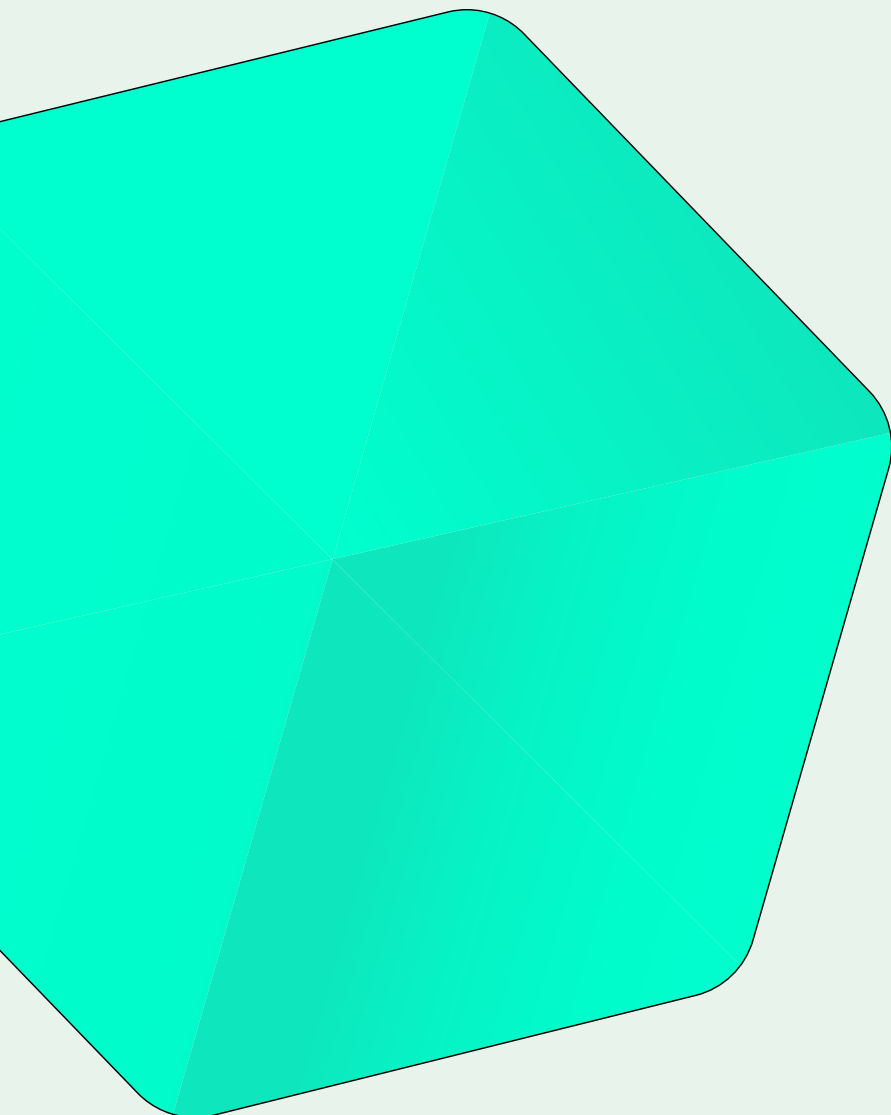


The future of work

Predicting and preparing for industry
disruption



The future of work 2023



Introduction

HR's role is changing, are you ready for the transition?

A variety of changes occur every year in the HR industry. Some result from new legislation, some result from technological changes, and others from changing employee preferences. Data, however, binds these changes.

HR professionals are bombarded with numbers and facts. Recruitment teams analyse hiring metrics, onboarding specialists explore engagement surveys, and training departments evaluate training program effectiveness.

A lack of insight makes it impossible to assess whether recruitment efforts were successful, how onboarding went, or how training went. Human resources professionals' decision-making and strategy will be increasingly influenced by data in 2023 as a means of benchmarking HR performance and identifying improvement areas.

It is essential for HR to anticipate and adapt to industry disruptions, cultivate a positive company culture, recover from key talent losses, leverage technology securely and compliantly, and navigate global regulatory issues.

