

LeaderSHIFT in the era of adaptation.

a comprehensive analysis of the 2026 ups & randstad forum: inclusion, innovation, and opportunity

partner for talent.

randstad

ups

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introduction & vision.

a legacy of partnership and shared humanity

The success of the 2026 LeaderSHIFT Forum is a testament to the power of collective vision. This white paper was made possible through a unique collaboration between UPS, a global logistics leader, and Randstad, the world's largest human capital firm. Together, these organizations have demonstrated that organizations are increasingly connected through their people, customers and communities.

Our deepest gratitude goes to the architects of this transformation:

- The Visionary Panelists and Moderators: Industry leaders who provided a masterclass in modern change management, bridging the gap between technological innovation and human empathy.
- Business Resource Group (BRG) Leads: Our valued employees who serve as connection points and provide insights that help organizations better understand their workforce.
- Community Partners: Specifically those like the Blind Institute of Technology, who help us co-create the accessibility bridges necessary to include every professional.
- Global Participants: More than 1,000 leaders who joined us on-site in Atlanta and virtually from around the globe to redefine the future of work.

By combining digital intelligence and human connection, these contributors have helped transform our workforce from a collection of individuals into a unified, strategic asset. We thank you for your commitment to a future that is intentionally digital-first and distinctly people-led.



Marc-Etienne Julien,
Randstad

"As a Partner for Talent to UPS for over 26 years, our commitment to navigating today's rapid pace of change starts with fostering a culture of true belonging, trust, and alignment. Traditional operating models weren't built for this level of complexity, which is why our Business Resource Groups are so vital. They are the employee-led engines that turn inclusion into action - providing the connection, insight, and advocacy needed to ensure every perspective shapes our decisions. When we empower our people to thrive and bring their authentic selves to the table, we fuel innovation and all succeed together."

contributors section.



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executive summary: the great workforce adaptation.

the why: culture as a strategic imperative

In 2026, the global labor market has reached a critical inflection point. Business leaders are navigating the "Great Workforce Adaptation," a period defined by a profound paradox: while 95% of executives express record optimism about business growth, only 51% of the global workforce shares this sentiment. This confidence gap represents more than a cultural misalignment; it is a strategic bottleneck.

The Randstad Workmonitor 2026 identifies a new social contract where control over time and AI-readiness have become as critical as compensation. For culture to move the needle, it can no longer exist as a standalone soft function. It must be integrated into the core business strategy. Research from Workmonitor further shares that when organizational culture is intentionally aligned with business strategy, organizations are far more likely to overcome strategic hurdles and achieve long-term sustainability.

the how: business integration through human + ai synergy

The LeaderSHIFT Forum serves as a blueprint for this integration, moving beyond theoretical hype to explore tangible operational realities. We can achieve business-integrated culture by:

bridging the ai reality gap:

Converting curated data into tangible tools that employees trust. With 47% of workers stating they would leave their job if not offered AI-related training, upskilling is now a retention requirement, not just a development goal.

leveraging Cognitive Diversity:

Utilizing BRGs as innovation labs. Studies show that inclusive teams, specifically those leveraging neurodivergent talent, are up to 31% more proficient in the fastest-growing skills and 55% more likely to use AI to improve work quality.

redesigning the Social Contract:

Moving from rigid career ladders to a career web or portfolio career model that prioritizes agility and diverse skill portfolios over linear titles.





the who: a partnership of global scale

This forum amplifies the collective work of two industry leaders uniquely positioned to address these challenges:

Randstad:
Rooted in the synthesis of data-driven scale and empathetic expertise.

UPS:
An organization with approximately 460,000 employees worldwide, UPS is committed to moving our world forward by delivering what matters. With over 160 global BRG chapters that have operated for two decades, UPS demonstrates how a people-led strategy can modernize a massive logistics network while maintaining a human heartbeat.

The Forum discussions highlighted that the true limit of digital transformation in 2026 is no longer technological, but human. By aligning culture with a disciplined business focus, we transform the workforce into a unified, strategic asset capable of navigating any disruption.

the context: a world moving faster than systems.

Constant disruption defines today's typical business environment. While organizational learning cycles average 12–18 months, technology evolves in as little as seven months. This gap creates a leadership challenge: how do you guide people when there is no clear roadmap?

