




Moving From PAPER-First To PEOPLE-First HR!

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Chief People Officer

The Granite Group

A top-down view of several hands of different skin tones and ages reaching towards the center, each holding a piece of a light blue puzzle. The puzzle pieces are arranged to form a five-pointed star shape. The background is a soft, out-of-focus grey.

PART TWO:

The Power Of Collaboration in HR

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Trends in the future of work and how HR can participate

What it means to be an agile business leader

Organization-wide metrics that HR can have high impact on

Ways in which you can collaborate with other departments






TRENDS

In the Future of Work

2022



Future of Work



People Analytics
are central to the
success of HR



User Experience
across employee
lifecycle



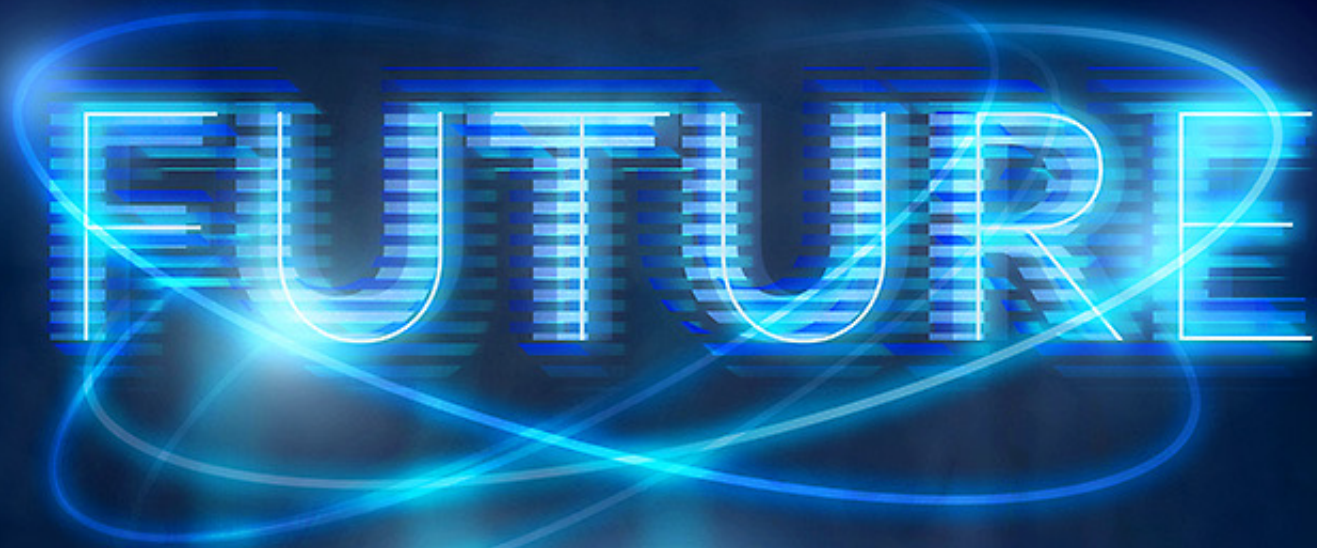
**Technology
disruptions** are
a way of life



**HR
Transformation**
is a continuous
journey,
not a project



Kwee Ping

A hand is shown from the wrist up, reaching towards the word 'FUTURE'. The hand is wearing a dark, textured sleeve. The fingers are slightly spread, and there are glowing blue light trails or energy lines connecting the hand to the word 'FUTURE'. The word 'FUTURE' is written in a large, stylized, blue, glowing font with a digital or pixelated texture. The background is dark blue with some faint, glowing blue lines and a subtle grid pattern.

FUTURE

HR Trends To
Expect in
2030

(SAGE)



Flexible working:

Revolutionized employee experiences that truly make work, work

Rising employee expectations will challenge HR like never before to provide authentic, tailored workforce experiences that empower people to do their best work.

6 WAYS TO WORK FLEXIBLY

1 STAGGERED
START & FINISH
TIMES



2 REMOTE WORK



3 PART TIME



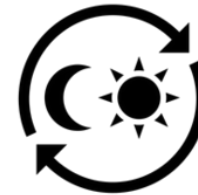
4 JOB SHARE



5 SCHOOL
HOLIDAY LEAVE



6 COMPRESS OR
EXTEND HOURS





Organizational flexibility, fluidity and agility led by HR:

HR will prepare and lead organizations through whatever crisis hits with agility and confidence – no matter how unexpected.

Crisis Management Process

FROM IAN MITROFF'S SIX-STAGE MODEL

1

Signal Detection

This stage centers on creating early warning systems that enable the business to respond effectively to a crisis.



2

Crisis Preparation

Systematic planning, preparing, and training for a crisis. **Crisis Management Plans**, business continuity plans, and **Disaster Recovery Plans** are typically created at this stage.



3

Crisis Containment

Executing the plans and processes set out during the crisis preparation stage; adapting to the unique circumstances of the current crisis; developing new methods of minimizing impact to the business.



4

Crisis Recovery

Moving the business back toward normal operations.



5

No-fault Learning

Reviewing and assessing crisis management performance to extract the key lessons learned, without attributing blame.



6

Redesign

Integrating the learnings from the previous stage to evolve existing crisis management processes.





