



Beyond Order-Taking: Creating Meaningful Stakeholder Engagement Transcript Summary

Transcript

<https://otter.ai/u/xEaXmd20F4okGZA3BaQWWMMHs0A?view=summary>

The discussion centers on the misconception of strategic business partnering, emphasizing the need to think strategically but act tactically. A triangle model is introduced, with strategy at the top, tactical and strategic in the center, operational at the bottom left, and transactional at the bottom right. The conversation highlights the importance of integrating with business strategy rather than aligning, focusing on business data over learning data. Key elements for building capacity include strategy, structure, systems, skills, and culture. A practical example of improving sickness reporting through a simple GIF illustrates effective problem-solving. Contact details for further engagement are provided.

Action Items

- Connect with the speaker, Andrew Jacobs, on LinkedIn.
- Visit the speaker's website, LARNcom, to explore more content.

Outline

Strategic Business Partnering and the Triangle Model

- Speaker 1 explains the fundamental mistake in strategic business partnering, emphasizing the need to think strategically but act tactically.

- A triangle model is introduced, with strategy at the top, tactical and strategic in the center, operational at the bottom left, and transactional at the bottom right.
- The conversation highlights the importance of understanding the strategic intent and the role of the learning function in addressing operational and transactional needs.
- Speaker 1 discusses the common mistake of creating operational activities without understanding the strategic intent, leading to ineffective solutions.

Integration vs. Alignment in Business Strategy

- Shannon Tipton and Speaker 1 discuss the difference between aligning with and integrating into the business strategy.
- Speaker 1 emphasizes that learning functions should integrate with the business strategy, not just align with it, to be part of the organization's performance.
- The conversation touches on the importance of focusing on business data rather than just learning data to produce business value.
- Shannon Tipton expresses her realization of the importance of this distinction and the need to reevaluate her approach to strategic partnering.

Building Capacity and Organizational Success

- Speaker 1 discusses the importance of building capacity within the organization, not just providing skills training.
- The conversation covers the five elements needed for effective capacity building: strategy, structure, systems, skills, and culture.
- Speaker 1 explains that skills alone are not sufficient; all other elements must be aligned for effective capacity building.
- The discussion includes a practical example of improving sickness reporting by creating a simple GIF to guide managers, demonstrating the importance of practical solutions.

Practical Examples and Avoiding Overcomplication

- Shannon Tipton appreciates the practical examples provided by Speaker 1, highlighting the importance of simple, effective solutions.
- Speaker 1 emphasizes the need to focus on business impact rather than just busyness, ensuring that efforts are aligned with organizational goals.
- The conversation touches on the concept of "learning theater," where efforts are visible but have no real impact on the organization.
- Shannon Tipton expresses gratitude for the insights and practical advice provided by Speaker 1, noting the importance of these lessons for her work.

Connecting with the Audience and Resources

- Shannon Tipton asks where the audience can find Speaker 1 for further engagement.

- Speaker 1 suggests connecting on LinkedIn, where he posts daily and has a significant following.
- Additional contact information is provided, including Speaker 1's website and email.
- The conversation concludes with mutual appreciation and a commitment to continue the discussion on strategic business partnering.