

HR Business Forum and University HR All-hands Meeting

OCTOBER 13, 2023

<h2>201</h2> <p>HR PROFESSIONALS SERVING 28 SCHOOLS & ACADEMIC UNITS AND 13 ADMINISTRATIVE UNITS</p>	<h2>9</h2> <p>SENIOR LEADER SPEAKERS</p>	<h2>1</h2> <p>“TRANSFORMATION IN HIGHER EDUCATION” PRESENTATION</p>
		<h2>1</h2> <p>FIRESIDE CHAT</p>

About the day: Making more impact than ever before

- USC HR professionals universitywide came together to gain greater insights into the state of affairs at USC and to consider how their work fits into the bigger picture of how USC operates, even as they are supporting the schools and administrative units they serve.
- Felicia A. Washington, SVP, HR, Equity, and Compliance, opened the forum by outlining the historical and cultural changes in HR and also USC HR’s vision (Fig. 1) and guiding principles to create more impact than ever before to every client with whom we interact.



Figure 1: USC HR Vision

- Five senior leaders then shared the state of their team’s operations and their vision for the future, as well as their view on HR’s role at USC.
- A fireside chat followed, with three senior leaders sharing their perspectives on culture, talent, managing a workforce, and the importance of HR in achieving their unit’s objectives.
- All of this was complemented with an insights-based presentation from Roy Matthew of Deloitte, who was recently name one of the top 25 Education Consultants and Leaders of 2023 by The Consulting Report. This was followed by a team building exercise encouraging participants to work together and think outside of the box to deliver creative solutions.
- WorkWell Center-guided stretch breaks between speakers.
- Guided by principles on our journey to optimizing the value of HR at USC through four key outcomes (Fig. 2).



Figure 2: USC HR 4 Key Outcomes

About the people: Perspectives from our leaders

Common message from all: HR's recruitment and retention of top talent has positively supported not only the USC leaders but also the USC Competes moonshot.

- **Andrew Guzman, Provost and SVP of Academic Affairs:**
 - How HR shows up - HR partners are subject matter experts whose adoption of client problems is critical for staff appreciation and faculty success.
 - *"There is no part of us that is satisfied. We are awesome, but we'll be awesomer soon."*
- **Steve Shapiro, SVP Health Affairs:**
 - Applauded HR's recruitment of diverse and values-skilled talent – especially as care expands into patients' homes and communities – and encouraged the review of new compensation models.
 - *"How we treat people is important!"*
- **Ishwar Puri, SVP of Research and Innovation:**
 - When there are more people in research, there is increased focus on research integrity. Some R&I successes are due to HR partners who assisted in streamlining processes and improving protocols.
 - *"We point the way, we carry the load, but TALENT is what gets the credit."*
- **Monique Sosa Allard, VP of Student Experience:**
 - Faculty and staff connection with students helps students excel. The time that students spend in-person with the USC community is more important now than ever.
 - Applauded HR's success in finding and retaining people-first talent.
- **Erik Brink, SVP and Chief Finance Officer:**
 - Remember, prioritize connection through humility, courage, and kindness, and always view collaboration as integral in discussions around costs.
 - How do we maximize what people are doing?

A Fireside Chat

Stacy Giwa, VP of Culture, Ethics, & Compliance, Kendra Ishop, VP of Enrollment Management, and Beong-Soo Kim, SVP and General Counsel, joined with Felicia A. Washington to speak about their roles and how they encourage their teams to adopt our Unifying Values. The four also shared an interesting personal fact, identified an investment that could be made to HR to propel their unit forward, what keeps them up at night, what they look for in a team, and the following takeaway:

- *How do we keep things moving? Be in lockstep with partners...everyone is mission critical; during any moments of frustration, assume positive intent – this is a chance for partners to reset and be heard, to problem-solve together.*

University HR All-hands Team Meeting: “The Future is Human – Transformation in Higher Education”

During the meeting, Felicia A. Washington listed evolution, revolution, and opportunity as qualities for transformation. Roy Matthew also gave a presentation with these takeaways:

- We need to recognize the necessity of flexibility in a rapidly changing world.
- AI will always need people – our logic, empathy, and human soft skills.
- Humanizing the workforce looks like tapping into empathy, engaging in resiliency, developing Brand Ambassadors, and cultivating technical writing skills.
- Felicia A. Washington closed the meeting by reminding all that today's HR professionals, need to know many things, including but not limited to:
 - Reading and understanding financial reports
 - Researching and applying historical trends
 - Using data to inform decisions
 - Negotiating
 - Interviewing and investigating
 - Showing compassion
 - Leading