The answer is not more control over workers. It is a deeper connection between everyone within the workforce. Community provides the foundation for navigating uncertainty. It enables organizations to move from rigid systems to adaptive networks where people feel empowered to learn, contribute, and evolve together.



inclusion as strategy: the foundation of community.

A central insight from the Forum was clear: inclusion is no longer a supporting initiative. Inclusion should be a principle that supports how organizations drive business performance.

Leaders described inclusion as the high-octane fuel necessary to get the most out of every individual. When companies intentionally embed it into how they operate, a sense of belonging creates environments where:

- People feel safe to contribute
- Unique perspectives shape decisions
- Innovation emerges organically

Community is where inclusion comes to life. Organizations help to build it through daily interactions, intentional leadership and a shared purpose. When people feel heard during decision-making, organizations become more adaptive, responsive, and innovative.



floss aggrey, chief inclusion & access officer, randstad north america

The LeaderSHIFT Forum reinforced the powerful truth that leaders can't define the future of work by technology alone, but by how organizations use it to connect people. Community is a strategic advantage. It's a necessity, not a concept that is nice-to-have. Organizations that invest in creating a strong sense of community will:

- Unlock untapped talent
- Build trust at scale
- Navigate uncertainty with confidence
- Drive sustainable growth

In the end, the organizations that win will not be the ones with the best technology. They will be the ones where more people can contribute, grow, and succeed.

The power of community lies in connection as its advantage. When people feel seen, heard, and valued, they take the initiative to innovate, create, and lead. And when that shift happens throughout an organization, it changes a workforce's culture. It transforms what's possible at the individual and company-wide levels.



forum outcomes: a performance benchmark.

The Forum achieved high levels of engagement, proving that content focusing on the intersection of human empathy and technological innovation is the most valued among modern leaders.

Attendee Insights and Data

- High-Touch In-Person Engagement: 150+ leaders participated on-site at UPS Headquarters.
- Global Virtual Reach: 1k+ participants joined from around the world.
- Conversion Excellence: 92% registration-to-attendee conversion for priority prospect companies.
- Targeted Success: The Forum successfully engaged 26 corporate clients and priority prospects, achieving a 93% registration-to-attendance conversion rate for client companies.
- Satisfaction Rating: An overwhelming 97% of attendees rated the event as excellent or very good.
- Content Relevance: 93% found the content extremely relevant to their leadership journey.



talent shift panel: building organizational capabilities & modern change leaders.



Moderator: Floss Aggrey, Chief Inclusion & Access Officer, Randstad NA
Panelists: Darrell Ford, EVP & CHRO, UPS; Jacqui Canney, Chief People and AI Enablement Officer, ServiceNow; Guillermo Cremer, Chief People Officer, GoTo Foods





the 2026 mandate: from rigid planning to adaptive leadership

The Talent Shift panel serves as a high-level briefing on the Great Workforce Adaptation. For the first time in modern history, organizations are navigating five generations working side-by-side. While 95% of business leaders express record optimism about growth, only 51% of the global workforce shares this sentiment, creating a critical confidence gap that Chief Human Resource Officers must bridge.

Research from the Boston Consulting Group (BCG) echoes this urgency, highlighting a significant gap between tech-adjacent priorities and the actual confidence HR leaders have in fulfilling them, with only 22% of leaders expressing high confidence in their Generative AI and emerging technology deployment capabilities.

trust as the new economic currency.



This Forum amplifies the collective work of two industry leaders uniquely positioned to address these challenges:

Randstad:
As the world's largest human capital services firm, Randstad brings deep labor market foresight and a Partner for Talent strategy rooted in the synergy of Tech and Touch.

UPS:
An organization with approximately 460,000 employees worldwide, UPS is committed to moving our world forward by delivering what matters.



the zigzag career & the death of the ladder

Guillermo Cremer (GoTo Foods) challenged the traditional corporate ladder, advocating for multifunctional development: "Success now requires multifunctional leaders. Moving sideways in a 'zigzag' fashion often gives a talent two or three steps ahead in the long run."

