



Notes from the Field

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Partners with Purpose

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Welcome to Notes from the Field - your trusted resource for navigating the evolving landscape of human capital management. In each issue, we bring together insights from **CIOs, HR leaders, and industry experts** to help you optimize your strategy for an ever-changing workforce.

As workplaces become more diverse - balancing the needs of **four generations** - and adapt to **hybrid work environments**, leaders face new challenges in fostering engagement, resilience, and performance. Our magazine serves as a guide to support you in **building stronger teams, leveraging cutting-edge technology, and cultivating a culture of resilience, insight, and high performance.**

Each quarter, we feature experts in the field, success stories from leading organizations, and spotlight one of our employees at **sayhii**, showcasing how resilience and insight drive success in their roles. Together, we'll explore strategies that enable you to not only meet the moment but thrive in it.

We're excited to be on this journey with you!

Amy Gurske, Founder & CEO
Ally Hiranandani, Head of Sales
Jennifer Serti, Sales & Marketing Strategy



Transformational Power of AI

with Amy Gurske

Technology wasn't part of my world growing up. There was no internet at home, we didn't have cable TV, in fact, my Mom still has and uses our rotary phone. Communicating privately meant squeezing yourself out of the sliding door in the kitchen as long as the phone cord would reach to chat with your friends. My first email account was set up in the high school library. It was dial-up - slow, clunky, and frustrating - but to me, it was a gateway to a whole new world.

That moment was pivotal. It wasn't just about connecting with people through email. It was about realizing that technology could provide access to something bigger. Growing up with limited means and being raised by a single mother who worked as a teacher, I learned the value of hard work and resourcefulness early on. But this - this was different. That first email showed me the potential of technology to communicate, to create, and to find new ways to connect. I think about it now, and email back then was the equivalent of today's TikTok - simple, fast, and a little rebellious.

My early relationship with technology was all about connection. I wasn't the "techie" kid, but I was curious about how these tools could open doors. I remember the thrill of sending my first email - how it felt like passing notes in school but in a whole new, private space. That was the start of my fascination with how technology could build relationships.

Growing up in a home without many luxuries, I always had to find ways to pay for the things I wanted. I had four jobs in high school - lifeguarding, working at a daycare, swept tennis courts for free lessons, and even babysitting in exchange for nail treatments. It was this resourcefulness that laid the foundation for my work ethic, and later, for how I approach value creation through **sayhii**. I learned that if I wanted something, I had to find a way to make it happen, which often meant finding creative solutions.

Technology and Me: A Story of Adaptation

Technology entered my life gradually, in waves. From my first email to AOL Instant Messenger, I became familiar with the possibilities it created. The digital world kept expanding, and I was constantly adapting to it. I remember working part-time jobs and juggling school work while learning to navigate AOL Instant Messenger in college, setting statuses, messaging friends, and staying connected even when we were miles apart. It was the next evolution in communication - just like the early days of cell phones. For me, technology was never about gadgets or devices; it was always about people and relationships.

As I transitioned into college at Clarkson University, I initially wanted to study chemical engineering because I loved science. But in one conversation with a professor, I realized that my future wasn't in a traditional engineering role. I was drawn to interdisciplinary studies - combining engineering with management - and I was one of the few students at the time to study supply chain management, long before it became a buzzword. Even as a freshman, I was giving presentations on Bluetooth technology, imagining a world where you could control devices remotely. This was 2000 - long before it became mainstream. Looking back, it feels like I've always been slightly ahead of the curve, always envisioning what's next.

Building My Own Path

The defining theme throughout my journey has been creating my own path. I didn't follow the typical career trajectory. I walked into the wrong info session at college and ended up interning at Grainger, a company I'd never heard of. That "accident" became the foundation for my 17-year career there. I worked in distribution, supply chain, and consulting. I helped create the company's first rotational program, shaping how new hires learned about the business by rotating through different departments.

For me, it wasn't about following a set path, but about creating something that didn't exist before. Whether it was Grainger's internship program or **sayhii**, I've always focused on building systems that empower people and improve their experiences. At Grainger, I saw firsthand how workflows and processes could either empower employees or create inefficiencies. I realized that my passion was for solving those problems -



automating tasks that don't add value so that people can focus on what truly matters. This passion for workflows and efficiency has stayed with me, and it's a driving force behind **sayhii**.

Walking Away from Stability to Create Change

When I left Grainger, it wasn't because I had to - it was because I knew there was more I could offer the world. I'd reached a ceiling, not in terms of my career, but in terms of value creation. I had ideas that could impact the lives of hundreds of thousands of people, and I wasn't willing to let those ideas sit idle. When I made the leap to Amazon, I saw the same thing happening: technology could do more. I worked automation and workflows that enhanced the company's ability to deliver at scale. But the question always nagged at me: how could this same power transform the workplace and the human experience?

Eventually, I realized that my heart wasn't in the corporate world anymore. The day I left Amazon, I walked away from stock options worth millions of dollars. It was a difficult decision, but I wasn't afraid to make it. I had to trust that my vision for **sayhii**

would bring more value to the world than a few extra dollars in my bank account.

That's the core of who I am - I'm driven by purpose. I'm willing to sacrifice financial security for the chance to impact hundreds of thousands of people, to help organizations understand the power of AI and use it to improve employee well-being. Technology, at its best, can democratize the workplace, making it more transparent and equitable. That's what **sayhii** is all about.

