



LAUNCHING PEOPLE + WORK CONNECT: LIVE PANEL

VIDEO TRANSCRIPT

00:02
welcome everyone I'm Nina Easton co-ceo

00:06
of cellars Easton media and I'll be your

00:08
moderator today for this timely and

00:11
incredibly important conversation as we

00:14
all know the Cova 19 pandemic is not

00:17
just a health crisis it's an economic

00:19
crisis business shutdowns and stay at

00:22
home orders have come with a tremendous

00:25
human cost just yesterday the US

00:27
government reported another 4.4 million

00:30
people applying for unemployment that

00:34
brings the five week total here just in

00:36
the US alone to 26 million but there are

00:40
companies hiring as they ramped up to

00:43
deliver food and the supplies of daily

00:45
life at home or they offer technologies

00:48
for remote living and working people

00:51
plus work connect aims to connect

00:54
organizations on both sides of that job

00:57
equation putting people to work back to

01:00
work fast we have with us here today for

01:04
extraordinary executives all cheap Human

01:07
Resources officers who came together to

01:10
make this happen and believe it or not



01:12 concept to reality in just two weeks	02:05 discuss how CHR O's need to lead
01:16 please meet Lisa Buckingham of Lincoln	02:08 differently in this time
01:19 Financial Group Kristy Bambi Enki of	02:11 our CEO Julie sweet came to talk to us
01:23 Verizon Pat waters of ServiceNow and	02:14 about the view from the top and the
01:27 Ellen shook of Accenture who built the	02:16 importance the important role CHR Rose
01:30 people plus work connected platform and	02:19 can play in not only a financial and a
01:32 later in the program we'll hear from	02:25 crisis of four finances but also a
01:35 users of that platform see hros from	02:29 societal crisis and so the group of CHR
01:38 both sides of the job equation Donna	02:34 OS started talking about the things that
01:41 Morris of Walmart and Christine deputy	02:36 we could do uniquely to really lead in a
01:43 of Nordstrom	02:40 different way and we started discussing
01:44 but first Ellen let's start with you	02:43 that not only do we have this
01:48 tell us how this came together in just	02:45 opportunity to really make an impact but
01:50 15 business days hi Nina and hi	02:48 an obligation to look at the problem
01:54 everybody thank you for tuning in today	02:51 beyond the walls of our own company and
01:55 it's a real pleasure to be here with	02:53 so we the job numbers were just coming
01:58 everybody just a few weeks ago we were	02:57 in at that time the first set of
02:02 convening a group of CHR O's to really	02:59 unemployment numbers and we felt a huge



