



HR Meets Technology

A Business Strategy for Improved Financial Results

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Agenda

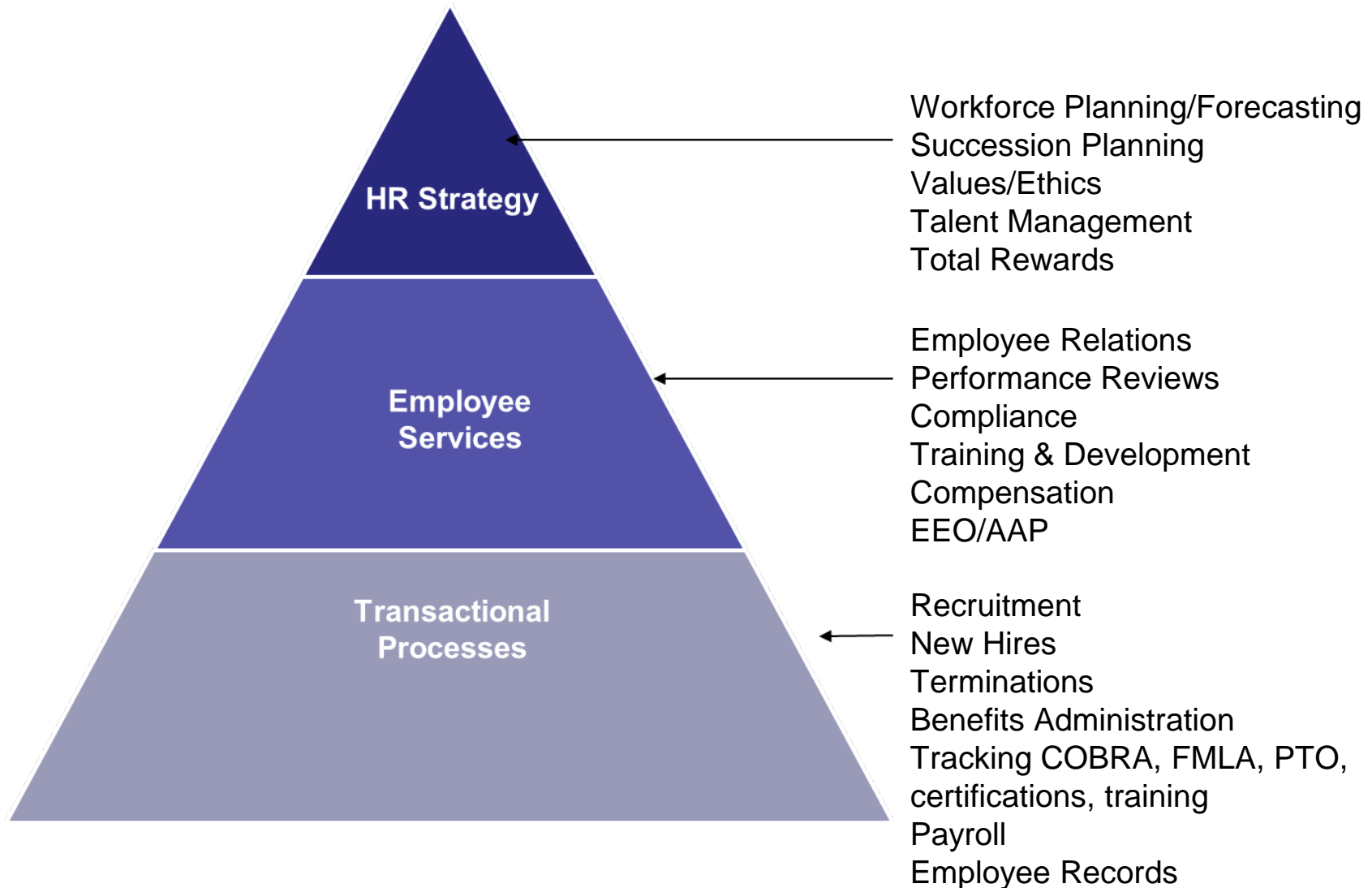
- Introduction
 - HR of Today and Tomorrow
- Advantages & Options of HR Technology
 - Recruiting/Onboarding
 - Benefits Administration
 - Performance Management, Employee Development & Succession Planning
 - Employee Engagement & Retention
- Mitigating Potential Risks
- Creating a Business Case