The Vision for sayhii: AI + Human Empowerment

When I think about what's possible with **sayhii**, I get excited. We're living in a world where AI can handle the repetitive tasks that don't add value to our lives - things like workflows, scheduling, and administrative tasks. But what excites me more is how AI can enhance human connection. Imagine a workplace where AI helps leaders understand the emotional and mental well-being of their employees, where it can foster a more engaged, connected, and fulfilled workforce. That's the world I'm working to build.



The Importance of Designing from the Inside Out

for **sayhii** Technology Solutions



Building Human Capital Solutions

Resilience is at the heart of what we do. At **sayhii**, we help enterprises build in resilience, ensuring they can navigate challenges and adapt to workforce dynamics effectively. This means that our AI tools are designed not only to gather data but to empower organizations to respond to that data in a way that strengthens their workforce. Whether it's facing market fluctuations, internal changes, or external pressures, **sayhii** supports organizations in building a resilient culture that can navigate today's complexity.



Empowering Informed Decision - Making

Insight is more than just data collection; it's about strategic thinking and informed decision-making. At **sayhii**, our AI-driven employee que provide leaders with valuable employee perspectives, enabling them to make decisions that are grounded in real - time insights. This is where our emphasis on designing from the inside out becomes critical. We understand that to drive meaningful change, the technology must reflect the needs and voices of those who use it. By gathering and synthesizing diverse pieces of information, **sayhii** empowers organizations to act with foresight, anticipating challenges and seizing opportunities.



Enhancing Market Leadership

Performance is the ultimate measure of success. At **sayhii**, we believe that purpose-driven action, relentless achievement, and disciplined execution are the keys to enhancing performance. Our AI tools are designed to help organizations achieve market leadership by aligning employee engagement with business goals. By fostering a culture where performance is measured not just by output but by the quality of engagement and innovation, **sayhii** enables organizations to excel in their industries.



Demonstrates courage by facing challenges head-on and standing up for what they believe in.



Utilizes foresight to anticipate potential obstacles and opportunities, planning strategically for the future.



Operates with a clear sense of purpose, aligning actions with goals and values.



Uses creativity and resourcefulness to find solutions to problems, even when resources are limited.



Drives a desire to explore and ask questions, constantly seeking new knowledge and understanding to uncover insights and opportunities.



Demonstrates relentlessness by pursuing objectives with determination and persistence, not giving up in the face of adversity.



Exhibits discernment by making thoughtful and informed decisions based on careful consideration of all available information.



Excels at synthesis, bringing together diverse pieces of information to form coherent and actionable insights.



Maintains discipline in their work, staying focused and committed to achieving high standards of performance.

We have designed the **sayhii** Employee Engagement Mindset with the core behaviors we believe enhances organizational productivity, well-being, and creativity within the workforce.

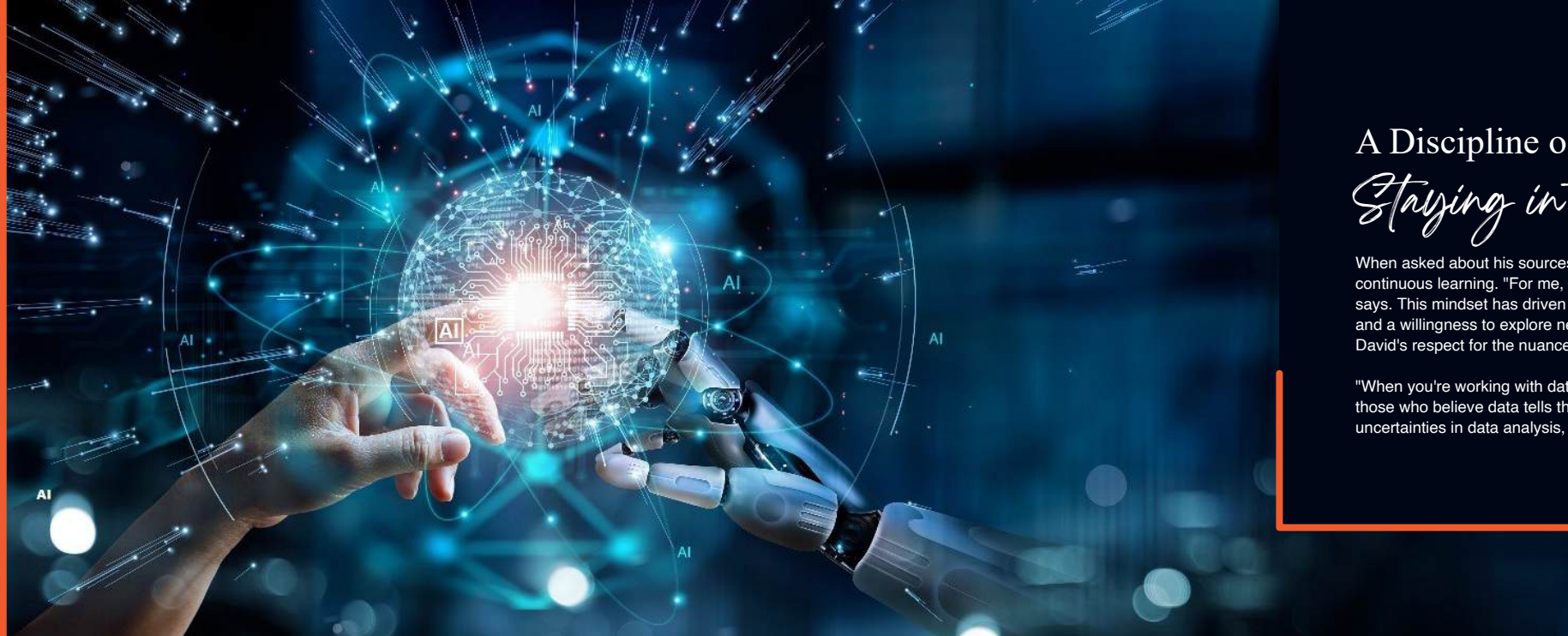
Resilience, insight, and performance are vital pillars of the **sayhii** Employee Engagement Mindset, fostering individual and collective growth in both team and community settings. Resilience allows individuals to face challenges with courage, creativity, and thoughtful decision- making. By developing resilience, team members learn to navigate uncertainties, adapt to changing conditions, and maintain a steady course toward their goals. This mindset cultivates a sense of autonomy and confidence, enabling each person to trust in their ability to overcome adversity and contribute meaningfully to the team's success.