- The Masterclass Insight: 2026 marks the end of linear career progression. Organizations are shifting toward a career web or portfolio career model where talent seeks project-based experiences over single-threaded tenure.
- Validation: Harvard Division of Continuing Education highlights that today's emerging skills emphasize innately human capabilities, such as complex problem-solving and social influence, over technical machine manipulation. Leaders must redesign internal mobility to support non-linear paths.
- Actionable Strategy: Shift from static job titles to skills-based hiring and internal talent marketplaces. Demonstrate why work cannot be done using AI before requesting additional headcount.



leading through simplicity and purpose

Darrell Ford (UPS) emphasized that driving change for 500,000 employees requires absolute clarity: "We cannot do complicated things. You want nearly 500,000 folks to follow you...we owe it to each other...to build trust and connect."

- The Masterclass Insight: The future of change leadership is anchored in a single word: "Why?" Leaders must translate complex business shifts into individual purpose: "Why should I care? Why should I give my discretionary effort?"
- Validation: McKinsey research on organizational health identifies motivation and recognition as key predictors of future performance. In a volatile, uncertain, complex, ambiguous environment, human capital leaders must provide discipline and focus when predictability is scarce.
- Actionable Strategy: Treat 2026 as an "intern year" for agentic AI, supervising it with human judgment rather than implicit trust. Focus on building networks of energy and purpose rather than managing hierarchies.

masterclass takeaways for large organizations

Strategic Objective	Large Organization Action Item
Bridge the Confidence Gap	Move from rigid planning to adaptive leadership that responds to frontline sentiment in real-time.
Reskill for Convergence	Implement intern-style supervision models for AI agents to ensure human judgment remains central.
Normalize Mobility	Rebrand sideways moves as accelerators for multifunctional expertise and future C-suite readiness.
Simplify Strategy	Reduce business priorities to a small number of central, purpose-driven goals to enable followership at scale.



"Companies win by empowering their workforce as a strategic asset. Not as a point of control, but as a point of trust."

Sue Schmidlkofer (UPS)

trust: the currency of community.

If community is the structure, trust is the currency that sustains it. A defining takeaway from LeaderSHIFT: trust is both the most valuable and most vulnerable asset organizations have today. It is also the foundation of every high-performing community.

Leaders emphasized:

- Transparency over perfection
- Vulnerability over authority
- Consistency over control

Trust enables speed. It allows organizations to remain nimble, experiment, and grow without fear of failure. Trust makes sure that an organization's strategies and technologies do not fall flat.

innovation fueled by inclusion: scaling the neuro-inclusive innovation edge for global ROI.





Moderator: Greg Dyer, Chief Commercial Officer, Randstad
Panelists: Frank Perez, President, Americas & SCS Region Engineering, UPS; Hiren Shukla Global Neuro-Diverse Center of Excellence Leader, EY; Corwin Harper, CEO, Kaiser Permanente Georgia

2026 strategic focus: inclusion as a business principle that supports innovation

In this session, profit & loss chiefs and commercial leaders moved beyond the social case for inclusion to establish a rigorous business framework. The discussion centered on a startling reality: while technology moves in seven-month cycles, the human learning cycle is 12–18 months.

To close this gap, organizations must leverage different backgrounds and abilities as a high-octane fuel for return on investment.

cognitive diversity as a productivity lever

Hiren Shukla (EY) challenged the audience to rethink the invisible dimension of the workforce, cognitive intelligence.

- The Masterclass Insight: Organizations are currently sitting on 75% untapped capacity. Neurodivergent professionals are not just accommodated at EY; they are leveraged as a competitive edge, showing a 55% higher likelihood to use AI to improve work quality than their neurotypical peers.
- Validation (BCG & McKinsey): BCG research highlights that diverse leadership teams report innovation revenue that is 19 percentage points higher than that of companies with below-average leadership diversity. McKinsey further validates that companies in the top quartile for gender and ethnic diversity are 25–36% more likely to outperform on profitability.
- Actionable Strategy: Deconstruct recruiting processes that screen people out based on social cues rather than technical aptitude. Pivot to performance-based simulations that allow neurodivergent talent to demonstrate problem-solving in real-time.

the people-led smart logistics network

Frank Perez (UPS) detailed how a $7 billion investment in automation and robotics only scales if it is anchored by the frontline.

