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Announcer:

Welcome to PayTalk, the podcast for payroll professionals, with your host, Nina Talley. In the podcast, we explore the human side of payroll by speaking with global industry leaders who provide their unique insights to help listeners better understand the issues important to them and their careers.

Nina Talley:

Hey everyone. Thanks for joining us for PayTalk, the podcast that brings you payroll's human side. We're doing something a little different this month, but similar to last month. During PayrollOrg's Annual Congress, Nick Day of the Payroll Podcast was on site interviewing attendees about their payroll experiences. Nick was gracious enough to share these incredible interviews with us, and I'm so thankful he agreed to share this insight, an inside look at PayrollOrg's Annual Congress with us all. Now without further ado, here is Nick Day.

Nick Day:

So here we are, back at Congress with the networking lounge. I'm joined by two legends of the game, the Payroll Guy, someone who I loved meeting last year at Congress, Gerard and Pablo from Ubisoft as well. So listen, how are you both finding it? I've just literally to steamroll this conversation, [inaudible 00:01:22]?

Gerard:

That's fine.

Pablo:

Perfectly fine.

Nick Day:

You're here networking peacefully. I've come into the middle. How are you finding Congress this year? I'll start with you, Gerard.

Gerard:

Congress is great. It's always a great time, lots of great education, exciting time, being able to network and see your fellow payroll professionals, so having a great time.

Nick Day:

Fantastic. And yourself, Pablo?

Pablo:

Mentally and physically exhausting in a good way.

Nick Day:

I get it. I spoke to Jim earlier, new president, of course, of PayrollOrg. I think he was just shattered. I think he's been nonstop. We're on day what, day four now. Day four, I've lost track. We're near the end of Congress. Everyone's having had a good time. What's been your favorite moment? So what's been your highlight?

Gerard:

Well, this is the first year I actually got to speak, so that's a pretty big highlight. Being able to be appreciated, to actually speak and facilitate your education. So that was the highlight for me this year.

Nick Day:

Okay. Let's jump into that. What were you speaking about? Tell us a bit about how it went. What are the takeaways? People that can no longer make your work right now, it's in the archives, so let's assume we're giving a two minute snapshot of your talk and the takeaways. Tell us a little bit about your talk.

Gerard:

Absolutely. So I had two sessions. So the first session was the W-4, form W-4, and the impact on tax calculations. And then the second session was about changing payroll, pay frequencies and it was very well received, had a lot of great compliments. We are always going to laugh because I enjoy having a good time, but it was very impactful just to see how many people took away a lot of stuff and were appreciative of both sessions.

Nick Day:

Fantastic. So what's a key takeaway we can give our listeners now, what can they learn? The, I don't know, something we can pass over.

Gerard:

As far as the W-4, a lot of people were actually shocked to find that people who file exempt have to fill out a new W-4 every year if they want to continue filing exams. That's something that of course I know in teaching a class, but there are a lot of people, "Is that true?" And I'm like, yeah, absolutely, it's true. And so it sounds like they're going to be making quite a bit of changes once they get back to the office, so...

Nick Day:

There may be more now that they've heard this, they're going to think the same thing. And what about changing pay frequency? What's your number one tip?

Gerard:

Making sure that you're compliant in the state. You know, changing pay frequencies, the easiest part is actually making the change. The hardest part is making sure that you're actually complying in the change.

Nick Day:

Very nice. Fantastic. And of course if you came to the Congress, you can get the whole speech and imagine you'll be speaking again next year in Orlando. Fingers crossed.

Gerard:

I plan to. We shall see.

Nick Day:

And Pablo, what's been your highlight?

Pablo:

My highlights, the sessions, definitely the networking. I've been trying to soak up as much surrounding global payroll as possible. There's a lot, I've found that there's more sessions each year on global payroll

available and I've been jumping into all of them. My biggest takeaway from those sessions is that there is absolutely no way that you can know everything about global payroll. You cannot understand payroll in every single country. And it's about finding the right connections, the right people, the right people, and the places to reach out to for information to be able to succeed in that genre.

Nick Day:

Amazing. I think that's been pretty much a common theme for the people I've met today and I've been, people I've been interviewing is a lot of people want to give back. Both of you like to give back to the industry as well, but also this has probably been the most globally focused Congress that anyone's been to. And of course payroll has evolved that way. More people have global payrolls now than never before, and I think this is the first time where people have come and gone, you know what, if I'm not doing global now, I'm still going to go to the workshop because this could impact me later. What's been your favorite, if you can pick one workshop you've attended then so far?

