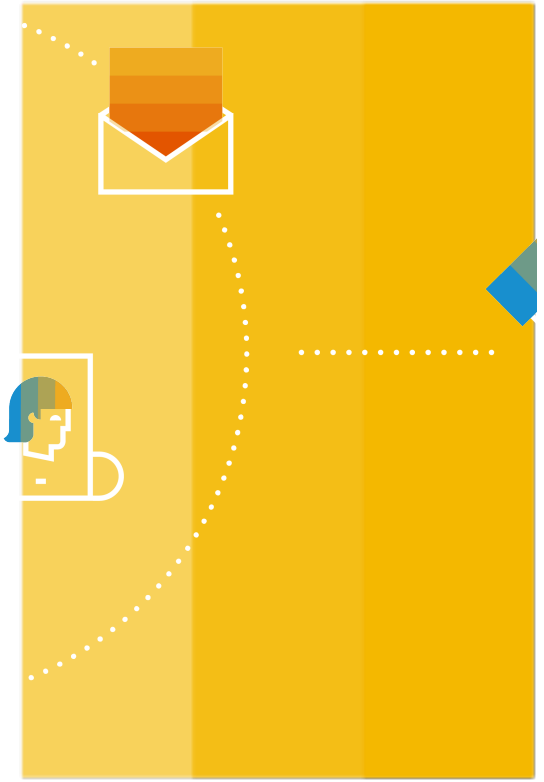


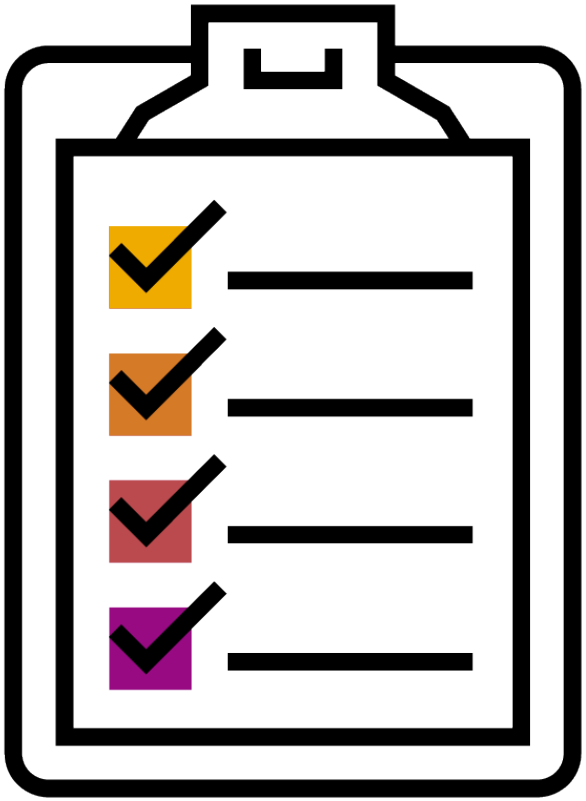
“Digitalization” of HR

Barbara Jamelli-Sefchik
Global Head, Career Development; Learning Strategist
January 2018
INTERNAL

Run Simple

Our time together today I'll answer…

- Digitization vs. Digitalization?
- How do we apply Digitalization?
- How do we help our organizations?
- How do we help our employees?
- What should you consider next?



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Digitization vs. Digitalization?