Insight and performance further strengthen this foundation. Insight empowers individuals to anticipate challenges and synthesize information from various sources, promoting a sense of belonging by aligning their contributions with broader organizational goals.

Performance drives purposeful action and relentless pursuit of excellence, encouraging team members to stay disciplined and focused on achieving shared objectives. Together, these attributes not only allow individuals to thrive within a team but also enable them to foster stronger connections within their communities, making meaningful, lasting contributions.

Impact

When employees have strong connections within an organization, it leads to increased collaboration, trust, and overall morale, which are critical for long-term success. Strong connections foster open communication, enabling team members to share ideas, solve problems more efficiently, and innovate collectively. This sense of belonging and mutual support enhances employee engagement, leading to greater job satisfaction and a stronger commitment to the organization's mission and goals. For the organization, this translates to higher productivity, reduced turnover, and a more agile workforce capable of responding to challenges and seizing opportunities. Employees who feel connected are more likely to contribute their best work, proactively support their colleagues, and drive a positive workplace culture. These connections also encourage cross-departmental synergy, creating a unified environment where innovation flourishes and business objectives are met with greater efficiency and purpose.



A Discipline of Continuous Learning: *Staying in the Query*

When asked about his sources of inspiration and learning, David emphasizes the importance of curiosity and continuous learning. "For me, the key is to always have questions and always have things that I don't know," he says. This mindset has driven him throughout his career, allowing him to approach problems with an open mind and a willingness to explore new solutions. David's respect for the nuances of both data and human experience is what sets him apart in his field.

"When you're working with data, there are two types of people - those who understand the limitations of data and those who believe data tells the whole story," he explains. His approach, which acknowledges the inherent uncertainties in data analysis, reflects a deep understanding of the complexity of the human condition.

The Human Side of Data Science: A Conversation with David Russell, CTO of *sayhii*

In the ever-evolving world of data science and artificial intelligence, the line between technology and humanity is often blurred. At the heart of this intersection is David Russell, Chief Technology Officer of *sayhii*, who brings not just technical expertise but a deep respect for the nuances of human experience. In a candid conversation, David delves into his extensive background, his journey into *sayhii*, and the philosophies that drive his approach to technology and leadership.

A Journey Through Data: From Bacterial Genomes to Human Capital

David's career in data science is as varied as it is impressive. "My background is fairly wide and varied," he begins, recounting his early days in software development and virtual reality in the late '90s. His work with the Army on simulation and training provided him with a strong foundation in handling large data sets, a skill that would become central to his career.

In the early 2000s, David transitioned into bioinformatics, working on bacterial genomics and vaccine research. "I started dealing with large amounts of data there, trying to help scientists organize and analyze it," he recalls. This experience was not only foundational in his understanding of data management but also led to his name being associated with patents for bacterial genomes.

David's distaste for traditional statistics is intriguing. "I've always disliked traditional statistics," he admits, "because there's too much that is counterintuitive." Instead, he found solace in data science tools that allowed him to rely on statistical analysis without getting bogged down in the complexities of why the statistics worked. This practical approach has been a hallmark of his career, allowing him to demystify technical topics for non-technical audiences - a skill he has honed over the past decade.

Demystifying Data Science: A Mission to Make the Complex Accessible

One of David's most significant contributions to the field of data science has been his ability to explain complex concepts in simple terms. "I've always tried to bring to bear the ability to explain technical topics to non-technical people," he says. This approach is particularly evident in his work with *sayhii*, where he focuses on making data science accessible and useful to a broader audience.

David emphasizes the importance of data in predictive analytics and machine learning, noting that the quality of data input is crucial to the success of these technologies. "A lot of people expect to be able to do predictive analytics or data science without understanding that you need data that explains what happened to predict what might happen," he explains. This focus on the foundational elements of data science underscores David's practical and thoughtful approach to his work.

The Genesis of *sayhii*: A Partnership Built on Problem-Solving

David's journey to *sayhii* began with a simple partnership between consulting firms. "I met Amy Gurske, the founder of *sayhii*, through a partnership between our companies," he recalls. As their discussions evolved, Amy began to share her vision for *sayhii* and sought David's expertise in implementing it. Initially, David was focused on the technical aspects of the project - how to collect data, how to ensure seamless user experiences, and how to analyze the data effectively. "I wrote up a one-page list of things I would consider and concerns I had," he says. This document became the foundation for the initial software development at *sayhii*.