As a result of an ever-changing business landscape, this report offers strategies for success. Using research on HR trends, expert inputs, and the general sentiment among HR professionals, this report offers a data-driven outlook for 2023.



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PREPARING FOR THE UNKNOWN

Anticipating and adapting to future industry shifts and disruption

Preparing for the unknown

Anticipating and adapting to future industry shifts and disruption.

HR has long been considered a necessary but not particularly strategic part of most businesses. However, as the workplace evolves, HR is increasingly seen as a key driver of organisational success. This shift is driven by several factors, including the growing importance of talent retention and the need for companies to be more agile to compete in today's marketplace. As a result, HR is called upon to manage traditional administrative tasks and provide strategic insights to guide the organisation as a whole.

To meet these demands, HR is turning to digitalisation to automate processes, gathering data to make informed decisions. Additionally, mobile self-serve tools are implemented to improve delivery quality and candidate experience. These changes help elevate HR's role, positioning it as a true strategic partner.

By breaking down silos and increasing flexibility, HR acts as a catalyst to increase company-wide agility.



Leading through Change

Effective Strategies for HR: Moving towards transformative action.

Recent data from Mckinsey, highlights the importance of HR in driving organisational success. Insights from Chief Human Resources Officers indicate the top three priorities for change that will result in transformative action.

Elevating HR through digitalisation

Enhancing the quality of HR delivery by developing dedicated digitalisation expertise and process automation through mobile and online self-services, removing the human bottleneck that often holds HR teams back.

Facilitating agility and fluidity

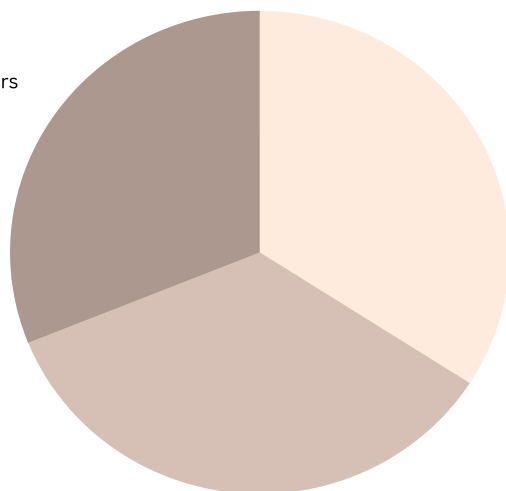
Transitioning from the traditional three-pillar model to a new operating model with enterprise-to-enterprise responsibilities.

Refocusing business partners

Advising management and supporting the creation or transformation of centres of excellence turning expert partners into agile teams.



Refocus the business partners
31.1%



Facilitating agility and fluidity
34.1%

Elevating HR through digitalisation
34.8%

Organisations are shifting from hiring, to retaining talent, with a very large focus on growing their own people.

By drawing out maps of progression between departments, and what skills are required to move upwards, it's helped show people what they need to do to progress.

CHARLIE SOUTHWELL

MARKETING DIRECTOR, LET'S TALK TALENT



A change in perception

This data highlights the growing recognition of HR's role in not just managing personnel, but also driving business strategy, fostering a positive company culture, and promoting diversity and inclusion. This shift in perception illustrates the need for HR to adapt and acquire new skills to meet the changing demands of their role.

“91% of HR leaders say the scope of HR's remit has changed dramatically over the last few years, and 96% of the C-Suite agree..”

SAGE, 2022



“92% of C-suite executives believe that the perceived value of HR is a challenge for the profession

SAGE, 2022

There may be a disconnect between the perception of HR's role and its actual impact on company success. HR leaders must communicate their team's contributions to demonstrate the value they bring in terms of talent management, employee engagement, and driving business outcomes.



“73% of HR leaders and 85% of the C-suite believe that the term ‘Human Resources’ is outdated.

SAGE, 2022

The term 'human resources' is outdated and no longer reflects the role of the department. The traditional HR function has evolved to encompass a much broader range of responsibilities and strategic objectives.