People analytics-based insights that drive business impact

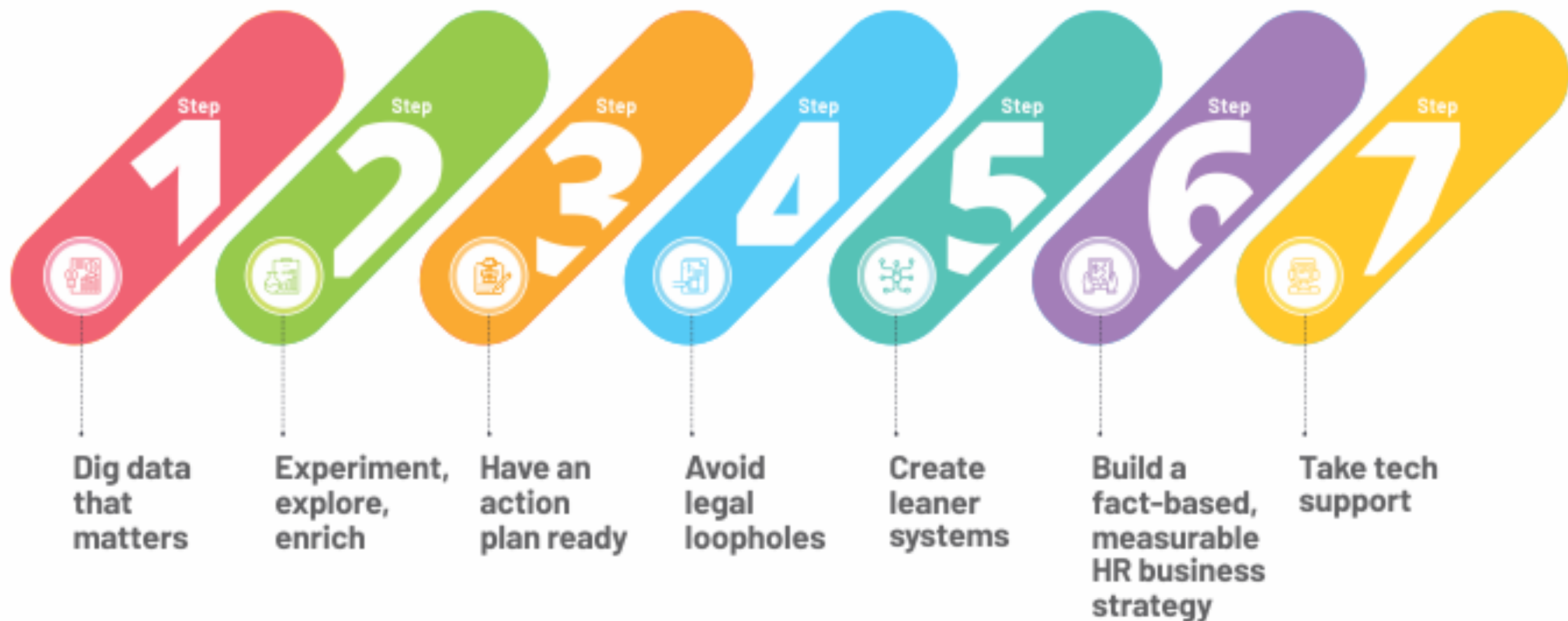
People analytics in HR teams will have fully evolved beyond just data reporting and collection, and be intrinsic to driving business impact across all organizations.


The 7 Pillars of People Analytics



The Process Of **People Analytics**

© 2019 HR Technologist





HR automation trends will elevate the role of HR

Automation will free up HR leaders' time to focus on the things that really matter, as well as to take on more of a leadership role across organizations.

