



CEO Corner: Leaders Don't Need All the Answers

Early in my career, my father gave me advice I still come back to: hire people who are smarter than you. What he meant was to surround yourself with people who know things you don't, because that's how you keep learning. I was reminded of that lesson when Susan Richards and I sat down with Denise Melton on the latest episode of The Pivot Effect.

Her career took her from office management to opening a childcare center in her basement, then to leading an organization with more than 20 employees and 60 volunteers. When Susan asked how she learned to recognize what she doesn't know and ask for help, Denise didn't hesitate: "You just have to be open to learning."

Denise shared some of the best advice she ever received. It came from a former Tennessee state senator who served on House of Hope's board in its early years: "I know what I know, and I know what I don't know." Those words became a guiding principle for her. Rather than pretending to have every answer, Denise made a habit of inviting others in to teach her, and people from all walks of life have come alongside her over the years. She sees learning as a two-way street, and she even hires people she expects will one day move on, because she wants a team that is hungry to grow.

I see the opposite pressure all the time in our work with HR, business leaders, and our own teams. We feel we have to be the expert in the room, and that fear can keep us from asking the questions that would move us forward. . We can sometimes hold on so tightly to an idea that we hesitate to reach for something else that has a better chance of success lest we appear foolish. It's hard to admit what we don't know. It feels risky. But the whole idea of surrounding ourselves with smart people or people who know things we don't is to become the best! And the best ideas and the strongest teams happen when we work together.

Denise's story is a good reminder for all of us. Confidence doesn't mean having every answer. It means being curious enough to keep learning and humble enough to ask for help.

I hope you'll take a few minutes to hear her full story on The Pivot Effect.

Watch Now: <https://lnkd.in/es-E5SPW>

Listen now: <https://lnkd.in/efnNSJMb>



Date	Event	Attendees
October 2026		
October 20 th - 22 nd	HR Tech Las Vegas, NV	Sapient Insights Group
October 25 th - 28 th	Oracle AI World Las Vegas, NV	Stacey Harris & Cliff Stevenson
October 26 th - 29 th	Dayforce Discover Conference Las Vegas, NV	Cliff Stevenson
Date	Event	Attendees
November 2026		
November 4 th - 5 th	CodeSignal San Francisco, CA	Cliff Stevenson
November 9 th - 11 th	Visier San Francisco, CA	Stacey Harris

If you are attending and interested in connecting at one of these events reach out to info@sapientinsights.com

Research & Survey Announcements

21

10.21.2026
29th Annual HR Systems Survey Key Findings

Save the date!

SAPIENT
INSIGHTS GROUP

 **HR Tech**™
An HR Executive event

 October 20-22, 2026
 Mandalay Bay, Las Vegas

From Change to Transformation

We're at HR Tech 2026 in Las Vegas! 🎉

Stop by Booth 4034 and Connect with Sapient Insights Group

HR Tech 2026 is underway in Las Vegas, and Sapient Insights Group is excited to be part of the conversation at our **first-ever HR Tech booth!**

For 29 years, our Annual HR Systems Survey has captured the Voice of the Customer, revealing how organizations select, use, and realize value from their HR technology. As we prepare to release this year's findings, HR Tech is the perfect opportunity to connect with the industry, share insights, and explore what's next for HR technology.

Visiting Mandalay Bay? Here's what's happening:

- Early insights from the 29th Annual HR Systems Survey
- Live podcast recordings and conversations with industry leaders
- Recognition of vendors earning top ratings in User Experience (UX) and Vendor Satisfaction (VS)
- Opportunities to connect with our research team

Whether you're exploring new solutions, sharing your perspective, or catching up with our team, we'd love to see you. Stop by, say hello, and join the conversation about what's shaping the future of HR technology.

 **Mark your calendar: The 29th Annual HR Systems Survey Report launches November 6!**

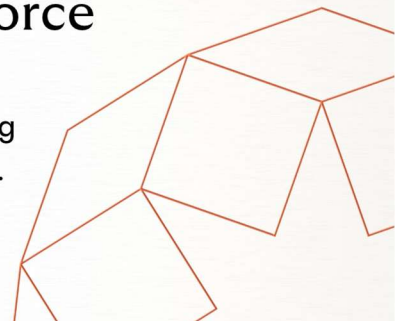
Not in Las Vegas? Stay tuned to your inbox for the latest insights and findings. We look forward to sharing what this year's research reveals!



WEBINAR

Beyond the Desk: Talent Trends Redefining How You Recruit, Onboard, and Protect Your Workforce

Learn how mid-market employers can adapt their talent strategies for a "device-forward" workforce by connecting recruiting, onboarding, and ongoing readiness monitoring.



Rethinking How You Hire, Onboard, and Stay Compliant

Today's workforce doesn't fit the traditional desk mold. Non-desk employees are increasingly device-forward, relying on POS systems, handhelds, and mobile devices to do their jobs. Supporting these workers requires a more connected approach to recruiting, onboarding, and continuous compliance.

Join Stacey Harris, Chief Research Officer & Managing Partner at Sapient Insights Group, and Kylie Breen, Senior Events Marketing Specialist at ClearCo, for a joint session exploring the latest HR technology trends and new market research shaping the future of the non-desk workforce.

Expect fresh research, concrete strategies, and actionable takeaways for supporting employees throughout their full lifecycle. Together, ClearCo and Sapient Insights Group will explore how organizations can connect onboarding to the broader employee journey, extend compliance beyond the hire date through continuous monitoring, and use smart automation to reduce friction without increasing operational risk.

 Wednesday, November 4
 12:00 PM ET / 9:00 AM PT

Save your spot: <https://bit.ly/4jVQhKB>



Stacey Harris to Keynote Visier Outsmart San Francisco

Stacey will deliver the keynote at Visier's Outsmart Local San Francisco on Tuesday, November 10, at Dogpatch Studios.

In her session, "Beyond Optics: Where Talent Management Investments Are (and Aren't) Paying Off," Stacey will share new findings from our 2026-2027 Annual HR Systems Survey, drawing on insights from thousands of HR stakeholders around the world. She'll explore which talent investments are

delivering measurable impact, how AI is reshaping the way work gets done, and where organizations are seeing a growing disconnect between the skills they need and the talent available. The session will also look at how HR leaders can move beyond trends and assumptions to make more informed, evidence-based decisions.

The event brings together HR and people analytics leaders for sessions, peer roundtables, and hands-on workshops, followed by a networking happy hour.

Join us in San Francisco! Register for Outsmart Local to hear Stacey's keynote and connect with fellow HR and people analytics leaders. We hope to see you there!

Learn more here: <https://events.visier.com/evt-outsmart-local-sf-2026>



Who's the ghost at the office Halloween party?

The contractor nobody offboarded.

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THE PIVOT EFFECT

SPILLING THE TEA ON HR TECH

HR, WE HAVE A PROBLEM



The HR Huddle Podcast

There's a lot to catch up on across the network. Catch the latest from The Pivot Effect, where Susan Richards and Teri Zipper are joined by guest Denise Melton.

On HR We Have a Problem, Cliff Stevenson hosts a NAPEO special you won't want to miss. And just released: the newest episode of Spilling the Tea on HR Tech, with Stacey Harris and Cliff Stevenson for a fresh conversation about tech on the eve of the annual HR Technology Conference.

Watch Here: https://lnkd.in/eUfTj_ME

Listen now: <https://lnkd.in/eFVuGS76>

Hosted on the [WRKdefined platform](#). For partnership inquiries, please don't hesitate to reach out to info@sapientinsights.com.
