LeAnne Lagasse
SHRM–SCP

How to Streamline HR Operations:

Strategies for Time, Cost, and Resource Optimization

LEANNE LAGASSE
COACHING AND CONSULTING

Question!

What's the biggest challenge you face when it comes to streamlining your HR processes?

Challenges HR Leaders Face

- Too Many Manual Processes
- A Lack of Automation
- Insufficient Technology
- Budget Constraints
- Regulatory Compliance
- Employee Engagement & Retention
- Strategic Alignment
- People doing people things.
- I ran out of space ☺

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COACHING AND CONSULTING

LeAnne Lagasse, SHRM-SCP

I help HR & People leaders improve employee engagement, internal communication, and train their people managers.

www.leannelagasse.com

Strategies that work AND contribute to an exceptional employee experience are those that free up HR leaders to do more of the things that technology can't.

Webinar Learning Outcomes

01 Discover people-centric strategies that can simplify and maximize your HR processes.

02 Improve efficiency by designing an intentional and robust employee journey.
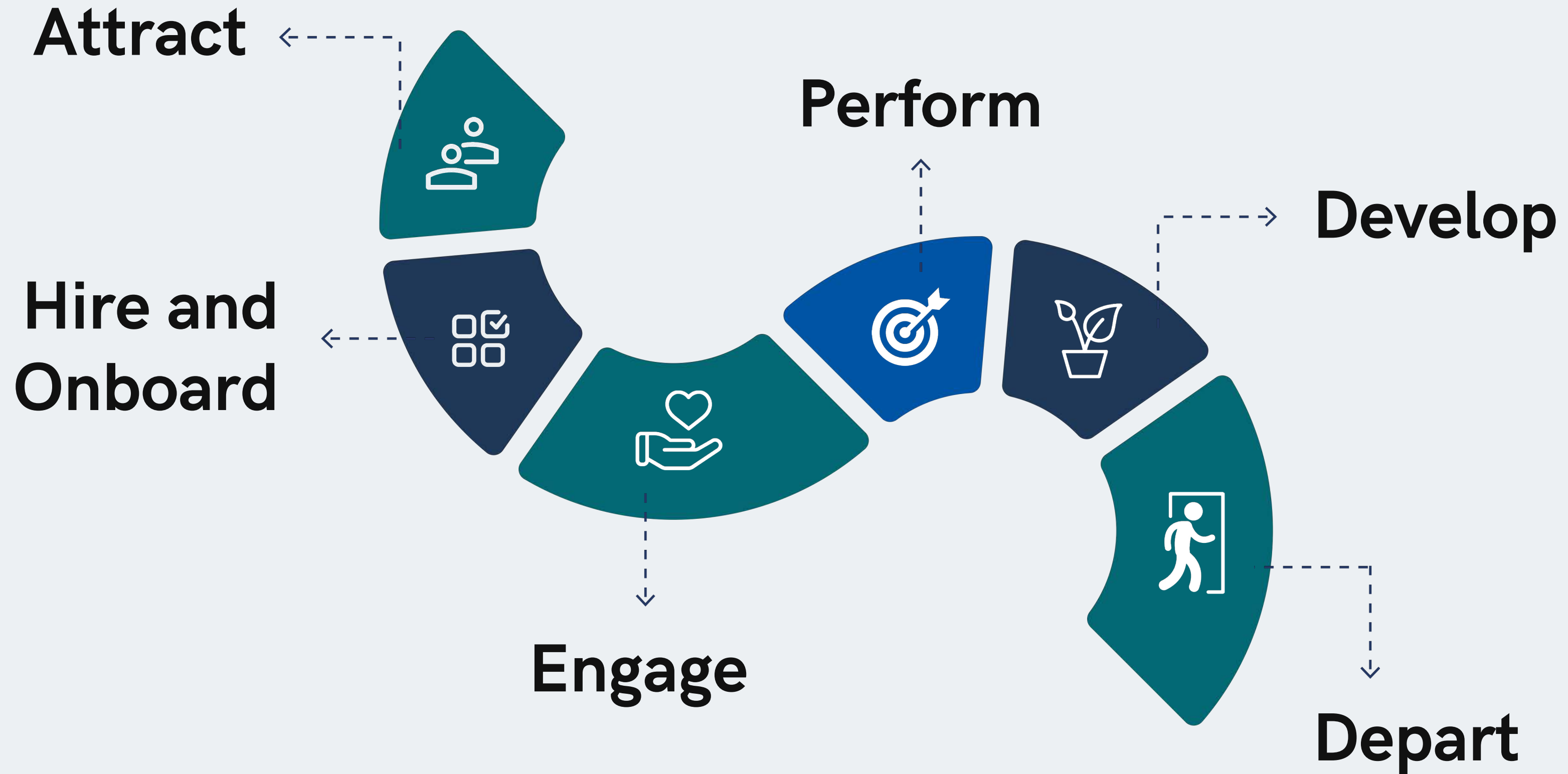
03 Creating effective communication channels that equip you with better information to make informed decisions.

