

The how playbook

Why the future of TA will hinge on having the right data skills AND the right mindset

Discover how data and instinct are reshaping Talent Acquisition

FEATURING



Katie Le Page

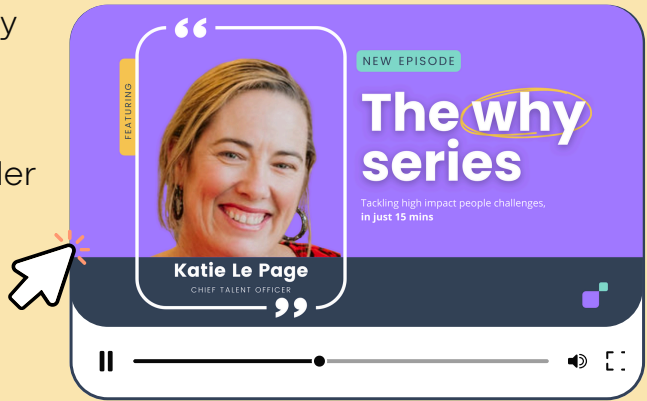
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This quick read follows a 'The Why Series' micro webinar.

We ask a wonderful thought leader five insightful questions that uncover the 'why' behind high impact people challenges.

In this edition we heard from Katie Le Page.



 **Watch the 15 minute webinar**

Question 1:

What does good look like in a TA function today?



Expert Insight

Great TA isn't just about filling roles—it's about building capability. In a complex, fast-paced care environment, Katie sees the TA function as both operationally reliable and strategically essential. It must deliver compliance, consistency, and experience at scale, while also contributing to workforce resilience through smarter planning and business alignment.

Insight to Action

- **Elevate the function by mastering both delivery and dialogue.** Build strong operational rhythms to deliver hires efficiently, while engaging in strategic conversations with business leaders.
- **Speak the language of the business.** Know the drivers of workforce demand—rosters, turnover, and resourcing challenges—and reflect those in your planning.
- **Balance short-term needs with long-term value.** Embed processes that serve immediate hiring outcomes while shaping future workforce stability.



Question 2:

What's the shift from transactional to strategic really about?

Expert Insight

It's not about abandoning the basics. It's about integrating operational delivery with business foresight. As Katie puts it, when TA functions have access to the right operational data—and use it to build credibility—organisations move from “fill and forget” to proactive planning. Her CEO's shift in perspective signals that when TA is aligned, it becomes a strategic engine.

Insight to Action

- **Use data to drive decision-making.** Go beyond reporting—integrate data from finance, rosters, and attrition into proactive workforce conversations.
- **Reframe your value proposition.** Position TA as a critical partner to business continuity and growth, not just a service provider.
- **Partner with intent.** Align your pace and priorities with the operational leaders you support. Strategic doesn't mean separate.



Question 3:

What mindsets and human skills are essential for strategic TA?

Expert Insight

Confidence, curiosity, and care. Katie believes TA professionals must move from order-takers to insight-shapers—leveraging both instinct and evidence to influence outcomes. The best recruiters are trusted advisors who bring foresight, challenge respectfully, and stay attuned to what truly matters to the business.

Insight to Action

- **Lead with evidence and empathy.** Bring data to the table, but pair it with thoughtful, people-focused insight.
- **Challenge constructively.** Call out over-recruitment or misaligned planning before it becomes a problem. Back yourself.
- **Be future-focused.** Build trust by helping operational leaders see around the corner, not just manage the now.

Question 4:

How do you uplift capability within a TA team?

Expert Insight

Capability isn't something you assign—it's something you grow. Katie emphasises the role of leaders in creating space for feedback, exploration, and self-directed learning. It starts with deep listening and is sustained through reflection, peer learning, and individual accountability.



Insight to Action

- **Know your team's baseline.** Regular 1:1s are essential to understand strengths, aspirations, and development gaps.
- **Normalise continuous learning.** From industry podcasts to workshops and internal coaching—make development part of your team's DNA.
- **Build a feedback culture.** Use moments of friction or failure as fuel for growth. Foster team rituals that encourage reflection and curiosity.

Question 5:

How do leaders role model the right behaviours and mindsets?

Expert Insight

Leadership is less about perfection and more about creating clarity and momentum. Katie brings structure and humanity to her leadership—using tools like maturity models, feedback loops, and honest dialogue to help her team level up together.



Insight to Action

- **Create shared ownership of growth.** Use maturity models to co-design what ‘good’ looks like, and check in regularly.
- **Make feedback part of BAU.** Celebrate wins, share missteps, and model the mindset of ‘always learning’.
- **Invest in rhythm and ritual.** Regular team meetings with space for collaboration shares and failure debriefs signal that development is expected—and supported.





Contact Information



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With curated playlists, launching campaigns is simple - whether it's Keep Warm, Transition Skills, or Leader Development.

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Connect with Katie

Katie Le Page helps TA teams balance precision and purpose. She leads with heart, insight, and relentless curiosity. Follow Infinite Aged Care's journey—or connect to learn more.

 <https://www.linkedin.com/in/katie-le-page-4b3b5316/>