Pablo:

Well, I stepped in for the last 10 minutes of Gerard's latest. That was great. He is a great speaker. So I'm actually going to step away from the global part though. I think for me the last analytics session that I attended was very useful, helping me to design some KPIs. As I move into the global realm, I'm still taking that analytics framework and moving that into that section and I think it'll prove very useful.

Nick Day:

Fantastic. When they say data is the most powerful currency in the world now, so I'm interested in payroll. I've accessed more data than almost any other function. Joe, what's been your favorite workshop you've managed to attend?

Gerard:

Oh, that's a good one. There've been some really, really good workshops. I would say I definitely enjoyed the regular rate of pay workshop. It was very well attended and a lot of people had some eye-opening items, cause that's quite a, when you're looking through the questions that people are asking in the community, a lot of it is around regular rate of pay and do I have to, is this eligible over time? Do I have to include this in the regular rate pay? So I was glad that they were able to dissect it and give really real life examples with it.

Nick Day:

Fantastic. Of course, it's not just about the workshops. I've seen both of you present at every party that I've been at so far. You guys like to party and have a good time as well, and that's part of what this experience is about, right? Not everyone has to party if you come, but if you do, there's lots to get involved in. So let's take it away from the workshops. What's been your favorite party time so far? What have you enjoyed? Let's go to you Pablo.

Pablo:

The whole thing's a party, right?

Nick Day:

Fair. Fair.

Pablo:

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I don't think the party's ever ended. The event last night was fun. There was a lot going on. I enjoyed the little booths that they had set up. I liked sticking my arm behind a wall and pulling it back and getting the tattoo.

Nick Day:

A hidden tattoo, was it? A hidden tattoo. What did you get? What was your tattoo?

Pablo:

Transformation. Payroll transformation.

Nick Day:

Okay.

Pablo:

It's already washed away so...

Nick Day:

Good to see you embraced it nonetheless. That's nice. I mean, you are happy whether you've a drinking your hand or not, Gerard, you bring a great energy into the space. You're known as the Payroll Guy. Tell us a little bit about that because it's pretty hard to create your own moniker, right? But everyone knows you, they see you. There's the payroll guy. Tell us a little bit about that.

Gerard:

Back in 2018, I had just made the decision well with helping people and answer people's questions. A lot of people were coming in my inbox and saying, Hey, I saw you answered this. Can I ask you this question? And just realizing that, wow, I'm actually a trusted voice in this industry, which is still surreal even six years later. But in 2018, I made the step and actually created a name That Payroll Guy and main reason why I created this because a lot of people usually mispronounce my name. So I was just like, let's come up with something that people can actually remember. And so it's just wild to see words come and I'm appreciative being able to give back to the community.

Nick Day:

Yeah. Nice. We're going back to that give back thing, right? It's such a common theme. I'm now concerned, I've been calling you mispronouncing your name. Is it not Gerard?

Gerard:

It's Gerard.

Nick Day:

Okay.

Gerard:

You're right, you're right.

Nick Day:

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Pretty nervous now it's like he's been calling me the wrong name the whole time. So we've got what, 24 hours left of Congress. What are you most looking forward to then before we finish? I'll come back to you Pablo.

Pablo:

Well, our good friend Sarah Chastney will be participating in this next general session, so I'm very excited to see her up on stage.

Nick Day:

I can't miss that. She is, again, great energy. She is a superstar. She probably made me feel the most welcome, my first Congress and someone told me that she used to be a bit of an introvert. I can't believe that.

Pablo:

I highly doubt it.

Nick Day:

I heard that earlier today and I'm more convinced that's true. But yeah, she's a superstar. So I'm assuming you'll be in the same session. Anything else that you're looking forward to in the next 24 hours?

Gerard:

Sleep.

Pablo:

That's the shortest answer.

Nick Day:

No, that's fair. That's fair. Well, listen, thanks to both of you joining us. I'm assuming I'm going to see both of you in Orlando.

Gerard:

Yes.

Pablo:

Of course.

Gerard:

The plan, of course. Yes. Absolutely.