HR Automation

Improved
efficiency



Actionable
insights



Reduced
errors



Improved
communication
& collaboration



Reduced
paper - based
processing costs



Positive experience
for job candidates
& employees



Top 5 Processes for HR Automation



**Recruitment and
Screening**



**Onboarding and
Offboarding**



**Scheduling and
Time Management**



**Employee
Requests**

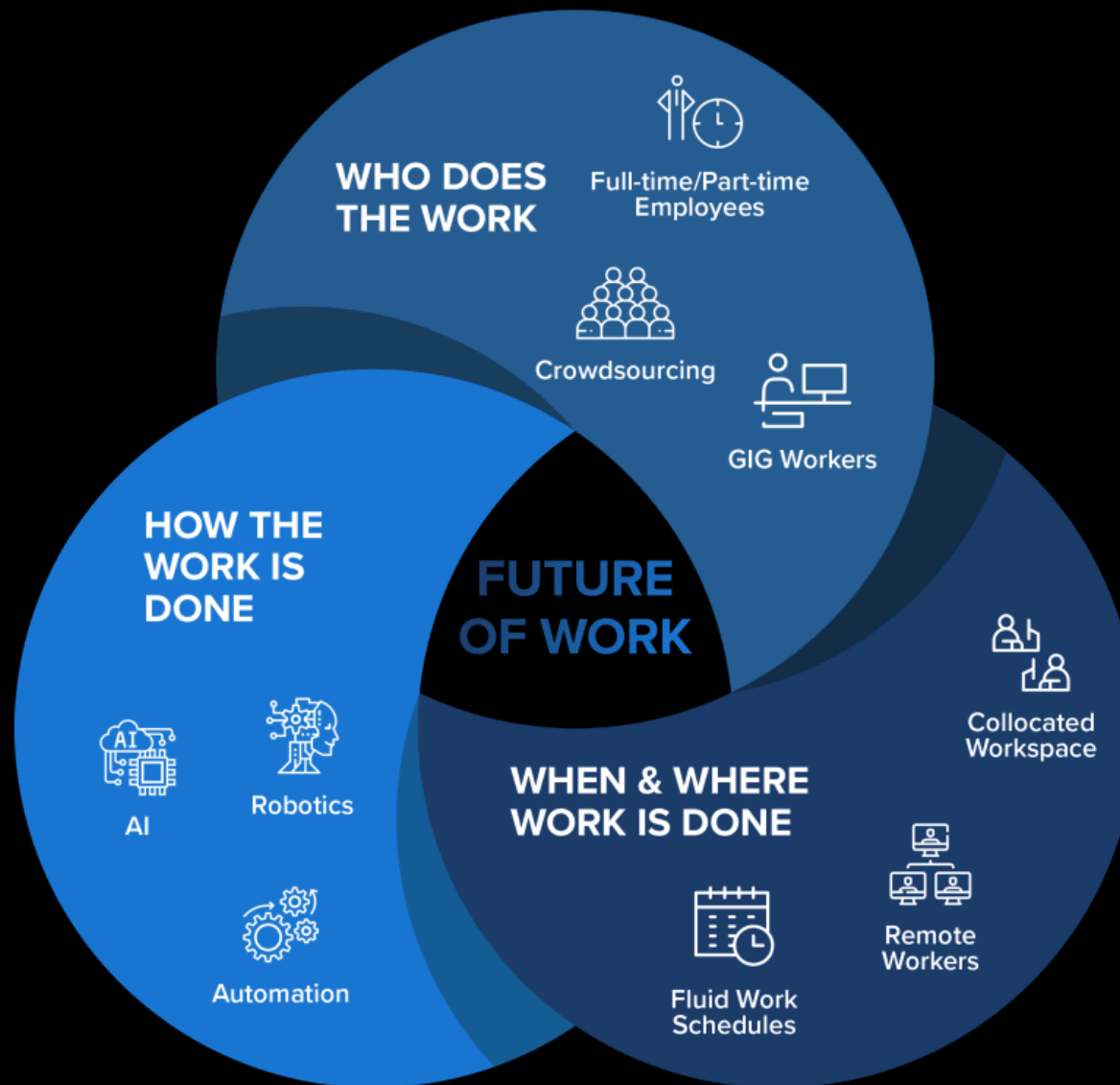


**Records
Management**

DEI will encompass so much more

Companies still have a long way to go when it comes to Diversity, Equity and Inclusion (DEI), and employees already expect and deserve more than just hollow words.





What it Means To Be an

AGILE

Business Leader



Manifesto for Agile Software Dev.

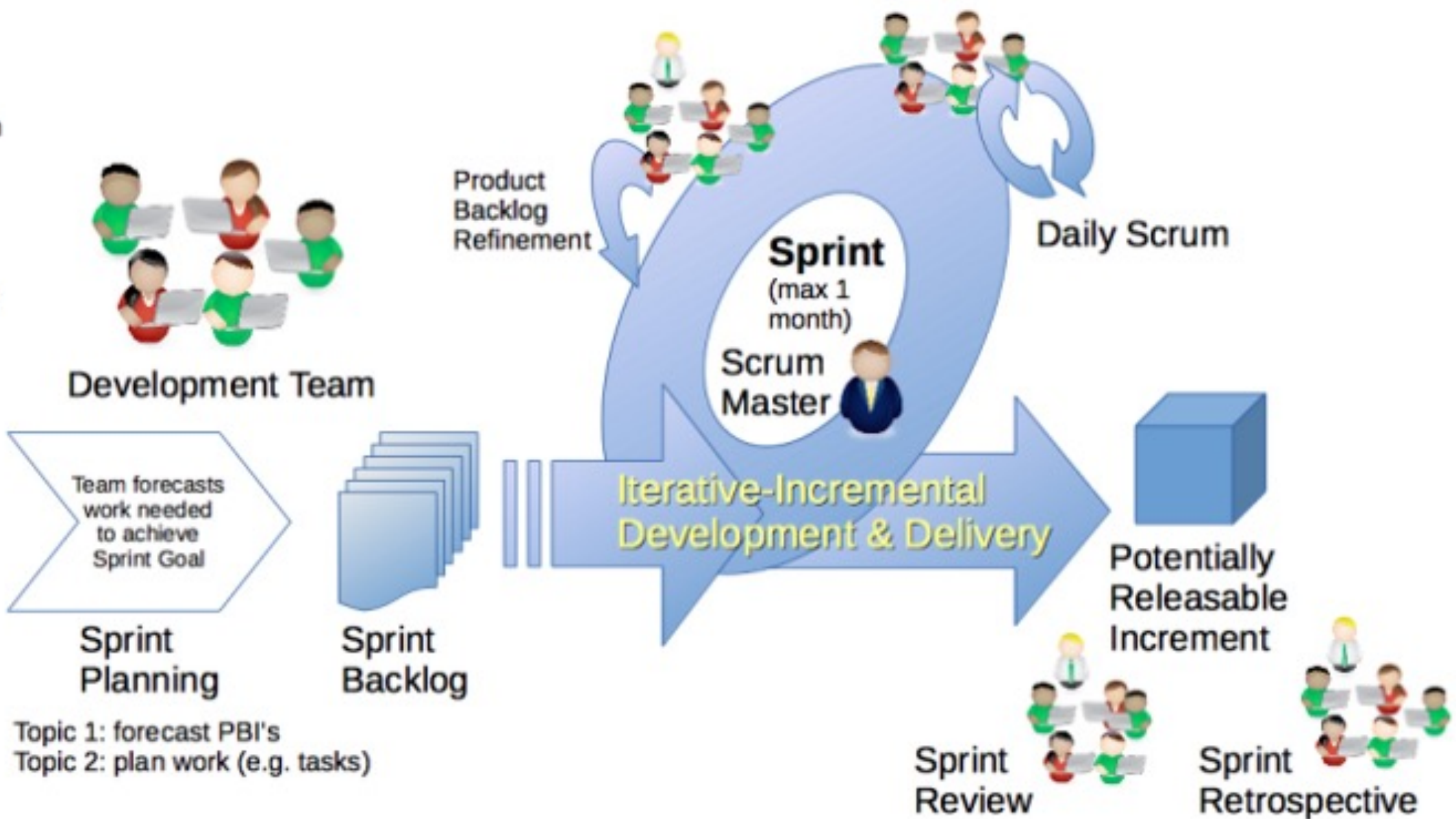
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- INDIVIDUALS AND INTERACTIONS OVER PROCESSES AND TOOLS
- WORKING SOFTWARE OVER COMPREHENSIVE DOCUMENTATION
- CUSTOMER COLLABORATION OVER CONTRACT NEGOTIATION
- RESPONDING TO CHANGE OVER FOLLOWING A PLAN