THE ROLE OF HR IN DRIVING COMPANY CULTURE

Fostering and
promoting a
positive,
collaborative
work
environment

HR's role in company culture

Fostering and promoting a positive, collaborative work environment

HR professionals play a crucial role in creating and sustaining the company culture. This includes setting expectations for behaviour and performance, providing development opportunities to drive employee growth, and promoting a positive work environment that fosters collaboration.

HR must actively listen to employees to understand their needs and concerns to establish a positive work culture. They should encourage open communication and provide channels for feedback. HR can lead by example, demonstrating the behaviours they want to see in the organisation, consistently reinforcing company values.



A four day week: fab or fad?

Supporters of the four-day work week or other alternative working arrangements argue that they improve productivity, reduce burnout, and increase employee satisfaction and retention. By giving employees flexibility to work from a location that suits them, companies may reduce the cost and inconvenience of commuting.

However, remote work can be isolating, and it may be more challenging for managers to support their team members using traditional methods. . Additionally, some industries may not be suited to alternative work arrangements due to the nature of their tasks or the requirement for in-person collaboration.



1-in-3 reported feeling their overall work had improved compared to the previous year.



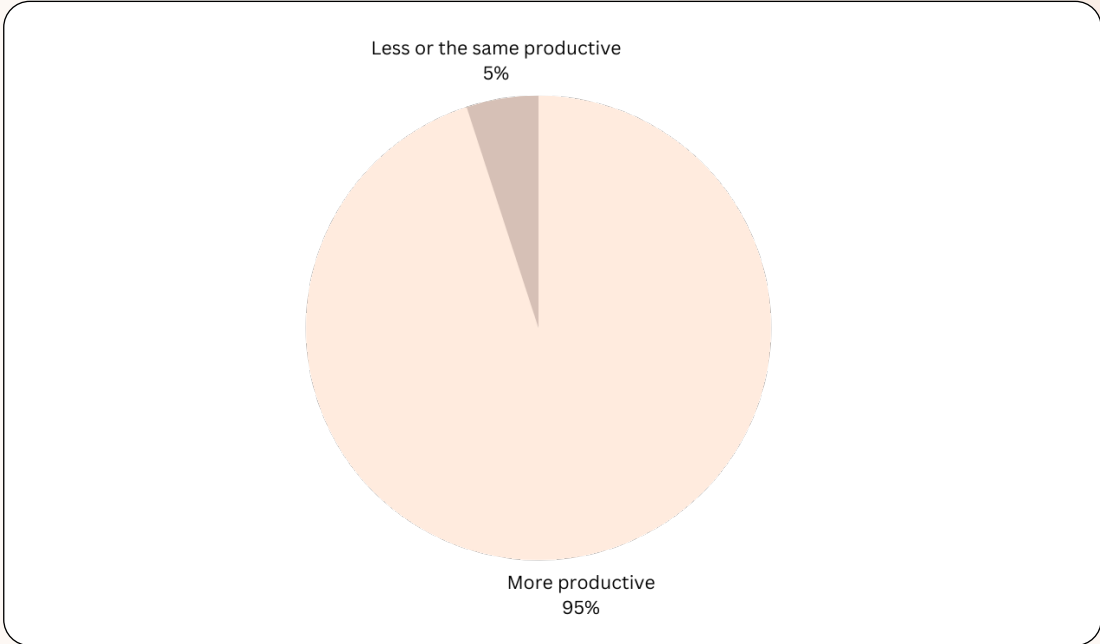
98% of people surveyed kept their jobs during the pandemic.