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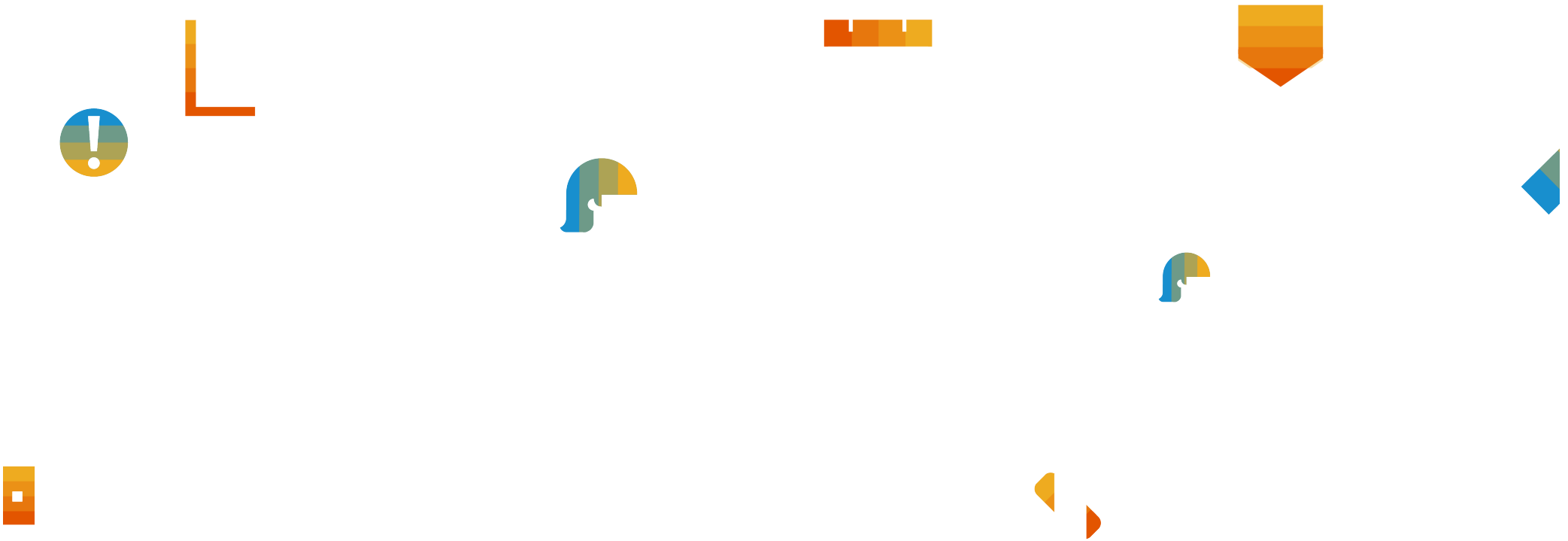
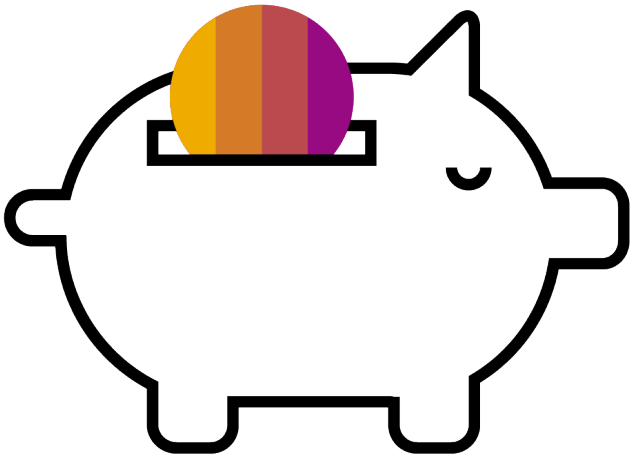
source: https://blogs.gartner.com/john-kostoulas/2017/07/03/why-hr-needs-digitalization/

Applying Digitalization



You've heard this before…

"Our people are our most valuable asset"



