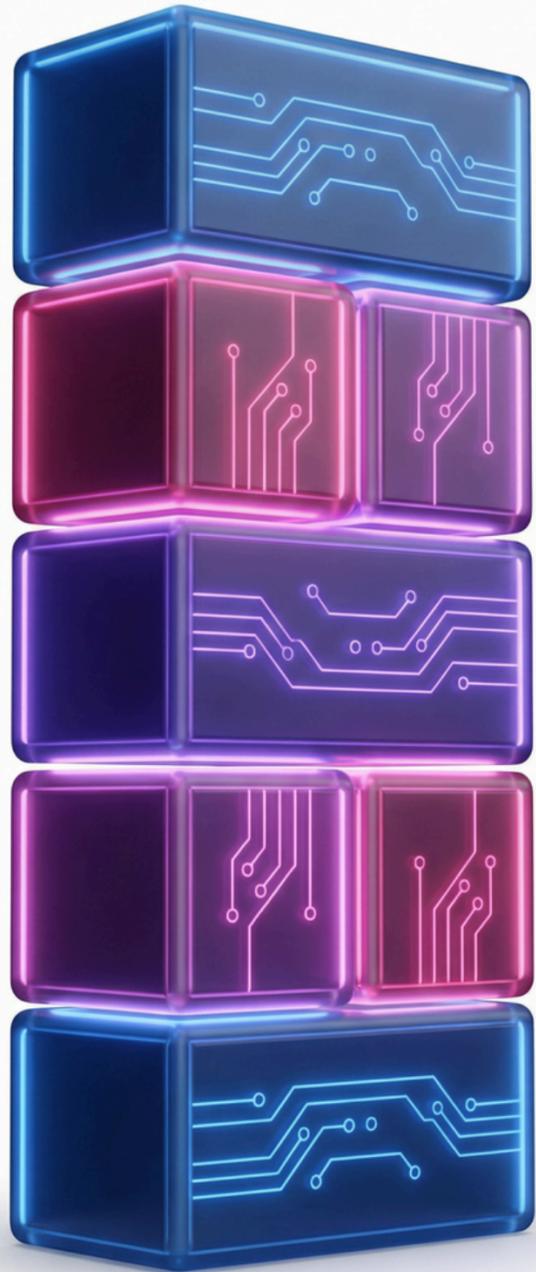


4 CRITICAL PEOPLE PARTNER CAPABILITIES FOR 2026



GROWTH MINDSET

Learning-oriented, adaptable, embraces challenges

CHANGE MASTERY

Designs and leads change, builds buy-in, navigates resistance.

ORGANISATIONAL EFFECTIVENESS

Diagnoses organisational issues, improves how work gets done

STRATEGIC TALENT MANAGEMENT

Understands current and future talent needs and shapes decisions about attraction, development and succession.



CAPABILITY 1

GROWTH MINDSET

Definition

Approaches the business, self and team with curiosity and a focus on learning, not perfection.

WHAT THIS LOOKS LIKE

- Actively seeks feedback from leaders, peers and team members and uses it to improve
- Experiments with new ways of working and is open about what is being tried and learned
- Stays up to date with people, culture and business trends and translates them into practical ideas
- Treats setbacks as data, not as personal failure, and helps others do the same

IMPACT IN THE ROLE

Creates a culture where learning is normal, people feel safe to try new things and the HR function is seen as progressive and forward looking.

CAPABILITY 2

STRATEGIC TALENT MANAGEMENT

Definition

Understands current and future talent needs and shapes decisions about attraction, development and succession.

WHAT THIS LOOKS LIKE

- Works with leaders to identify critical roles, skills and talent for the strategy, not just today
- Uses data and insight to spot talent risks and opportunities across the business
- Designs practical approaches to succession, development and internal movement that leaders actually use
- Challenges short term hiring decisions that do not fit the longer term talent picture

IMPACT IN THE ROLE

Ensures the organisation has the right people and skills in the right places, reduces talent risk and builds a stronger internal pipeline.