1	
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15	

Product Backlog



The New Age **HR Capability Model**



Design Principles for Agile HR

① Working in Short Loops

HR needs to break its annual/bi-annual rhythm into shorter loops. This will enable HR practices to pivot multiple times during the year



② Employee Centricity

HR needs to make the shift from 'process first' approach to 'employee first' approach



③ Transparency

Lack of transparency erodes trust. And trust is the basic ingredient required for informal collaboration and relentless innovation



④ Regular Feedback & Retrospectives

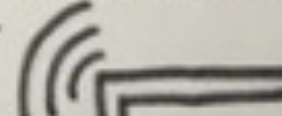
HR needs to develop its products & services iteratively and incrementally while incorporating customer feedback at each step

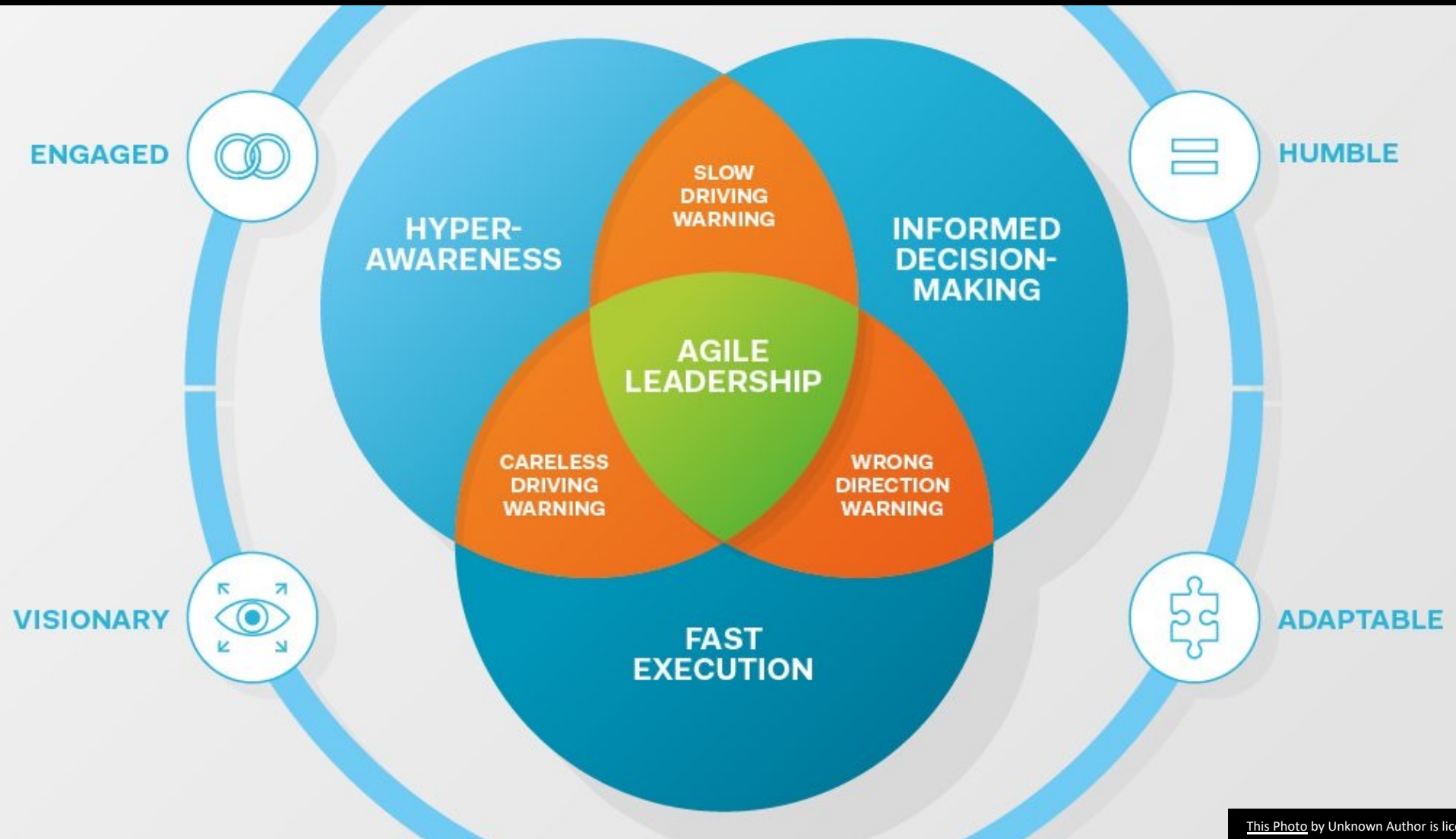
⑤ Working in Cross-Functional Teams

Each autonomous cross-functional team of HR & Business experts to solve a unique people related problem

⑥ Loosely Coupled HR Operating Model

Combination of outsourcing, employee self-service and shared services model to be used for rapid scale-up

