

Best Advice You Ever Got?

Josh Bersin, the Founder of Research & Advisory Firm Bersin & Associates, throws light on Work, Life, Learning, Tech and more in a chat.

He is a world-known Industry Analyst & Founder of Bersin by Deloitte, a leading provider of research-based membership programmes in Human Resources, Talent & Learning.

He is a public Speaker & Writer on the topics of Corporate Human Resources, Talent Management, Recruiting, Leadership, Technology and the intersection between Work & Life.

Q. Biggest challenge CEOs face today?

A. Business growth in a market where talent is scarce and almost all jobs require continuous reskilling.

Q. Biggest challenge for CHROs encounter today?

A. Creating a people strategy to facilitate growth, engagement, and productivity in a world where trust and political instability concerns employees and independent workers.

Q. How future HR department will look like?

A. More like a consulting firm with more automated and self-service and less like a team of service representatives and administrators.

Q. One thing HR Pros aren't doing right

A. Trying more experiments with different modes of pay.

Q. One innovation that will change future of work

A. Independent workers will make up more than half the workforce and we need to better optimize for this type of talent.

Q. Best thing we can expect about future of jobs

A. Invest in training, culture of learning, growth mindset, and internal academies for career and functional growth.

Q. Skills gap is a myth or a reality?

A. It's a reality and will be forever, we're all reskilling ourselves all the time. It's just the nature of business.

Q. What leadership means in the new world of work?

A. Good leaders have followers, they lead through influence and growth, not position and authority.

Q. One thing that distinguishes a great leader from a good leader

A. People follow them during good times and bad.

Q. One message to women leaders to make it big in their domain

A. Hang in there, the world is getting fairer every day.

Q. One thing women should learn from the #MeToo movement

A. It's important and empowering to speak up. If your organization won't listen then it's time to move on.

Q. What makes majority of employees disengaged at work?

A. Distractions and clutter that gets in the way of the real job they want to do.

Q. Biggest roadblock employees encounter in the workplace today

A. Not being sure where to spend their time in a workplace of ever-increasing distractions.

Q. One advice for Employers to improve Employee Experience

A. Read Marie Kondo's book about uncluttering your life and apply it to your work and HR.

Q. How employers can ensure better work-life balance for employees?

A. Let people set their own hours.

Q. One tip to create a great work culture that people will love

A. Constantly think about what you can do for each other. Create a culture of helping each other.

Q. One advice to employers to manage employees' stress

A. Give them time off and recognize them for their hard work. Give people surprising rewards to show that you care.

Q. What makes a company best place to work?

A. Leadership you can trust.

Q. How highest-performing companies shortlist candidates?

A. Managers know the keys to success in the job.

Q. One way AI and robotics can transform talent problems

A. Recommend the next role for people based on experience and growth trajectory.

Q. What needs to change about performance management?

A. Keep it simple and focus on teaching managers how to coach their teams.

Q. One step employers should take on diversity and inclusion

A. Measure where you are and hold yourselves accountable for steady progress.

Q. Best way to create an L&D program that impacts company results

A. Focus on empowering people with a culture of learning and a wide range of learning options.

Q. How companies can make continuous learning a part of culture?

A. Ask more questions

Q. One must-read book for CHROs and HR leaders

A. The Progress Principle by Teresa Amabile.

Q. How you keep yourself abreast of the latest in HR

A. I read everything, I can get my hands on, and I constantly talk with HR Pros.

Q. One thing that makes you happy about what you do?

A. HR professionals are the greatest people in business.

Q. Next book you're writing about

A. Irresistible: Seven management keys to business growth ahead.

Q. Best advice you ever got

A. Slow down and pay attention to detail.