



Risk & Insurance | Employee Benefits | Retirement & Private Wealth

Embracing the Human-Centric Approach

Supporting Employees in
Work and Life





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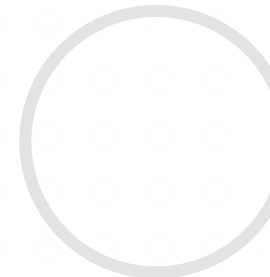
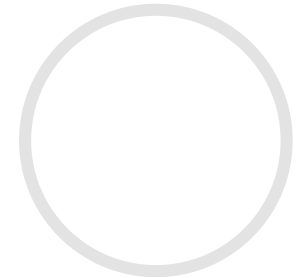
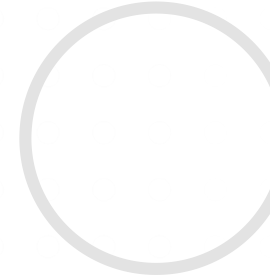
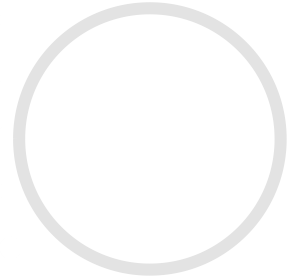


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Agenda

- 1 | What is a Human-Centric Workplace?
- 2 | Benefits of a Human-Centric Workplace
- 3 | Implementing a Human-Centric Workplace
- 4 | Using Technology
- 5 | Measuring Success



1 What is a Human-Centric Workplace





Myth
1

**Our culture isn't
emotional enough for a
human-centric culture.
That's too touchy-feely.**



Myth
2

The human-centric workplace involves constant hand-holding and micromanaging employees.

Myth

3

All employees prefer a flexible work schedule.

Why Human-Centric



Two Schools of Thought

Grind Culture

Human-centric Culture

**Employees are humans
with multi-faceted lives.**

Human-Centric Workplaces

- Revolve around the people and considers their specific needs
- Involve intentionally hearing employee desires and pain points
- Recognize that identities have intertwined with careers
- Where people know and connect with each other and with purpose
- Define the “why” behind the business and establishes values
- Welcome all humans, creating an inclusive culture that welcomes every employee’s thoughts, ideas, and cultures
- Focus on social good

2 Benefits of a Human-Centric Workplace



Benefits of Human-Centric Environments

Focusing on the strengths and interests of employees helps to create:

- Improved employee wellbeing and satisfaction
- Increased productivity and efficiency
- Improved retention and recruitment of top talent
- Enhanced innovation and creativity
- Increased connection across teams and the organization

Companies with human-centric cultures are filled with employees who take pride in the organization and feel valued and encouraged to provide feedback and make improvements.

Benefits of Human-Centric Environments



Employees who operate in human-centric work models are:

3.8

times more likely to
be high performing

3.2

times more likely
to enjoy high intent
to stay

3.1

times more likely
to see low levels
of fatigue

Gartner – Global Survey 2022

Your Team is Made up of Human Beings



Successful human-centric leaders are empathetic, incorporating:

Flexibility

Space for Failure

Appreciation



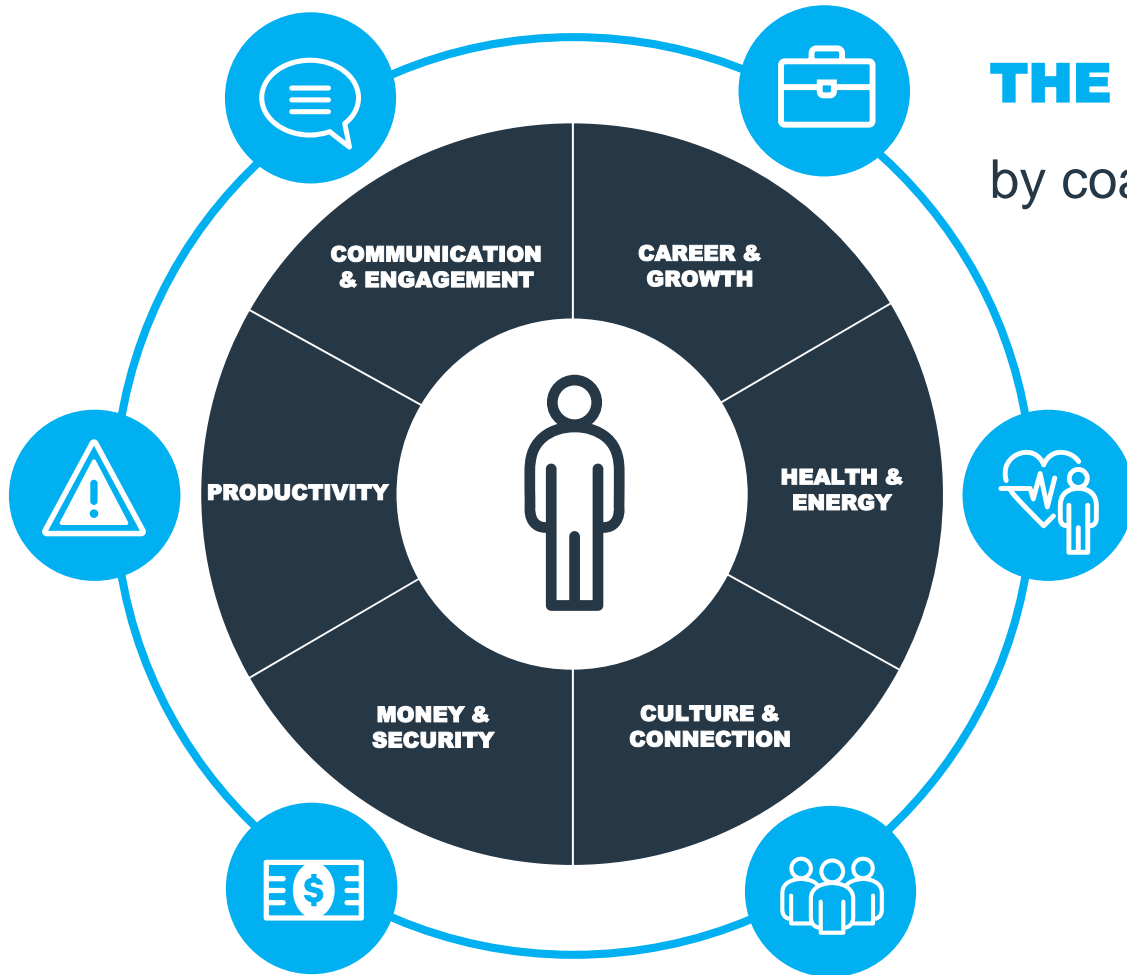
“The intent to leave or stay in a job is only one of the things that people are questioning as part of the larger human story we are living.”