03:01
sense of urgency

03:03
so as Nina said we conceived of this

03:07
matching platform a way to connect HR

03:11
people to HR people on both sides of the

03:14
job equation and in 14 short business

03:17
days we launched the technology platform

03:20
which really forms the basis for

03:23
conversations and collaborations around

03:27
the globe

03:28
across industries to help connect people

03:31
to work with a very simple mission of

03:35
putting people around the world back to

03:38
work

03:38
so Ellen I can't help but notice we've

03:41
got all women on this panel women at the

03:44
forefront of making a solution happen

03:47
coincidence well I don't know I was

03:51
actually thinking about that the other

03:53
day because an article was published

03:54
with that as the headline and I really

03:57
think about equality in the world I

04:01
don't really think about gender

04:02
difference but I started doing some

04:04
research to see if there was anything

04:05
about the the headline of the article

04:09
and I did note that there is quite a bit

04:12
of research about how women use

04:16
relationships to accelerate change

04:19
than just broadcasting and telling

04:22
people what to do and I think maybe that

04:25
might be at the very heart of how Pat

04:28
Lisa Christie and I came together so

04:31
quickly to really work this

04:33
collaboration not about us but about the

04:36
people that needed to be served and the

04:38
companies that needed people to serve



04:40
their clients and I think accelerating

04:43
change is really what we need to be

04:45
seeing right now we're seeing it on the

04:46
medical front and it's so great to see

04:49
you all taking this step on the economic

04:51
front so Pat could you describe exactly

04:53
how the platform works take us inside

04:56
the whole matching process sure happy to

04:59
on so the platform is basically a b2b

05:03
platform Nina it is meant to facilitate

05:06
between business leaders what is the

05:09
supply in the demand right and it's for

05:12
those companies that are very

05:13
compassionate taking the time basically

05:17
to get onto the platform

05:20
showcase the employees where they are

05:22
what type of skills what roles they play

05:25
by geolocation and saying I've got

05:28
furloughs I I'm doing a layoff please

05:31
help me match them to demand and then

05:33
the companies that are hiring basically

05:36
do the counter to that they they load

05:38
their jobs that are looking for by geo

05:41
zip code by title by skill set and

05:44
experience and the technology helps us

05:47
facilitate who should talk to whom

05:49
during this time to ease the burden of

05:52
the match so I will know that if I'm

05:54
looking for amazing talent I'm gonna

05:57
give Ellen shook a call because she

05:59
matched with me in the New York area and

06:01
so I'm gonna go deeper into the

06:02
metropolitan area because that's where

06:04
I'm hiring and I'm gonna see where the

06:05
jobs are or the labors exist that being

06:09
let go and I will start reaching out to



06:12
my peers to create that connection so

06:14
the platform is amazing the magic

06:17
however is the human to human connection

06:19
to remove the friction in this process

06:22
so what if imagine a world between HR

06:26
leaders where I accept

06:28
Ellen Shooks company's background check

06:31
they have the same five

06:32
points or seven points that I look for I

06:34
can remove friction and get her talented

06:38
people to hire faster so they don't have

06:40
the loss of income for themselves in

06:41
their family so if we can be creative as

06:44
talent leaders if we can index on being

06:48
perfectly imperfect for care I think

06:50
we're gonna change the world I mean

06:52
that's it's a compassion project so I

06:55
should remind our audience you can use

06:57
the chat function to submit questions

06:59
and one of the questions that comes to

07:01
my mind about how this works it's really

07:02
aimed at large companies with 100 slots

07:06
right on either side of the equation can

07:08
you talk about that a little bit and

07:10
what about small businesses who are

07:12
being hired hurt in this environment so

07:14
we're starting with that threshold I

07:17
think as we get faster in our enrollment

07:19
the capability with the work flow around

07:21
this platform and the opportunity to

07:23
talk and connect we may lighten up that

07:26
restriction of a hundred jobs I know

07:28
there's a lot of people impacted every

07:30
job matters every life matters so we'll

07:32
continue to look at that but we need to

07:34
get some robustness in the platform to



07:35
start we need to learn and iterate and

07:38
we've done that in the US and now we're

07:40
going global so I'm super excited with

07:42
the opportunity that's great so Lisa if

07:45
you could take us into some of the

07:48
critical ingredients that were in your

07:50
minds as you were just designing this

07:52
platform so it's so fun and serious all

07:57
at the same time and hearing from Pattin

08:00
Ellen and just thinking back about how

08:01
it all started and many of the

08:04
ingredients are gifts that we wanted to

08:06
really build upon so first pad

08:10
thoughtfully said a compassion cross

08:11
project and Ellen talked about the

08:14
purpose and so the critical ingredients

08:17
I would just say great relationships

08:20
between the founding CA charros started

08:22
this so it started from a conversation

08:24
and then I know with our relationships

08:26
we took it further so here we are lots

08:30
of care for every single person I think

08:32
you'll hear that throughout our

08:33
conversations today but we did hear a

08:35
rallying call and that was really to

08:38
help the workforce both domestic and

08:40
globally so quickly how did we get this

08:43
happen

08:44
so here's where the magic happened we