CAPABILITY 3

CHANGE MASTERY

Definition

Leads the people side of change with confidence, from shaping the case for change through to embedding new ways of working.

WHAT THIS LOOKS LIKE

- Helps leaders clarify why change is needed and how it connects to strategy and culture
- Maps who will be impacted by change and what will shift in their day-to-day reality
- Anticipates resistance and designs communication, involvement and support that feel human and honest
- Stays calm and solution focused when change gets messy and emotions run high

IMPACT IN THE ROLE

Change lands more smoothly, people feel better informed and involved, and the organisation is more able to adapt at pace.

CAPABILITY 4

DRIVING ORGANISATIONAL EFFECTIVENESS

Definition

Looks beyond individual issues to how structure, ways of working and culture support or block performance.

WHAT THIS LOOKS LIKE

- Works with leaders to clarify purpose, priorities and decision making in their area
- Spots patterns in how work flows, where it gets stuck and where there are gaps or overlaps
- Facilitates conversations about roles, responsibilities and interfaces between teams
- Uses data and insight to challenge assumptions about what is really driving performance or friction

IMPACT IN THE ROLE

Improves how work gets done, reduces friction and rework, and helps the organisation deliver its strategy more effectively.



MORNING – 08:30

START OF DAY CHECK IN

Reviews the day with a growth mindset lens
Looks at key meetings and asks:
Where can I add the most value today?
What do I want to learn from these conversations?
Skims people and business data for their area to spot any patterns or signals.

CAPABILITY FOCUS – GROWTH MINDSET

AFTERNOON – 13:30

WALK AND TALK WITH A FUNCTIONAL LEADER

Uses the time to listen to what is really on the leaders mind about performance and culture
Gently challenges where the leader is focusing on individual issues rather than system issues
Shares one or two insights from data or feedback that broaden the leaders perspective
Leaves with a shared view of one organisational effectiveness issue to tackle together

CAPABILITY FOCUS – DRIVING ORGANISATIONAL EFFECTIVENESS AND RELATIONSHIP BUILDING

09:00

TALENT PLANNING SESSION WITH THE SALES DIRECTOR

Brings a simple view of critical roles, key talent and risk areas in the sales organisation.
Facilitates a conversation about the next 12 to 24 months and what skills will be needed.
Challenges assumptions about external hiring and explores development or internal moves first.
Leaves with a clear set of actions on succession, development and recruitment priorities.

CAPABILITY FOCUS – STRATEGIC TALENT MANAGEMENT

15:00

SELF-DEVELOPMENT AND LEARNING SLOT

Spends focused time reading or listening to content on topics such as AI in HR, skills-based organisations or new approaches to performance.
Notes one idea to test in their own context and one question to take to the next team meeting.
Reflects briefly on what has been learned from the day so far and what could be done differently tomorrow.

CAPABILITY FOCUS – GROWTH MINDSET

11:00

PROJECT MEETING ON A PLANNED OPERATING MODEL CHANGE

Helps the project team clarify the case for change in plain language.
Maps which teams and roles will be most impacted and what will actually change for them.
Raises questions about how leaders will be supported to lead the change in their own areas.
Agrees next steps on communication, involvement and support activities.

CAPABILITY FOCUS – CHANGE MASTERY AND DRIVING ORGANISATIONAL EFFECTIVENESS

LATE AFTERNOON – 16:00

FOLLOW THROUGH AND IMPACT CHECK

Reviews actions from the days meetings and updates plans, owners and timelines
Sends short follow up notes to leaders capturing decisions and next steps
Checks progress on existing talent, change and effectiveness initiatives and removes blockers where possible
Reflects on where their work today has moved the dial on talent, change or organisational effectiveness

CAPABILITY FOCUS – DELIVERY, WITH ALL FOUR CAPABILITIES IN PLAY