WORK FROM HOME IMPACT



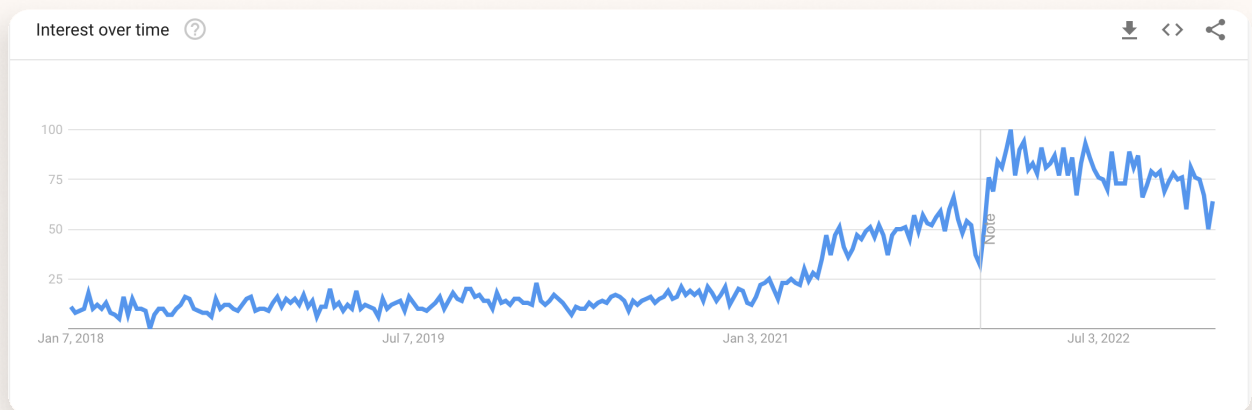
Results from a pilot study in the UK indicated that one hundred of the companies who trialled the 4-day work week (with no loss of pay) are planning on continuing this moving forward.

During the trial, 88% of companies said the four-day work week was working "well" for their business and 95% reported that productivity had either stayed the same or improved since its introduction.



A four day week: fab or fad?

The concept of hybrid working, which combines both remote and in-office work, has gained significant traction in recent years. This shift, most notably, fuelled by the COVID-19 pandemic, forced many companies to adopt remote work as a necessary measure to ensure the continuity of their operations.



As a result, the traditional 9-to-5 workday and the five-day work week have come under scrutiny, with many suggesting that alternative work arrangements such as the four-day work week, could increase productivity and improve work-life.

Now that many employees aren't going in every day, businesses are transitioning toward a culture of trust, where they trust their employees to decide where to work. This shift has increased overall workplace satisfaction for many employees.

MITCH CHAILLAND



LIFE AFTER THE GREAT RESIGNATION

Recovering from key talent loss

Recovering from key talent loss

Life after the great resignation

Navigating talent loss for any reason, whether it be retirement, resignation, or termination, can be a challenge for HR. However, it also presents an opportunity for growth and development.

HR professionals should create processes to mitigate the impact of key talent loss while ensuring smooth transitions. This may involve regularly updated succession plans for critical roles, conducting exit interviews to gather insights on retention, and offering development opportunities to current employees to prepare them for potential promotions.

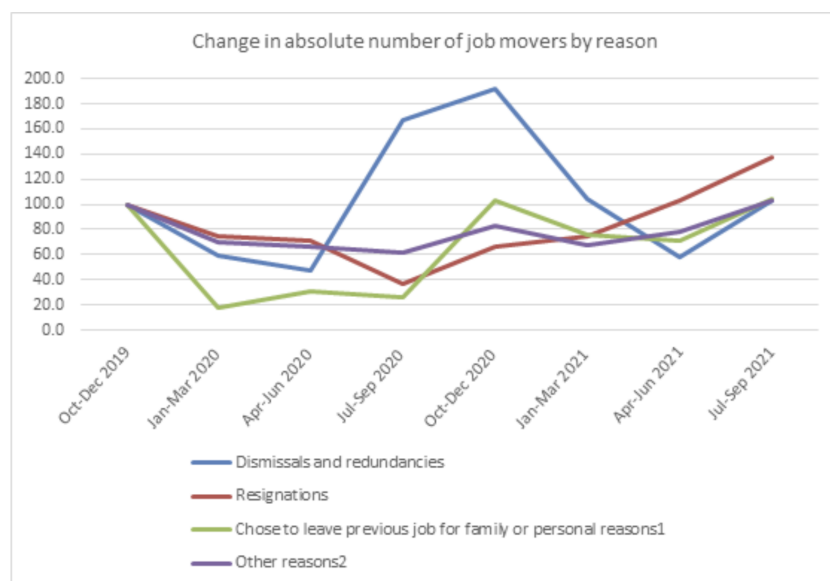


Tech layoffs: at risk jobs

With significant layoffs announced at companies such as Meta and Twitter, and Google, job security seems at risk. However, it is important to put this data into perspective, as it isn't necessarily indicative of the labour market as a whole.

