NNAHRA
NATIONAL NATIVE AMERICAN HUMAN RESOURCES ASSOCIATION

National Native American Human Resources Association

HR TECHNOLOGY
Summit

"HONORING TRADITION, DRIVING INNOVATION, TECHNOLOGY FOR TODAY AND TOMORROW"

MAY 13-14, 2025
ILANI CASINO RESORT, RIDGEFIELD, WA

ilani

Elevating Employee Development with Technology

We *build thriving communities* by activating shared purpose.

Purpose & Performance
GROUP

Elevating Employee Development with Technology

Luke Freeman

Purpose & Performance GROUP

Who Am I?

- **Passion:** Leveraging science of best practice to help people and businesses think differently.

- **Purpose:** Inviting people and teams to courageous leadership...beyond cynicism

- **Pursuits:** Anything in the outdoors. Anything with my wife & our three teenage sons.

Elevating Employee Development with Technology

Kim Hayes

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Who Am I?

- **Passion:** …

- **Purpose:** …

- **Pursuits:** …

Agenda

- Welcome & Warmup
- Old vs New HR Leadership
- Stages of HR Tech Adoption
- A Call for New Skills
- Emotional Intelligence
- Best Practices of Employee Development
- What to Automate
- Self Assessment & Discussion
- Adjourn

Warmup

- Who is the one person who has most contributed to your professional success?

- What did they do or say that created the most impact on your career?
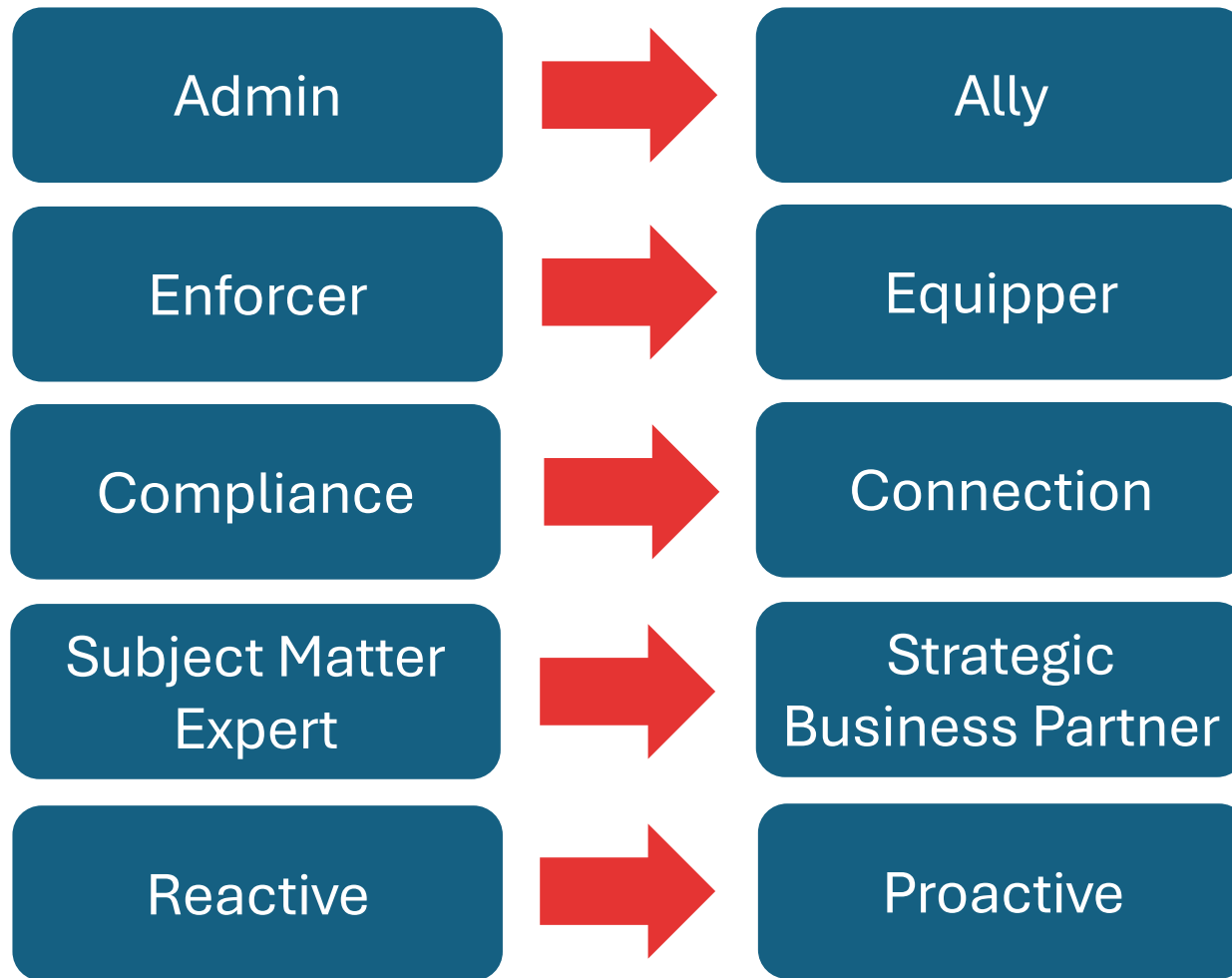
The New HR Will Change our Conversations

Manager

"Hey, I'm having issues with Jordan again. They're missing deadlines and seem disengaged. What should I do?"