08:46
started thinking about the design

08:50
principles and we we have amazing

08:53
developers from Accenture who made this

08:55
happen but some of our principles were

08:58
speed of execution over perfection and

09:01
an agile operating philosophy a b2b

09:05
model again this was built pro bono and



09:09
this is not a moneymaker for anyone this

09:11
is really to reinforce our purpose so we

09:14
can make this happen and we we really

09:17
believe and we've had many conversations

09:19
about this in those 14 days so we

09:22
quickly decided that we really needed to

09:24
clarify what the platform is and what

09:27
it's not

09:28
so what it is it's no cost it's no cost

09:31
to employers no cost to employees it's

09:35
straightforward connection to companies

09:38
so that's really we want to work at

09:41
speed we want to work at scale you heard

09:44
I companies with 100 openings or a

09:47
hundred workers so that was really

09:50
important so again for talent suppliers

09:52
for the impacted people and talent rural

09:55
suppliers that have open positions so

09:57
this really was part of our massive

10:01
design principle first phase private

10:05
sector phase two will go into public

10:07
sector as Ellen used the language

10:10
inclusive I just love that because that

10:12
was part of our design Factory as well

10:14
we have geographic matching in in this

10:18
and and you see on in the in the slide

10:22
that we're offering today as well and so

10:25
we've successfully started with North

10:27
American talent and opportunities and on

10:30
Monday we go global I know that Pat

10:32
mentioned that and we'll work through

10:34
industry role country region and city

10:38
and again there may be opportunities to

10:41
go across industry so we're really

10:43
excited about that

10:44
let me also clarify what people plus



10:47

work connect is not it's not a human

10:50

capital management system we're not an

10:52

applicant tracking system we're not

10:54

recruiting and we're not an outplacement

10:56

service

10:57

is firm it's a job board for companies

11:01

we are not a job board for individuals

11:04

there's no personal data on the platform

11:07

it's really really important this is how

11:09

our execution to the Calallen exchange

11:12

will happen this is between the two

11:14

companies Pat talked about this trust

11:16

this is really breaking down barriers

11:18

and getting HR talent and our internal

11:22

business leaders and internal recruiters

11:25

really talking and learning what will

11:27

work when we're making these transfers

11:29

so really quickly one last thing that

11:32

we're not we're not doing the onboarding

11:35

for transitioned organizations but we're

11:37

helping facilitate those conversations

11:39

again our ultimate goal is to get the

11:42

world back to work that was the premise

11:44

that started the conversation I'll never

11:46

forget that conversation we want

11:49

businesses across all industries to join

11:51

we have a simple enrollment process we

11:54

just need information we can talk about

11:56

process for those interested our HR the

12:01

results of this our HR networks are

12:03

going to continue to expand think about

12:05

how this small group of CHR OS started

12:09

and built this now we want to touch the

12:11

world and all of the HR talent so again

12:14

getting people back to work and this is

12:16

the time to help navigate with this



12:18
platform ultimately our main goal

12:20
continue getting people back to work and

12:22
the design was completed with compassion

12:25
agility and foremost just really people

12:29
around the world in our mind so I really

12:32
truly hope our HRM business leaders will

12:34
work together and just continue to make

12:37
this happen so I hope everyone stays

12:39
well and I'm Nina thank you for the

12:42
question fighting words Lisa I love that

12:45
Kristi I know this is early early stages

12:48
here even though you're going global on

12:50
Monday but what has been the response

12:52
from companies so far take us into that

12:55
thanks so much for that question Nina

12:57
and for everybody that's taking the time

12:59
to join us on LinkedIn love life today

13:02
we're so excited for the opportunity to

13:04
talk to you about this important effort

13:07
are overwhelmed by the support from the

13:10
HR community and their strong response

13:13
to the effort in our outreach to them we

13:15
definitely want to thank all the founder

13:17
companies that joined with us so that on

13:19
that 14th day we were able to go live

13:21
with ten companies on our platform and

13:24
you're gonna hear from some of them here

13:25
in a moment and we're so we're so

13:27
grateful for them because they were

13:29
really founders in pioneers with us to

13:31
do something different we also have here

13:35
we are today just a few days later we

13:36
now actually have 25 companies on the

13:39
platform live we have 39 whose data is

13:41
in the process of transmission to the

13:44
platform should be in any day any hour



13:46
now we also have a hundred and fifty

13:49
seven companies that have an enrollment

13:52
coordinator assigned to them from the

13:55
teams of the people who you've heard

13:56
from on this call we have teams of

13:58
enrollment coordinators from our HR

14:00
organizations who work with the

14:02
companies joining the platform to

14:05
explain to them the platform help them

14:07
organize their day to help take the feed

14:08
over and give user tips and guidance in

14:11
addition to that we have another 111

14:14
companies that have confirmed interests

14:16
and with the advent of going global

14:18
starting next week we also have 80

14:20
global companies in the queue so we

14:23
literally have hundreds and hundreds of

14:25
companies not just that have said tell

