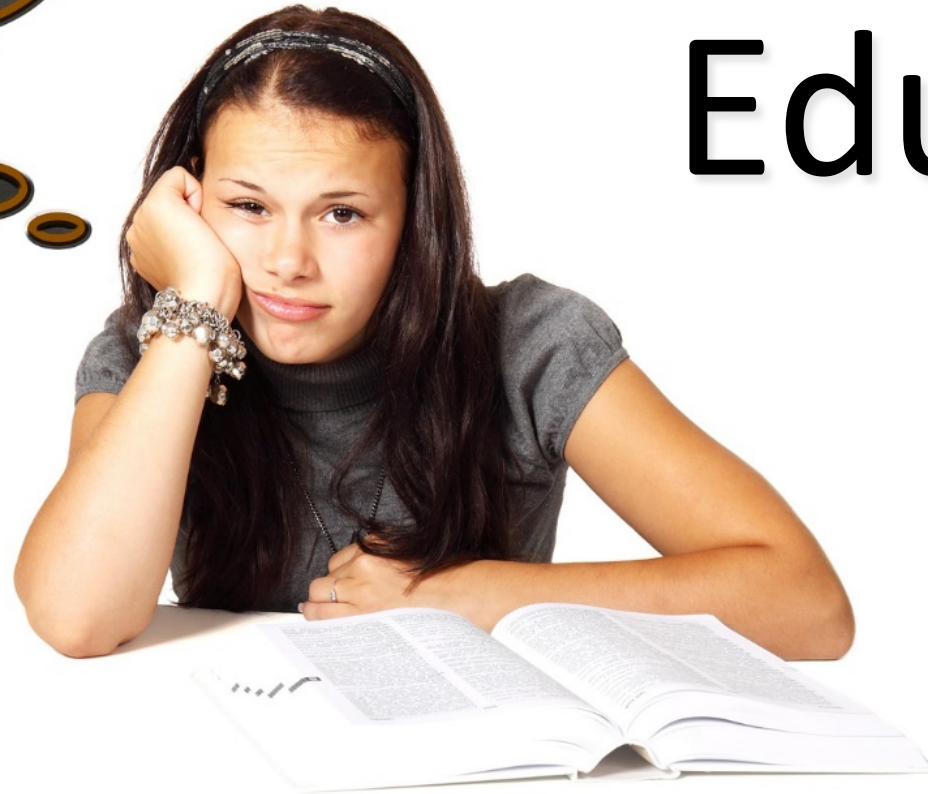


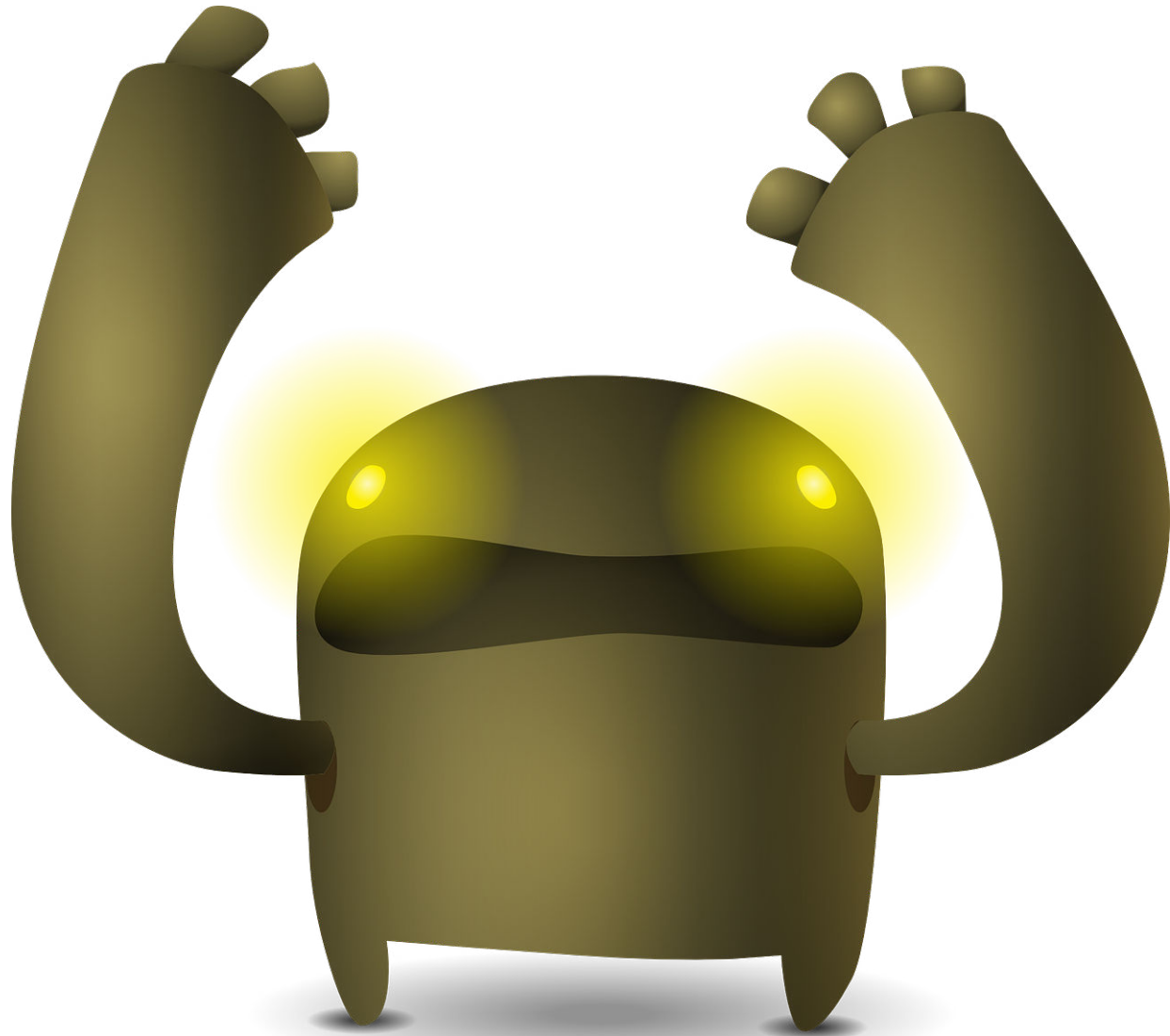
HR, Digitalisation & Gamification

WHAT THIS MEANS FOR THE FUTURE OF WORK

Gaming Education

A Quick Story





Digital IS Coming

... and there's nowhere to hide

Digital & Future Work

Culture

The way we do things around here

Loyalty

Compliance

Predictable & Stable

Measurable

Hierarchy

Best Practice

Existing Knowledge

MIND THE GAP!

HR's Strategic Role

Complexity

Agility + Flexibility

Portfolio Careers

Adaptability

VUCA

Immeasurability

Self-organisation

Experimentation

Emergence

The Human Side of Future Work

Living in the Gap

Unhealthy

1. Zealots
2. Toxic Personas
3. Divided Psyches

Healthy

1. Games-Playing
2. Role-Acting
3. Humour

{Good news – we have decades+ of research on this}

{Bad news – not much gets into popular management / HR literature}

We play games. But what is play?

1. a dramatic performance, as on the stage (**role-acting**).
2. exercise or activity for amusement or recreation (**games-playing**)
3. fun or jest, as opposed to seriousness (**humour**)
4. the manner or style of playing or of doing something (**elegance and ability**)



Designing Management Games

The Four Core Challenges of Gamification

1. Our kids aren't alright
2. People hack games
3. The irony of “managed fun”
4. The demonization of negativity

Towards a Solution (The 8 Cs)

Future Work Skills

1. Complex Problem Solving
2. Creativity
3. Critical Thinking
4. Cognitive Flexibility

Collective Wisdom

Future Work Environments

1. Cross-Functional Teams
2. Collaborative
3. Customer-centric
4. Civil

Psychological Safety



Psychological Safety is not for WIMPS

“Psychological Safety is by far and away the most important team dynamic. It underpins everything else.”

Google's Project Aristotle

From Role-Acting to Games-Playing

... and humour

Weak Impression Managers (WIMPS)

1. Ignorant – don't ask questions
2. Incompetent – don't admit mistakes
3. Intrusive – don't offer ideas
4. Negative – don't question the status quo

A Psychologically Safe Workplace

1. Be Kind

2. Be Civil

3. Be Candid

4. Don't be a Boor or a Blockhead

Questions?



Organisational Misbehaviourists

Probing a \$3 trillion productivity problem

organisationalmisbehaviourists.com

richard@organisationalmisbehaviourists.com