HR

"Please fill out the Performance Improvement Plan template. Once it's submitted, we'll schedule a disciplinary meeting. Be sure to document everything."

Manager

"Okay..."

The New HR Will Change our Conversations

Manager

"Hey, I'm having issues with Jordan again. They're missing deadlines and seem disengaged. What should I do?"

HR

"Thanks for flagging that. What have you observed? Can I help you plan and role-play a conversation that supports accountability and engagement?"

Manager

"Yes, that would help a lot!"
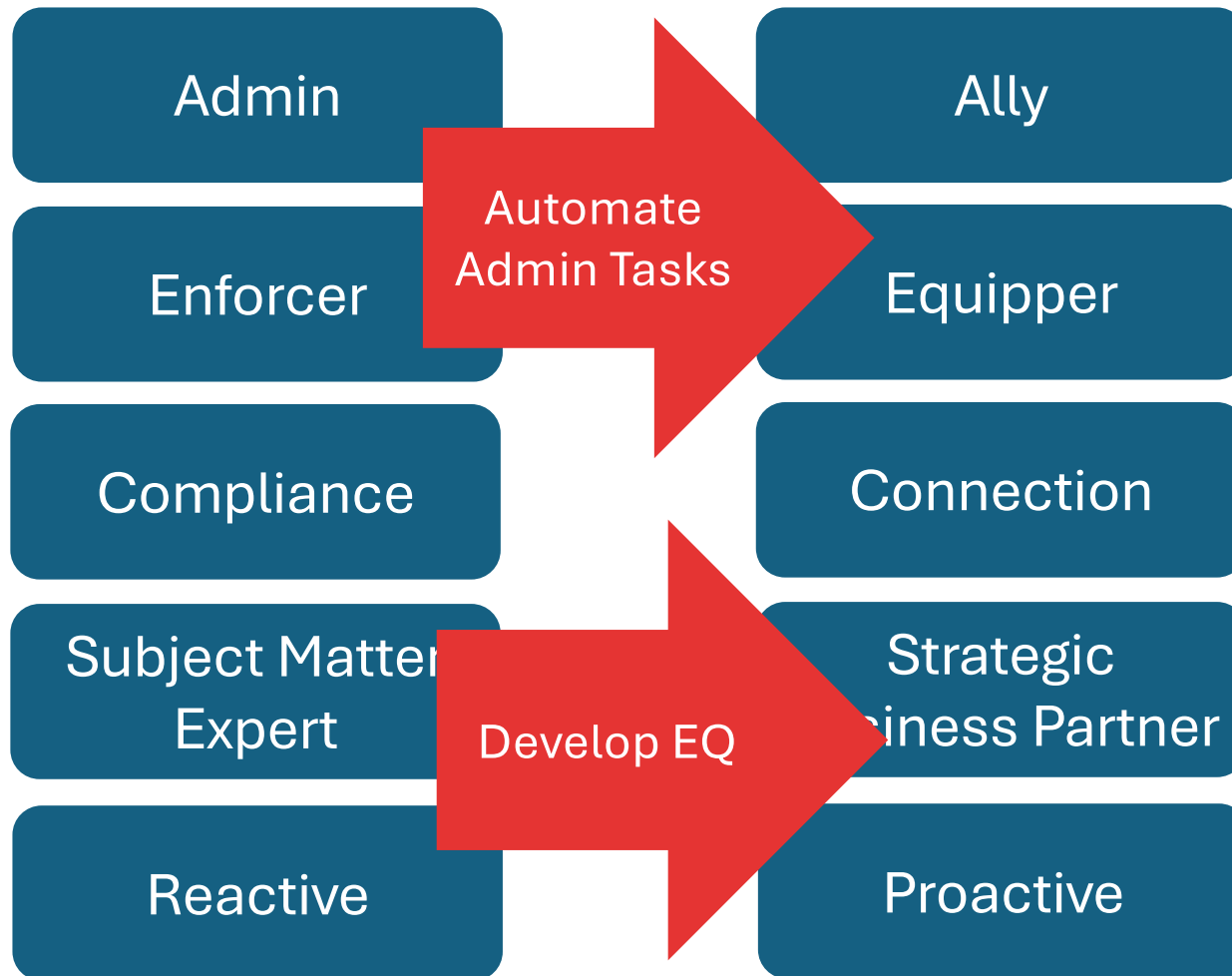
The New HR Will Change our Lives

The Skills Shift: What Today's HR Professionals Need

- Coaching & EQ

- Listening & Feedback Frameworks

- Systems Thinking

- Comfort with Technology

Reflection: Are you ready?