Audit & Maximize Your Employee Journey

The Employee Lifecyle

Attract

Perform

Develop

Hire and Onboard

Engage

Depart

-Adapted from Gallup

Why the focus on the employee journey?

01

A better employee experience means less turnover…which saves you time, money, & resources.

02

It allows you to understand where inefficiencies, gaps, bottlenecks, or obstacles exist.

03

It helps you distinguish between activity and impact so that you can improve alignment.
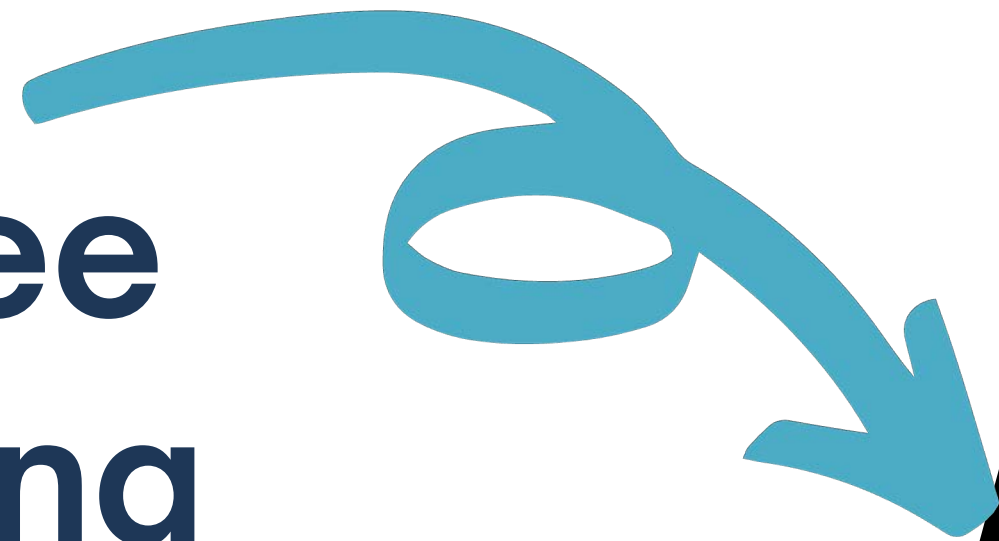
Employee Journey Mapping

A process used by organizations to understand the different stages of an employee's experience within a company.

- Aligns the organization on a common view of the actual employee experience.

- Focuses the EX program on moments that matter most.

- Facilitates employee-centric thinking and actions.

- Prioritizes resources and funding.

- Clarifies critical roles within the organization and moments that matter most (Wowk, 2020)

My Favorite Questions to Guide Employee Journey Mapping

GUIDING QUESTIONS FOR

EMPLOYEE JOURNEY MAPPING

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CONSULTING

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Employee Journey Mapping

Broad Questions to Ask Yourself:

- Which processes consume most of our time and resources? Are they necessary?

- Are there opportunities for automation or other efficiency gains?

- Are our HR policies and procedures clear, fair, and consistently applied across the organization?

As You Work...

- Take notes and create documentation on each phase of your journey. Focus on steps, workflows, processes, etc.

- Identify areas where you can maximize. Think about who owns or will own specific steps of the journey.

- Don't get discouraged that you're not doing ALLL of the things. Focus on improving in a few areas.

Leverage Employee Listening & People Analytics

What is an employee listening strategy?

An employee listening strategy is an orchestrated effort to better understand the people in your organization and hence improve the employee experience.

-AIHR

Evolving Our Listening Strategy

Episodic Listening

A few, scheduled, large-scale listening events, where gathering and acting on employee feedback is centered in the HR department.