In fact, the overall economy is currently experiencing low unemployment and a high demand for workers, particularly in leisure and hospitality, construction, manufacturing and healthcare industries.

Figure 6: Job movers are more likely to resigning now

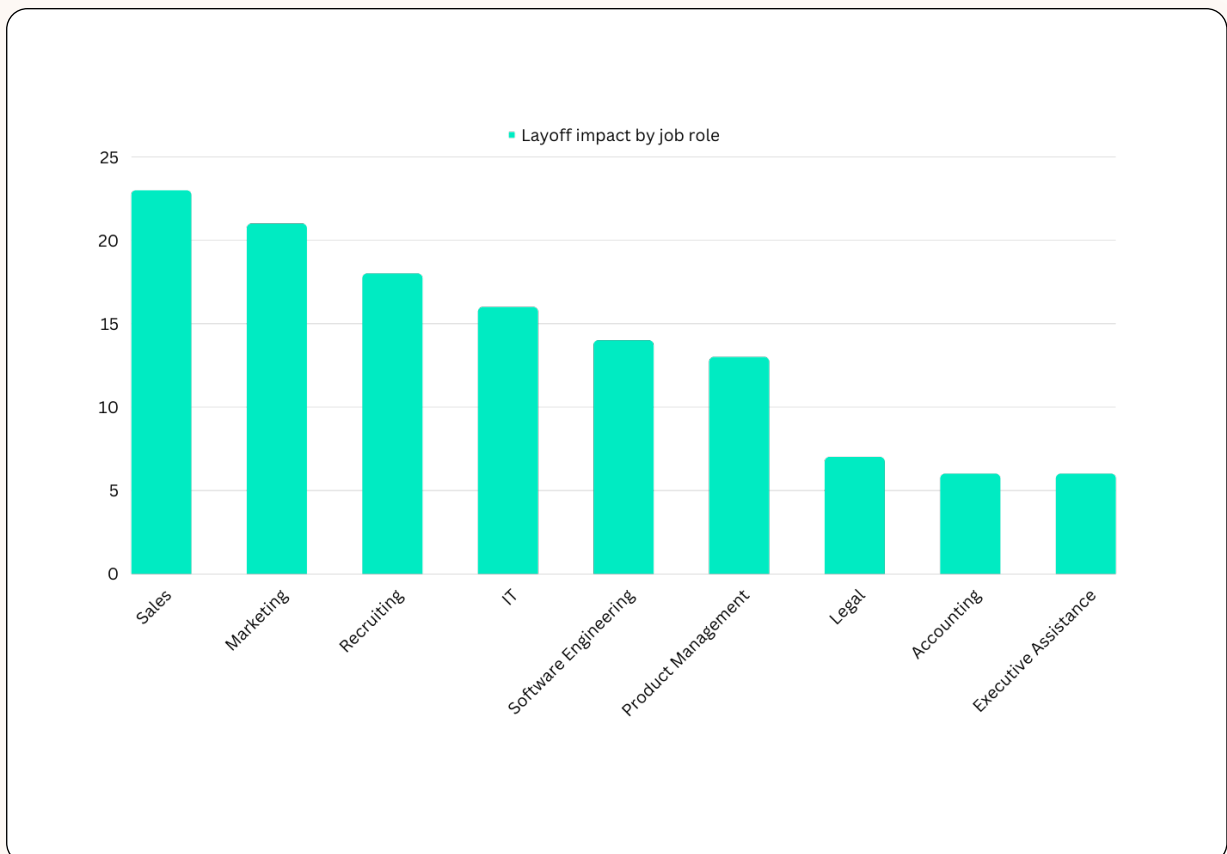


Source: ONS X02, Total job to job moves by reason for a job move



Recent data highlighting the number of job movers and the reason from October 2019 to September 2021 indicates that while dismissal and redundancy have definitely seen a spike due economic issues caused by covid-19, resignations have also seen a sharp rise with more people choosing to leave their current role in favour of something new.