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Admin		Ally
Enforcer	**Automate Admin Tasks** →	Equipper
Compliance		Connection
Subject Matter Expert	**Develop EQ** →	Strategic Business Partner
Reactive		Proactive

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What is Employee Development?

Performance Development	Training & Development	Succession Planning	Workforce Planning
• Recognition • Coaching • Corrective Action	• Technical Skills • Soft Skills • Work Style Assessments	• Talent Assessment • Identifying Your Bench • Selection • Executive Development	• Education Partnerships & Scholarships • Data Collection & Analysis • TERO Office Partnerships • Needs Assessment & Long-term Strategy
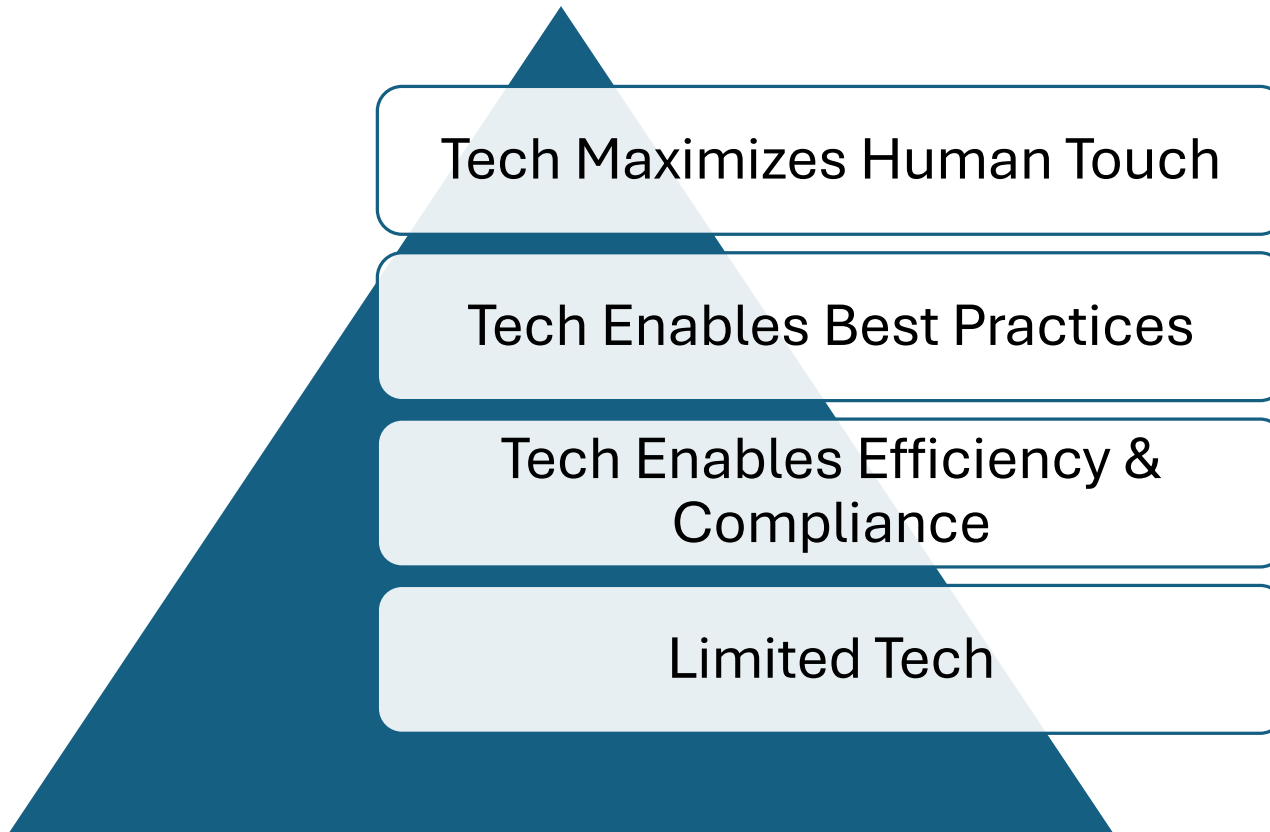
Stages of HR Tech Adoption in Employee Development

Tech Maximizes Human Touch

Tech Enables Best Practices

Tech Enables Efficiency & Compliance

Limited Tech

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Stages of HR Tech Adoption in Employee Development

Pyramid Level	Description
Tech Maximizes Human Touch	Automation of transactions, Prompts for Interventions, Customized Learning, Deep Analysis, Coaching Tips & Reminders
Tech Enables Best Practices	Performance Mgmt Accountability, Blended Learning, Talent Mgmt
Tech Enables Efficiency & Compliance	HRIS/HCMS, Time Clocks, Simple eLearning, E-signatures
Limited Tech	Paper Forms & Checks, Email & Fax

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Stages of HR Tech Adoption in Employee Development

Stage	Details
Tech Maximizes Human Touch	Automation of transactions, Prompts for Interventions, Customized Learning, Deep Analysis, Coaching Tips & Reminders
Tech Enables Best Practices	Performance Mgmt Accountability, Blended learning, Talent Mgmt
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Maximizing Human Touch Example: Cloverleaf

Automate the Transactional. Elevate the Transformational.

