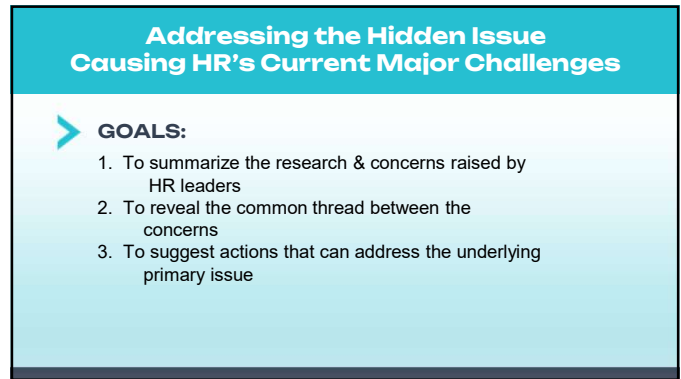




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Organizational Leaders & HR Professionals Current Major Challenges

> DIFFICULTIES IN RECRUITING



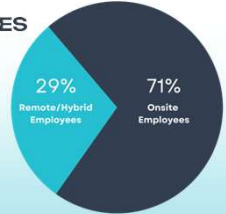
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Organizational Leaders & HR Professionals Current Major Challenges

> CHALLENGES FROM REMOTE/HYBRID EMPLOYEES

- 8% remote employees
- 21% hybrid employees (5x 2018)
- 71% onsite employees



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Organizational Leaders & HR Professionals Current Major Challenges

> DIFFICULTIES IN RECRUITING

- 87% of companies will experience key skills gaps in 2025
- 69% of HR professionals report significant difficulties in filling FT positions
- Underlying reasons:
 - Lack of qualified candidates
 - Increased competition
 - Candidate expectations (time flexibility, remote work)

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Organizational Leaders & HR Professionals Current Major Challenges

> CHALLENGES FROM REMOTE/HYBRID EMPLOYEES

- 81% of employers report challenges in managing remote employees
- Challenges:
 - maintaining consistent communication
 - building a strong corporate culture
 - complexities of scheduling & team dynamics
 - lack of performance

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Organizational Leaders & HR Professionals Current Major Challenges

> CHALLENGES FROM REMOTE AND HYBRID EMPLOYEES



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Organizational Leaders & HR Professionals Current Major Challenges

> CHALLENGES FROM REMOTE/HYBRID EMPLOYEES

- #1 Recommendation:

"Managers must spend more time connecting their reports with one another and the organization."

— Harvard Business Review

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Organizational Leaders & HR Professionals Current Major Challenges

> INCREASING EXPECTATIONS FROM EMPLOYEES



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Organizational Leaders & HR Professionals Current Major Challenges

> UNCERTAINTY & CONCERN ABOUT THE IMPACT OF ARTIFICIAL INTELLIGENCE

- Economic unpredictability
- Job replacement by AI
- Job insecurity (54% of employees)
800,000+ laid off in 2025 – largest since COVID
- Ability to find new employment
- Need for retraining?

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Organizational Leaders & HR Professionals Current Major Challenges

> INCREASING EXPECTATIONS FROM EMPLOYEES

- Flexibility
 - Scheduling
 - Location
- Compensation & Benefits (time off)
- **Human-centered workplace experience**

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Organizational Leaders & HR Professionals Current Major Challenges

> INCREASING DEPRESSION & ANXIETY (AND OTHER MENTAL HEALTH ISSUES)



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Organizational Leaders & HR Professionals Current Major Challenges

> UNCERTAINTY & CONCERN ABOUT THE IMPACT OF ARTIFICIAL INTELLIGENCE



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Organizational Leaders & HR Professionals Current Major Challenges

> INCREASING **DEPRESSION** & ANXIETY (AND OTHER MENTAL HEALTH ISSUES)

- Top two stressors impacting the level of employee stress:
 - Financial stress
 - Work-related demands & Burnout
- Depression: 19.5% women 9.8% men (CDC)
18 -- 34 yrs old 17% (1 of 7)

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Organizational Leaders & HR Professionals Current Major Challenges

➤ INCREASING DEPRESSION & ANXIETY (AND OTHER MENTAL HEALTH ISSUES)

- Approximately 60% of employees report feeling anxious about their job performance and workplace dynamics.
- 19% of adults have experienced an anxiety disorder in the past year.
- 23% of adult females 14% of adult males
- U.S. adults peak in the 30-44 age group (23% - 1 of 4-5)

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Organizational Leaders & HR Professionals Current Major Challenges

➤ LONELINESS

- Almost half of employees (46%) wish they were closer to their colleagues.
- Among Gen Z, that desire for connection is even stronger, with 60% hoping for tighter workplace friendships
- 62% saying that friendships boost morale and motivation.
- Remote work and hybrid models contribute to isolation, due to fewer in-person interactions.
- Loneliness can lead to decreased productivity, increased absenteeism, and higher turnover rates.