14:28
me more but they're actually interested

14:29
in our in the queue coming live on the

14:32
platform so we just cannot say enough

14:34
how excited we are about the response

14:37
and the engagement I would say the other

14:39
thing I would share and you've heard it

14:41
through some of the dialogue of my

14:42
colleagues and I know we'll hear a lot

14:44
more from our other guests that are with

14:46
us today I think at the front end or

14:49
lose a little bit of what it isn't and

14:51
what isn't it and I think Lisa really

14:53
worked to define that on the call here

14:55
and we're doing something really

14:57
different we're trying to create this

14:58
b2b exchange among HR leaders and really

15:01
accelerate the contact many of us were

15:04
receiving emails from fellow CEOs or



15:06
outreach from other HR associations many

15:10
of whom helped found and amplify the

15:12
word about this idea and why I think we

15:15
got such great responses individually

15:18
each of us were doing heroics to try to

15:20
help our

15:21
or help find landing spots in our

15:23
company for dislocated workers but this

15:26
is such a huge task that any one of us

15:28
on our own could only make so much

15:29
impact and so as we reached out to peers

15:32
and through our networks in the HR

15:34
associations there was a relief almost

15:37
like oh my gosh I wish there was

15:38
something like this for a long time so

15:41
we're excited to be here sharing the

15:43
strong support from the HR community and

15:45
I think a really time where the world is

15:48
looking for us to lead and help solve

15:50
this critical crisis so I'll turn it

15:51
back to you Nina and thanks so much

15:56
Christy this is a good opportunity now

15:59
to bring in two users of the system

16:02
Donna Morris of Walmart and Christine

16:04
deputy of Nordstrom's they are on both

16:07
sides of the equation here as users of

16:09
the platform Christine I like to offer

16:14
this first question to you often

16:15
obviously some sectors of the retail

16:18
industry have been significantly

16:20
impacted in the last few weeks describe

16:23
how people plus work connect is helping

16:26
Nordstrom and your people thanks Nina

16:31
I'm really excited to share with this

16:34
group and share a little bit about our

16:35
experiences obviously with the Nordstrom



16:38

we had to make a decision to close our

16:41

stores to really protect the public and

16:44

protect our employees as we were dealing

16:46

with and understanding this kovat crisis

16:49

and so out of a 70,000 workforce we put

16:53

about 50,000 people on furlough and the

16:56

day we made that choice in that decision

16:58

it was really really difficult and all

17:00

of those folks are still part of the

17:03

Nordstrom company they're our employees

17:04

we care about them they're part of our

17:06

family but we immediately went to work

17:08

to try and find a way for them to

17:10

continue to work and find opportunities

17:12

and so you know we're all networked and

17:15

and luckily I have some phenomenal

17:17

connections with folks especially some

17:20

of the people on this call and we

17:22

started making phone calls and we did

17:24

some work that way but when I heard

17:26

about this opportunity I really this was

17:30

such a godsend because it we had so many

17:33

issues that

17:34

navigating and dealing with as all of us

17:36

in the HR role it are this made things

17:40

easier and so we were absolutely ready

17:43

to raise our hand and I think the way

17:45

that the design is set up where it's

17:47

really business-to-business it's HR

17:49

leader to HR leader and we're able to

17:51

facilitate the dialogue so much more

17:54

quickly we are really finding that we're

17:56

opening up opportunities for our people

17:58

and I think what's really important is

18:00

that it's breaking down barriers and I

18:02

think you know had Ellen everybody's



18:04
sort of commented lisa everybody that

18:07
this is about being boundary-less and

18:10
really thinking about what's the

18:12
community for our people and it's

18:14
hyperlocal

18:15
so you know we've got folks that are all

18:17
over the US and you know in Canada and

18:20
we've got folks that don't want to have

18:22
to drive or relocate or move somewhere

18:24
else to be able to keep working and by

18:26
having so many employers on this site it

18:29
gives us the ability to offer up

18:31
opportunities where folks can do this

18:33
and stay working stay employed and then

18:36
eventually you know hopefully come back

18:38
to us on the other side and when we

18:40
reopen our stores and continue to

18:42
operate and provide probably provide

18:45
hours for folks so it's just been it's

18:48
been a bit of a relief because doing

18:50
this one-on-one is really challenging

18:53
and all of those folks who partnered

18:55
with us early on and as one-on-one

18:56
conversations were great but now we're

18:58
kind of amplifying in a way that's

19:00
really really helpful so Christine I

19:03
just I I first of all want to say on

19:05
behalf of all of us we just we want to

19:07
offer our heartfelt thoughts for you we

19:11
we know this is a really difficult time

19:13
you talk a little bit more about that

19:17
creation of innovation that gets that

19:20
happens when you get outside the walls

19:22
and and and where we might see this

19:26
moving forward even beyond this well I I

19:29
mean I think the reality is is that



19:31
today are our employees the the workers

19:35
of the world they're not just it's not

19:38
just a one-on-one relationship all the

19:39
time and I think that for us as HR

19:42
leaders we need to be thinking about

19:44
work differently and the ways that we

19:47
used to work

19:48
kovat are not going to be the ways we

19:50
work there's no going back to normal