Employee Development Area	Automate with Tech	Human-to-Human Priority
Workforce Development	- Skills assessments - Certification tracking - Job interest surveys	- Career exploration conversations - Personalized development planning - Visioning sessions for long-term growth
Succession Planning	- 9-box grid talent mapping - Readiness tracking dashboards - Competency inventories	- High-potential mentorship - Leadership stretch assignments - Succession coaching
Performance Development	- eCheck-ins & goal progress tools - Pulse surveys - Recognition platforms (e.g. kudos boards)	- Live coaching sessions - Difficult performance conversations - Developmental feedback dialogues
Training & Learning	- Compliance training (HIPAA, safety) - LMS course delivery - Microlearning via mobile	- Experiential learning (e.g., simulations) - Peer learning circles - In-person workshops or retreats
Recognition & Corrective Action	- Auto reminders for anniversaries or milestones - Documentation workflows - Recognition emails/cards	- Storytelling-based recognition - Honest, trust-building corrective conversations - Culturally attuned feedback moments

Low Hanging Fruit

- Automate check-ins to provide manager accountability: onboarding, development planning, recurring coaching

- Require vendors to create custom learning that aligns with your values & strategy

- Assign eLearning for transactional items

- Use all modules of what you've already purchased

- Recognition platforms

- Surveys & people analytics

- Internal posts & inside talent analytics

"The more we automate transactional tasks, the more emotional bandwidth we gain to lead with empathy, courage, and curiosity."

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Admin	**Automate Admin Tasks** →	Ally
Enforcer		Equipper
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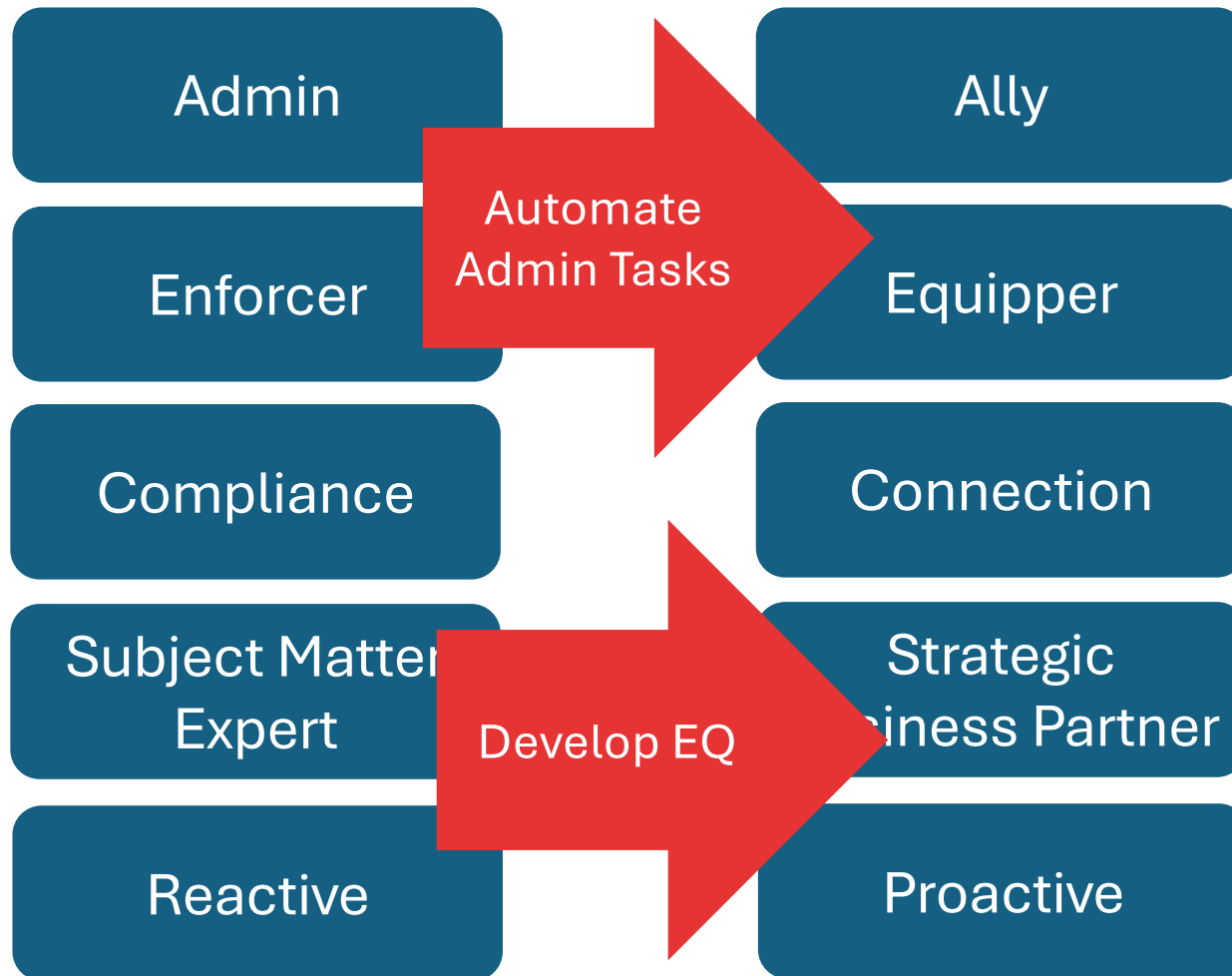
EQ: Emotional Quotient