- Caitlin Duffy, Gartner Research Director

Workforce Persona: A Different View of Your Data



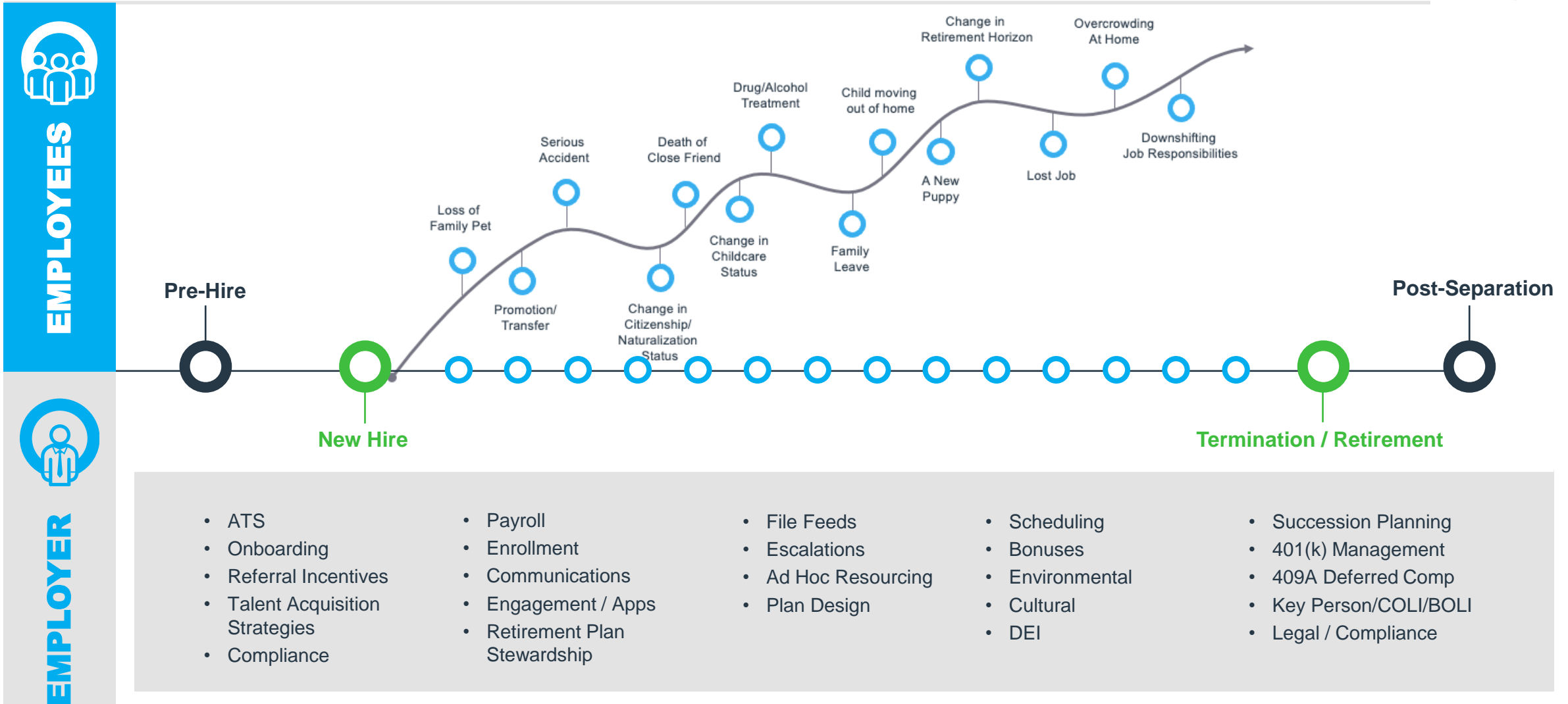
HUB's Integrated Approach: QEX



THE GOAL: Deliver **Q**uality **E**mployee e**X**periences by coauthoring **Q**uality **E**mployer e**X**periences

- Every dimension of an individual's performance and health is **interconnected**.
- Our approach is to identify the key **success metrics** that influence a person's ability to thrive — both at work and at home.
- We then develop a **comprehensive strategy** to solve issues and prioritize needs.

QEX Through Many Lenses



3 Implementing a Human-Centric Workplace



Implementing Human-Centric Workplaces

Involves understanding employee needs and preferences and creating workplaces that promotes and supports:

- Employee wellbeing
- Flexibility
- Transparent communication
- Empowerment and autonomy
- Growth and development
- Inclusivity and belonging



Steps to Creating a Human-Centric Workplace



Conduct a Self-Assessment

Do you have a strong purpose in the eyes of your employees, customers, partners?

Are you fostering a growth mindset?

Are you helping employees build their mental resilience?

Forbes – Key Questions to Ask Yourself When Creating A Human Centric Culture

Steps to Creating a Human-Centric Workplace



Obtain Employee Feedback

Surveys

Focus Groups

Exit/Stay Interviews

Steps to Creating a Human-Centric Workplace



Create a Hybrid Work Model that focuses on:

Accountable Autonomy	Intentional Collaboration
Employees with autonomy are 2.3 times more likely to achieve higher performance than employees without autonomy	Increases likelihood of high employee performance by 2.9 times, compared with just 1.6 times for even the best performing location model

Steps to Creating a Human-Centric Workplace



Recognize Achievements

**Award out-of-the-box
thinking**

**Acknowledge goal
attainment**

**Give shout-outs for great
work in everyday tasks**

Steps to Creating a Human-Centric Workplace



Build Community and Human Connections

Establish a shared set of core values

Emphasize transparency

Hire diverse skill sets

Steps to Creating a Human-Centric Workplace



Develop a Change Management Plan

What are we changing?	Why are we changing?	How will we change?
Who will be impacted?	Is it clear what role senior management must play?	

4 Using Technology



Technology Tools



Technology plays an important role in supporting human-centered workplaces — and enables work environments that prioritize:

Employee wellbeing

Productivity

Satisfaction

“Tech doesn't have to be a lonely endeavor. To make our workplaces more human-centric, we should instead provide autonomy over isolation. That means individuals are accountable for their work but have room to experiment and innovate.”

- Nacho De Maro, CEO of Blairs Day
Forbes Magazine

Benefits of Technology



Enhances sense of community	Minimizes distance	Boosts productivity
Improves efficiency	Enables better-informed decisions	Reduces human error

“65% of employees

believe they would be more productive if they had better workplace technology at their disposal.”

Ivanti's 2022 Digital Employee Experience Report

Technology Tools for Remote Work



Video Conferencing	HCM Software	Collaboration	Communication Channels
<ul style="list-style-type: none">○ Zoom○ Teams○ WebEx	<ul style="list-style-type: none">○ Workday○ Ceridian○ UKG	<ul style="list-style-type: none">○ DropBox○ Google Docs	<ul style="list-style-type: none">○ Slack○ Microsoft Teams

5 Measuring Success



Steps to Measuring Success



1

Define what success looks like

2

Identify the right metrics

3

Talk to your people

4

Have a structured process to review KPIs

5

Be ready to change

What is essential is often
invisible to the eye.

- Antoine de Saint-Exupéry
The Little Prince

Continuously Gather Feedback and Adapt

Key Metrics Include:

- Surveys and Feedback
- Engagement and Retention
- Absence and Wellbeing Indicators
- Productivity and Performance
- Diversity and Inclusion
- Employee Development and Growth
- External Recognition and Awards

Measuring the success of a human-centric workplace involves assessing various indicators that reflect the wellbeing, satisfaction, engagement, and productivity of employees.

Questions



Thank you.