Nick Day:

Well, thank you for joining me. Enjoy the rest of the Congress and I can't wait to connect again. That's what this is all about. Fantastic. So we're still at Congress, still in the networking lounge. I'm now joined by Tiffany Gray from Riverside Systems and you, US speaker as well this year.

Tiffany Gray:

I am.

Nick Day:

Firstly, before we jump into your talk, how have you found Congress this year, the 42nd Congress? How have you found it?

Tiffany Gray:

I found it to be exciting, engaging. I'm so excited about the newbie energy. I don't like calling them payroll virgins, but I mean they're so excited, they're so motivated. So I'm very excited.

Nick Day:

I feel like there's been more newbies this year than I've ever seen before.

Tiffany Gray:

Me too. I couldn't agree more, Nick. I couldn't agree more and I'm so excited about that and they're coming with this hunger to learn and take everything back with them. So it's exciting.

Nick Day:

It is really exciting. Now I know I've seen on your little [inaudible 00:08:38], whatever you call these things, but you've got speaker on there, you've got a lot of things on there actually, right? You're heavily involved.

Tiffany Gray:

Heavily involved.

Nick Day:

Tell me about the talks you've been involved in and what they've been about.

Tiffany Gray:

Okay. Well my first session was about customer service and payroll, which we love. And my last session, which was today was the transformation of payroll communication. And so really, we're really trying to just equip payroll professionals with one, how to professionally and tactfully engage with customers in the payroll space and then in the communication piece, how to do that in a way that keeps your voice active and making sure that your communication is concise and clear.

Nick Day:

See, I think that's super important. I think five years ago employee experience just didn't really come into the realm of payroll. We didn't connect the two things together and now employee experience is paramount in the world of payroll. We've seen the great resignation, we've seen the world of payroll evolve and change. So communication now I think is a soft skill. It's almost one of the most important skills that people need.

Tiffany Gray:

Absolutely. All of the data tells us that executives, hiring, recruiters, they're looking for someone who's able to effectively communicate not just in a written manner but in a verbal manner as well, specifically in the payroll space. And now like you said so eloquently, this is the time where employees really have

the leverage to say, I want to be spoken to a certain kind of way. I want my pay a certain kind of way, and also I want to have an understanding of my pay that goes just beyond this is what you get.

Nick Day:

And that's one of the best things about that experience is it's going to elevate payroll because now we're involved in that experience and allows us to have more strategic involvement in the whole experience of our employees and no, companies don't exist without employees. The most important asset that we have. And now payroll have a new touch point. So what are you most excited about then for the future? We'll go fast-forward to Payroll 43 in Orlando. We've been talking about AI this year. We've been talking about communication. What are we going to be talking about next time?

Tiffany Gray:

I think we'll still be on the same trajectory. Shawn, one of the main general sessions-

Nick Day:

Kanungo, Shawn Kanungo.

Tiffany Gray:

Yes!

Nick Day:

He was amazing, wasn't he?

Tiffany Gray:

He was outstanding. And I'll tell you why. Because in this, payroll is a highly transactional environment and only when we come to things like this do we really get the opportunity to let loose because we're around people who understand our language. But what I loved about his presentation was that he challenged us to be bold and he challenged us to do things that we're not comfortable with getting out of that comfort zone. So I think that we're on a really great trajectory in that and I think we're going to start to see more payroll professionals expressing themselves creatively in this very transactional space.

Nick Day:

I couldn't agree more. And actually for the other guests I've had, we've talked a lot today about the value of going to the workshops, the value of the expo, the value of the community. People wanted to give back, but you just hollered a really good point of something I haven't discussed yet, which was as a keynote, Shawn Kanungo was fantastic. He disrupted the way that we look at payroll. He made everyone stand up and think, and that's another thing. So every congress we get to see some amazing speakers they bring in.

Tiffany Gray:

Absolutely. It was just a pleasure to be invited to speak. It's an honor.

Nick Day:

So, I'm conscious of time and we've got another great workshop coming up in a minute with Sarah Chesney. So a last question leading for you is three key takeaways from your talks for people that couldn't

make your workshop, people that haven't made it to Congress this year but want to extract the information. What are the three key takeaways you can give them today?