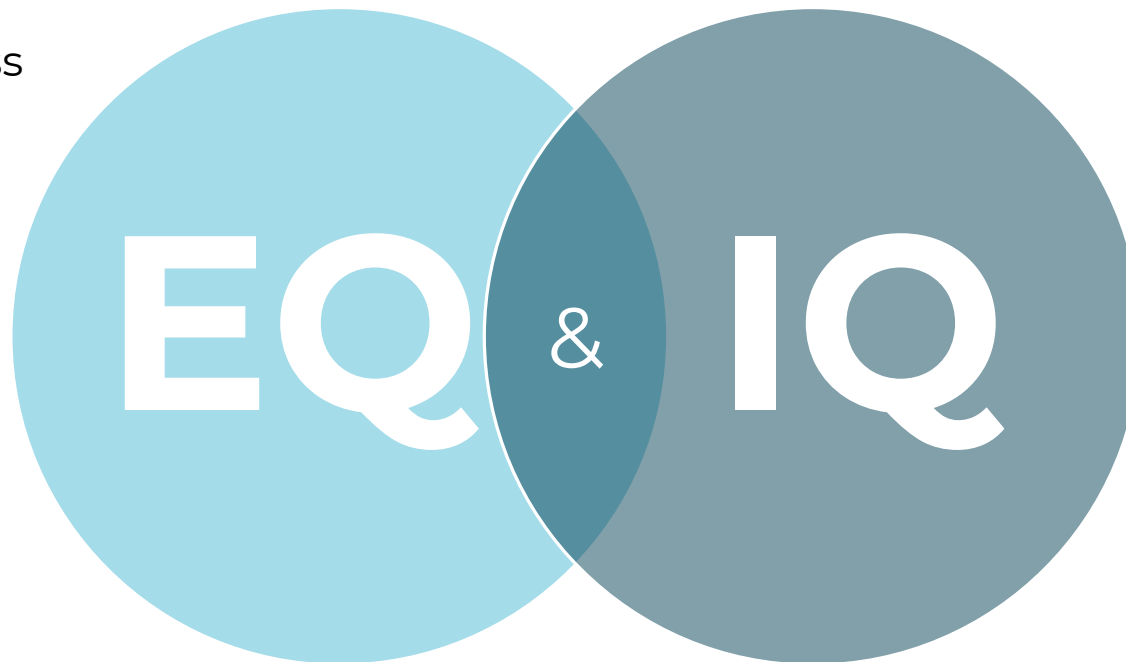"EMOTIONAL INTELLIGENCE"