Over time, their collaboration deepened, leading to David joining *sayhii* full-time in 2023. "It's been an interesting process to get here," he reflects. His role at *sayhii* has allowed him to focus on a relatively simple data set while exploring the complexities of how that data can be used to measure and enhance employee engagement.

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"I've always made it a priority to bring the ability to explain technical topics to non-technical people. It's about breaking down barriers and making complex concepts accessible to everyone."

"A lot of people dive into predictive analytics or data science without realizing that the key to predicting the future is having data that explains what happened in the past."

"By joining sayhii, I'm not just solving problems for others; I'm solving my own challenges. It's a unique journey that comes with both its benefits and its share of challenges."

"When you're working with data, there are two types of people—those who understand the limitations and nuances of data and those who believe the data tells the whole story. The difference is critical."

"Incorporating AI into corporate environments is going to have a huge impact on human capital management. But we must be cautious—training people and preserving the depth of understanding that comes from hands-on experience is more important than ever."

"My leadership philosophy has always been to lead by example and lead from the front where possible. It's about being willing to do what you ask others to do and showing the way forward."

"For me, the key to innovation and growth is to always have questions and to always embrace the things I don't know. It's this curiosity that drives progress."

Connecting the Dots: Human Capital as the DNA of Corporate Culture

One of the most compelling aspects of David's work at *sayhii* is his ability to draw parallels between seemingly disparate fields. When asked about his work with bacterial genomes and how it relates to human capital, David makes a fascinating connection. "It's interesting that you make that connection with DNA," he says, noting that while the data sets in each field are fundamentally different, they share a common thread in their simplicity and complexity.

"With *sayhii*, we have a fairly simple data set - a person, a question, an answer," David explains. "But built into that data set are many attributes and different ways you can think about those answers and how they affect a person's engagement with their organization." This holistic approach to data analysis mirrors his work in bioinformatics, where understanding the broader implications of data was key to advancing scientific research.

The Future of Human Capital Management: AI's Role in Shaping the Workforce.

As the conversation shifts to the future, David shares his thoughts on the impact of AI on human capital management. "Incorporating AI into corporate environments is going to have a huge impact," he asserts. However, he also expresses caution about the potential risks, particularly the displacement of workers and the challenges of training individuals in a rapidly evolving technological landscape.

David's nuanced understanding of

AI's potential and limitations is evident. "AI performs a lot of tasks that are important for training humans," he explains. "But we need to be careful about how we train people and ensure that we don't lose the broader understanding that comes from hands-on experience."

Leading from the Front: A Leadership Philosophy Rooted in Service

David's leadership philosophy is deeply influenced by his experiences and values. "My leadership philosophy has always been to lead by example and lead from the front where possible," he says. This approach, while effective, also requires a delicate balance. "The risk is getting bogged down in doing things yourself rather than letting others do the work they are capable of."

His commitment to service is a recurring theme in his career. "I've spent more than 25 years solving other people's problems," he reflects. "By joining *sayhii*, I'm solving my own problems at some level, and that has both benefits and challenges."

Conclusion: Bridging the Gap Between Data and Humanity

David Russell's journey in data science and his role as CTO of *sayhii* exemplify the intersection of technology and humanity. His ability to demystify complex concepts, his commitment to service, and his philosophy of continuous learning make him a valuable leader in the field. As AI and data science continue to shape the future of work, David's approach offers a reminder that at the heart of every technological innovation is a deep respect for the human experience.



Resilience in the Workplace: Thriving in High-Stress Environments

by Ally Hiranandani

We have heard about resilience, but what is it really? Resilience is defined as the ability to adapt, recover, and bounce back from adversity, challenges, or stressful situations. It involves maintaining mental, emotional, and sometimes physical strength in the face of difficulties, allowing individuals or systems to overcome setbacks and continue progressing despite obstacles. Resilience is not just about surviving tough times, but also about growing and improving as a result of these experiences. In essence, resilience is the ability to bounce back from adversity and learn something from that experience. Sounds simple enough, right?

Well, not really. Having resilience in a high-stress environment, for example, can be particularly challenging. Stress places unique risk factors on our bodies and our minds. Although some stress is considered beneficial because it can motivate and increase our output, long-term stress can cause many health issues.

Stress is defined as the body's response to any demand or challenge, whether physical, emotional, or psychological. It is a natural reaction that can trigger a range of physiological and emotional responses, such as increased heart rate, heightened alertness, and feelings of anxiety or tension. Stress can be caused by both positive experiences (like starting a new job) and negative experiences (like facing a financial crisis). While short-term stress can be motivating and beneficial, chronic or excessive stress can have harmful effects on one's health and well-being.

Now that we have definitions around resilience and stress, we can attempt to merge the two to better understand both.

Finding resilient people in our lives or thinking back on a time when we were resilient may not be a challenge, but finding ways to build more resilience is key. How do you bounce back from a financial crisis? How do you handle and manage the stress of a chronic illness? How do you come back from failure?



Resilience in the face of a stressful situation can take all of the energy out of us and make us struggle in a way we never have.

While researching how to build resilience, we can look no further than how to build resilience in a child; the true future and beginning of life. According to the Harvard Center on the Developing Child, "learning to cope with manageable threats is critical for the development of resilience." In other words, some stress is good and the growth-promoting "positive stress" can actually increase resilience in children. Over time, we become more able to handle stress and adversity, as we have a model of how we handled it and overcame it in the past.