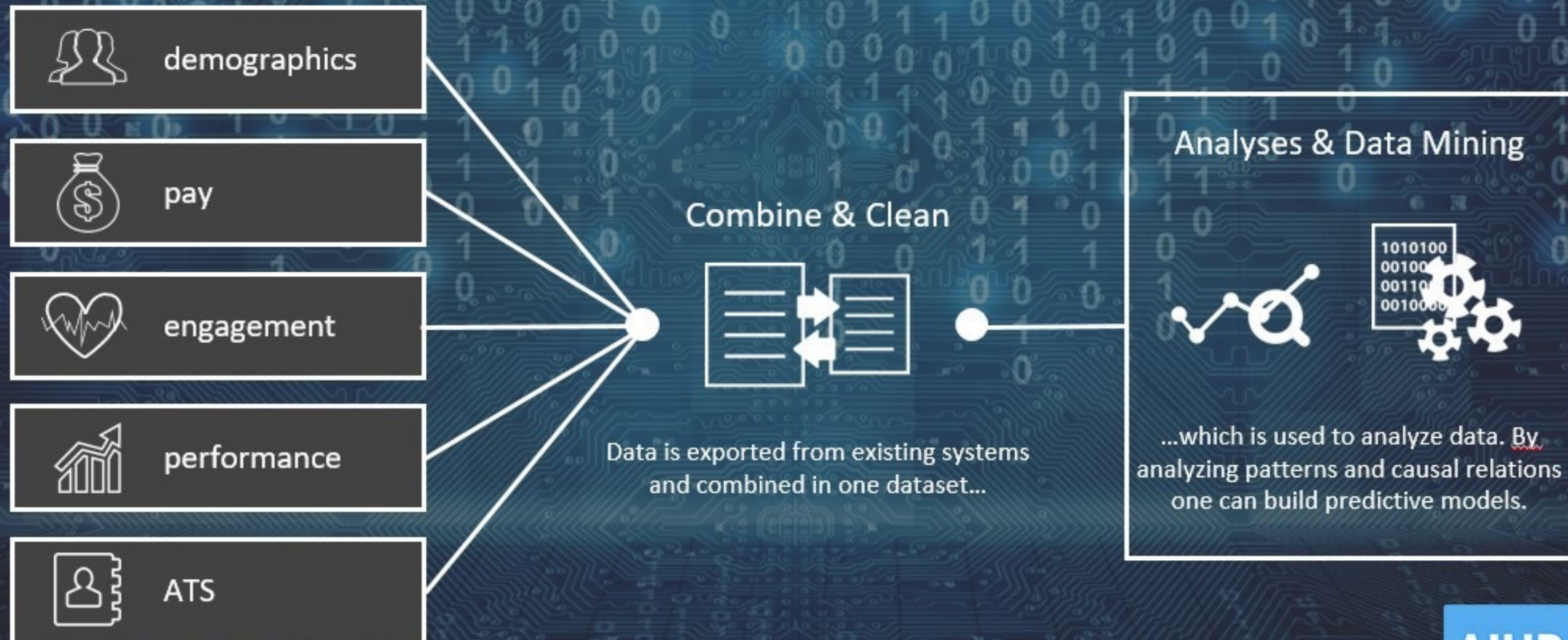






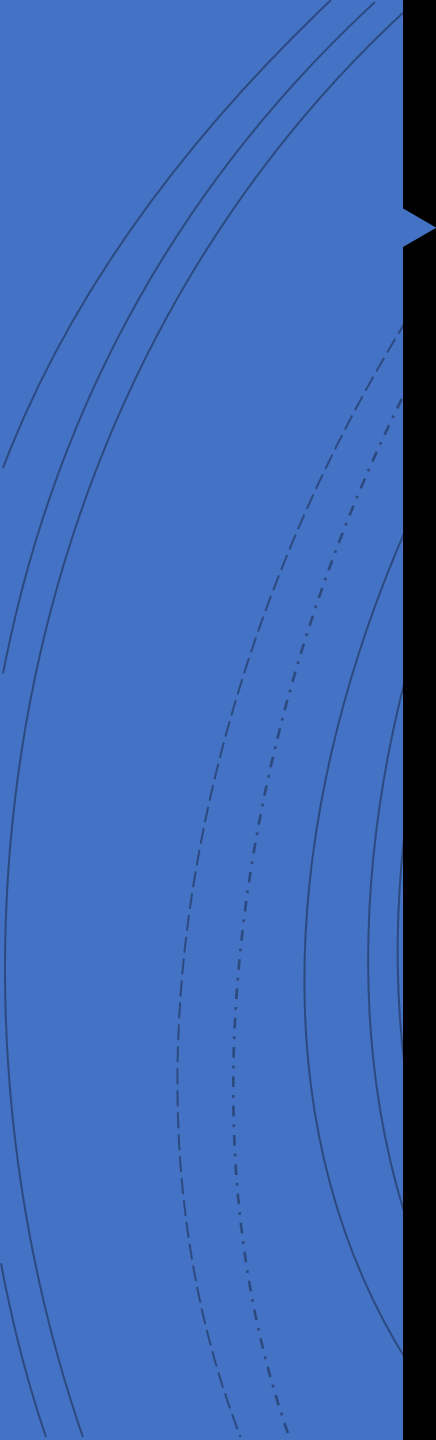
Organization - Wide Metrics That HR Can Impact

DATA-DRIVEN DECISION MAKING IN HR



What
Are HR
Metrics?



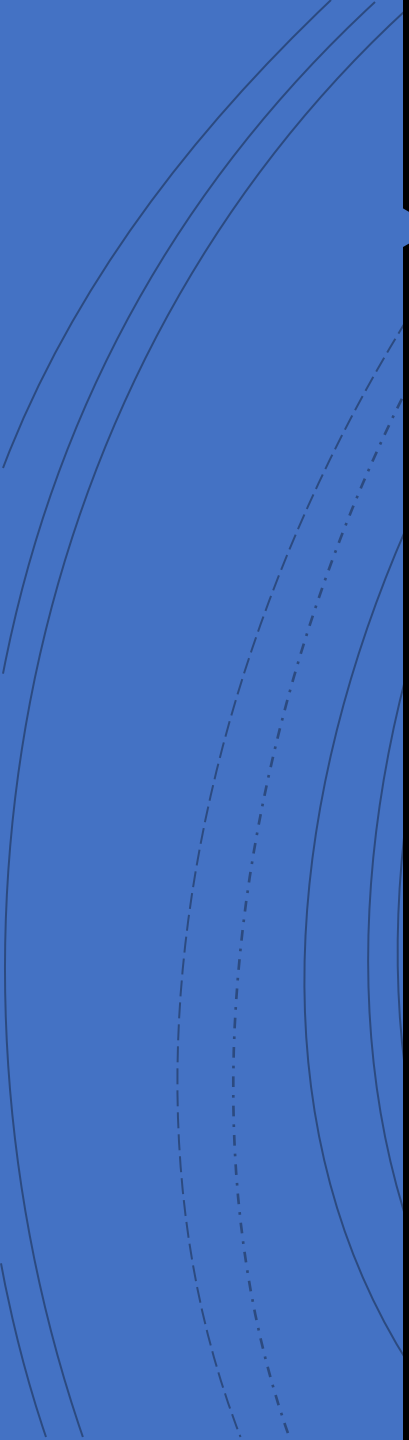


HR Metrics allow you to measure how well your HR initiatives are performing and how they