Digitalization is the means that brings their careers to new places…

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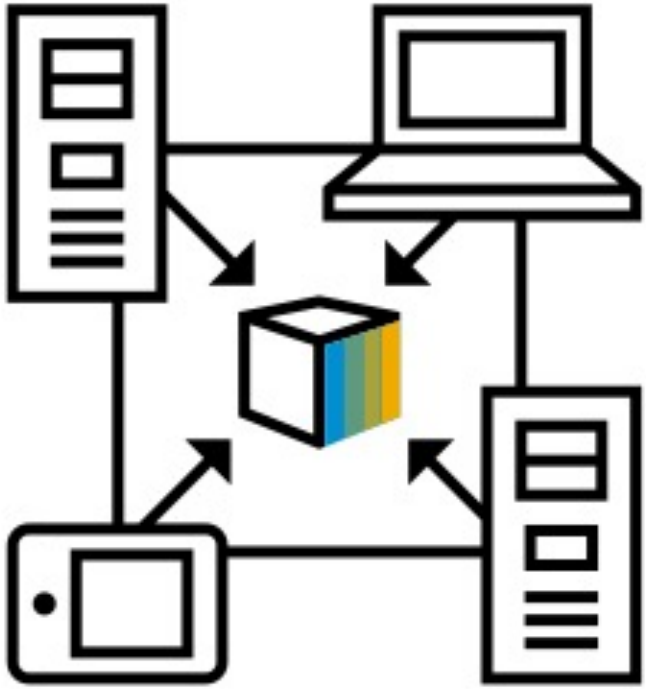
What does it mean to “digitalize”?

- This is using the power of tech and data to execute strategic work for the business and not just conduct transactional work for "HR"
- This is the ultimate (so far!) holistic application of “people, process, technology”
- We take both grass-roots and top-down approaches to ensure viability for our employers and employees



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How does digitalization help our organizations?

Predictive analytics helps us understand workforce of future

Strategically, data-driven workforce decisions:

- business/solution offerings precipitate talent needs short/long term,
- org design as a result of those talent needs,
- all the learning/total rewards/diversity/succession/acquisition processes follow *(https://blogs.gartner.com/john-kostoulas/2017/07/03/why-hr-needs-digitalization/)*

Examples:

- Tools to utilize a flexible competency framework that supports the fluidity of a "gig economy approach" to workforce planning but provides a backbone of enduring skills + the learning that goes with all of it.
- saving travel budgets with online booking, self-service

BONUS:

We show we DO add value because we can relate our efforts to business needs

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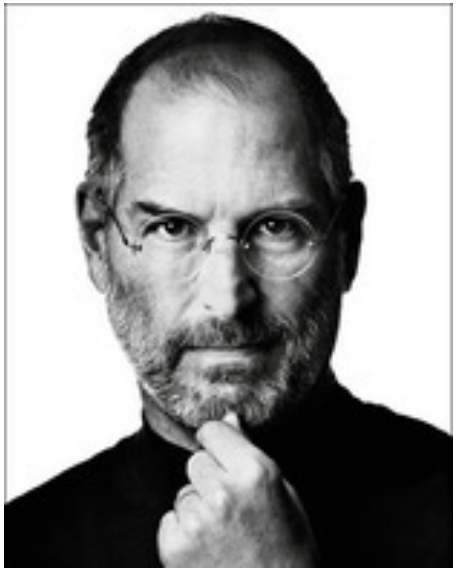
A reminder

“ **Simple can be harder than complex:**

You have to work hard to get your thinking clean to make it simple. But it’s worth it in the end because once you get there, you can move mountains. ”

Steve Jobs



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How does digitalization help our employees?

(hint: simplification!)

Our tools – that digitalize our vision and supporting processes - are what allow us to manage/to shield employees from necessary complexity and detail so their efforts are [more] simple

It's not just tools that help us to work smarter or connect globally, they allows us to still CONNECT as humans, e.g. virtual onboarding

The Future?

Chatbots and other curation tools to find learning for new skills so we can easily reinvent our careers to suit evolving corporate strategies (these will be supported by robust competency frameworks that evolve as strategies evolve too)