- The Masterclass Insight: BRGs are not just affinity groups; they are valuable forums for connection, insight and employee engagement. By utilizing BRGs as real-time listening posts, UPS identifies pinch points for customers, such as onboarding and billing, faster than any digital dashboard.
- Validation (Harvard Business School): Research from HBS suggests that Inclusion is the prerequisite for Innovation. Without psychological safety, frontline workers view automation as a threat (replacement) rather than a tool (orchestration).
- Actionable Strategy: Organizations can leverage insights from BRGs to better understand the opportunities to move employees from routine tasks to high-tech, orchestrator roles.

interdependent & vision-directed leadership

Corwin Harper (Kaiser Permanente) noted that in a chaotic, fear-driven world, leaders must move toward a model of Interdependent Leadership.

- The Masterclass Insight: In 2026, healthcare and logistics issues are too complex for individual teams to solve. Interdependence acknowledges that “I cannot fulfill the promise of humanity without that function, that person, or that colleague."
- The Language Shift: Harper advocated for the term "Augmented Intelligence" over "Artificial Intelligence." This distinction ensures technology is viewed as an extension of the human, maintaining the "Human Connection" essential for customer trust.
- Validation (BCG): BCG’s "Human-Centric Transformation" data indicates that companies that prioritize "the human element" alongside digital tools are 1.4x more likely to report increased employee well-being and 1.5x more likely to achieve their innovation goals.





commercial takeaways for large organizations

Commercial Objective	Large Organization Action Item
Maximize AI Adoption	Recognize the value of cognitively diverse talent specifically for AI orchestration; they are statistically 55% more likely to find novel use-cases.
Build Resilient Pipelines	Invest in Social Drivers of Health (housing, food security) as a foundational workforce strategy to build specialized talent in diverse markets.
Accelerate Decision Speed	Shift from a fear-driven to a vision-directed mindset, using technology to augment, not replace, human judgment in complex scenarios.
Drive Measurable ROI	Adopt the EY Center of Excellence model to bridge skills gaps in pattern recognition and data analytics, which has created over $1 billion in value.



"Instigating tangible change in equity takes discipline, yet it is central to who we are as business leaders. Alongside UPS, we are building career resilience and workforce agility by ensuring every talent pathway is inclusive by design. As technology accelerates, the human element—and the diverse perspectives behind it—remains our most critical competitive advantage."

Sue Marcus,
Randstad

unlocking the 75%: community as a catalyst for human potential.

Research shared at the Forum revealed a striking reality: 75% of workforce capability remains untapped. This is not a skills problem, but rather a connection problem.

Community unlocks potential by:

- Meeting people where they are
- Creating space for diverse ideas, including neurodivergent perspectives
- Encouraging curiosity, creativity, and taking risks

Several speakers at the Forum highlighted BRGs as powerful examples of community-driven innovation. When organizations actively listen to and act on insights from these groups, they gain faster, more authentic feedback and drive stronger engagement and retention.

When people feel like they belong to a community, they invest more fully in their work.

leading in ambiguity: from control to collective intelligence.

Today, leaders must learn to shift away from having answers to facilitating insight. In uncertain environments, no single leader can see the full picture. Community enables leaders to:

- Tap into collective intelligence
- Recognize the Venn diagram of overlapping thought patterns across differing perspectives
- Make more informed decisions that center human beings
- This requires leaders to ask better questions:
- Why do people care?
- What assumptions are we making?
- Who is not in the room?

Wise leadership is not reactive. It is reflective. It balances data with judgment and technology with humanity.

interactive session: disrupting hidden patterns.

Contextualized by



Jessica Macon (UPS)

"Mike's session grounds us in the human element before we explore the most disruptive force in business: Agentic AI."



the mike hess story: from token to trailblazer



Mike Hess, founder of the Blind Institute of Technology (BIT), shared a narrative of turning personal frustration into a global mission.

- The token blind guy: After two decades in multimillion-dollar tech, Hess realized he was consistently labeled as a token, leading him to establish the BIT to close the employment gap for professionals with disabilities, the greatest untapped human potential on the planet.
- The neuroscience of perception: Hess utilized the "Bordeaux Wine Study" to illustrate that site-based bias is hard-wired. In the study, 44 professional wine tasters were duped into describing white wine with red wine adjectives simply because it was secretly colored with odorless, tasteless red dye.
- The conclusion: Sight accounts for more brain real estate than the other four senses combined. Bias is often a byproduct of this evolutionary organic operating system rather than intentional exclusion.
- The demonstration: Hess showed a demonstration of navigating Salesforce using only keyboard commands and a screen reader, proving that reasonable accommodation is a leadership commitment, not a technical impossibility.