contribute to the overall success of your organization.

Also referred to as HR key performance indicators (KPIs).

(source: Pingboard)



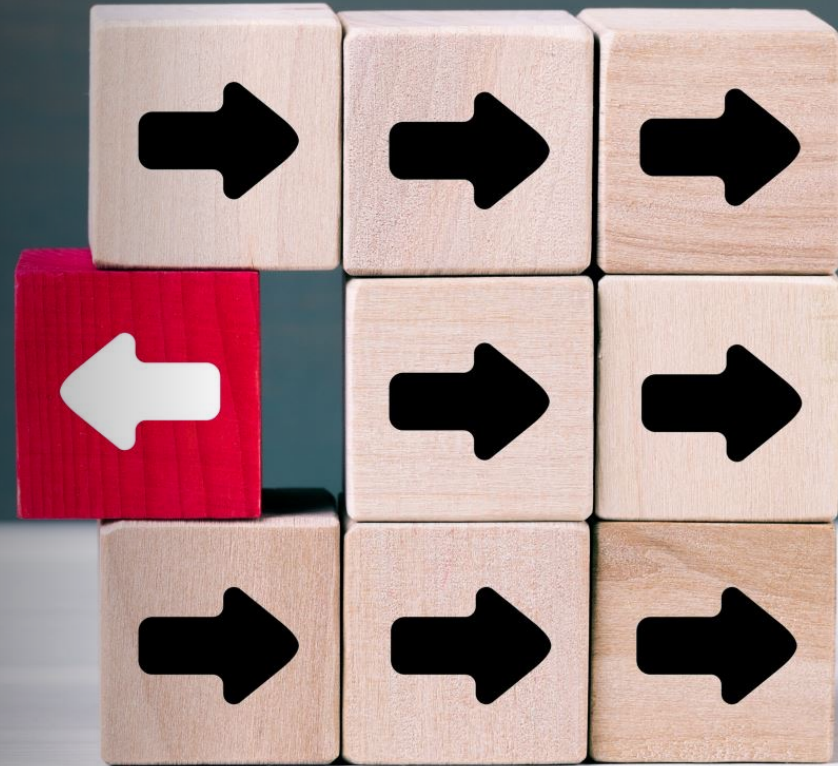
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- What gets measured gets managed
 - Better decision-making
 - Improved Employee Experience

HOW?



