



The Future of HR

Promoting Business Success in a Changing Global Workplace

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SOCIETY FOR HUMAN
RESOURCE MANAGEMENT

**Together
Forward.**



Agenda



**7 New Realities for
the Future of Work**



**9 Tips for Using
Metrics Strategically**



**Benefit Trends
for 2018**



**Business Acumen As
a Workplace Competency**



**HR Can Promote
Business Success**



**HR As An Integral Part of
the Business**



Courtesy Deloitte 2017



Seven New Realities for the Future of Work



Exponential Organizations



Lifelong Reinvention



The Workforce Unleashed



Technology & Talent Transformation



The Changing Ethics of Work & Society



The Nimble Enterprise



Regulated Innovation



Are You Ready for Robots?



**U.S. employees worry
automation will take away their jobs**



**Say automation will make their job better.
– Randstad, 2017**



Welcome to the Future

What's Here? What's Coming?



Automation



Self-Service Kiosks



Driverless Cars



More Diversity

What's Going?



Accountants
and Bookkeepers



Doctors



Salespeople



Journalists



HR Professionals

There is an 83% chance that workers who earn \$20 an hour or less could have their jobs replaced by robots in the next five years – Ad Age, 2017

The U.S. Bureau of Labor Statistics has estimated 80,000 fast food jobs will disappear by 2024



Welcome to the Future



Analytics



Blockchain



**Intelligent
Apps**



**Internet of
Things**



Digital Twins



**Conversational
Platforms**

via HR Magazine, Feb. 2018



Big Benefits Trends For 2018



Financial wellness programs get taken seriously



Gig economy transforms benefits



New twists to paid leave



Coping with rising health care costs



HR's Role in Promoting Business Success



**Understand & Support
Business Strategy**



**Leverage Strategic
Workforce Planning**



**Measure Organizational
Effectiveness**



**Retain, Engage
& Develop Talent**





9 Tips for Using Metrics Strategically

- ✓ Understand the role metrics play in talent analytics
- ✓ Understand the question first, then look at the metrics
- ✓ Always build a business case
- ✓ Recognize that HR metrics alone offer limited value
- ✓ Work across the organization
- ✓ Identify the workforce-driven components of business-driven metrics
- ✓ Learn to ask the right questions
- ✓ Embrace measurement
- ✓ Don't compromise on data quality



Why Workplace Flexibility Matters

More Companies
Increase Flexibility Benefits

Top benefits?
Casual Dress & Telework

Regular & Occasional
Telework Grows

Employers now offer a variety of workflex options

81%

Offer flextime

66%

Offer telework
as needed

44%

Offer people
flexibility
in their shifts

43%

Offer a
compressed
work week

40%

Let their
employees
telework
full time

19%

Offer job
sharing

Source: SHRM Online, 2017



Why Workflex Matters

Employees with workflex options result in more productive, healthier employees who are more engaged and less likely to leave.





Align Workflex With Current Initiatives



Strategy



Diversity



Wellness



Service



Continuity



Talent



Culture



Engagement



Preparedness



Retention



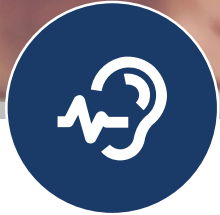
Inclusion



Recruitment



How to Successfully Implement Workflex



**Listen to
what employees
say works best**



**Develop clear
guidelines**



**Provide
flexibility training
for managers
and employees**



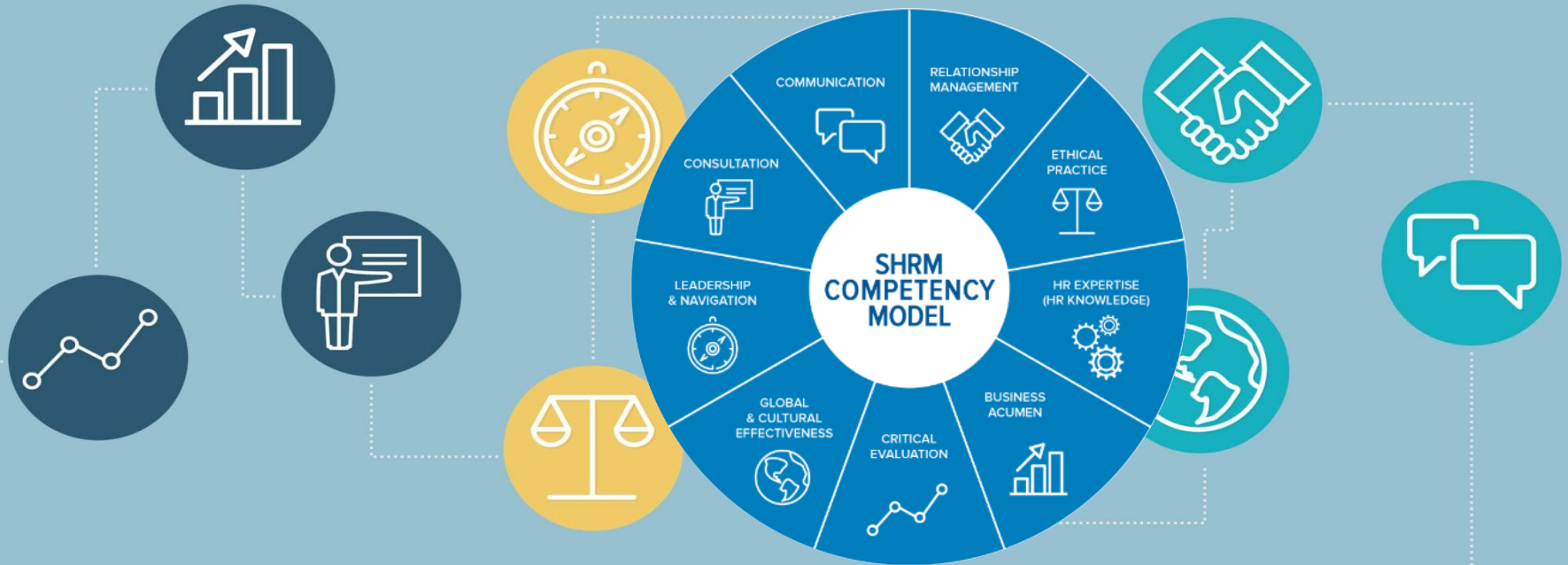
Track metrics



Communicate



Business Acumen as an HR Competency





HR: An Integral Part of the Business



“ Maximizing the effectiveness of the HR function can increase business unit revenue and profit by up to 7% and 9%, respectively

Gartner, 2018

Questions



Thank you!

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More at [SHRM.org](https://www.shrm.org)