

## Insights from Deloitte's Center for the Edge



### Recent news from the Edge

#### Work Environment Redesign: Accelerating talent development and performance improvement



Talent development is one of the hottest and most important topics for executives today. However, it is often seen as more of an art than a science. **In this paper**, we sought to apply the concepts of design thinking (which have been used to reinvent customer experience) to look holistically at the work environment and identify design principles for organizations to follow to create environments that can accelerate talent development and performance improvement.

We researched over 75 companies varying in size, maturity, and industry to identify principles to help businesses achieve sustainable performance improvements. The result: nine design principles which can help support executives in three critical organizational goals:

- Define high-impact challenges: Help workers and teams to focus on areas of highest business impact, learning, and sustainable improvement
- Strengthen high-impact connections: Enable workers to connect with people who matter, both inside and outside the organization
- Amplify impact: Augment worker impact with an effective infrastructure

View the **full report** and an interactive **case study library**.

### Upcoming speaking engagements – John Hagel, Deloitte Consulting LLP

- June 27 – 29: Palo Alto, World Economic Forum Sponsored Tech Pioneer and Global Growth Company CEO workshop
- July 14: San Francisco, Wharton Fellows Master Class, Panel on the Next Best Thing in the Silicon Valley

### More views from the Edge

- **Social Analytics: The Three-Minute Guide** Leading companies are tapping into knowledge flows and connecting with a broader range of constituents to identify patterns and adjust strategies. Learn how social analytics is helping businesses reveal and capitalize on these opportunities
- **HR Times Blog: Are you ready to lead a different kind of learning?** Few people would question HR's role as champion and keeper of learning and development within the organization. But the familiar view of learning is being shaken as a result of broader trends reshaping

organizations: success depends on the ability to learn more rapidly to keep up with a fast-changing environment

- **What's next in the Techonomy?** We are currently in a time of exponential technological progress. However, to take advantage of these new opportunities, organizations need to innovate not just at the product or service level, but at the institutional level, reassessing how best to unlock human potential
- **The Hardware Revolution:** The recent renaissance in the Maker Movement and DIY culture highlights not just advances in technology—such as 3D printers, laser cutters, etc.—but also the learning networks and ecosystems that have developed to support these growing phenomena
- **Five ways social software can prevent the unexpected from ruining your business:** From unexpected customer needs, to brand-damaging viral videos, to supply-chain-disrupting earthquakes, social software can facilitate rapid communication and problem solving to help organizations deal with the unexpected
- **Too much like-mindedness hurts companies and the country:** We naturally congregate with those who share our interests, experiences, and beliefs. However, organizations that host a diverse range of members have a resilience bred of cross pollination, are better able to solve challenges and sense trends
- **Moving from Story to Narratives: Insights from John Hagel (video):** At the 2013 SXSW Interactive conference in Austin, Texas, storytelling was a main theme, with over 100 discussions focused on the topic. **John Hagel**, Deloitte Consulting LLP, provided his own viewpoint, addressing an audience of nearly 600 participants in his session

Learn more about [Deloitte's Center for the Edge](#).

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