Identify goals before you choose your metrics

Work backward from your organizational goals to decide which metrics to track. You can meet with your company leaders, HR team, and/or key decision-makers across departments to agree on priorities and focus areas. This will also prevent data overload.



The background of the slide features two wooden rulers. The top ruler is positioned horizontally and shows markings for 1, 2, and 3 centimeters. The bottom ruler is also horizontal and shows markings for 1, 2, and 3 centimeters. The rulers are slightly out of focus, with the text overlaid on the left side.

Focus on the metrics that are actionable for your specific company

Don't fall into the trap of measuring data you can't act on in the near future.

Determine which metrics apply to which departments and measure accordingly

Not every data point will apply to every team member in the company. Evaluate whether metrics are meaningful and have strategic value for each department.



11 KEY HR METRICS



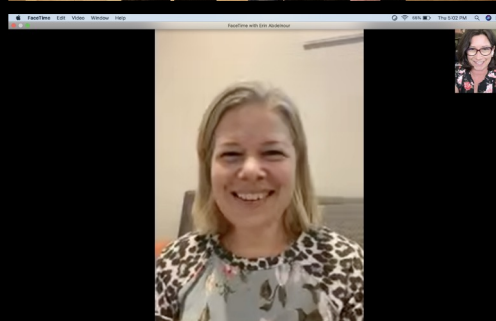
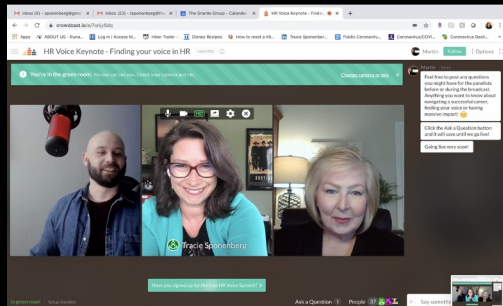
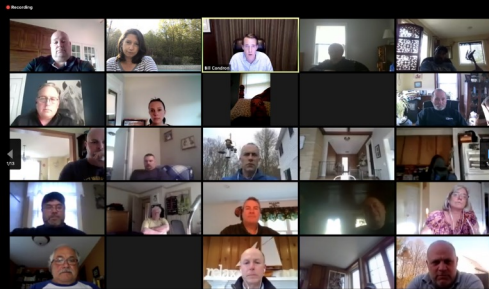


WAYS TO COLLABORATE



With HR Colleagues
With Your Company Departments
With Your Employees

Collaborate with HR Friends and Colleagues



OPEN
SOURCE



Collaborate With Other Departments

11 Ways To Improve Collaboration (Workzone)

1. Provide Context
2. Cultivate Empathy
3. Develop a Common Language
4. Get Involved In Other Department Processes
5. Facilitate Consistent Communications
6. Set the Tone
7. Celebrate Wins
8. Encourage Feedback
9. Foster Trust
10. Promote an environment of psychological safety
11. Provide an informal venue



Collaborate With Your Employees

The Definitive Guide 2021

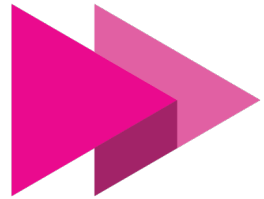
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EMPLOYEE
EXPERIENCE



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Amplify



hrhotseat®

AIHR



HR *Girlfriends™*

<https://www.aihr.com/blog/11-key-hr-metrics/>

<https://pingboard.com/blog/hr-metrics-examples/>

<https://hrsocialhourpodcast.podbean.com/>

<https://www.workzone.com/blog/9-ways-to-improve-collaboration-between-departments>

<https://www.aihr.com/blog/hr-automation/>

<https://masterofcodeglobal.medium.com/what-is-business-process-automation-bpa-for-hr-process-automation-eeaad9d67a2c>

<https://matchr.com/hris-software/open-source-hr-software/>

[https://www.sage.com/en-us/sage-business-cloud/people/resources/research-analyst-reports/hr-2030/?utm_source=GOOGLE&utm_medium=paidsearch&utm_campaign=US%7CGoogle%7CMedium%7CGeneric_People/HR2030\(mClicks-P\)NA_MEDPELE_&utm_term=future+of+work&gclid=CjwKCAjw7vuUBhBUEiwAEdu2pBZajCBNbZY84xwkcK49R2LQBAOVpSmzovJLVrwBstf-ESNMv9g4bxoCFDsQAvD_BwE](https://www.sage.com/en-us/sage-business-cloud/people/resources/research-analyst-reports/hr-2030/?utm_source=GOOGLE&utm_medium=paidsearch&utm_campaign=US%7CGoogle%7CMedium%7CGeneric_People/HR2030(mClicks-P)NA_MEDPELE_&utm_term=future+of+work&gclid=CjwKCAjw7vuUBhBUEiwAEdu2pBZajCBNbZY84xwkcK49R2LQBAOVpSmzovJLVrwBstf-ESNMv9g4bxoCFDsQAvD_BwE)