Self-awareness

Empathy

Positive leadership

Problem-solving

Conflict resolution

Peer pressure
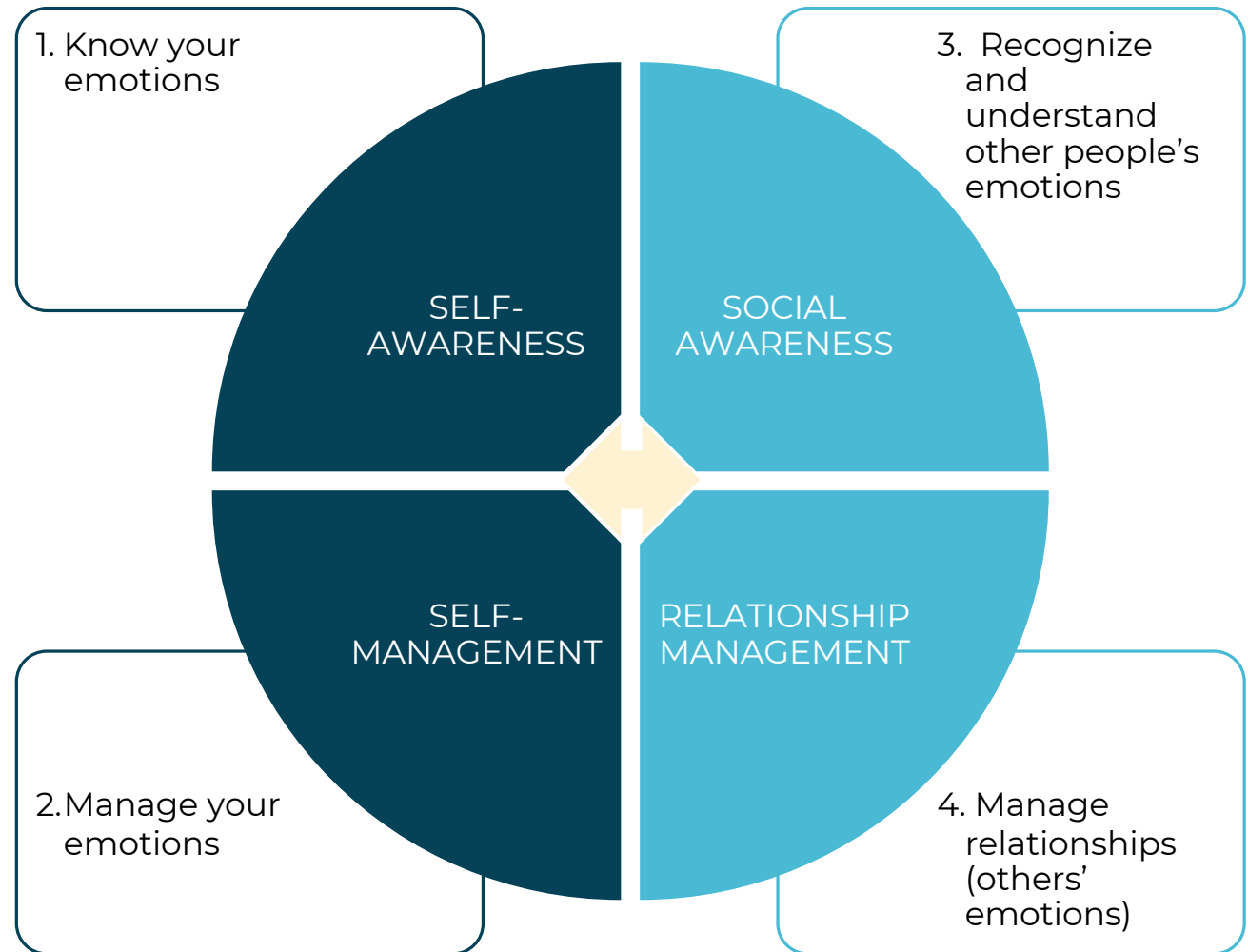
EQ & **IQ**

Language skills

Memory

Information processing

Mathematical abilities

Reasoning skills

Brings Optimal Success

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Domains of Emotional Intelligence

1. Know your emotions

3. Recognize and understand other people's emotions

SELF-AWARENESS

SOCIAL AWARENESS

SELF-MANAGEMENT

RELATIONSHIP MANAGEMENT

2. Manage your emotions

4. Manage relationships (others' emotions)

EQ Skills

Emotional Competence

Personal Competence

Social Competence

Self Awareness
- Emotional self-awareness
- Accurate self-assessment
- Self-confidence

Self Management
- Self-control
- Trustworthiness
- Conscientiousness
- Adaptability
- Achievement orientation
- Optimism