Continuous Listening

An integrated, strategic approach to employee listening that's woven throughout the entire employee experience and lifecycle.

4 Principles of Continuous Listening

1. We've got the right training, tools, and technology in place so employees can constantly access upward communication channels.
2. We're asking the right questions:
   - Quantitative and qualitative
   - Open and anonymous/confidential
3. We're creating feedback loops and sharing the collective voice with our employees.
4. We're acting on what we're learning.

For Better Decision Making!

By leveraging employee listening and HR analytics, we can make better-informed decisions that are backed by data – leading to improved efficiency and cost savings.

- Enhancing employee engagement
- Reducing turnover
- Improving hiring and onboarding processes
- Boosting performance and productivity
- Predictive analytics

Example! – 'Starlight Enterprises'

Background:

- Starlight Enterprises is a mid-sized technology company specializing in innovative cloud solutions. Despite their success, they were struggling with project efficiency, ballooning costs, and resource utilization. The executive team understood the value of their employees' perspectives but had no structured process to gather, analyze, and implement their feedback.

Problem:

- Projects were consistently going over budget, deadlines were frequently missed, and resources were not being effectively allocated. Employee morale was low due to perceived mismanagement and poor communication.

Example! – 'Starlight Enterprises'

Solution:

- In order to address these challenges, Starlight Enterprises implemented an Employee Listening Program and engaged in People Analytics. They started by conducting comprehensive anonymous surveys, one-on-one interviews, and regular town hall meetings to collect feedback and suggestions from their employees.
- The data gathered from these sessions was processed to identify common themes, pain points, and potential solutions. This information was then visualized and presented to the management team for further decision-making.

Example! – 'Starlight Enterprises'

Results:

1. **Improved Time Management**: The data revealed that a significant amount of time was being wasted on unnecessary meetings and inefficient processes. Based on this insight, Starlight Enterprises reduced the number of unnecessary meetings and restructured their workflows, resulting in a 20% reduction in project completion time.

2. **Cost Reduction**: Employees pointed out areas where costs could be saved without compromising on quality. For example, some expensive third-party software tools were rarely used, while in-house solutions were deemed sufficient. Phasing out these redundant tools led to a cost reduction of 15%.

3. **Better Resource Utilization**: The people analytics highlighted that several employees were not being utilized according to their skills and potential. By implementing a more data-driven approach to task allocation and team building, the company improved their resource utilization by 30%.

4. **Enhanced Employee Morale**: The Employee Listening Program made the workforce feel valued and heard, resulting in improved employee morale and a 25% reduction in turnover.

3

Lean Into HR Tech and Automate, Automate, Automate.

HR Specialists spend, on average,

Over 40%

of their time on administrative work, while 23% still rely on paper-based HR administration.

HR Tech Can..

- Improve the employee experience.

- Provide you with dependable workflows and processes.

- Remove manual and tedious admin tasks from your to-do list.

- Improve internal communication and consistency.

- Empower employees with self-service.

- Help you track important workforce metrics.

- Improve your data management (+data security).

- I ran out of space. ☺

To Avoid HR Tech Pitfalls, Ask Yourself:

- What problem are we trying to solve?
- How will it simplify our workflows?
- How will it improve efficiency?
- Does it align with our strategic goals?
- Is it scalable?
- How user-friendly is it?
- How will it integrate with our existing systems?
- What kind of support and training does ___ provide?
- What are their security measures?

What's One Thing You Can Do As A Result Of What We've Covered Today?

Thank you!
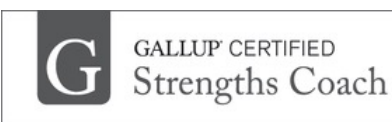# I'd love to connect!

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in LeAnne Lagasse

▶ People Ops Problems

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GUIDING QUESTIONS FOR
EMPLOYEE JOURNEY MAPPING

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CONSULTING

**LEANNE LAGASSE
SHRM-SCP**

Helping HR and Business Leaders engage, retain, and develop their employees.

SHRM SENIOR CERTIFIED
SHRM-SCP
PROFESSIONAL

G GALLUP CERTIFIED
Strengths Coach

Let's Do Lattes!

Schedule a consultation with a GoCo expert to chat about time tracking and the coffee is on us.

goco.io/coffee

Book & complete your call in the next 2 weeks and we'll send you a Starbucks gift card!