19:51
it's being going forward and so I think

19:54
our ability to leverage our networks

19:56
across this community and be more open

19:58
and have more dialogues I think provides

20:01
a different level of engagement with our

20:03
employees and also provides that

20:05
relationship from an employer brand

20:07
standpoint that I think is amplified so

20:10
when you do good when you do think about

20:12
those workers first then they have a

20:16
different relationship with you as a

20:17
brand partner and I think relationships

20:19
when you quickly escalate those

20:21
relationships that you've built and then

20:23
be open to the new relationships you get

20:26
to hear different ways of thinking and

20:29
different industries approach things in

20:31
different ways and all of that I think

20:33
really breeds that innovation and I

20:35
think it becomes a very positive cycle

20:38
sort of a self-fulfilling prophecy in a

20:40
really good way so let's bring in Donna

20:44
Morris Walmart Donna are you able to

20:46
join us I believe it's an audio can you

20:50
hear me okay yes I can hear you can you

20:55
talk about you're obviously needing to

20:57
ramp up your workforce and how has



21:00
people plus work Connect helped you do

21:03
that absolutely well let me start by

21:06
saying thank you very much for having me

21:08
join and you know the the story for

21:12
Walmart is different we're on the front

21:14
line serving Americans and then around

21:17
the globe where we operate making sure

21:19
that people have the necessities given

21:22
this unprecedented period and so in

21:24
March we made a commitment to hire

21:28
150,000 frontline associates to support

21:32
our stores our clubs or distribution and

21:35
fulfillment centers and we introduced a

21:38
24-hour hiring process to wrap us up and

21:41
frankly when we're making great momentum

21:43
but 150,000 people in short order is a

21:48
huge goal and we frankly were looking

21:51
for individuals that for the most part

21:53
were temporary exactly in in the focus

21:58
of people and work connect because we

22:01
knew the

22:01
there were going to be exceptional

22:03
individuals that were impacted by the

22:05
economic circumstances of co-head and we

22:09
knew that they would need to be employed

22:11
for a period of time and then they'd go

22:14
back to their former employer so what we

22:17
have been finding is on average we're

22:20
hiring 5,000 associates a day upwards to

22:23
85 to 90 percent of those people are

22:26
actually furloughed and when we found

22:29
out about the people in work connect

22:32
opportunity we said absolutely we will

22:35
make will be part of this because to

22:38
keep up the momentum I it will only help

22:42
us it will make sure that we have



22:43
frontline associates so we completed our

22:48
initial 150,000 goal in terms of

22:53
associate hiring last Friday we need the

22:56
announcement of an additional 50,000 new

22:59
associates and we're thrilled that we

23:01
can be part of supporting this

23:03
initiative that provides continued

23:06
employment for people in such a

23:08
difficult period of time so once again

23:10
very very proud to have Walmart

23:14
participate by virtue of the

23:16
opportunities that we have at this time

23:17
and Donna I'm again I speak on behalf of

23:20
everybody I think we're so happy you are

23:22
participating because it really is

23:24
contributing to job that better job

23:28
numbers than we're seeing in the

23:29
newspapers I wanted to throw a question

23:32
out and I'll let Ellen direct the

23:35
question which is give us a sense of the

23:37
range of jobs I mean Donna's talking

23:40
about the Walmart associates there's

23:41
also of course it ranges up through you

23:45
know biochemists and scientists I mean

23:47
we shouldn't just think about it in

23:49
terms of one type of job correct Ellen

23:52
yeah Pat would you like to take that

23:55
sure so um there's a ton of different

23:59
types of jobs that can be posted on this

24:01
amazing platform you have hospitality

24:04
you have service hourly workers you have

24:08
engineers you have people in the IT

24:11
support customer care

24:13
as we get broader in our use case and

24:16
load up the data from all these amazing

24:17
companies that are in queue we will seem



24:20 way more opportunity out there for	25:06 you supporting companies to manage the
24:22 everyone to take advantage of an embrace	25:09 transition of transferring in or out
24:25 for the for the world actually for	25:12 these employees Kristi this is a great
24:27 themselves and their families so I'm	25:16 one for you I love this question because
24:29 super excited about that opportunity and	25:20 I think this is another area where HR
24:32 I think that as we roll it out and scale	25:24 leader to HR leader and teams across HR
24:35 it we'll learn more here is a question	25:26 functions can innovate together so on
24:38 Ellen from LinkedIn will you make this a	25:29 the platform we will have something
24:41 permanent product and roll it out	25:31 called the knowledge exchange and we've
24:43 globally beyond this crisis and upgrade	25:33 already populated it with some insights
24:45 it frequently Lisa do you want to take	25:36 from companies that are in the founding
24:48 that happy to we are going to keep this	25:39 coalition here and in that you'll find
24:52 platform alive until it's not needed	25:41 insights on ways to handle movement of
24:55 anymore	25:44 employees from one company to another
24:55 so that's a huge commitment that we've	25:46 whether it's around background checks
24:57 made that's a great commitment let me	25:49 visa status benefit programs furloughs
25:01 I'm asked here's another question that	25:52 all of the variety of things again these
25:03 just came in this is from the UK how are	25:54 are just insights and whichever company