Social Awareness
- Empathy
- Organizational awareness
- Service orientation

Relationship Management
- Developing others
- Leadership
- Influence
- Change catalyst
- Conflict management
- Teamwork & Collaboration
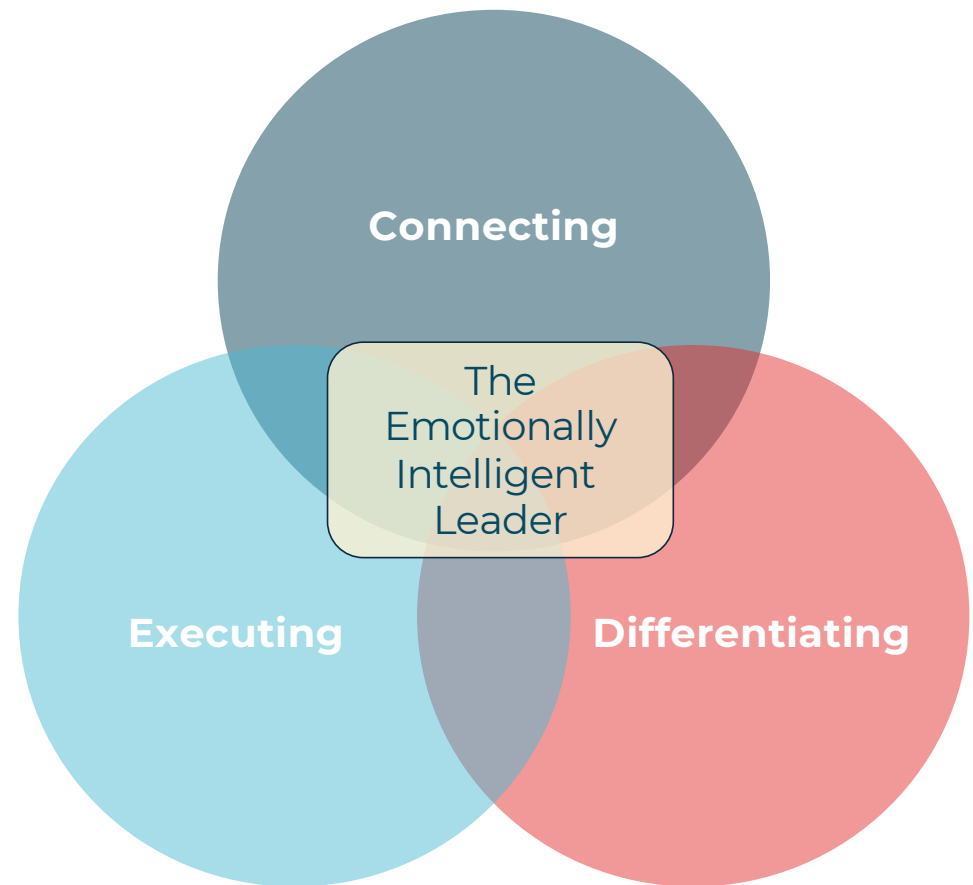
Adapted from *Working with Emotional Intelligence* by Daniel Goleman (New York: Bantam Books, 1998)
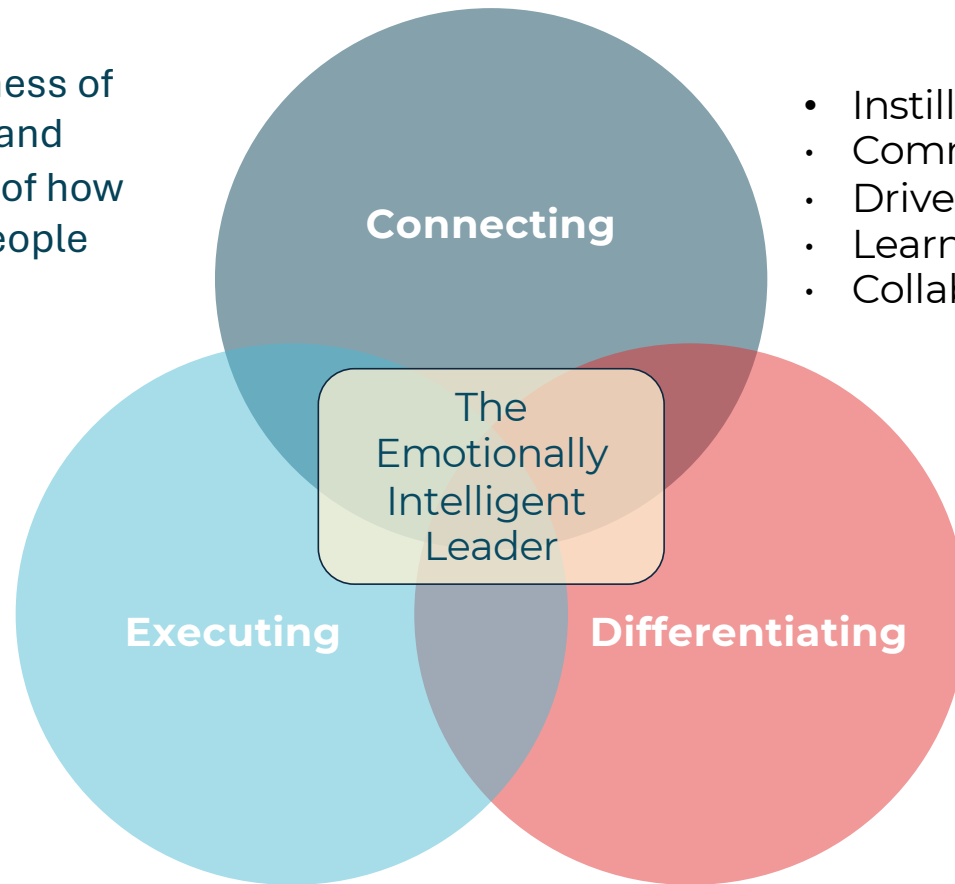
The EQ Spectrum

Emotional Intelligence (EQ) is
the capacity to be aware of,
control, and express one's
emotions, and to handle
interpersonal relationships
judiciously and with empathy.

Connecting

The
Emotionally
Intelligent
Leader

Executing

Differentiating

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EQ Discoveries

EQ begins with the awareness of our own emotional states and grows with the awareness of how those states impact the people around us.

Connecting

- Instilling Trust
- Communicate Transparently
- Drive Engagement
- Learn Nimbly
- Collaborate

The Emotionally Intelligent Leader

Executing

- Ensuring Accountability
- Default to Action
- Balance Stakeholders
- Make Quality Decisions
- Exhibit Resilience

Differentiating

- Showing Courage
- Value Differences
- Navigate Ambiguity
- Manage Conflict
- Persuade Others

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" **People will forget what you said, forget what you did, but people will never forget how you made them feel."**

– Maya Angelou

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How do I want people to **FEEL** after leaving my presence?