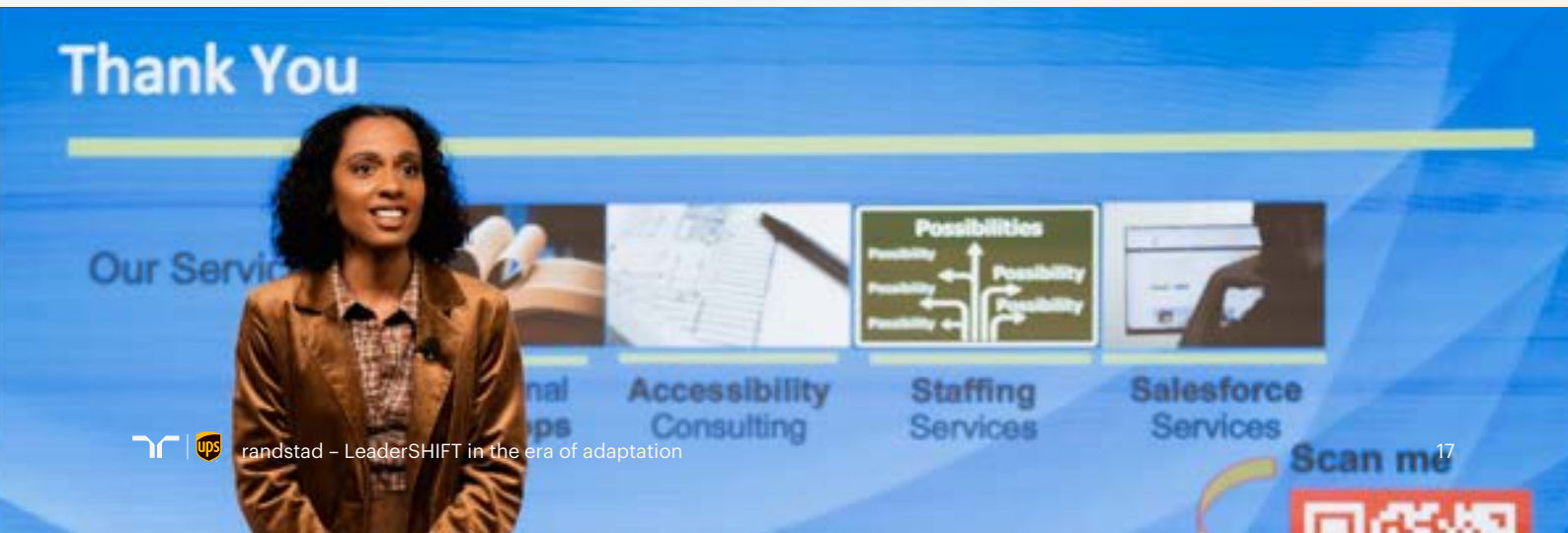
inclusion in action: expanding who contributes.

A true community's essence is distilled into a single, critical question: Does it foster inclusion or exclusion?

Inclusion requires:

- Designing work for accessibility from the start
- Recognizing that opportunity looks different for everyone
- Creating space for underrepresented voices

Disability inclusion, for example, is not a technology problem, it is a design mindset. When organizations build for inclusion, they build for everyone.



the leadership imperative: bringing people along.

The most successful leaders are not those who move fastest alone, they are those who bring others with them.

This requires:

- Continuous communication of vision and purpose
- Intentional investment in people
- A commitment to psychological safety

When leaders believe in the “each one, teach one” philosophy, everyone wins. This thought process rewards them with more engaged workers and a resilient organization.

human + AI.

the new leadership advantage: bridging the reality gap through synergy



Moderator: Jessica Hartley, Managing Director, Firmwide Talent, JPMorganChase
Panelists: Mallory Freeman, President, Global Analytics and Generative AI, UPS; Rahul Ganorkar, UK & Ireland Chief Information Officer, Randstad; Ted Kezios, SVP People Care, Cisco

the new leadership advantage: bridging the reality gap through synergy

In 2026, the transition from AI experimentation to full-scale production is no longer a technological hurdle but a human alignment challenge. While 95% of leaders are optimistic about growth, a staggering 47% of workers fear AI benefits the company more than the individual. This panel established that the true competitive advantage lies in human-AI partnership, where human judgment and empathy amplify machine efficiency.



transitioning from efficiency to strategic value

Mallory Freeman (UPS) emphasized that while UPS manages 20 petabytes of AI-ready data, the focus must shift from point-wise efficiency to broad-system effectiveness.