Tiffany Gray:

Well, for customer service, I want you to remember it's not personal, pay is very personal to individuals, and so as empathetic as we can be putting ourselves in their spot, just remember that. Also in your communication, do the best that you can to keep it positive, keep a positive tone, and then also remember what is your message. Make sure that your thoughts are organized in a way that keeps the complexity and minimizes your misunderstanding.

Nick Day:

Amazing. I get a sense you're very good at this, you're very articulate.

Tiffany Gray:

I really am. I'm not. This is my very first Congress I've ever spoken in.

Nick Day:

Well, I think you're an absolute natural, you've come into this environment and I think you're a great role model for great communication. So Tiffany, thank you for joining me.

Tiffany Gray:

Thanks so much. Thank you so much. Thank you.

Nick Day:

So here we are. I'm joined by the one and only Jason from the CIPP, now he's the award winner this year.

Jason:

Oh, thank you.

Nick Day:

An award winner. You had to see it to believe it. I'll let Jason tell you why he is an award winner in just a moment, but have you found Congress this year?

Jason:

Oh, absolutely fantastic Nick. Really enjoyed coming across. It's actually only my second time at Congress. I was in California some years ago when I was chair of the board with CIPP. I had that opportunity, then COVID hit and then things changed a bit, but wonderful catching up with both new friends as much as old friends and let me come onto my award. Yes, the UK have been desperate to take part in the fancy dress that always takes place here. And we did. So last night for the first time we represented payroll through the errors and came as a 1920s Peaky Blinders team and won our category so ever so pleased.

Nick Day:

All of them had sashes, I have to say in, a fancy dress was pretty good, but you'll see the pictures on LinkedIn if you haven't already. They're pretty impressive. But actually the UK I've done pretty well at the awards this year, going to throw myself in there. I've got Global Vision Award. Priti won the Titan

Award, Tim Kelsey Special Friend Award. So it's been a pretty good sweep for the Brits that are here. For those that haven't come over from the UK before but maybe are considering coming to Congress, what are the three key reasons why it may be worth a serious consideration?

Jason:

Yeah, I think it's worth serious consideration because of trends. If you want to be in front of trends, the US is generally the place where you're going to see them coming out. We've heard so much about AI, about ChatGPT, the use of it, not to be scared of it, and also the changing shape of the workforce, how to manage remote workers, flexible considerations, those things not to do with us complexity or legislation, very much about being in touch with what's happening at the moment, what are the new trends that are going to hit. Thought leadership across here, really great to hear some of those things. I know that we will absolutely be looking to give those considerations back in the UK.

Nick Day:

One of the things I've quite enjoyed about seeing you guys out here, right, is that every talk is talking about collaboration being the key to payroll, raising its profile strategically, right? You collaborate really well with the PayrollOrg. Obviously you represented Charles Institute of Payroll Professionals, but it's collaboration not just with stakeholders but internally with HR and finance. It's also global collaboration between industry bodies that are all trying to raise the profession or the profile of the profession. Tell me a little bit more about what kind of work you've been involved in terms of your collaboration with PayrollOrg.

Jason:

So with PayrollOrg it's about looking at how we can support the payroll professional. You're right about raising our career points. More recently we've taken the data analytics course from PayrollOrg using their trainers, delivering that in the UK. I know Australia are looking to do the same thing. We're super pleased to know that there's an advanced positions that coming in out, so additional steps from that and our people back in the UK can get the benefits of that. But in talking more broadly across industry, there's still a challenge for us to make sure that payroll can be seen as a career of choice. So that's why we're doing lots of work with universities, lots of work in terms of understanding your payslip, so not just for the professionals out there, it's about financial awareness from more broader community and all of us, the organizations and associations that represent both in-country and more global have got that as an objective to look to raise that, the profession and the career as a whole because it's such a satisfying career.

Nick Day:

It's really nice to see the Chartered Institute of Payroll Professionals being, representing the UK payroll workforce here at such, one of the biggest global payroll in the world. So that's really exciting. What's been your, because you're here with Claire, Claire Orrington as well, what's been your favorite workshop so far, or favorite takeaway?

Jason:

So I met with a lady called Pagine. Pagine is all about the individuals. She's all about how to get the best out of your teams, how to respect one another, and really help support the developments of the individual. Each of her workshops, and I've been to two of those so far. I've been inspirational, some really good thinking and takeaways and it's such a high-energy motivational speaker. You can't help but walk out with a smile on your face.