The good news is this: the capabilities that impact resilience can be strengthened at any age.

Here are some key areas that you can focus on to build resilience

Regular Physical Exercise

We are told over and over how great exercise and for a great reason. Exercise increases the happy hormones & promotes the release of dopamine.

Stress Reduction Practices

Meditation is a great practice to add to your daily life. Morning can be best, but really, any time of the day that works for your schedule will be excellent. Self-soothing is also a wonderful technique and means that you find ways to love yourself and reduce stress. Self-soothing is a way that you can comfort yourself and is the opposite of getting down on yourself. It is "flipping the script," if you will.

Change the Narrative

Journaling and expressive writing can help in situations where you are thinking about something over and over. Changing the way you think about a situation can quite literally change what you are ruminating about and your perspective around it.



Practice Self Compassion

Loving yourself is no light matter! It is important to be "easy on yourself" and not put too much pressure & perfectionism on yourself. We are all balancing a lot; work, family, relationships, and activities. Being easy on yourself is important, as there are so many stressors in day-to-day life.

Technology Fast

Technology breaks are so vital during the day of connectedness and comparison. Taking a technology break is important- as technology drives us to constantly compare. In a world of comparison, compassion is worth striving for. "Fasting" from technology can truly impact the way in which we view ourselves (body image, lifestyle choices, etc.) and our self-esteem.

You Are Not Alone

Everyone experiences deep and painful human emotions, although the causes may be unique or different to you. Remembering that you are not alone in this world and finding "common ground" among other humans is extremely helpful. With a clear understanding that we are not facing situations solo, we began to understand our shared humanity, and as a result, feel less alone. Keeping a healthy perspective will align you with your goals and keep you connected to those around you.



Ideas for Expanding your network:

Join a club or special interest group

Find a topic or area of interest that you can share with others in a group or a MeetUp Group! (gardening, music, languages, film)

Participate in a book club, if reading interests you

Finding a topic that is interesting to dive into with others can be grounding and fun and connecting.

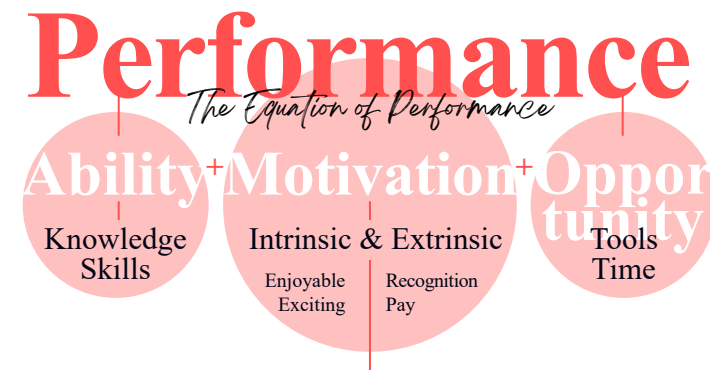
Connect with a spiritual or faith practice

Finding a time and space to connect with your faith or spirituality can be fulfilling.

Performance Power-Up: Mastering the Triple Threat of Ability, Motivation, and Opportunity

Performance in the workplace is often viewed as a single, result-driven metric, but it's much more nuanced. At its core, workplace performance is a balance of ability, motivation, and opportunity. This model isn't just theoretical; it directly impacts an organization's profit margins and employee satisfaction.

In this article, we'll break down these three pillars of workplace performance, explore how they interplay, and share some personal stories to illustrate how they manifest in real-world settings.



Ability

Ability encompasses an individual's knowledge and skills. It's what employees bring to the table - their expertise, experience, and the hard skills that enable them to complete tasks.

But ability doesn't stop at having the right qualifications. It also extends to how employees are continually developed. Upskilling and reskilling are critical to keeping employees' abilities aligned with the changing demands of the workplace.

I remember working at a company where a young man named Joy joined our team. Fresh out of college, she was full of energy but lacked experience. Over the first six months, she invested a significant amount of time in listening, learning, asking questions, and asked to take on tasks to learn how they're done (although those tasks weren't her responsibility). Her ability grew quickly, and within a year, she became one of the top performers in the department. Claire's success story underlined the importance of ongoing learning and development opportunities in nurturing ability.

Motivation

Motivation can be broken down into intrinsic and extrinsic factors. Intrinsic motivation comes from within - it's the joy of accomplishing something, the excitement of learning, or the satisfaction of making a difference. Extrinsic motivation comes from external rewards like pay, recognition, and promotions.

Understanding what drives motivation is critical for companies aiming to foster a high-performance culture. For example, GenZ values transparency, equity, and meaningful work over simply high pay. This shift highlights how important it is for companies to provide not just financial rewards but also fulfilling work environments that align with their employees' values.

In my own experience, I once worked with a manager who truly understood the importance of both intrinsic and extrinsic motivation. He'd take the time to recognize our team's accomplishments publicly, not just when targets were met but also when someone demonstrated creative problem-solving or helped a colleague. That kind of recognition kept us motivated beyond just the financial incentives.

Opportunity

Opportunity refers to having the right tools, time, and support to excel in the workplace. It's about creating an environment where employees can apply their abilities and stay motivated. No matter how skilled or driven an employee is, they will struggle without the necessary resources or a supportive work culture.