25:56
has provided their insight has contact

25:59
information there so the HR leaders in

26:01
the platform can reach out directly to

26:03
them to learn more and as the leaders

26:06
connect on the platform from a sending

26:07
and receiving organization they then can

26:10
either rely on those insights use their

26:12
own insights and as we begin to develop

26:14
a user community we'll be able to add

26:16
more insights and experiences from

26:19
people on the platform so I think that's

26:21
something we're very excited about and

26:23
we're

26:23
so mindful in that what is it what isn't

26:25
it we're not providing people advice

26:27
we're not telling people how to do it we

26:30
will just be able to offer insights from

26:32
companies that have been down this road

26:34
before and I know from various HR

26:37
leaders reaching out to me or whom I'm

26:39
reaching out to often we're doing that

26:41
like hey have you done this before how

26:43
did you do it can you give me some ideas

26:45
on how I might think about this and here

26:47
again is another way in which the

26:49
platform will help drive speed utility

26:51
innovation and sharing for all the

26:53
members thank you here's another

26:57
question from LinkedIn why b2b only why

27:00
not facilitate connections and matching

27:02
for employees all right I'm gonna take

27:05
that one myself when we were conceiving

27:10
of this originally just a few short

27:12
weeks ago we knew that speed and global

27:17
and frictionless were keys to our

27:20
success because we felt an enormous



27:23
learning platform and so in order to

27:25
launch something like this in two short

27:28
weeks we had to just make some big

27:31
decisions and so the first one was know

27:34
personally identifiable data and for

27:37
those of you watching who are in HR you

27:39
know what that means you it means that

27:41
we are not violating any data privacy

27:44
any GDP our rules so that we could be

27:47
fast to solve this Prop to help start

27:50
solving this problem and so we felt that

27:56
we know how HR people can collaborate

28:01
and we felt that by having the b2b

28:04
platform available it would actually

28:08
start getting people back to work at

28:11
speed and at scale and I would just do a

28:16
follow up with with Donna Morris at

28:19
Walmart Donna just any anything that's

28:22
been a challenge when you come from that

28:24
from the hiring side that in using the

28:28
platform in a b2b function no not at all

28:32
I mean in fact our team was already

28:35
partnering with the law

28:36
of other organizations that had a

28:39
similar intent they were really trying

28:41
to navigate finding opportunities so to

28:46
have a single platform to facilitate is

28:49
so much easier so it you know certainly

28:52
from my perspective it's a win-win

28:54
great Ellen we have another question

28:58
from LinkedIn what is one aspect of this

29:02
solution that you find reflects the

29:04
compassion you wanted to put into this

29:06
program well Pat waters has coined this

29:11
our compassion project not our passion

29:14
project so I'm going to toss this to her



29:17

Thank You Ellen I think every time a

29:22

leader considers the impact of these

29:25

difficult choices to reduce their

29:27

workforce to furlough and puts the human

29:31

in the middle of that decision date for

29:33

care is compassion and so if you think

29:36

about short cutting the time from

29:39

unemployment to gainful employment to

29:41

feeling like you matter that you're

29:43

being cared for and there's advocates

29:46

for you I think that's compassion

29:47

compassion is clearly something we

29:51

strive for it is empathy plus action and

29:54

this is a manifestation of that and I

29:56

couldn't be more excited you part of

29:58

this so super excited where this takes

30:01

us right Ellen we have another question

30:05

from LinkedIn how are you planning to

30:06

share the progress are you tracking it

30:08

weekly bi-weekly monthly mm-hmm

30:12

Christi do you want to share our

30:14

milestones this would be great we are

30:18

very ambitious and we are going to

30:22

celebrate at the ten thousand the

30:24

hundred thousand and the million mark of

30:26

people that we've helped and jobs that

30:29

we've helped fill so we're very excited

30:31

about this and we've got great support

30:33

from our members and our CEOs to do that

30:36

we also will be coming up with kpi's and

30:40

chocolate member communities and I just

30:43

want to say thank all the folks here

30:45

we're doing this a couple of hours a

30:47

night a week so we are checking in

30:50

three to four times a week as the

30:51

founder team here on progress and



30:53
enrollment coordination of what we could

30:55
be doing to help get all of you

30:56
hopefully on the platform as fast as