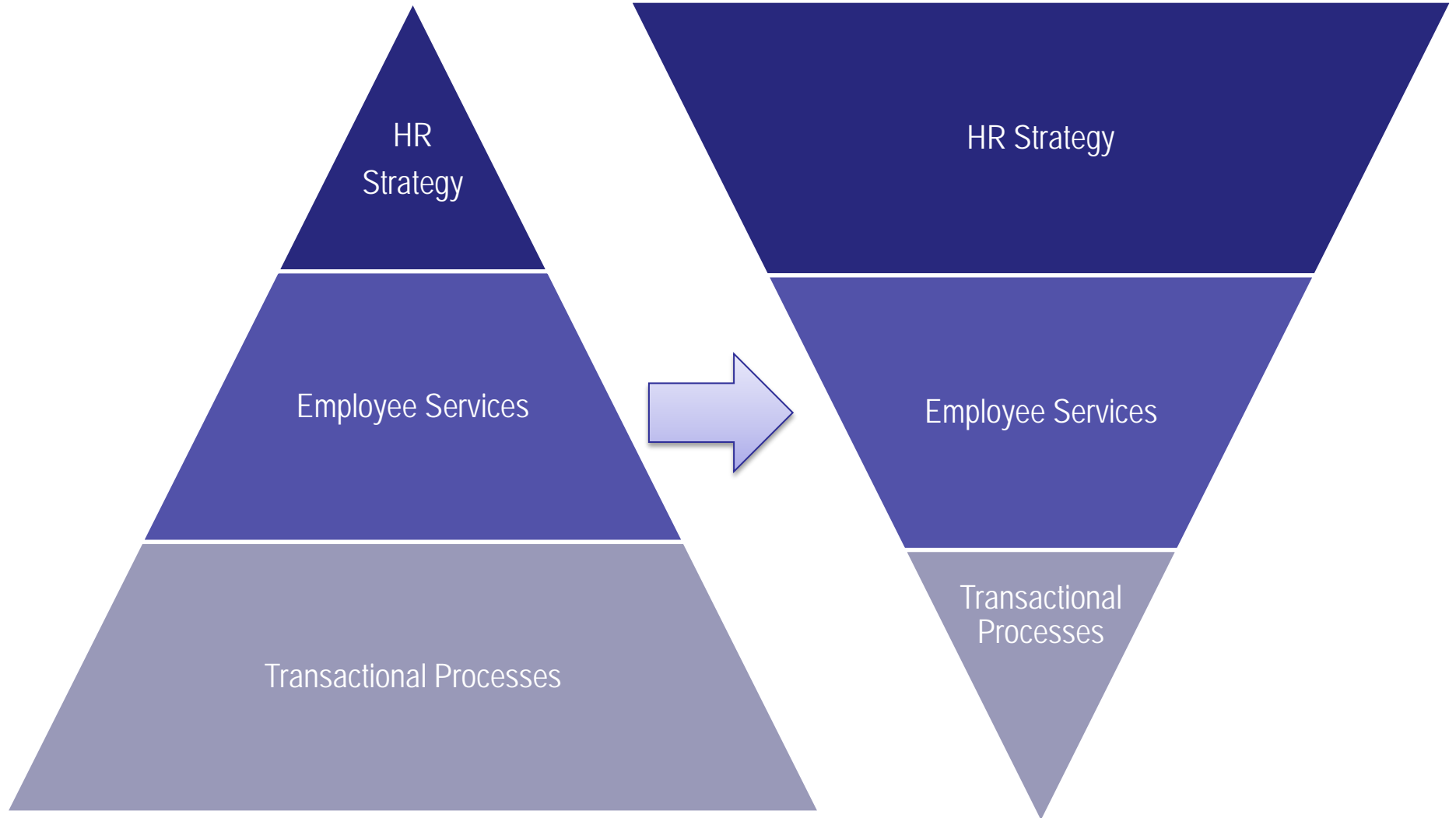
INTRODUCTION

Why HR Professionals Should be Vested in Technology

Human Resources Today



Human Resources Transformed



ADVANTAGES & OPTIONS OF HR TECHNOLOGY

Advantages of HR Automation

- Increased Employee Engagement
 - Faster “service” to internal team members
 - Empowers employees and managers
 - 1 out of 4 employees “influenced” by organization’s technology
- Reduces cost
 - \$9/employee/month (The Cedar Group)
- Improves reporting capability
- Reduces errors
- Streamlines processes
- Helps maintain compliance

Where Technology Can Help You

Advantages

- Centralize HR Administration
- Integration of Employee Data with other Systems
- Invoice Reconciliation
- Improved Reporting and HR analytics/trending
- Compliance

Focus Areas

- Recruiting & Onboarding
- Benefits Administration
- Performance Management, Employee Development & Succession Planning
- Employee Engagement & Retention

RECRUITING & ONBOARDING

Recruiting & Onboarding

- Branding and marketing
 - More than 92% of recruiters and hiring managers use or plan to use social media for recruiting (*Jobsite Social Recruiting Survey Results 2014*)
 - Checking candidate's personal social media sites is risky-business
- Increased efficiency
 - Automated communication with applicants and internal decision makers
 - Standardized processes and documentation
 - Searchable pre-screening questions / resume key word searches

Recruiting and Onboarding (cont'd)

- Metrics
 - Time to fill
 - Cost per hire
 - Quality of hire
- Compliance (data tracking and reporting)
- Data analytics

The New and Improved ATS

- More intuitive user interfaces and improved integration
- Enhanced candidate experience
 - Abandon rate of 60-75% for difficult-to use systems
 - 62% of candidates surveyed won't apply if process takes more than 20 minutes
- Integrated assessments
 - Use caution to ensure tests conform to the *Uniform Guidelines on Employee Selection Procedures*
- Job board integration
- Robust analytics
- Talent acquisition suites
- Automated workflows

