

The future for HR?

Companies are suffering from growing pains



Organizations are focused on growth. Year-on-year, 98% are growing their revenues



84% say they have problems finding/recruiting the right skills to help them grow



And yet, 10% of employees leave every year
Finding the right people may be tough. But keeping them is just as hard.

Finding talent is a battleground. And the ground's shifting beneath your feet.

Digital transformation is moving at a faster and faster pace. Cloud technologies have introduced new ways of doing business and opened a path for disruptors. Five 'generations' are working together, for the first time ever, yet there's an increasing skills shortage. And among them are the millennials, who expect to be able to work the way they want, anywhere they want, with any device they want. The concept of workforce loyalty has almost disappeared. And the old ways of delivering HR services are no longer fit for purpose.

It's time for change

HR departments are transforming to a different model. They're creating People Companies, where there's a real understanding of people and what will engage them. Then, they're using that information to make sure the right people are in the right roles, and that they enjoy an experience that will help them to do their best work.

But is it changing fast enough?



42%
of HR leaders see their organizations as People Companies



But just 28%
of them believe their current employees would agree



72%
of leaders see delivering great workforce experiences as a problem



But 32%
feel there's still room for significant improvement

That's why, in five years, the picture will be very different.

The shape of things to come



In 2017

HR makes sure that processes work properly.

HR recruits, promotes and rewards. **Nothing else.**

Decisions are made according to **gut feel** and spreadsheets filled with facts and figures.

New people are recruited through **textbook job ads, job search sites, and recruitment agencies.**

People tend to use HR only when there's a **problem** such as needing new staff and skills, or when there's a disciplinary matter.

Appraisals happen once or twice a year.

Employee surveys take place every year. They're long and tedious, and the results are usually out of date by the time of release.

It's all about measuring, yet **reporting on the figures can't be done quickly.**

Training is organized, but usually inflexible. If you can't be there, you'll probably miss out.

Technology is about speeding up **manually taxing transactional processes.**

HR delivers traditional services to a **traditional workforce.**

No matter how good they are, **HR people are HR people, and no more.**

In 2022

HR will make sure **great workforce experiences mean people can do amazing work.**

HR is the center of **automation and insight.** It's the strategic hub of the business. HR leaders have new job titles and roles.

People Science has created new insights based on people data and analysis. Every people-related decision is backed up by data.

People Marketing and great candidate experiences make sure outside talent **'buys'** into the brand and the idea of working there. So you attract the best candidates.

HR is now **instantly accessible** in the cloud and on mobile devices. People can proactively spot and resolve potential staffing level and training concerns before they become real problems.

People have **continuous conversations,** shoutouts and non-stop feedback. They know they're appreciated. And that's a great incentive to do more and achieve more.

Pulse surveys happen regularly. They're short, sharp, and designed to create action.

It's all about using people data to understand how and why people and teams behave the way they do. Then drawing on that insight to create great **workforce experiences.**

People take the initiative and find out for themselves. They rely on **autonomous learning** and being trained by their peers in a social learning context for the information they want.

Technology is about enabling your people to be more efficient and giving them better experiences, for example using chatbots and augmented intelligence to perform transactional processes.

HR is **ready for the millennials** and delivers an experience that is on-demand and accessible from any device at any time.

HR people have a wider remit. In 2022, they'll be HR practitioners, business psychologists, **People Scientists,** Chief People Officers, and more.

2022 is here already

The Sage Business Cloud People System includes everything you need to transform your organization into a People Company and make sure you win the battle for talent.

Know your people. Drive your business.