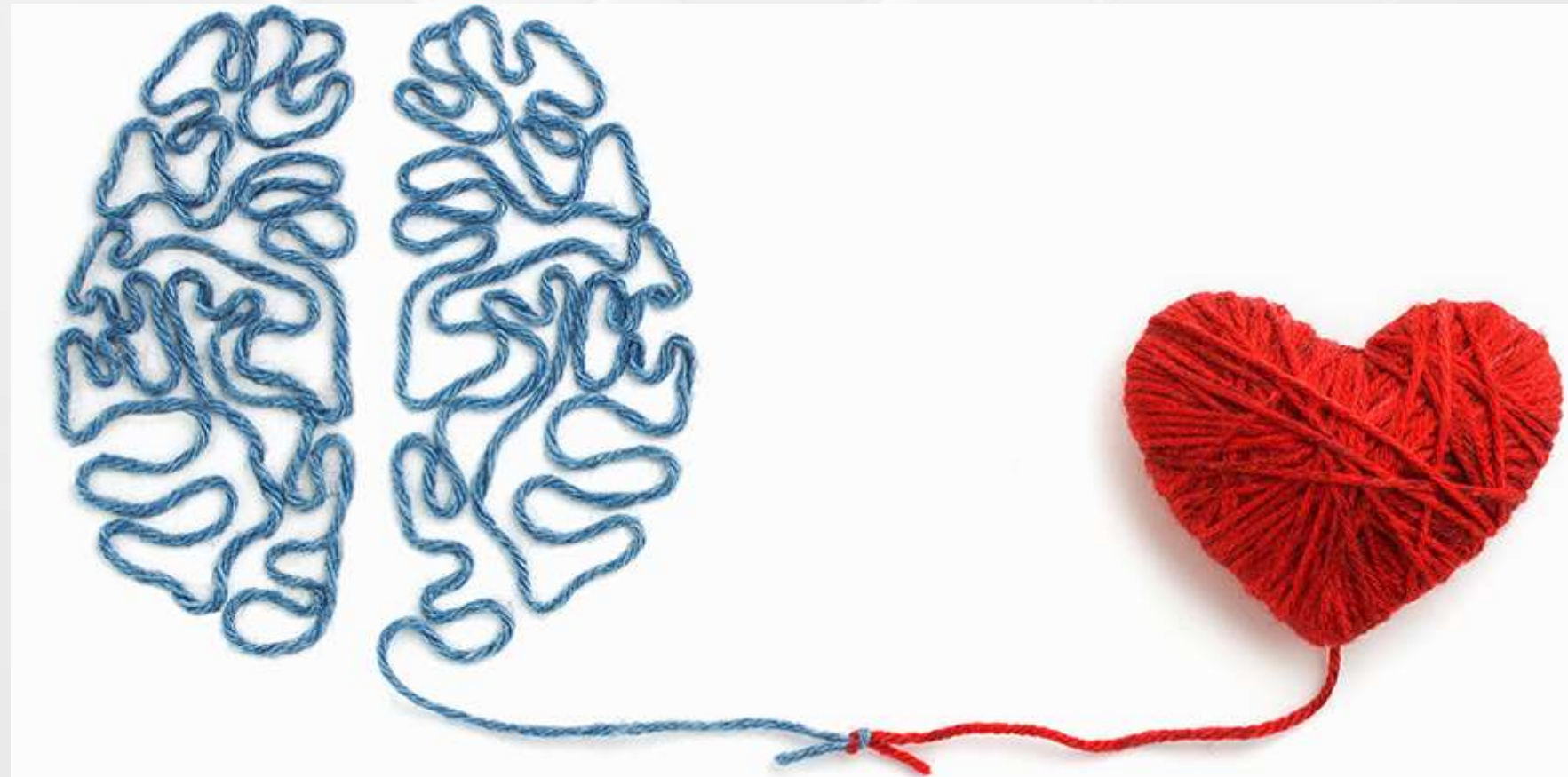
- **Caring:** Improving people's health and wellness.
- **Connecting:** the physical and the virtual, transparency, commerce, ethics.
- **Coaching:** Helping people cope (e.g. finances, mental health, technology, their thinking).



A New Kind of Leadership

- Holistic Leadership
- Empathetic Leadership

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V.U.C.A

- **Venting** – take turns to vent (complain) about anything (personal or work related).
- **Updating** - provide an update on work for that week.
- **Connecting** - leader acknowledges each persons contribution.
- **Asking** - ask for what they need from their leader / team.

The New Normal

- Build trust – business, society, employers and employees
- Remain relevant through re-skilling, up-skilling, re-deploying.
- Focus on mental well-being and resilience of people.
- Move from IQ to EQ to We-Q

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www.paulaquinsee.com / paula@paulaquinsee.com

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