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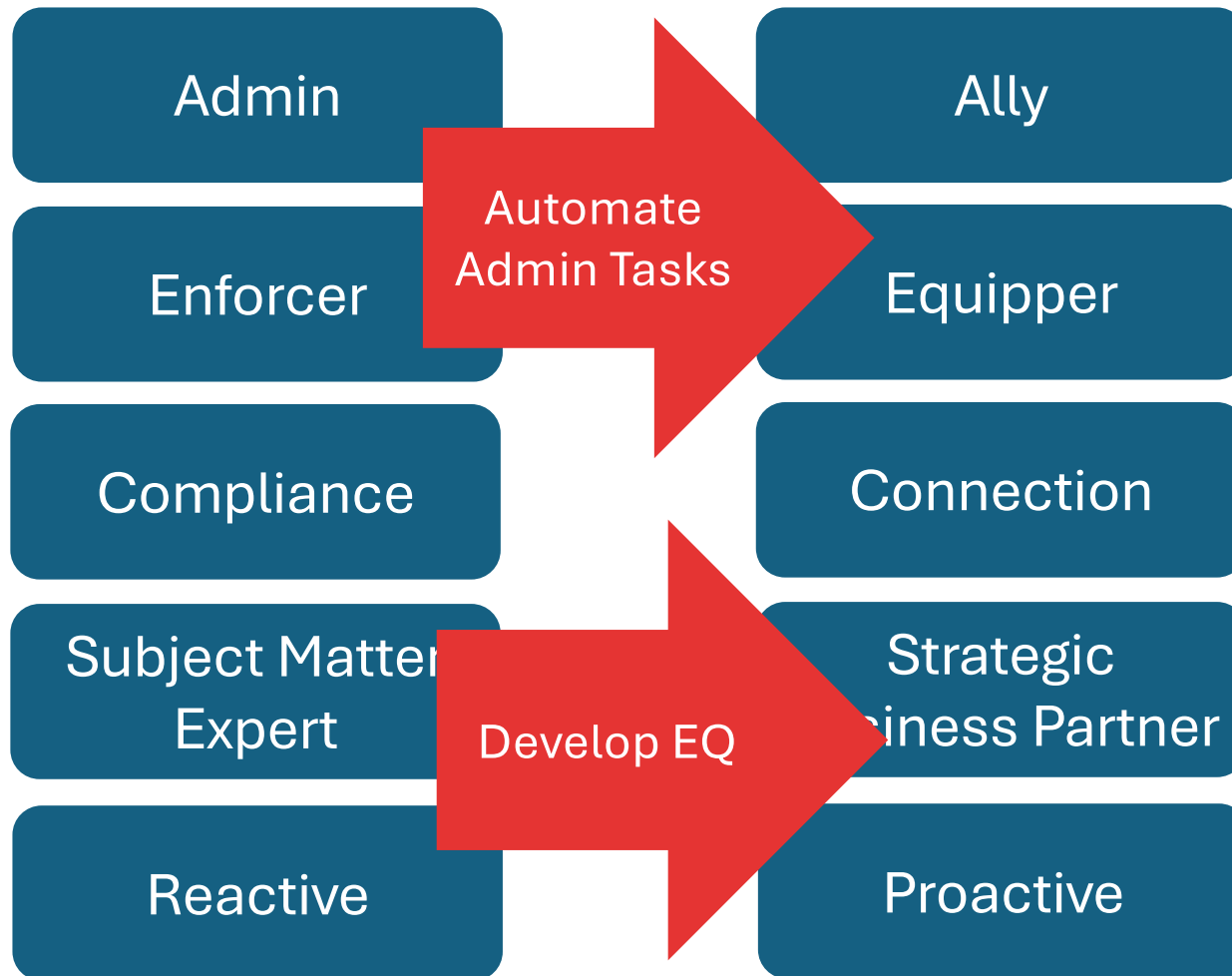GROUP

Live Chat Demo

- What problem are you trying to solve?

- What's the situation?

- What has happened previously?

- What's your goal?

Change Management: Supporting the Transformation

- Vision: Why the shift matters

- Upskill: EQ training, coaching certifications

- Reinforce: Peer support, storytelling, group learning, celebration

- Right people in roles?

Final Takeaways & Discussion

What will be the most challenging obstacle in leveraging technology to change your approach to employee development?

What would happen if you successfully navigate the most difficult obstacles?

What is one thing you can do today, this week, or this month to stay on the path toward transformational employee development?

Dig in to Leadership on the Pod

Available on Apple Podcasts & Spotify

Check out the series on Intentional Leadership:

magicintheroom.com/LYS

MAGIC IN THE ROOM

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