Nick Day:

Yeah, that's nice. Maybe we'll get them over to the UK. Maybe we can see if we can fly them over. For those that are watching this, you're seeing crowds of people. This will give you a bit of a scale of how many people are at this Congress, right? We're going into a really good workshop, which is going to be a good friend of mine, Sarah Chesney, I think is going to be involved in, but hopefully you can just see the masses coming past. If you want to be involved in what is a global community of people that want to give back, want to network, want to elevate the profession, it's a good place to come, right?

Jason:

Oh, absolutely, absolutely. And a really important thing, which is something that was reflected on yesterday when we talk about AI, there is still a human interaction that absolutely will be the human touch. And that's why lifelong learning is so important. So continuous developments, every day is a school day is my own mantra. And so we're all learning all the time. So yeah, these are fantastic opportunities to come along to.

Nina Talley:

Whether you attended Payroll Congress in person a few weeks ago or registered exclusively for PayrollOrg's 2024 Virtual Congress and Expo on June 10th and June 11th, you will get another two days of premier professional development and networking. Virtual Congress and Expo is an online experience that comes complete with educational workshops, a full service expo, and plenty of engaging virtual interaction with industry experts service providers. This year's event includes 12 educational workshops offered live and on demand, the opportunity to earn up to 14 re-certification credit hours, an expo to visit with exclusive payroll vendors, and an opportunity to learn about the latest product and service solutions available, a resource center to gather important event materials and news and much, much more. This is an online experience you won't want to miss, but act today because this additional educational event is only available through October 11th. Bolster your career with this industry conference by going to payroll.org, choosing the education tab along the navigation bar, and then clicking on Virtual Congress to register, continue your payroll education today.

Nick Day:

I saw a talk by Michael Francis. It was about ChatGPT, and he was saying, we need to get rid of the term artificial intelligence, look at it as augmented intelligence. How are humans are really going to integrate with the technology, how are we're going to utilize it smartly. And I think it's been a real education this year on AI, so it's only been a hot topic.

Jason:

Yeah, indeed. Yeah. Yeah. I think that it's demystifying and take away the scary tone of it, just looking to utilize it as best as possible. We all have our resource challenges to hey, how can AI, whether that's augmented or artificial, how can it help us improve what we do and take that step forward?

Nick Day:

Well, I know we both want to be in this session and the crowds are billings, I won't keep you much longer, but crystal ball for you, why are they, and at the precipice of what's going on in innovation and payroll, you have to be in your role at the CIPP. So what do you think we're going to be talking about a year from now in Orlando? What's going to be dominating the conversation?

Jason:

I absolutely see AI being further part to that ChatGPT is brand new to us and it's what is that two dot zero? What does that bring to us next? And how have we looked to embed that within the workforce? Who's making the best of those opportunities and helping to elevate them further? I think that's all.

Nick Day:

We're going to see some quite exciting use cases next year. See how really easy, which should be good. Well listen Jason, thanks for joining me. Always a pleasure not just to chat with, but also to dance with. We were going to quite late last night, I have to say, Jason's, a bit of a move on the dance floor even in his fancy dress. So listen, thanks for joining us. Real pleasure as always and enjoy the rest of the Congress.

Jason:

Cheers, Nick. Thank you.

Nick Day:

Hello HR and people leaders. Are you not exhausted from the endless war for talent battle cries? I think it's time for a fresh approach, which is why at JGA Recruitment we understand the real challenges you face in sourcing top HR talent. And guess what? We believe we have the solution. Our team is on a mission to revolutionize your hiring process. We're not just recruiters, we're strategic partners dedicated to finding the best HR and people professionals who align perfectly with your company's vision and goals. Let's break the cycle of frustration together. Join forces with JGA and experience the difference in having better talent faster. Don't let another day go without taking action. Contact us today by visiting jgarecruitment.com to discover how we can transform your HR team.

And here's a bonus when you visit us, why not sign up for our weekly HR newsletter? Because it's packed with invaluable industry insights and more. We really hope you can revolutionize your HR department by working with JGA Recruitment. Contact us today.

So hey, I'm super excited. I'm now joined by Davida Lala who is from Entertainment Partners, one of the biggest payrolls I've ever seen or come across. So we'll talk about that in just a minute. But you also a speaker, you gave it talk at eight o'clock this morning.