An analysis of the recent tech layoffs indicated the job roles most at risk were sales, marketing and recruitment at the top with accounting, legal and executive assistance least at risk.



Employee development tools

One way to mitigate the impact of key talent loss, or even prevent it, could be through employee development, enabling existing employees to grow within the company whether that be additional training, more responsibility or recognition for their hard work.

Within the tech space, two tools to support these initiatives are Lattice and Zavvy

Lattice software offers an abundant array of features to help develop your employees for the new world of work. Whether you need easy-to-launch individual development plans, clear expectation competencies, or career tracks and growth plans that turn managers into effective career coaches.

Zavvy simplifies training and onboarding. It allows for 360 feedback, personalized experiences, ongoing development, and contemporary playbooks.



H2-Performance Review

Jonathan Castro

OBJECTIVE
Analyze customer engagement

What values did they embody?

- Customer-obsessed
- Acts like an owner

Message
Send message via Slack

Question
Create one or more questions

Group Activity
Send messages to subgroups.

Step Settings
Here you can set step title, delivery date and recipient

When
3 days before start date

Assignee
Here you can select who receives this step

Recipient
Specific person

Content

Description
At Demofy, we are many. We are diverse. And every contributing to our mission differently. Go on Zavvy to meet the teams and learn more about are..

Add text block
Add Content from other

Embed content
Add links or videos etc



THE EVOLUTION OF HR TECHNOLOGY AND AUTOMATION

Leverage,
integrate, and
protect data
for maximum
efficiency

The evolution of HR technology and automation

Leverage, integrate, and protect data for maximum efficiency.

Technology has become increasingly integrated into HR functions, from automating administrative tasks to facilitating communication with remote employees. However, as technology evolves, HR must ensure their use of it complies with the latest data protection regulations and safeguards sensitive employee information.













HR professionals can leverage HR technology to streamline processes, improve efficiency, and make more informed decisions. This may involve integrating various HR platforms, as well as collecting and analysing data to inform strategy and measure success.



HR tech landscape

The automated HR tech landscape

The HR tech landscape has had rapid growth in recent years with categories ranging onboarding, background checks, payroll to talent acquisition. The result of these technology functions has created a broad ecosystem of tools for businesses of all sizes to use within their teams to streamline and foster the ongoing requirements of HR.

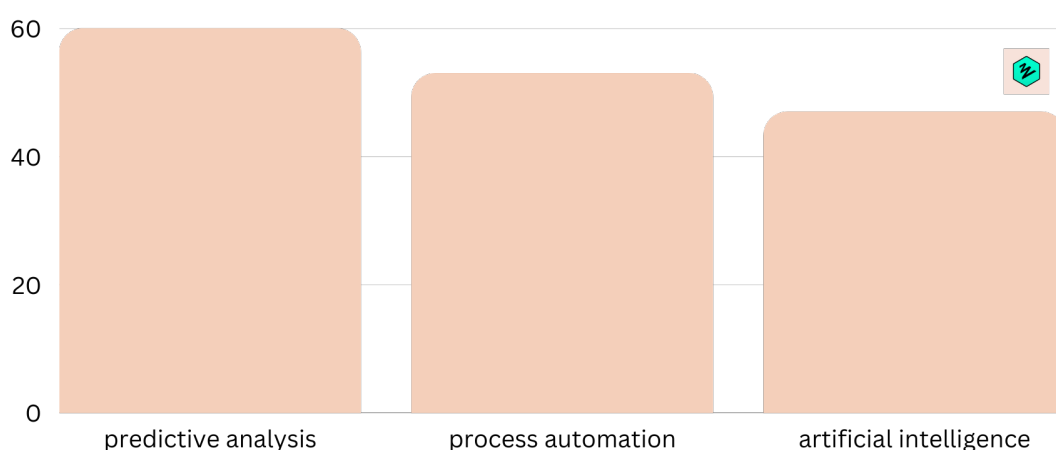
ONBOARDING	BACKGROUND CHECKING	SOURCING TALENT	CANDIDATE EXPERIENCE	HRIS	TRAINING AND DEVELOPMENT
Think about: Streamlined onboarding employee enablement	Think about: Automated, reliable background checks Pre-hire assessment tests	Think about: Candidate experience Distributed talent	Think about: Simplified candidate processes Automating repetitive tasks	Think about: Improving productivity and retention remote performance management	Think about: Building an engaged and remote- team, streamlining reviews and rewards
 	 	 	 	 	 