30:58
possible so Ellen we also have some

31:01
questions coming in through other social

31:04
channels here's one how fluid can the

31:07
movement of people be temporary loans or

31:10
permanent hires

31:11
for example we said you want to pick

31:14
that up happy to temporary or permanent

31:17
part-time and full-time bottom line you

31:21
do it all yeah great I'd like to ask all

31:27
of you and Ellen can start it off to

31:31
talk about a little bit more about this

31:34
idea of getting beyond the walls of

31:37
companies the boundaries of industries

31:40
to create personal connections that

31:42
accelerate change that actually land it

31:46
to do something good where do you see

31:50
this taking us this idea possibly with

31:54
other innovations in the future well I

31:58
think there's been a big movement toward

32:00
you know stakeholder capital and really

32:03
looking beyond just shareholders as as

32:07
important stakeholders in your business

32:09
and I think for the four of us you know

32:14
people our people are our most important

32:18
source of competitive advantage as an

32:21
organization and when you see the tides

32:25
changing like a tsunami you really you

32:31
really start to believe that if you can

32:34
do something you must do something and I

32:37
think the whole focus on responsible

32:40
leadership that companies and and I've

32:44
done a lot of studying of this Nina and

32:46
I feel really strongly about it and the



32:48
economic outcomes of companies are

32:51
better when they build trust with all

32:56
their stakeholders and I think that this

32:58
is just going to be the new way of

33:00
working

33:01
in the new world as we move forward

33:04
so Lisa Buckingham of Lincoln Financial

33:07
what would you say so I would say from

33:12
from the standpoint of breaking down

33:14
barriers bringing around the opportunity

33:18
to literally make a difference in the

33:22
world rally people around helping others

33:27
we can't train that in people but you

33:30
can show it and if you can show how we

33:32
can help and from our perspective and my

33:36
perspective I should say there is such a

33:39
Purpose Driven opportunity here from

33:41
that and what I would also say you know

33:45
this isn't a modernization time of many

33:48
many things and if we can do this right

33:50
we will

33:51
and all learn from it and Pat waters of

33:54
service now what did you learn through

33:57
this whole process whether about

33:58
yourself or your company or your

34:02
relationships with peers I'm an

34:06
introvert this has made me extend my

34:09
energy outwards more often than I

34:12
normally am comfortable with because of

34:13
the passion project that turns into

34:15
compassion I've learned that we should

34:20
embody that we should compete on

34:22
products and services not on talent that

34:24
caring for the human and their families

34:26
if you do that well you your company

34:29
thrives your brand thrives human lives



34:32
are improved and keeping that human in

34:35
the middle and people's willingness to

34:38
do that has been so heartwarming for me

34:40
and I I'm learning everyday from my

34:43
peers it's a gift

34:44
same question to you Kristy Pam Bianchi

34:47
at Verizon what did you learn about

34:49
yourself your relationships your company

34:51
through the through all this Chris I

34:56
think the first thing was there's was

35:00
just this overwhelming feeling of

35:01
helplessness as day by day the

35:03
unemployment level was growing and as

35:07
much as each of us are on the front line

35:09
inside our companies helping manage the

35:11
Kovan response and keeping our people

35:12
safe you know us and our HR

35:15
teams are really working very hard

35:17
absorbing a significant amount of

35:18
emotional stress and pain trying to

35:21
navigate through all of this uncertainty

35:22
and then overwhelming on top of that you

35:25
look and hear things like depression

35:27
level unemployment and so it was through

35:31
the outreach to the colleagues here on

35:33
the call where we just started to say

35:35
can't we do something above and beyond

35:37
what we're doing to helping our own

35:38
companies and it was just in that

35:41
connectivity to the peers here that are

35:43
with me that I started to feel just a

35:45
little less hopeless and just like there

35:48
was an opportunity to do something

35:50
exponential if we all work together and

35:53
do the things that Ellen reference like

35:55
break the paradigms break down the rules



35:57
of normal engagement have a passion

35:59
compassion project like Pat and Lisa

36:02
highlighted and it's a little bit like

36:04
that child on the beach putting one

36:06
starfish back in the ocean when an

36:08
entire you know millions are washed up

36:10
and the parent says you're never gonna

36:11