One of the companies I worked for emphasized this through flexible work policies. The tools were available to work remotely, the necessary training was provided on-demand when we had time, and employees were given autonomy. This supportive environment allowed many of us to perform at our best without the burden of micromanagement. The result? A highly engaged team that delivered exceptional results consistently.

The Shift in Workplace Needs

The needs of organizations, leaders, and employees are changing rapidly, especially as new generations enter the workforce. **By 2030, Generation Z will account for 30% of the total workforce.** For organizations to thrive in this evolving environment, leaders must adapt. Gone are the days when a top-down approach to leadership sufficed. Today, it's all about cultivating relationships and fostering a sense of belonging.

One story that stands out to me comes from a previous role where I managed a team of solution architects. One of the newer team members, Julia, was an exceptionally talented individual, but she was quiet and often hesitant to speak up in meetings. After about a month of weekly 1:1s, I realized it wasn't a lack of confidence in her ability - it was the feeling that her voice didn't matter in a room full of senior executives. I worked with her to create opportunities for her to present her ideas in smaller group settings before larger presentations. Over time, she became more comfortable and ended up leading major projects that gained the attention of our C-suite. This experience taught me the value of providing opportunities tailored to individual needs.

Building Leaders Who Support

A recurring theme in the world of workplace performance is the importance of supporting employees by giving leaders the tools to listen without bias and the skills to understand and address changing needs. This support comes in the form of resources - whether it's technology, processes, or people. Take, for instance, my former

colleague, Charles, a manager known for his openness and empathetic approach. He'd always say, "The best way to lead is to listen." Whenever someone came to him with a problem, he didn't just offer a quick solution. He took the time to fully understand the issue, often removing any obstacles in the way, whether that meant negotiating deadlines, providing additional resources, or facilitating communication between departments. His approach didn't just boost individual performance; it created a more cohesive and productive team.

Conclusion: The Key to Uplifting Performance

At its heart, improving performance in the workplace is about striking the right balance between ability, motivation, and opportunity. Leaders who focus on developing their team's abilities, understanding their motivations, and providing opportunities for growth will see their employees thrive.

I would challenge you to ask yourself if your current workplace practices uplift or crush employees. As organizations navigate the challenges of remote work, generational shifts, and evolving employee needs, it's clear that performance is about more than just numbers. It's about creating an environment where every individual has the ability, motivation, and opportunity to succeed.

So, ask yourself:

Who in your organization might be falling through the cracks? And what can you do to support them in becoming their best self? One clue... it all starts with saying 'hi' and taking the time to listen.





Embracing the Work3 Paradigm:

with Deborah Perry Piscione

As the workplace continues to evolve under the influence of disruptive technologies like AI and decentralized work models, organizations face the challenge of adapting to a rapidly changing landscape. Deborah Perry Piscione, co-founder and CEO of the Work3 Institute, is at the forefront of this transformation. In her forthcoming book, "Employment is Dead: How Disruptive Technologies are Changing the Way We Work," Piscione explores how these innovations are not just altering how we work but are also reshaping the very fabric of organizational culture and employee engagement. In a recent discussion, Piscione shared her insights on the future of work, the impact of AI on employee well-being, and strategies for fostering intergenerational collaboration. This article delves into her thoughts, offering a comprehensive guide for leaders preparing to navigate the Work3 paradigm.



Navigating the Multi-Generational Workforce

In the modern workplace, diversity extends beyond race, gender, and ethnicity to include a broad spectrum of ages. For the first time, we see four distinct generations - Baby Boomers, Gen X, Millennials, and Gen Z - working side by side. This dynamic presents unique challenges and opportunities for organizations, particularly as they integrate AI and automation into their operations.

Deborah Perry Piscione emphasizes the importance of accommodating the diverse needs of these generations, each of which brings different values, experiences, and expectations to the workplace. She highlights that the younger generations, particularly Gen Z, have grown up in a decentralized work environment where traditional career paths hold less appeal. "We've never seen what is about to hit us. The traditional work models we grew up in are evolving into something completely different, driven by AI, decentralized work, and a super gig economy where younger generations may never fall into the old norms," Piscione explains.

To address these generational differences, organizations must adopt strategies that promote intergenerational collaboration and ensure that all employees feel valued and engaged. Piscione suggests leveraging digital tools and platforms

like Say Hii, which can play a crucial role in bridging the gap between generations and enhancing communication. "People want to be heard and valued for their work. The challenge for leaders is to capture those ideas and make sure they are part of the process, addressing opportunity spaces, under-addressed needs, and even the pain points that exist within the organization," she notes.

This approach not only fosters a more inclusive work environment but also taps into the collective intelligence of a diverse workforce, driving innovation and improving overall productivity.

Prioritizing Employee Well-Being in the Age of AI

As AI and automation continue to reshape job roles, the impact on employee well-being cannot be overlooked. Piscione is optimistic about the potential of AI to enhance work-life balance, predicting that it could lead to a reduction in work hours, possibly even moving towards a three or four-day workweek. "AI is going to inevitably give us back so much time. I actually think we can get down to a three or four-day work week. We're going to have the opportunity to figure out how we spend time differently - for the betterment of ourselves, our communities, and society at large," she asserts.