Davida:

I sure did.

Nick Day:

The morning after the party, the night before. Just to add that in there. Tell me what were you talking about and how did it go?

Davida:

So funny enough, I spoke about everything people thinking they knew about payroll was wrong.

Nick Day:

Hold on, tell us more.

Davida:

At a payroll conference. So obviously the title was catchy enough because I'm in a room full of experts, but what I wanted to do was change the conversation and the narrative about payroll, not having a seat at the table and changing it to how you get the seat at table or represent yourself as seat as the table.

Nick Day:

Very nice. Let's just delve into that slightly and we've got to be quick because we've got a big talk coming up in the minute. I don't want to hold you too long. You're in a role now, which has one of the biggest payroll functions that I've ever come across, I think is it post like 600,000.

Davida:

Over 600,000 W-2s another 200 1099s. So almost a million people we pay in Hollywood.

Nick Day:

I mean that's crazy, right?

Davida:

That's fantastic.

Nick Day:

And some of the most exciting people in Hollywood, right? We're talking to actors, A-listers, celebrities...

Davida:

Everyone in the credits and that's what makes it so phenomenal. But they're people and they got to get paid for what they do too. So I'm honored to do it.

Nick Day:

So what's the biggest challenge of managing a payroll of that size and scale? Because certainly for people in the UK it's going to blow their minds, right? That many employees, a million. I mean this is nuts. So what are the biggest challenges that involves?

Davida:

I think part of it is people don't understand it is much, right? I think the people you deal with don't understand how they get paid as much in this field and the complexity is no different than anyone else. I think that it is industry specific as far as how we calculate, but everybody has some sort of complexity. I just think our population don't know about their pay as much as other industries. So in manufacturing they may come to you and say, Hey, look at my payslip in entertainment. They don't see their payslips most of the time and usually don't know there's an issue until later. So at year-end, 500, 600,000 people have the potential to call and go, what is this again?

Nick Day:

I can't even start to imagine, I'll be honest. It just blows my mind. It absolutely blows my mind. So what's been your highlight for Congress so far?

Davida:

I just think reconnecting after the pandemic and seeing people smile again. I think my favorite thing is changing the conversation. In the beginning everybody was thinking, I got to get my payroll down. Now people are smiling and they're excited and I think I'm hoping when they go back that they're going to change the discussion about being payroll, being sexy.

Nick Day:

Hallelujah to that if we can get that done right. You are also involved in the executive panel that I was involved in yesterday, executive summit. So that was very much talking about the future of payroll, how AI is going to impact, you're obviously at the cutting edge of that with such a large payroll as well. What was your key takeaway or biggest takeaway from the executive summit?

David:

I think first of all, we got to keep doing that because that diversity of thought was absolutely amazing different industries, different levels in organizations. I mean, I think what I got from it was the different ideas on how we change payroll around the people, the processes and technology and help each other. And the most important thing is not to push everything we do in the US globally, which I think I've been guilty of once upon a time in the past. So a lot of lessons learned from me, but hearing it again was really important. I think it'll be helpful and as we go higher, and I'm an executive in my organization, which is rare to be in the C-suite anyway, but the more of them that talk about we are already at the seat of the table will help the newer generation coming in to get excited about what we're doing. So I think that's what I got out of it.

Nick Day:

That's fantastic. And what enough people executive level, and that was very much a panel for people at C-suite. It was great from my perspective to see so many payroll people at C-suite in that session and it was a really interactive, great session. For those watching this maybe they've never come to Congress before, what would be the reasons you would give to inspire someone next year to, you know what? I'm going to book my ticket. I'm going to come to Orlando.

David:

Well, first of all, it's Orlando. No, I'm kidding. No, I think PayrollOrg does a brilliant job even with the partnerships of continuing education and that's what's so awesome about payroll. We have to continuously learn. I think you just talked about the evolution and compliance changing. We've got to stay on our game. This is how we stay on our game, our game. We come to Congress.

Nick Day:

Fantastic. I know we're going to get you on a feature of the show one time, so we'll get that booked in. I can see the crowd starting to thin, so it must be starting soon, so I won't give you too much longer. But last question, what are we going to be talking about in Orlando? What's going to be the hot topic of conversation a year from now if you had a crystal ball?

