



2020

# PEOPLE SUCCESS PREDICTIONS

GLINT™



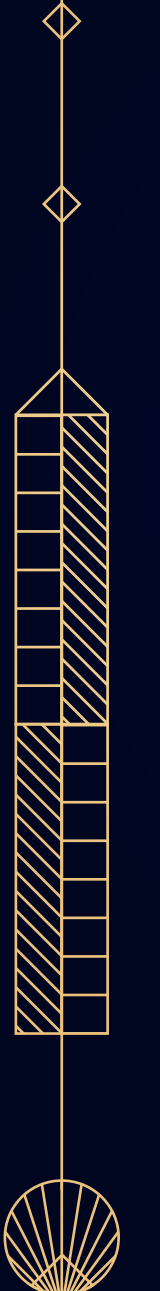
# The Year of People-Centricity

As we look forward to 2020 and beyond, it's hard not to be excited. We've come a long way in how we think about people, their success, and their impact on our organizations. We've tested, failed, and succeeded at multiple ways to motivate and support our people, and while we haven't found one single recipe that fits everyone, we're on the precipice of something big.

Employees today have higher expectations—shaped by examples of great work experiences they see and hear about from peers and in the media. As a field we've fallen a bit behind, but we have the know-how and tools to catch up, and a massive opportunity to create value for billions of people. We have the opportunity to create an environment that puts people—and their happiness and success— at the center. To enable people to bring their best selves to work, to do their best work. And drive sustainable business results.

Looking around the corner into the next decade, organizations have the opportunity to not only attract but enable tomorrow's workforce, and to do it better than everyone else. These organizations will invest in ways to deeply understand their individual employees—their motivations, the purpose they connect with, their aspirations, and the environment they need to thrive. The better we can seamlessly connect to our employees and empower them to shape their own experience, the more successful we can all be.

We'd like to invite you to take a look at some of our People Success predictions for 2020 and beyond.





PEOPLE

PREDICTIONS

# People-driven leaders will become the new standard



**Jim Barnett**  
Glint Founder

People-driven leaders will dare to reshape the way their organizations and industries approach People Success. These leaders champion practices that help their people connect to a broader purpose, use their talents everyday, and continuously learn and grow. They also put people first when shaping organizational strategies. These leaders drive business success by enabling and empowering their people.

More organizations will invest in strategies to attract, develop, and retain people-driven leaders who can harness the power of their teams to achieve ambitious goals.

## A PERSONAL GOAL FOR 2020

Reduce my carbon footprint by using less, wasting less, and helping the planet more.

# HR will shift from Talent Management to People Success



**Amy Lavoie**  
People Science Consultant

**A PERSONAL GOAL FOR 2020**

Start a daily yoga practice with 10 minutes of yoga every morning

A decorative graphic element consisting of a central rectangular box with a sunburst pattern at the top and bottom. The box contains the text 'A PERSONAL GOAL FOR 2020' and 'Start a daily yoga practice with 10 minutes of yoga every morning'. The entire graphic is rendered in a light yellow color against the dark background.

HR—from executives to practitioners, and across the team’s functions—will increasingly orient around enabling their people’s success rather than focusing on compliance or administration. They will strive to create an integrated experience that puts the employee at the center of all activities.

In practical terms, that means we’ll see an increase in collaboration across HR teams—from recruiting to engagement, performance management, and learning and development—to create a cohesive and relevant experience for their people.

# Expanded expectations will drive the employee experience



**Mark Straetmans**  
People Science Consultant

**A PERSONAL GOAL FOR 2020**

Eat sushi breakfast  
at the Tsukiji Fish  
Market in Tokyo

Employees today expect to be able to bring their whole selves to work. They want to invest their energy and talents in organizations where they feel a sense of belonging and purpose.

To address this shift, organizations will have to think beyond traditional support, a one size fits all approach to the employee experience, and focus on empowering the whole employee through customizable services and experiences. Done well, this will foster employees who feel like they can bring their best selves to work to do their best work.