However, this optimistic outlook comes with a caveat: the transition must be managed carefully to avoid

overwhelming employees with the pace of change. Piscione stresses the importance of maintaining a constant communication loop within organizations, allowing employees to express their concerns and fears about AI and new technologies. "The communication in the workplace has to be a constant loop, not just top-down. We need to allow employees to be vulnerable, to share their fears and concerns about AI and new technologies. Making your employees partners in this process is key," she advises.

Leaders have a critical role in ensuring that the implementation of new technologies is inclusive and supportive of all employees, regardless of their comfort level with tech. This may involve providing additional training and resources for those less familiar with AI, as well as creating a culture that prioritizes mental health and well-being. "In this new era of work, authenticity is critical. It's okay to be vulnerable. It's okay to give love and to focus on being the best versions of ourselves, both in our work and in our lives," Piscione says.

By fostering an environment where employees feel supported and valued, organizations can help mitigate the potential stress and anxiety associated with rapid technological change, leading to a more engaged and resilient workforce.

The future of work is here, and it's being shaped by the rapid advancements in AI and decentralized technologies. Deborah Perry Piscione's insights offer a roadmap for organizations looking to navigate this new landscape. By embracing continuous learning, prioritizing employee well-being, fostering intergenerational collaboration, and preparing for radical shifts in organizational structures, leaders can ensure their teams are not only prepared for the future but are also positioned to thrive in it.

As Piscione aptly puts it, "The future of work isn't just about technology; it's about creating a more human-centered approach to innovation." By focusing on what truly matters - well-being, balance, and the recognition of each employee's value - organizations can build a future that benefits everyone, from the youngest Gen Z worker to the most seasoned Baby Boomer.

The Work3 paradigm is not just an evolution of the workplace; it's a revolution. And those who embrace it will unlock unprecedented levels of productivity, innovation, and employee engagement.

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"We are moving into a work3 paradigm, and it's unprecedented. We've never seen what is about to hit us. The traditional work models we grew up in are evolving into something completely different, driven by AI, decentralized work, and a super gig economy where younger generations may never fall into the old norms."

"AI is going to inevitably give us back so much time. I actually think we can get down to a three or four day work week. We're going to have the opportunity to figure out how we spend time differently—for the betterment of ourselves, our communities, and society at large."

"People want to be heard and valued for their work. There's always going to be a percentage of your workforce that wants to contribute to new ideas. The challenge for leaders is to capture those ideas and make sure they are part of the process, addressing opportunity spaces, under-addressed needs, and even the pain points that exist within the organization."

"In this new era of work, authenticity is critical. It's okay to be vulnerable. It's okay to give love and to focus on being the best versions of ourselves, both in our work and in our lives. We don't need to prove anything other than to be the best we can be, and that requires recognizing the multidimensional nature of who we are."

"The communication in the workplace has to be a constant loop, not just top-down. We need to allow employees to be vulnerable, to share their fears and concerns about AI and new technologies. Making your employees partners in this process is key, because the future is coming whether we like it or not, and those who resist it may find themselves left behind."

"We're asking people to continuously learn in this new generation of work, and that's non-negotiable. You either have to be a part of it or figure out another path that works better for you. This is not just about surviving in your current role; it's about thriving in a landscape that's rapidly changing and requires adaptability from everyone."

"The future of work isn't just about technology; it's about creating a more human-centered approach to innovation. We have the opportunity to impact society at large by focusing on what truly matters—well-being, balance, and the recognition that our time is valuable. We don't need to be sitting in traffic or confined to outdated models; we need to be the best versions of ourselves, and that requires a radical shift in how we view work."



As the future of work evolves with the rapid advancements in AI and decentralized technologies, Deborah Perry Piscione, co-founder and CEO of the Work3 Institute, offers a visionary perspective on how organizations can navigate this transformative era. In her upcoming book, "Employment is Dead: How Disruptive Technologies are Changing the Way We Work," Piscione outlines the critical shifts necessary for businesses to thrive in the Work3 environment. Here, she shares seven key principles that leaders can adopt to ensure their organizations are prepared for this new paradigm.

1 Embrace Continuous Learning

In the Work3 era, the pace of technological change is unprecedented. Organizations must foster a culture of continuous learning, where employees are encouraged to upskill and adapt to new tools and technologies. This commitment to lifelong learning will be essential in staying competitive.

2 Prioritize Employee Well-Being

With AI and automation reshaping job roles, it is crucial to ensure that employee well-being remains a priority. Leaders must recognize the importance of mental health and create environments that support balance, potentially moving towards shorter workweeks as AI takes on more tasks.

3 Foster Intergenerational Collaboration

The modern workplace now spans four generations, each with unique strengths and perspectives. Piscione emphasizes the need for strategies that encourage intergenerational collaboration, ensuring that all employees feel valued and engaged, regardless of their age.

4 Leverage Digital Tools for Engagement

Digital engagement platforms like **sayhii** can play a vital role in bridging generational gaps and enhancing communication within organizations. These tools allow for personalized interactions, helping to maintain high levels of employee engagement and satisfaction.

5 Implement Inclusive Technology

As new technologies are integrated into the workplace, leaders must ensure that their implementation is inclusive. This means providing support and training for all employees, from digital natives to those less familiar with tech, to ensure a smooth transition and widespread adoption.

6 Encourage Bilateral Communication

Piscione advocates for a shift towards bilateral communication in the workplace, where feedback flows both ways - upwards and downwards. This approach helps to address concerns and fears related to new technologies, making employees feel like active partners in the evolution of their roles.

