

Tips for Making Your 2024 Talent Development Resolutions

By Lesley Sears

January 2024

00:00:14

Hello, and happy 2024. I feel so weird saying that—it'll take me a couple of weeks to get used to saying that. But welcome to 2024!

We thought what a great opportunity, a great time to really dig into some resolutions, right? Some talent development resolutions for '24.

So resolution tip number one: Manage your climate. I know you've all heard me say this, you've all heard me nag about this. But what I see so often is that your climate, the assessing your climate, and managing your climate and understanding your climate, can help you get to the base root cause of so many of your challenges, right? If you manage your climate, if you assess the nine dimensions that we look at, and really dig into what your current climate is. I would be shocked if you were not able to resolve some of your current challenges, and probably the ones that are high priority, right, because in my mind, what I see is that the climate is really kind of the catch all, right? So the things that you do really well as a credit union will show up in those nine dimensions. And the places that you struggle, the places that you have challenges will show up, right, they'll show up, but they'll show up in a way that you can address them with development, right, they'll show up within those nine dimensions. And you can identify through that what their root cause is. So number one resolution tip, manage your climate resolution.

Tip number two, or the just the way to think about your resolutions for 2024: Think about your success skills. 95% of credit unions that I work with use job descriptions to manage into hire and to do kind of just a have an understanding of the roles within their credit union. I contend that a skills based approach is so much more nimble job descriptions are so much harder to manage to they are heavier, right, they're full of just a lot of words, write paragraphs, sentences, those types of things, they're harder to interpret, they're harder to understand. And they're harder to manage toward, where skills, skills inventory is much more nimble, right, it's easier to pull them out to understand them to have a common language for certain skills. And you can use that common language across positions and use it for career pathing. You can take someone maybe a teller and have a skills inventory for that position. And their objective, right, their goal for their career in your credit union is to be a manager. So you can identify a skills inventory in the manager position, and then help them cross check, see where their development needs are, where they have a gap. Right? So it's skills are so much easier to map out talent development toward. So consider that considered changing into a more skills based credit union.

So resolution number three is understand your challenges better. Meaning, understand the root cause. I talk to many, many credit unions, and they will list for me the challenges and they'll say we've been dealing with this for 10 years, or we've been dealing with this for five years. But until they get to the root cause of what's causing that challenge because 95% of the challenges I hear are a byproduct. They're a byproduct of a different issue within their system. So until they get to the root cause of what's causing that challenge, there's no way of resolving it, there's no way of addressing it. So I would say, delve into that pick and prioritize. Because often, it's not just one challenge that you have in your credit union. You're probably thinking, "Oh, that would be great. I would love to have one challenge." But of the 10 that you really have, pick the most critical two or three, and start digging into them and really identifying what the root causes are. And then you can begin to kind of map out a resolution for them. And if you don't know how, if you don't know how to get started on that, let us know contact us we can help, we do that every day. So let us know that you need some help and we'll be happy to step in and help you resolve that—but don't let it go on for another 10 years. Don't let it go on for another five years. Resolve to identify what is causing your critical challenges your priority challenges today; understand what it is.