# HR gets out of the way of managers, and managers step up



**Archana Ramesh**  
People Science Consultant

**A PERSONAL GOAL FOR 2020**

Pick up as many  
Singapore-isms  
as I can now  
that I live here!

Managers are an essential element to almost every program that touches employees. Empowering, enabling, and then entrusting managers to be and do their best will become a marker of a well-functioning organization.

More organizations will understand the power of a well-equipped manager in helping the organization succeed. Organizations will invest in managers in new ways that focus on helping people lead effectively. This means removing outdated practices that disenfranchise them, and reinforcing their focus on people via feedback, coaching, and recognition. These changes will result in both happy people and business success.



# STRATEGY

PREDICTIONS



# We'll invest in things that actually motivate more people



**Justin Black**  
Head of People Science

**A PERSONAL GOAL FOR 2020**

Goal discipline:  
48 weeks regularly  
updating goals

A decorative graphic element consisting of a central rectangular box with a gold outline. The top of the box is flanked by two sunburst-like symbols. The bottom of the box has a series of vertical lines radiating downwards, resembling a stylized sunburst or a decorative base.

As we move toward programs and strategies that truly put people first and don't just pay lip service to the idea, the most successful organizations will know what helps more of their people be happy and successful at work. This is not easy to do at scale.

We will have to take a hard look at the way we understand and act on motivation. HR programs to date have over-indexed on basic extrinsic motivators like compensation. The bar is higher now, requiring more complex investments in intrinsic motivators like accomplishment, curiosity, and connection.

# HR leaders will embrace experimentation over perfection



**Jaime Gonzales**  
People Science Consultant

**A PERSONAL GOAL FOR 2020**

To share my work even when it is not 100% buttoned-up.  
Perfection is the enemy of progress.

A decorative graphic element consisting of a central rectangular box with a gold outline. The top corners of the box are rounded and feature a sunburst-like pattern. The bottom of the box also has a sunburst-like pattern. The text is centered within the box.

No one benefits if the pursuit of perfection keeps us from launching a program, sharing an idea, or even releasing survey results. In fact, perfection is often confining and slows us from making progress on needed change.

Organizations will start to embrace a more agile approach to their people programs, focusing their energy on experimentation. In practice, this means trying something new in a smaller way, thinking of work as an ongoing journey of experimenting, learning, and iterating.

# Organizations will focus on progress vs. achievement



**Melissa Barry**  
People Science Consultant

**A PERSONAL GOAL FOR 2020**

Learn how to touch my toes.

A decorative graphic element featuring a central rectangular box with a sunburst pattern at the bottom. Above the box is a horizontal bar with the text "A PERSONAL GOAL FOR 2020" in bold. The entire graphic is framed by a series of radiating lines, giving it a sunburst or starburst appearance.

It's easy to get paralyzed in the face of change. Creating a long list of changes to make over time can feel overwhelming. Without a clear way to get started or a deadline, making changes often gets deprioritized.

To address this, organizations will empower their teams to take smaller, digestible actions that deliver consistent improvements over time. They will build these habits that will ultimately support the success of the organization.



# TECHNOLOGY

PREDICTIONS

# Organizations and their people will lean on technology as a coach



**Ia Ko**

People Science Consultant

**A PERSONAL GOAL FOR 2020**

Do 40 real pushups  
in a row

We've heard plenty about the benefits (and fears) of technology as it's become a more integral part of work. Is it going to replace us? (no) Can it do some of the heavy lifting for us? (yes)

But the real evolution here, is that we will use technology to achieve scalable, helpful coaching that's integrated into our common work practices. This is where technology, with personalized suggestions, tailored resources, and timely reminders, can be a front line resource that helps your whole organization improve.

# Real-time insights will help convey the impact of People Success



**Jeff Jokerst**  
People Science Consultant

**A PERSONAL GOAL FOR 2020**

Taking more risk, including a family vacation to the boundary waters

A decorative graphic element consisting of a central rectangular box with a sunburst pattern at the top and bottom. The box contains the text 'A PERSONAL GOAL FOR 2020' and 'Taking more risk, including a family vacation to the boundary waters'. The sunburst patterns are composed of multiple lines radiating from the corners and bottom center.