- The Masterclass Insight: Leaders must move beyond treating AI as a cost-cutting tool and view it as a capability multiplier.
- Validation (BCG & McKinsey): BCG research found that organizations embracing agentic AI can accelerate innovation and restructure internally for higher strategic headroom. McKinsey's Skill Change Index forecasts that as routine tasks (up to 60% in fast-adoption scenarios) are automated, the remaining human roles must focus on irreplaceable higher-order tasks like strategic planning and complex social influence.
- Actionable Strategy: Identify the AI Reality Gap by mapping workflows to find friction points. Redeploy freed human capacity toward high-impact judgment and customer connection.



transitioning from efficiency to strategic value

Rahul Ganorkar (Randstad) addressed the critical ultimatum: 47% of workers would resign if their employer fails to provide AI-related training.

- The Masterclass Insight: Traditional four-hour training classes are painful and ineffective compared to micro-learning.
- Validation (Harvard Business School): A HBS study involving product developers showed that cybernetic teammates (AI) help employees less familiar with tasks achieve performance levels comparable to experienced colleagues, provided they are taught to treat AI as a collaborative thought partner.
- Actionable Strategy: Embed learning into the daily flow of work. Use 20-second learning bursts to upskill workers in AI-driven technologies, enabling them to become orchestrators of automation rather than bystanders.



psychological safety and the human heartbeat

Ted Kezios (Cisco) discussed the risk of Culture Dissonance as Agentic AI absorbs routine tasks across 84,000 global employees.

- The Masterclass Insight: Inclusion is the keyhole to the AI revolution. To prevent AI from undermining human connection, leaders must prioritize psychological safety so that AI serves to enhance it.

- Validation (Deloitte): Deloitte's 2026 Human Capital Trends report argues that organizations must redesign work around "human + machine" synergy, where intelligent agents side-kick with humans. Research shows that workers who use AI daily report the highest levels of motivation, but only when a culture of connection is maintained.
- Actionable Strategy: Utilize real-time feedback loops to monitor workforce sentiment. Implement the "168-Hour Rule" to teach teams to pause and adjust their brains before engaging in difficult situations, ensuring AI-driven speed doesn't lead to human burnout.
- The 168-hour rule is a time management concept highlighting that there are 168 hours in a week (24 times 7), emphasizing that even with a full-time job (40 hrs) and ample sleep (56 hrs), individuals still have 72 hours left for other activities. It is designed to change the mindset from "I have no time" to managing time intentionally.
- Key aspects of the 168-hour rule include:
    - Time Auditing: Many proponents suggest auditing your time to see exactly where hours are going, revealing opportunities to reclaim time for priorities like family, exercise, or hobbies.
    - Proactive Scheduling: Instead of working harder, this method encourages tracking hours to work more effectively, often by planning the entire week on a calendar.
    - Work-Life Balance: It encourages a holistic view of the week, ensuring that career, personal health, and relationships all receive dedicated time.
    - The Golden Number: After subtracting essential tasks (sleep, work, commuting), individuals often find they have a substantial golden number of hours remaining for personal pursuits, often as high as 80+ hours.
    - Reduced Stress: By mapping out the week, individuals can better visualize their capacity and reduce feelings of being overwhelmed.

masterclass takeaways for large organizations

Strategic Imperative	Large Organization Implementation
Close the AI Reality Gap	Move beyond algorithmic predictions to human judgment layers that weigh trade-offs and ethics.
Democratize AI Literacy	Transition from mandatory long-form courses to AI jams and gamified learning to drive adoption.
Shift Role Architecture	Redesign roles to focus on exception handling and judgment once the transactional busy work is automated.
Invest in Whole Lives	Treat wellbeing as a business driver by using AI to free up time for mentorship and deeper team connection.



"Inclusion, when led intentionally and embedded in how teams operate, becomes an important enabler, helping organizations navigate complexity more effectively."