David:

Let's call it, not a crystal ball, but a magic eight-ball, if you remember. I'm old. Didn't I just say eight-ball? But I just think that you can ask that thing the same question and get three different answers. I think we have to watch it. AI will continue to be part of the conversation. It's fresh right now, but I think it'll be something else that comes up that we didn't know about. That's all.

Nick Day:

And you're happy to join me for a feature-length episode on the payroll podcast sometime?

David:

I absolutely will. It's the best podcast in the world. So I have to.

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Nick Day:

And also just to mention it, I introduced you to my song, My Payroll Career. Did you get a chance to listen to it? I did warn you, it was cheesy.

Davida:

But it's fantastic. No, I told you I was ready to do a video for it and I plan on it.

Nick Day:

Okay, so this time next year, I think what's going to be big is it in Orlando, we're going to have everyone singing my Payroll career. We'll get it all going. We'll get a global song going.

Davida:

That'll be fantastic. I look forward to it now.

Nick Day:

Davida, thank you so much. I'm going to have you back. Go ahead and join the next talk and I'll see you in there.

Davida:

Take care.

Nick Day:

So I thought I'd take this opportunity to do another quick interview with this fella. I'm going to go into Jack Daniels restaurant in a minute and introduce Charlotte Patterson Crowton, who's one of my consultants at JJ Recruitment to find out how she's found Congress. But this individual wouldn't look at a place at Congress to be honest, for anyone who was at the party. There were some crazy outfits, some were a lot more gold than this guy here. Good old Jack. It's been a hell of a Congress going in now for my final interview. Let's go meet Charlotte. So here we are back on the final day of Payroll Congress and I'm joined by someone I know extremely well. I'm going to let her introduce herself. It's her first Payroll Congress. So Charlotte, give us all a bit of an introduction and tell us a little bit about your first experience of Payroll Congress.

Charlotte:

So hello, I'm Charlotte Patterson Crowton. I am a payroll newbie or virgin as they have called me this week. I've had a really, really lovely time. I met some fantastic people, hopefully some clients and some of the probably best people in payroll who have been very kind to me and hope to and look forward to working with them in the future as well.

Nick Day:

Fantastic. Charlotte is of course a consultant with our business here at JJ Recruitment, so she's a specialist payroll recruitment consultant. Tell us about some of the wonderful people you've met because you've met some of the real industry luminaries, some real famous payroll faces in the world of a global payroll who've been some of the people you've got to meet for the first time this year?

Charlotte:

Well, quite literally all of them, but probably the biggest people or person I've met was Jim Bullock, the president. I had a fantastic conversation with him. Fidelma from Payslip, wonderful, wonderful woman. Sharon Taysite, some of the best people and had fantastic conversations on the implementation side. Ryan Yannetta, apologize I've ruined that pronunciation there. Really, really fantastic people, all very kind, very friendly, great conversations about where payroll is going and raising the profile and getting some of the best people in for these roles. I honestly couldn't have asked for it to go better. So really, really grateful for all the time that they've given me as well, to be so kind to a newbie at that. Yeah, fantastic. Really. Yeah.

Nick Day:

Fantastic. I actually was lucky enough to, I think we both did catch Ryan's keynote, which was pretty amazing. He did a really, really great job.

Charlotte:

He did.

Nick Day:

Been to lots and lots of workshops. Of course, you've been involved in reviewing some of the workshops. I believe you've reviewed three workshops and they're going into, they've been written up by payroll magazines and publishers as well. Tell us about the workshops that you caught and tell us a little bit about the reviews. Give us a sneak preview.

Charlotte:

Yeah, so I did three workshops and all of those articles are actually out now on Congress Today. So to keep your eyes peeled for those, some very, very important ones as well. Talking about unions, payroll unions, which I know could be very difficult and very complex about global program and payroll management. Talking about the challenges that people face and trying to overcome those challenges and getting a lot of really good expertise from those speakers as well, which was really, really interesting to hear as well as meeting all those people and hearing what they had to say. I really enjoyed it. Robert, remind me of his last name. Oh, God..

Nick Day:

We can come back to, I mean, it's been your first Congress. There was a little bit of nervousness coming to your first war, not necessarily knowing everybody, obviously I'm lucky we've been

Charlotte:

First time or so.