We assume our people programs have a broad impact—on employee retention; individual and team performance; customer satisfaction; safety; and even profitability. And that’s often true, but without the data and insights to prove it, we’re left with just a hunch.

High-performing organizations will increasingly turn to real-time people analytics to truly understand the relationship between people and business outcomes, and make strategic decisions.

# Transparency becomes the norm with the help of instantaneous results



**Craig McMahon**  
People Science Consultant



**A PERSONAL GOAL FOR 2020**

Run a marathon

Transparency is a critical element of building trust and engagement in an organization. But many organizations struggle with how to be transparent.

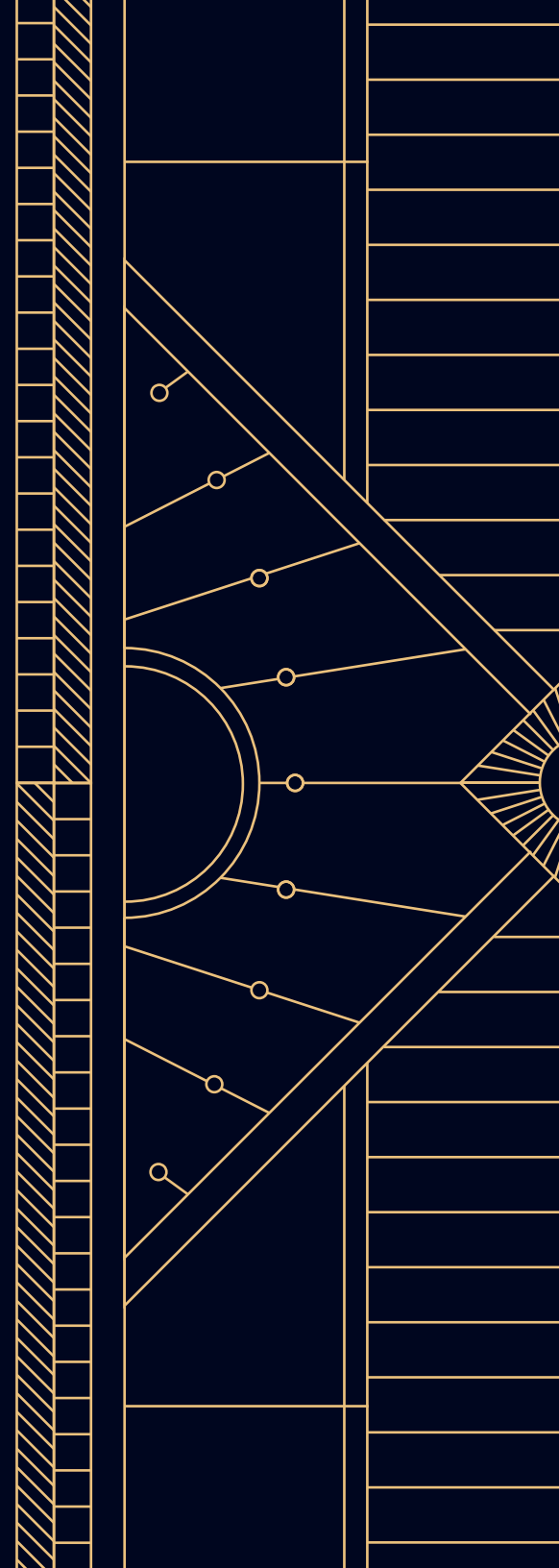
Providing access to real-time, digestible engagement results is the perfect vehicle for organizations to practice transparency. It signals trust to leaders, managers, and employees and it sets the expectation that taking action is shared by everyone.

# Moving Forward

It's exciting to imagine the possibilities ahead, but it's also natural to feel hesitant or intimidated by the change. No one can do everything at once. We encourage you to focus your energy on simply taking one step forward in a direction you know you want to go.

Your progress is most important. Small actions build into habits that result in bigger change. Look for the one or two things you can start now.

Of course, we're always here to help.







Learn more

[www.GlintInc.com](http://www.GlintInc.com)