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Leadership & Change: The Human Touch
Iowa Division of Banking
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Change

• “To improve is to change; to be perfect is to change often.”
  – Winston Churchill

• https://www.youtube.com/watch?v=ystdF6jN7hc
What does tomorrow look like?

• **VUCA** – **V**olatility, **U**ncertainty, **C**omplexity, and **A**mbiguity

• **Mindset in a VUCA Environment**
  • Agile and adaptable locally, regionally, nationally, globally

• **Workforce**
  • Bridge the skills gap -- 1:2:7, Future Ready Iowa, Educonomy
  • Iowa’s population trend
  • Issues: Healthcare, Childcare, Diversity, Equity, Transportation, Housing, ….

• **Technology Waves**
  • Virtual-connected communities & Cyber-security
Augmented Reality
Augmented Reality

• [https://www.youtube.com/watch?v=AOfgi_VUo_l](https://www.youtube.com/watch?v=AOfgi_VUo_l)
• Magic Leap has raised well over $2.3 billion since 2011.
• How will AR impact your industry?
3D Printed Homes
3D Printed Home
What does tomorrow look like? (cont.)

- **World Population**
  - 2016 = 7.5 billion, 2030 = 8.5 billion, 2050 = 9.7 billion
  - U.S. population: 2010 (312 million) to 2050 (401 million)
  - China: projected to add 25 million by 2050 (1.38 billion)
  - India: expected to add 400 million by 2050 (1.62 billion)

- **Environmental Issues**
  - Food production must increase by 60-70% by 2050.
  - Water quality & quantity, Pollution, Energy, Food Safety, ....
  - Which country has set a goal for New Energy Vehicles (NEVs) to make up at least 20% of auto sales by 2025?
Leadership

- World Economic Forum’s 2015 Survey of the Global Agenda:
  - 86% agree that the world is facing a “leadership crisis.”
  - “The world needs new leadership, but the new leadership is about working together.” – Jack Ma, Alibaba Group
What I have learned ...

• **Know what business you are in.**
  • Neal, Liz, Isaiah
• **Scan your environment.**
  • Be mindful and listen well.
• **Articulate and walk your mission and vision.**
  • E.g., “*Think Big. Build Simple. Act Now.*”
  • Repeat, repeat, … what you want heard and understood.
• **Visualize the future for your organization.**
  • Make time to think.
• **Support succession planning and talent development.**
  • Recognize generational differences.
What I have learned ... (cont.)

- Appreciate impact of “small stuff.”
  - 211F vs 212F
- Build cultural intelligence.
  - Over 100 different languages spoken in Iowa now!
- Nurture sustainable leadership.
  - Cultivate partnerships.
  - Leaders don’t have all the answers.
- Avoid over-using technology.
  - MBWA and know when to power down.
- Know when to act.
  - Timing is important.
  - What a leader does/does not do sends a message.
Final thoughts to ponder ....

• “The key to successful leadership today is influence, not authority.” – Ken Blanchard
• “Leaders must touch hearts before they can ask for a hand.” - Jon Maxwell
• 7-Generation Stewardship – Great Law of the Iroquois
• “Ten years to shape a tree. A hundred years to shape a person.” - Chinese saying
Thank You