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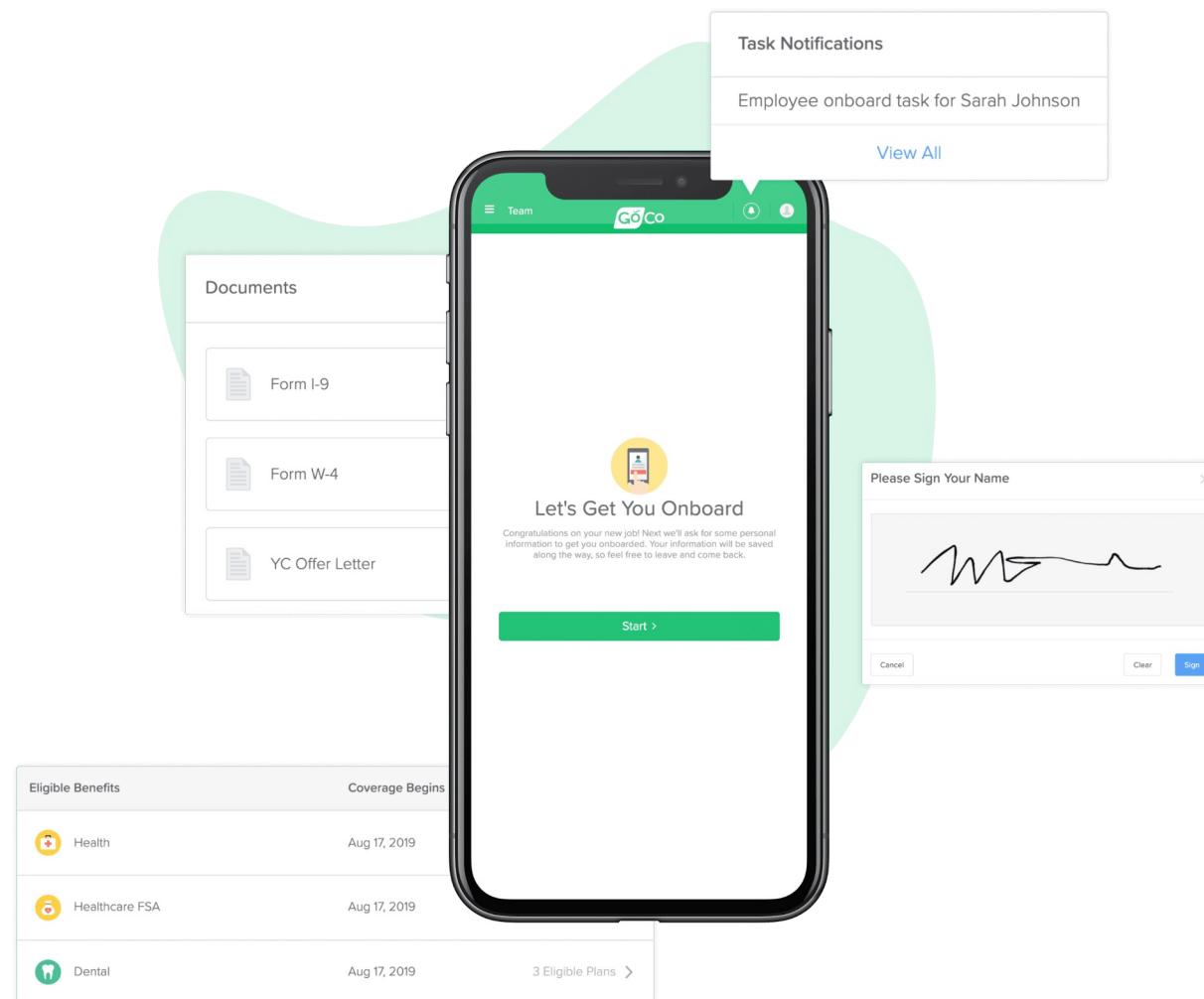
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Digital Onboarding in Minutes

- New hires onboard digitally in minutes before they start
- Tasks and due dates are assigned dynamically in GoCo
- Teams are always in sync
- Reminders are automated
- See task statuses at a glance



Employee Onboarding		
<input checked="" type="checkbox"/>	Run Background Check	 Due Mar 1
<input checked="" type="checkbox"/>	Send offer letter to new hire	 Due Mar 5
<input type="checkbox"/>	Schedule Orientation & Training	 Due Mar 5
<input type="checkbox"/>	Create an email account for new hire	 Due Mar 5
<input type="checkbox"/>	Add new hire to payroll	 Due Mar 6



Setup email for John Doe
Completed by Tom on Mar 5

☐ Add  **Onboarding Checklist for John Doe**

☐ Set u



Expense Report for Emily Garande

☐ Annou



Performance Review for Edwin McFly



Promotion Request for Ingrid Queens



Complete self assessment
Completed by Edwin on Mar 5



Review & Approve Promotion
In Progress Assigned to CEO

Thousands of HR teams are automating and streamlining their offboarding workflows with GoCo ❤️





Let's Do Lattes!

Schedule a consultation with a **GoCo** expert 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!