Data mining tools to predict workforce needs and business trends

Real-time language translation to collaborate better/faster

Augmented Reality for enriched development opportunities

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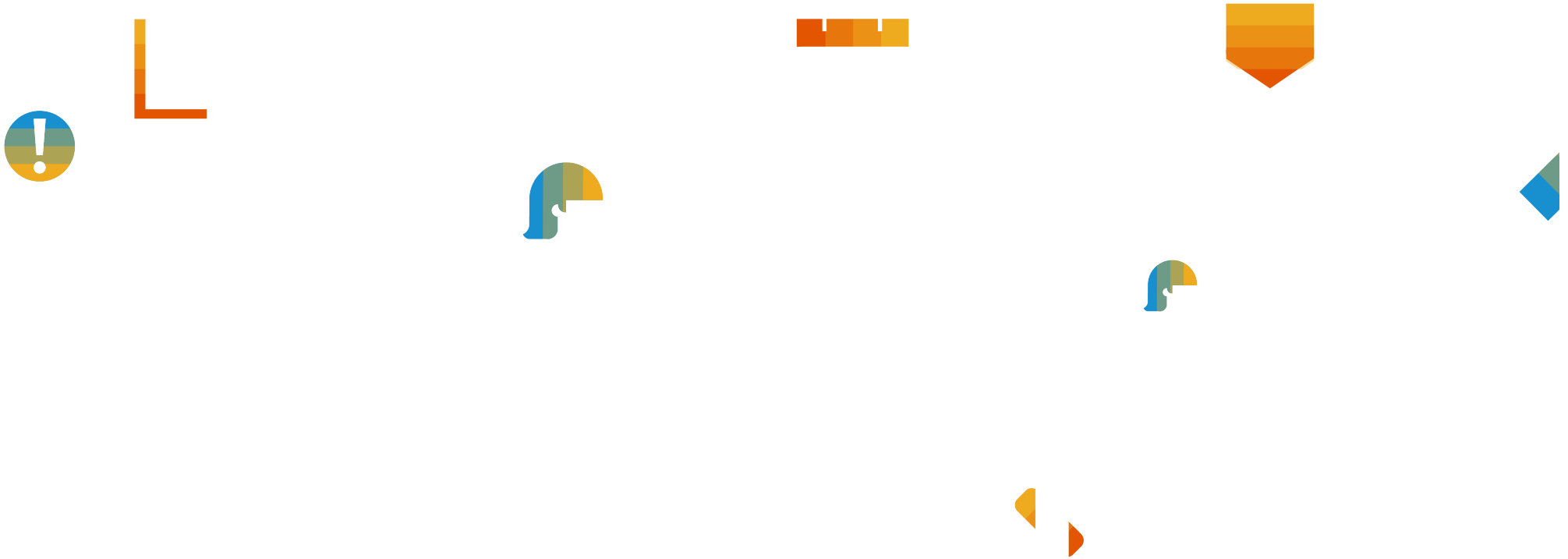
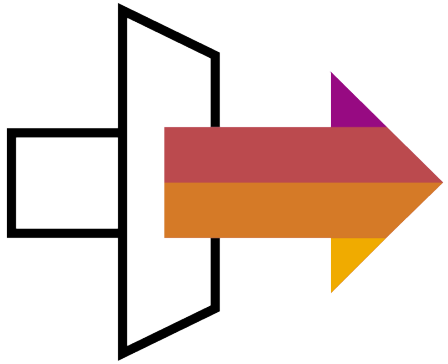
What’s Next?



HR has to be ready!



Garbage In = Garbage Out

- we have to follow our own guidance: define the needs of HR to support digitalization so you are ready to help your company
- Focus on skills that will help HR help companies evolve, and also help each person's career regardless of her/his function:
- strategic thinking, growth mindset, change management
- "skills related to digital strategy, data science, storytelling, and insights coaching (helping managers understand the decision implications associated with data analysis)"
  http://www.digitalistmag.com/future-of-work/2017/07/24/digitalization-of-hr-implications-for-workforce-analytics-05236320

Don't Forget: Need to choose the right tools and use them in the right way to achieve "nirvana" optimal state!

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Sources/Additional Reading

Seize the Data – Learning Metrics and Analytics

The Digitzation of Human Resources

The Digitalization Of HR And Its Implications For Workforce Analytics

Why HR needs to move from digitization to digitalization

Trends in Workforce Analytics

Valuing Your Most Valuable Assets

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Thank you.

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