

Designing people strategies based on human instincts

HR Professional Development Using Human Instincts

Workplaces are limited to members of the human race. Educating your HR team in the 9 Hardwired Humans framework helps the team to make sense of why people act the way they do so that you can make better choices to drive high engagement and performance.

Development with Impact

Through an energising and team-oriented development experience, HR professionals gain insight into the common challenges that frustrate organisational performance, including:

1. **Silos and internal rivalries** and how to reduce them.
2. Why **conventional thinking about change management** that “people resist change” is incorrect.
3. Why most managers find it hard **giving negative feedback** and how to help them.
4. The **four reasons why people gossip** and what to do to use this instinctive behaviour constructively.
5. When we **seek to persuade and influence** people, how much time do we have?
6. The one voice behaviour that **undermines our being taken seriously**.

The Benefits of HR Developments in Human Instincts

There are three key benefits in this professional development experience for your HR team:

1. **Skilling the team** to align HR practices to human nature – when we align our practices to human nature they just seem to work.
2. **Adding to the coaching toolkit** of the HR team for them to use in their coaching of leaders across the organisation.
3. **Enhancing the team work** and bonding of the HR team to increase their camaraderie and to have a common language afterwards.

Human Instincts

The underlying concept of the framework is that a strange thing happened to *Homo sapiens* only 250 years ago; we changed habitat. It was only with the Industrial Revolution that we began to move from being hunter-gatherers and villagers and shifted into offices and factories. Behaviour that served us well in our ancestral setting is alive and well in today's offices, corridors and meeting rooms! In the Hardwired Humans framework there are 9 instinctive behaviours.



The Yanomamo Indians, one of the last ancestral people to be contacted, lived in villages of up to about 150 people – as we would predict based on human brain size.

Workshop Options

There are various options tailored to what works best for you. The options are centred on:

Structure: The program can be structured as either:

- A single block, typically 2-3 days
- Single days spaced over several weeks or months
- Modules of about 2 hours spaced out.

Venue: The venue can be either:

- The local zoo including visiting the apes or
- Using your training facilities.

Supplementary tools: We can add:

- A survey of your people practices to determine how well aligned your people practices are to human instincts.
- A change management simulation game taking people back on the savannah.

HR Professional Development Experience

The program focuses on key HR subjects where we add a scientific explanation of the subject, explain the common challenges and allow you to discuss the implications for your organisation. The program is both conceptual and heavy on the practical.

HR Subject	Key Concepts	How Applied
Organisation design	Humans gain their sense of belonging in family-sized teams of around 7 people and in clans of up to about 150.	<ol style="list-style-type: none"> 1. Six design principles. 2. Case studies where principles have been applied. 3. Quiz of your own organisation.
Persuasion and influence	Humans make sense of our world by <i>classifying</i> – into “good or bad” alternatives. We only have seconds when we are seeking to influence.	<ol style="list-style-type: none"> 1. Share the science. 2. Teach concept of “The First 7 Words”. 3. Apply to real situations.
Change management	People are not “resistant of change”. We do however screen for loss. Knowing people’s needs and how they respond opens up opportunities for leading change with less distraction from productive work.	<ol style="list-style-type: none"> 1. Share the concept of Loss Aversion. 2. Case studies where leaders have applied human instincts to lead change. 3. Option of savannah training game. 4. Apply to your change situations.
Communications	Making sense of why a species with our verbal capability engages in rumour and why informal channels are faster than formal communication.	<ol style="list-style-type: none"> 1. Identify the 4 reasons why people gossip. 2. Applying the concept in practice. 3. Implications for your own situations.
Performance appraisals	Given our natures, it’s no surprise that a species like ours would a) design a conventional appraisal system and b) why they would tend not to work.	<ol style="list-style-type: none"> 1. Applying the 9 instincts to understand the issues of appraisal systems. 2. Designing a system that better fits human nature. 3. Reviewing your own system (if that is useful).
“Negative” feedback	Given our natures, it makes sense that most managers prefer to give positive than negative feedback.	<ol style="list-style-type: none"> 1. Identify from the 9 instincts why most managers avoid giving feedback. 2. Experience a better way than conventional approaches.

Other subjects: Over the course of the program we would also look at team dynamics, recruitment and induction, rewards and recognition, engagement and the environment in which people will flourish and the role of leaders (team leadership and village leadership).

Clients

Organisations that have benefited from using the Hardwired Humans approach for HR and leader development include Australian Defence, Australian Paper, Australia Post, Brightstar, Canterbury-Bankstown Council, Ericsson, Flight Centre, GE, NAB, Metro Trains Melbourne, Office of State Revenue (NSW), Philips, Starlight, Stroke Foundation, Symantec, Thales and the Wise Group.

Testimonials

“Human instincts is a valuable HR professional development initiative that changed our thinking about change management and HR practices – and at the same time enhanced our team spirit and provided a common language ... and a lot of fun!”

Andria Wyman-Clark, Ex-VP HR, Thales, ANZ and North America

“Human instincts has added significantly to our HR thinking and how we support change management and leadership capability – and has had a demonstrable impact on business performance. There is always a wait-list for the ‘zoo program’!”

Nick Dickinson , Executive GM HR, Metro Trains Melbourne

Making Enquiries

Please contact Andrew O’Keeffe to discuss options for your team’s development:

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