

**THE NEW
TALENT
PLAYBOOK**
Podcast

Workbook

**Why “Just Do
Your Job” Fails –
and the People
Strategy That
Works Instead**

Featuring LeiLani Quiray

Episode 5 - Season 4

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HR isn't just compliance. It's strategy, culture, and growth.

LeiLani, founder and CEO of Be the Change HR, shows how building people-first systems leads to stronger performance, happier teams, and purpose-driven impact.

1. Go Beyond Compliance

Most business owners only call HR when something breaks. LeiLani flips that: HR should help you *build* the future, not just protect the present.

Quick Check — Which mindset sounds more like you?

- “HR keeps us out of trouble.”
- “HR helps us grow smarter.”
- “HR shapes our people and culture.”

Pick one way HR could directly contribute to your growth plan next quarter (e.g. improve onboarding, enhance retention, identify leadership gaps).

2. Find the Root Cause

Turnover isn't random—it's a signal.

Use this mini root-cause audit:

Symptom	What's Really Happening?	Root Cause (leader, system, culture?)
High turnover		
Missed deadlines		
Low morale		

3. Design Your HR Strategy

You have a marketing plan. You have a finance plan. *Now build your people plan.*

Reflection prompt:

What are our top 3 business goals this year?

1. _____
2. _____
3. _____

What people capabilities will make those possible?

1. _____
2. _____
3. _____

What's missing to get there?

1. _____
2. _____
3. _____

4. Align Core Values with Reality

Core values shouldn't live on a wall, they should live in action.

Exercise:

- Write down your company's core values.

Next to each, list one way it shows up in daily behavior.

Then ask: Which value needs a revival?

5. Lead Like a Human

The biggest root cause of turnover? Leadership.

Self-check in, rate the following behavior based on how often do you show this?

(1 = rarely, 10 = always)

Behavior	Score (1-10)
I listen more than I talk	
I ask how my team is really doing	
I give feedback with empathy	
I follow up on promises	

What's your lowest number? That's your next growth area.

"If you just do the right thing, it will be good for business."

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