Nick Day:

Exactly. I've been to three congresses now. So what would you say to someone who hasn't come before. Is nervous, like you were, about not knowing people and they're thinking about coming to Orlando, aren't quite sure. What would you say?

Charlotte:

Absolutely do it. I know it can be very difficult. It is challenging to put yourself out there. It is hard to put yourself in situations that you might not feel comfortable in, but they always pay off and it's always a valuable lesson. And speaking to these people are so friendly and they really do welcome you with open

arms. This community is fantastic. Everybody will speak to you with your red dot and they really will be very kind. My biggest takeaway is that you don't have to wait until people approach you. Put yourself in the situation, shake hands, say who you are, where you're from, what your name is, and really build your network out. It's fantastic and I couldn't have asked for a better first time.

Nick Day:

Fantastic. And full disclosure, full transparency, I think we're recording this in the only Jack Daniel's restaurant in the world, certainly in America, and we're a little bit exhausted. It's been a full on four days. There's been hundreds of workshops every night there's been a party, connecting with clients. So we're at the end of that now, unfortunately. I'm going back to the UK, you're going back to Houston. If you were to sum up the four days very briefly, for those who are watching this, what would you say?

Charlotte:

I would say that it was insightful, educational, really fun. It was really fun and it was all round a fantastic experience from being a newbie and being nervous, like you said, to building out my network and finding some of the best people in payroll. I really couldn't have asked for a better week.

Nick Day:

Fantastic. I want to say a huge thank you for everyone that's been tuning into this show. Whether you're listening to this on the Payroll podcast or on the PayTalk podcast, I hope you'll be on this show this time next year in Orlando. If you've enjoyed these podcasts, hopefully I'll see you there and I can meet whoever it is that's watching this or listening to this right now on the show next time. So it's been a great Congress. We're going to finish up these interviews now and we'll see you on the other side in Orlando.

And that's about it. Thank you ever so much for listening to the Payroll podcast or indeed PayTalk, if that's where you're catching this episode. I hope some of the insights from those industry leaders have been helpful for you. My apologies if the audio was a little bit loud in the background on times or a little bit unclear.

That's just the nature of recording in a live environment. Most importantly, I hope you did get a feel for the energy and the vibrancy that the Payroll community has and what was an absolutely wonderful 42nd Payroll Congress. I hope I'll see you all in the Congress in 2025, which is going to be in Orlando. So if you're a listener of this show, that's an opportunity for me to meet you and say, hey, or for you to come and say, Hey to me, I would love to meet you. Maybe you can be on the next show that we do at the next Congress, which is going to feature more people. Again, I'm going to try and get through as many interviews as possible. So a huge thank you for listening. A huge thank you for subscribing to the show. If you do, if you don't, please do remember to press subscribe.

Please do try and share this episode with as many payroll colleagues and friends as you can combined, we can really raise the profile of payroll, well it does require some collaboration. And last but by no means least if you do get an opportunity to review the show, it massively impacts the visibility of the show on major podcast channels. So please do leave us a review. Just go to the app, click on five stars, and if you can leave a comment, that'd be absolutely awesome. And of course, if you are in need of payroll talent, which was a hot topic at this Congress this year, a lot of payroll professionals not knowing where they can find skilled payroll talent, they're telling me that talent acquisition teams can't find it and they're trying to recruit people without payroll experience.

You don't need to. The people are there, but you need to go to an expert who knows how to find it. That's where we can come in. So please do give us a call at jgarecruitment.com or if in the US jgarecruitmentinc.com and we would love, absolutely love to support you with all of your staffing requirements, so please do get in touch. Right? That's me. My name is Nick Day, CEO. It's been an

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absolute pleasure to host this show. As always, I look forward to bringing you the next episode of the Payroll Podcast real soon. Take care.

Nina Talley:

Wow. Thank you so much to Nick Day for sharing just a slice of what makes PayrollOrg Congress so amazing, conversations with payrollers just like you. Make sure you register for PayrollOrg's Virtual Congress and Expo to immerse yourself in even more powerful workshops and conversations. Thank you again to Nick Day of the Payroll Podcast and to all of our amazing listeners. Want to support PayTalk? Make sure you rate, review, and subscribe to PayTalk on your preferred podcast streaming service. That is the best way to support this podcast and make sure we can continue to bring you the stories that make payroll so personal. Until next time, folks, this has been Nina Talley with PayTalk.

Announcer:

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