7 Prepare for Radical Organizational Change

The future of work will bring radical changes to organizational structures, including the potential for AI to take on leadership roles. Businesses must be ready to rethink traditional models and embrace innovative approaches that reflect the decentralized nature of Work3.

Deborah Perry Piscione's principles provide a roadmap for organizations looking to navigate the complexities of the Work3 era. By focusing on learning, well-being, and inclusive technology, leaders can ensure their teams are not only prepared for the future but are also positioned to thrive in it.



We had a great time at the SHRM Annual Conference

These leaders provide critical perspectives on leadership, engagement, and transformation within the workplace. Their ideas align with the focus on optimizing human capital by fostering supportive, inclusive, and performance-driven environments.

Bob Kelleher

A Holistic Approach to Employee Engagement

Kelleher emphasizes the importance of integrating personal well-being with work-life balance. He discusses how "engaging quiet quitters" requires addressing the whole employee, not just their role within the company. This approach highlights the need for leadership to understand what motivates employees both personally and professionally to foster genuine engagement.

Tyler Cahill

Maximizing Performance & Leadership Development through Behavioral Science

Cahill stresses the use of behavioral science to develop leadership and drive performance, emphasizing that understanding human behavior can unlock the full potential of teams. He focuses on how performance isn't just about targets, but about creating an environment where employees can grow and succeed through data-driven insights into their behavior.

Jennifer McClure

From Traditional to Transformational: Disrupting HR to Thrive in the New Era of Work

McClure advocates for a transformational HR approach, focusing on using technology and modern practices to thrive in today's workplace. A key takeaway is her insight on how HR needs to be an active driver in shaping the employee experience: "HR must move from transactional to transformational, becoming a strategic partner in driving organizational success."

Kenston Henderson

Cultural Transformation: The 7 Keys to Leading Your Organization

Henderson discusses the importance of equity and inclusion in transforming organizational culture. His framework for cultural transformation includes seven essential keys to creating a thriving workplace where employees feel valued, heard, and empowered.

Kyle Ali

The Secret Sauce: Lessons From People Leaders Driving Employee Experience at the Top

Ali focuses on how people leaders play a crucial role in crafting the employee experience. He highlights that leadership must be deeply invested in understanding the needs of their workforce to ensure a positive and productive work environment. Ali's work revolves around embedding leadership in every level of employee interaction to ensure optimal experiences and outcomes.



- ✓ Deeper data
- ✓ Happier employees
- ✓ Less turnover

Sayhii is the human capital employee engagement solution that helps you understand your team's needs and well-being in real-time. By anonymizing, aggregating, and analyzing employee sentiment, **sayhii** generates actionable insights that drive strategic decision-making and foster a thriving workplace.

How do we fix it?

Real-Time Data

Sayhii is the only platform that provides and utilizes Real-Time Data solve HR problems before they become crises.

Needs Analysis

Sayhii is the only platform that has a non-biased, diagnostic question selection logic. The question selection is based on each individual's response the prior day.

Behavioral

Sayhii is the only platform that incorporates Behavioral Profiling into our employee action plans.

How does it work?

1

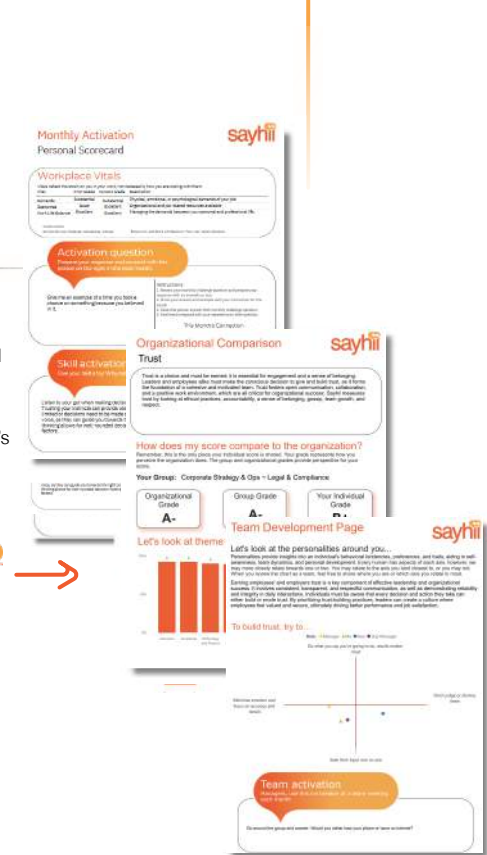
Employees respond to dynamic and personalized questions.

2

Sayhii anonymizes and aggregates the responses.

3

Through needs analysis and customized solutions, our platform delivers insights tailored to your organization's challenges



It all starts with sayhii

"I honestly had completely different opinions of my team before we started the team development page. My imposter syndrome feels like it's gone!"

"My team is just working! I don't know what else to say! In the last week, I've heard team members sharing how they can help each other complete projects faster. If it wasn't for our team activations, these people wouldn't be talking, we're all remote!"

"I have been told I am intimidating, unapproachable, and too quiet. I am quiet. Our team activation asked for something out of character we had done. I shared a funny personal story and the team started laughing and responded with 'we had no idea you had that in you'. It felt nice to share something that has now pulled me closer into the team."

Data Analyst
Tech Consultancy

VP Advanced Analytics
Tech Consultancy

Solution Architecture
Tech Consultancy