Advantages of Technology in the Recruiting & Onboarding Process

- Decrease the time to hire process
- Improve candidate experience and company image
 - Millennials will comprise 75% of the global workforce by 2025
- Better hiring decisions
 - Cost of replacing an employee can range from 90% - 200% of their annual salary
 - Impacted by:
 - Degraded staff morale
 - Productivity loss
 - Loss of customers due to poor service
 - Separation costs
 - Replacement costs

BENEFITS ADMINISTRATION

Online Benefits Enrollment & Administration

- Common Features:
 - Employee self-serve with online enrollment
 - Benefit statements
 - Connections to carriers and payroll (electronic data files)
 - Benefits education
 - Reporting and invoice reconciliation tools
 - Compliance/notice requirements

Online Benefits Enrollment & Administration

- Benefits
 - Eliminate paper (or at least drastically reduce it!)
 - Increase efficiency and data consistency
 - Reduce administrative burden and associated costs
 - The average cost for your HR staff to manually enroll an employee in benefits is \$109.48; the average cost for an employee to enroll online via self-service is \$27.79 – that's an 80% savings. - *CFO.com*
 - 80% cost savings for online benefits enrollment vs. manual
 - ACA Compliance
 - Attract Millennials
 - Employee Engagement and Retention

PERFORMANCE MANAGEMENT, EMPLOYEE DEVELOPMENT & SUCCESSION PLANNING

Online Performance Management

- Ongoing performance management vs. once/year event
 - Real-time feedback for employees
 - Expectation of Millennials
- Customizable Templates
 - Self assessments
 - Peer reviews
 - 360 degree reviews
- Tie in to goal setting, training, skills, and career planning
 - Cascading goals
 - Individual Development Plans
- Built in approval process from higher level managers and/or HR
- Feed into compensation programs

Employee Development

- Track key employee information
 - Education
 - Job history
 - Professional memberships
 - Training/Certifications
 - Skills (e.g., Bi-lingual)
- Assist with succession planning
- Online learning
 - Time savings
 - Reduction in travel costs
 - Flexibility (time and location)
 - Ability to assign and track training
 - Meets the learner's needs

EMPLOYEE ENGAGEMENT & RETENTION

Leveraging Technology for a More Engaged Workforce

- Communication is a key driver in employee engagement
 - Social Media Sites
 - Discussion Groups (Yammer, Chatter, SharePoint)
 - Company Stats (e.g., KPMs)
 - Real-time performance feedback
- Employee Self-Service Portals
 - Access to company resources, news, information, wellness opportunities, discounts, etc.
 - Recognition (e.g., birthdays and anniversaries)
 - Employee Handbook
 - Update personal information, PTO requests
- Employee Expectations

MITIGATING POTENTIAL RISKS

Mitigate the Risks

- Consider the expectations of ALL employees
- Establish clear policies and procedures that address:
 - Harassment/Discrimination
 - Employee productivity and efficiency issues
 - Potential disclosure of confidential information
 - Off-the-clock access for non-exempt employees
- Provide supervisory and employee training
 - Non Harassment
 - Performance Management

ASSESSING THE RIGHT TECHNOLOGY

What's Right for Your Organization?

- Identify your “customer”
 - Internal HR Department
 - Executives
 - Hiring Managers
 - Employees
- What is the need you're trying to solve?
 - KISS – *less is more*

Conducting a Technology Needs Assessment

- Determine company needs
 - Increased efficiency?
 - Cost savings?
 - Better data?
 - Future growth?
- Include internal partners in decision
 - End user
 - IT

Conducting a Technology Needs Assessment (cont'd)

- Be clear about what you want/need
 - Consider “user stories” as an assessment tool to identify needs
 - “As a XX (user), I want to XX (activity), so I can XX (result)”
- Ask for demonstration of key tasks your company needs to perform
- Evaluate the vendor, not just the product

CREATING A BUSINESS CASE

Return on Investment

- Streamline processes
 - Increased efficiencies
 - Reduced errors
 - Reduced cost/transaction
- Empower managers and employees
 - Improved efficiencies
 - Increased employee engagement
- Improved communications
 - Applicants and employees
 - Strengthen employee morale
 - Culture reinforcement
- Reporting analytics
 - What gets measured, gets managed
 - Improved data reliability
 - Better decision making

Tapping into the Data

Three types of metrics:

- Efficiency Metrics: How well the HR function does its basic administrative tasks.
 - What's the impact of turnover on productivity?
 - What is the cost to replace high-potential employees who leave the organization?
- Effectiveness: Refers to the degree to which the HR practices and programs result in the intended effect on employees.
 - Do investments in training translate to improved results, increased sales, etc.?
- Impact: Demonstrate how HR functions add value to their organization.
 - Which employees are most likely to leave the organization?
 - How does retention (per role) compare to retention rates (per role) across the industry?

Questions?



Thank you for your participation