

# MARTHA HERNÁNDEZ

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FOUNDER AND CEO, madeBOS, Inc.

NEXT GENERATION OF  
PEOPLE DEVELOPMENT



Meet Tyler

**1 in 4**

Americans work in a service  
position earning  
**\$15 or less per hour**



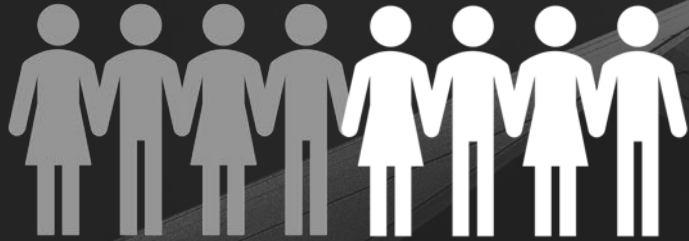


**YET**

**~50%** Employees who  
are leaving



**65%** Employers who  
are struggling  
with hiring



**YET**



**~50%** Employees who  
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**65%** Employers who  
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with hiring

**65 million**

# Profound **inefficiencies** exist



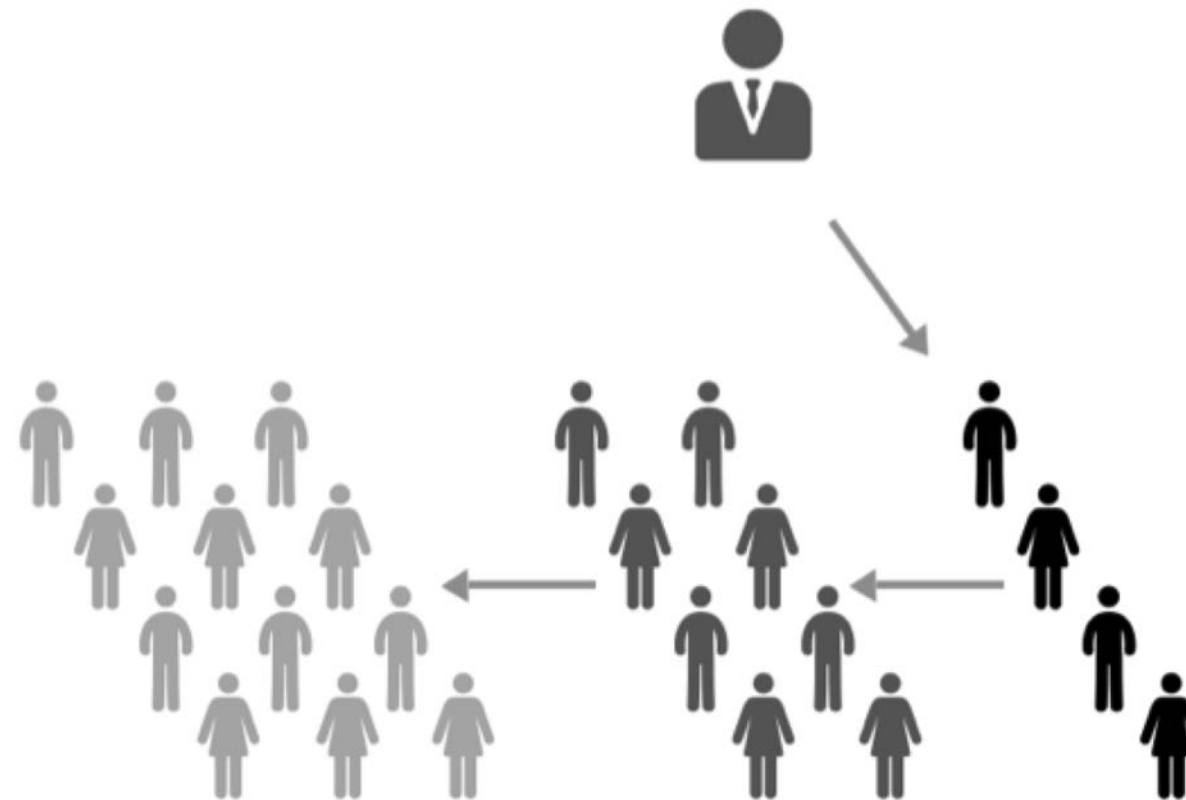
Systems



Processes

# Traditional

Relationship Based





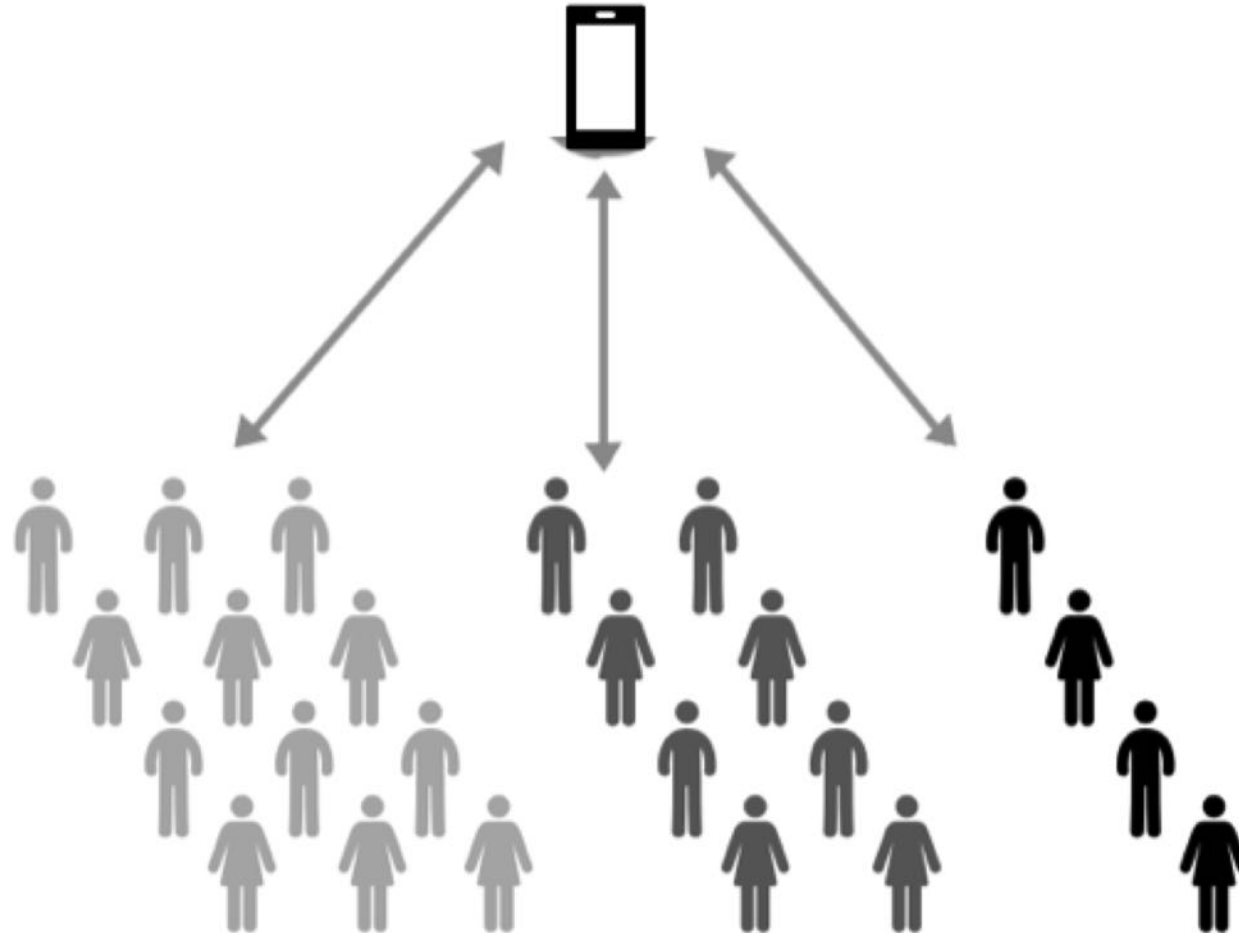
And it adds up:

Voluntary turnover is an **epidemic**  
costing over **\$536 Billion a year** in  
the U.S. alone.



# Innovative

Tools, Systems, Processes





# Talent Strategy



Talent  
Acquisition



Talent  
Development



Talent  
Management

# Consistency

- Competencies
- Selection Methodology



# Competencies of the Future



Complex Problem-Solving



Critical Thinking



Creativity



People Management



Coordinating with  
Others



Emotional  
Intelligence



Judgement  
and Decision-  
Making



Service Orientation

# Competencies of the Future



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Service Orientation

# Selection Methodology

1. Combined Approach
2. Data Driven

# Selection Methodology

1. Combined Approached
2. Data Driven



# Missed Opportunities

1. Compliance
2. Transparency
3. Clarity

# Shift is Happening

- Relevance and Obsolescence Gap
- Overlooked Talent Difficult to Affect

# Shift is Happening

- Relevance and Obsolescence Gap
- Available Talent Difficult to Affect

**Future of work =**

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**Empowered Talent +  
Real Opportunities**