Keith Brown (Randstad)

human + AI: strengthening, not replacing, community.

The rise of AI introduces both opportunity and fear, referred to during the Forum as FOBO (Fear of Becoming Obsolete). The Forum made clear that AI should not replace a sense of community; it should strengthen it.

Key principles for Human + AI leadership:

- Start with the business problem, not the technology
- Use AI to remove friction and enable growth
- Center people when making decisions

AI amplifies what already exists within an organization. In inclusive organizations, AI will make them more inclusive, enhancing collaboration and innovation. In disconnected or exclusive organizations, AI will magnify the associated gaps.

Leaders must:

- Acknowledge fear openly
- Invest in upskilling and reskilling
- Model adoption through their own behavior

Employees are more likely to embrace AI technology when they see leaders using it with purpose and transparency.

design for community engagement: practical shifts in leadership for the greater good.

1. moving from individual accolades to collective success

A focus on community shifts the focus from “me” to “we.” Leaders must work together to design systems that reward collaboration, not just the final outcome.

2. from static culture to living systems

Culture is not a fixed set of values. It is an evolving ecosystem shaped by people. Community keeps it alive and relevant.

3. from communication to connection

It is no longer enough to share a strategy for the future of a workplace. Leaders must help employees understand where they fit into the company’s culture.

the role of purpose when promoting community.

Community without purpose lacks direction. Strategy without community lacks traction.
Leaders must ensure:

- Purpose is clearly defined and consistently communicated
- Employees understand how their work connects to the mission
- Partnerships are grounded in shared values and accountability

When people see themselves as a crucial part of their company's strategy, they become more engaged in their work, creating more momentum toward the organization's goals.

a global vision for shared humanity.



Audra Jenkins (Randstad)

At Randstad, our Partner for Talent strategy is rooted in the exact synergy of digital intelligence and human connection.

The true competitive advantage is no longer just technological; it is the human ability to lead with empathy, build trust, and foster authentic connection. Leveraging data and AI promotes equity by removing routine burdens to free our global workforce to focus on what truly matters: deep human connection and strategic vision. The world has one border: it is called humanity. Keep it people-led.

concluding statement: a mandate for partnership and shared humanity.

As we look back on the insights of the 2026 LeaderSHIFT Forum, it is clear that the path through the Great Workforce Adaptation cannot be traveled alone. The synergy between UPS and Randstad represents more than a corporate collaboration; it is a testament to what is possible when the world's largest human capital provider and a global logistics leader unite to solve the most pressing challenges of our time.

why partnering for talent matters

In an era where technology evolves in months but human learning cycles take years, organizations must shift from viewing talent as an expense to empowering it as a strategic asset. Engaging as Partners for Talent is the only way to ensure that digital transformation remains people-led. By combining digital intelligence and human connection, we remove the routine burdens of the workforce through AI, freeing our people to focus on what truly matters: creative problem solving, deep human connection, and strategic vision.

building thriving communities

Our collective work in this space reinforces that inclusion is not a checkbox but a non-negotiable business superpower. Thriving cultures are built when we look beyond the resume to find latent potential and when we co-create the accessibility bridge to include every professional. Whether through the Blind Institute of Technology's efforts to close employment gaps or the twenty-year legacy of UPS Business Resource Groups, the discussions reinforced that a sense of belonging can support growth and resilience.

a heartfelt thank you

The success of this Forum, reaching a 97% satisfaction rating, was only possible because of the dedication of those who believe that the true border of our world is humanity. We extend our deepest gratitude to:

- Our panelists and moderators, who provided a masterclass in modern leadership and change management.
- Our clients and priority prospects, whose engagement confirms that workforce equity is a top strategic priority.
- Our community partners and Business Resource Group (BRG) leads, who serve as real-time listening posts and innovation labs for the future of work.
- The participants, both in Atlanta and everyone joining virtually from around the globe, who are the true architects of transformation.

Thank you for your commitment to building a future where culture and business integration drive mutual prosperity. As we move forward, let us remember that while AI will continue to disrupt, the human ability to lead with empathy and build trust will remain our greatest competitive advantage.

The conversation does not end here. Together, we will continue to fuel the growth, engagement, and resilience of the global workforce.





LEADER SHIFT FORUM

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