be able to save the starfish but she the

36:14
child she says yeah but that I made a

36:16
difference to that one and we started

36:19
this thing well we maybe will help one

36:21
person and if we do that success

36:22
hopefully will help millions and so for

36:25
me I'm finding strength to carry on from

36:28
everything I'm learning from all of my

36:30
colleagues in HR in Christine deputy of

36:33
Nordstrom's what have you learned about

36:36
managing through crisis in these past

36:39
difficult weeks well I think you know

36:42
when we when we affect when we're

36:45
affected by something so massive like

36:47
this it's pretty scary and one of the

36:51
things that I guess I would fall back on

36:54
is his core values are so important at

36:56
times like this so one of the core

36:58
values at Nordstrom is extend yourself

37:00
and we think about that extend yourself

37:03
to your communities to your co-workers

37:05
to your family to the people around you

37:07
and that means extend yourself not just

37:10
when you want to offer get help or ask

37:13
for something but extend yourself when

37:15
you're when you can help and you need

37:17
help and I think that I guess in these

37:21
times I think what's been really

37:23
reinforcing is is that as we've all



37:25

reached out to each other

37:27

I don't think I've

37:28

one person say no I won't share what I'm

37:31

doing and that is just incredibly

37:34

reassuring and just as much as hey I'll

37:37

share what I'm doing they've also been

37:39

highly vulnerable and said hey I don't

37:41

know how to do this what have you done

37:42

and I think if we could hold on to that

37:45

all the time we'd be that much better

37:47

off and so I'm just going to keep

37:50

reminding myself to extend myself both

37:53

when I need help and when I have

37:54

something to offer

37:55

and Donna Morris of Walmart how is this

37:59

period changed your perspective as a

38:00

leader well you know the interesting

38:03

thing is I actually joined Walmart right

38:07

before this pandemic hit so I joined the

38:10

company on February 17th and it was

38:15

early March when we realized that this

38:18

was going to impact not only Walmart but

38:22

the society broadly to a great extent so

38:26

I'll have two perspectives one is it

38:29

made me realize that when you come on

38:32

board an organization you have to be

38:34

aligned with its purpose and I've

38:36

absolutely joined the right organization

38:39

I'm so aligned with our focus to serve

38:41

serve our associates and serve the

38:43

communities they were participating in

38:46

so one is this perspective around people

38:49

should be guided to to serve in general

38:53

and they should be guided to follow

38:54

their passion so that's one aspect the

38:57

other is change we always speak about



39:00 change as our friend and change is	39:48 support the communities our frontline
39:02 inevitable but I think this highlights	39:51 associates and frankly provide
39:04 the fact that we have entered a period	39:53 opportunities for others to work at this
39:07 where people's physical well-being their	39:55 time an element shock of Accenture
39:09 emotional well-being their financial	39:58 having listened to these incredibly
39:12 well-being is all being questioned and I	40:00 powerful insights what are your final
39:15 think it's our opportunity to reaaargh	40:04 thoughts my final thoughts Nina are
39:17 attack what the future looks like	40:08 quite simple in a time like this
39:19 so my second comment it would be that	40:12 regardless of what side the equation
39:22 the HR function has an incredible	40:15 you're on lead with your heart lead with
39:25 opportunity for impact there is no time	40:19 compassion and act you can help so many
39:28 like the present for all of us to	40:23 so quickly if you collaborate to
39:31 collectively support our organizations	40:27 accelerate the pace of change please
39:34 purpose and the purpose of the people	40:30 help us put the world back to work we
39:37 that don't just work for us but broadly	40:32 look forward to you joining us and just
39:40 are in the communities in which we live	40:35 one more note I know there's a lot of
39:42 so it's frankly humbling to be in a	40:36 questions coming in on on how to join
39:46 situation in which we're trying to	40:39 the platform can you just where to just



40:41
where do people go and then we'll wrap

40:43
it up sure we will post this on LinkedIn

40:47
so that everyone can see it but you can

40:48
find us at people plus word connect at

40:51
Accenture.com

40:53
great thank you all ladies it's been a

40:56
terrific and as I said at the front

40:59
terrifically timely and important

41:02
session I thank you for being here and

41:05
thank you for our audience for joining

41:07
good afternoon

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