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Organizational Leaders & HR Professionals Current Major Challenges

➤ MENTAL HEALTH ISSUES

Affect:

- Attendance
- Tardiness
- Interpersonal interactions & communication
- Performance
- Health care costs

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The Difference between Symptoms and Problems

➤ SYMPTOMS



A PROBLEM ➤



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Organizational Leaders & HR Professionals Current Major Challenges

➤ LONELINESS



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The Difference between Symptoms and Problems

➤ SYMPTOMS

- High turnover rates
- Difficulties in recruiting new team members
- Challenges (policies, communication, accountability) with remote/ hybrid employees
- Employees want more from their jobs
- Uncertainty and concern about AI
- Increasing rates of depression and anxiety
- Loneliness

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The Difference between Symptoms and Problems

> SYMPTOMS

- High turnover rates
- Difficulties in recruiting new team members
- Challenges (policies, communication, accountability) with remote/hybrid employees
- Employees want more from their jobs
- Uncertainty and concern about AI
- Increasing rates of depression and anxiety
- Loneliness

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The Current **False** Solution:

> ARTIFICIAL INTELLIGENCE (AI)

AI is good at:

- reducing repetitive processes
- creating content (verbal, visual, auditory)
- analyzing large amounts of data
- solving complicated multifactor problems.

But AI is **NOT** human and not good at:

- understanding human experience
- managing personal emotion and helping others navigate theirs
- considering non-logical factors

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The Underlying Problem

> LACK OF CONNECTION AT A PERSONAL LEVEL

- I don't feel seen
- I am not known
- I don't feel important

➡ Why am I here?



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The Limiting Factor for Artificial Intelligence:

> AI is great at logic and processing huge amounts of information

> But humans **do not** behave logically.

- Ariely & Kahnemann, **Predictably Irrational**
- Human beings are driven by **meaning, emotion, and context**
- We act not only from logic but from **values—love, sacrifice, belonging**—that don't always make sense mathematically.
- We are social beings and have **social needs**.

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The Underlying Problem

> LACK OF CONNECTION AT A PERSONAL LEVEL

➡ I don't feel valued or appreciated here.



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Question: What causes people to feel valued and appreciated?

> • Sense of connection **at a personal level**

- I am seen
- I am known
- I am important



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THE DEEPER ISSUE TO BE ADDRESSED: PERSONAL CONNECTION

Creating connection

- **Personal** (vs. organizational)
- **Value of the person** (vs. performance)
- **Humanity** (vs. technology)
- **Authenticity** (vs. acting like)
- **Experiential** (vs. solely verbal)

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WAYS TO CREATE PERSONAL CONNECTION

Creating connection

- **Working on projects together**



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WAYS TO CREATE PERSONAL CONNECTION

Creating connection

- **Talking**
 - **Sharing information**
 - **Asking questions & listening**
 - **Telling stories**



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WAYS TO CREATE PERSONAL CONNECTION

Creating connection

- **Out of Office Activities**
 - **Going to sporting or cultural events**



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WAYS TO CREATE PERSONAL CONNECTION

Creating connection

- **Eating together**
 - **Going out together**
 - **Bringing something homemade**
 - **Ordering meals in**



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WAYS TO CREATE PERSONAL CONNECTION

Creating connection

- **Out of Office Activities**
 - **Going to sporting or cultural events**
 - **Volunteering opportunities**



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WAYS TO CREATE PERSONAL CONNECTION

Creating connection (cont'd)

- Out of Office Activities
 - Going to sporting or cultural events
 - Volunteering opportunities
 - Meeting off-site / Off-site retreat



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WAYS TO CREATE PERSONAL CONNECTION

Creating connection

- Personality Assessment
 - DISC
 - Working Genius (Lencioni)
 - Motivating By Appreciation Inventory



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WAYS TO CREATE PERSONAL CONNECTION

Creating connection

- Playing and Having Fun
 - Celebrations & Holiday Activities



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Question: What causes people to feel valued and appreciated?

- **Authentic appreciation** communicated in the ways meaningful to the person



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WAYS TO CREATE PERSONAL CONNECTION

Creating connection

- Playing and Having Fun
 - Celebrations & Holiday Activities
 - Physical activities



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KNOWING A COLLEAGUE'S APPRECIATION LANGUAGE ISN'T SUFFICIENT.



General Business



Remote



Medical



Nonprofit



Military



Dentistry



School



Government



Senior Care



Trades



Veterinary



College Faculty And Staff



Young Adult

**UNDERSTANDING THE SPECIFIC ACTIONS
IMPORTANT TO THEM IS CRITICAL.**

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Resources to Combine Appreciation with Recognition

- Books (paperback, ebook, audio)
 - Codes for taking the *MBA Inventory* + *Group Summary Reports*
 - Training resources
 - Free resources: articles, videos, podcasts
- www.appreciationatwork.com



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*You facilitate creating connections between
your team members at a personal level.*



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Making It Easy

Email me at yesdrpaul@gmail.com with **Terryberry** in the subject line, you'll receive:

- the handout version of the slides
- articles written about our work in HR.com
- a sample report of the *MBA Inventory*
- a sample Group Summary report
- information about our "train the trainer" course

SAVE THE DATE! October 28 webinar launching new ongoing training & support for HR professionals. Watch your email for more information.

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This program is pre-approved for
**ONE HRCI Credit and
ONE SHRM PDC.**



HR Certification Institute® (www.HRCI.org) official seal confirms that Terryberry meets the criteria for pre-approved recertification credits for any of HRCI's eight credentials, including SHRM-CP and PHRM.

This program has been approved for 1 (one) General recertification credit hour toward aPHi®, aPHi®, PHRM, PHRM®, SPHR®, SPHR®, GPHR®, PPH®, and SPHR® recertification through the HR Certification Institute.

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➤ How Do You Address
the **Hidden** Issue
Causing HR's Current
Major Challenges?



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