

Business Impact + People Performance: A CHRO's Love Story

February 11, 2026 11:00AM ET / 8:00AM PT



Stephanie Shuler,
Chief People Officer at LifeLabs Learning



Andrea Lagan,
Chief Operating Officer at Betterworks

ABOUT THE EVENT

Why alignment drifts even when strategy is clear, and how to fix it.

Betterworks and LifeLabs Learning explore building alignment between business strategy and people performance. Get tools, examples, and a clear view of how tech and human skill can unite to keep strategy alive in everyday behavior.



KEY TAKEAWAYS

Rhythm prevents alignment drift

Managers need regular check-ins, shared visibility into progress, and explicit trade-off conversations. Strategy sets direction. Operating rhythm sustains it. Without consistent resets, teams default to what's loudest.

Performance = value

Wasted effort is expensive. Performance should connect daily work to measurable outcomes.

Key signals to measure include goal achievement, speed to completion, retention, engagement, and revenue impact.

Managers make it real

Managers turn strategy into action. They clarify non-negotiables, decision ownership, and where discretion exists. Strong [coaching](#) and [feedback](#) skills ensure clarity, not comfort, about next steps.

Tech surfaces. Humans decide.

AI surfaces signals and highlights patterns. But managers interpret those signals. Tech doesn't make trade-offs or deliver courage. Human leadership decides what to adjust and prioritize.

 [Hear Andrea Lagan on why alignment drifts and how leaders keep it on track.](#)

Business Impact + People Performance: A CHRO's Love Story

ACTION ITEMS



Build skill + will

Invest in helping managers run clear, conclusive feedback conversations tied directly to priority outcomes. Alignment holds when managers build both capability and confidence.



Ask better questions

Strong questions prevent costly misalignment. Use 1-1s to ask: What does good progress look like in the next two to four weeks? What are we willing to say no to? What signals would tell us we're drifting?



Review the behavior

After major initiatives, review performance and how the work was driven, not just the results. Identify behaviors to repeat and gaps to close so development happens in real time, not just in annual reviews.



Design for clarity

Use tech to level up: configure performance systems to support clear conversations and shared visibility. Structured prompts and defined expectations reduce ambiguity and support better decisions.

Help managers turn feedback into alignment with our top tools and resources. [Visit the Feedback Hub.](#)



“CHROs and CPOs have the opportunity to redefine performance as the operating system that connects daily work to business value.”

Andrea Lagan,
Chief Operating Officer at Betterworks

Turn strategy into action

LifeLabs Learning equips managers with practical tools and shared language to build alignment and drive performance, fast. [Learn more!](#)

[Betterworks](#) equips organizations with continuous performance tools and goal alignment systems to drive results and accountability at scale.

LifeLabs⁷
Learning

betterworks