With many providers offering automated onboarding, background checking and remote recruiting solutions, HR professionals can simplify and streamline the process of onboarding remote candidates.



Tech adoption aims

Automation in HR processes has helped organisations save time and resources. According to a new report by Grand View Research, Inc, the global human resource management market is expected to reach \$56.15 billion by 2030. The market is anticipated to register a CAGR of 12.8% from 2022 to 2030, driven by the adoption of digitalisation in human resource management (HRM) technologies and software.



During the next few years, 60% of HR departments are expected to invest in predictive analysis, 53% in process automation, and 47% in artificial intelligence.



Benefits of HR tech automation

Automation in HR processes has helped organisations save time and resources. According to respondents, the technologies most are planning to invest in are predictive analysis, process automation and artificial intelligence.

“59% of organisations currently use people analytics and cloud HR systems, and just 54% have some form of HR automation in place.”



COMPLIANCE AND SECURITY

Regulatory challenges in an ever- changing global landscape

Compliance and security

Regulatory challenges in an ever-changing global landscape

As the business world becomes more globalised, HR professionals face increasing compliance and security challenges. From employment laws and regulations to data privacy and ethical standards, HR professionals must stay up to date on a wide range of issues.

While compliance and security are critical for the success and survival of any organisation, for HR, failing to comply with relevant laws and regulations can have serious consequences, including financial penalties, reputation damage, or legal liabilities.

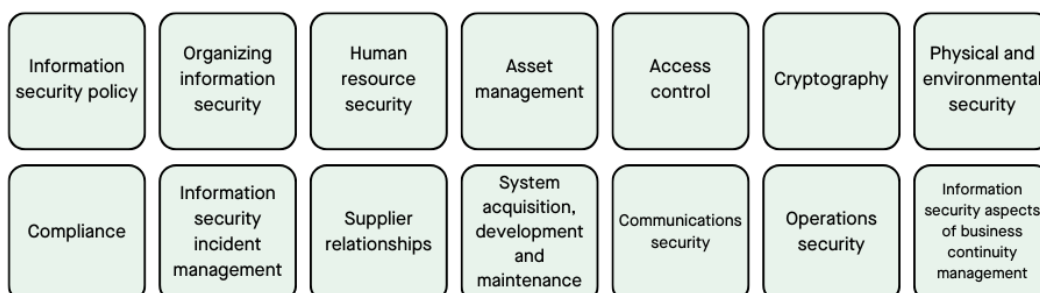


HR security investments

A lack of security in HR functions makes it easier for unauthorised individuals to impersonate employees or make fraudulent claims about their qualifications or experience. This can lead to the hiring of unqualified or unsuitable candidates, which can have significant negative impacts on a company's productivity and bottom line.

The 14 domains of ISO 27001

Organisations must identify risks related to information security and select appropriate controls from the list below.



ANNEX A HAS 114 CONTROLS, CATEGORISED INTO 14 SECTIONS.



Maintaining the security of HR functions can help prevent these problems, protecting both the company and its employees. This is particularly important in today's increasingly digital and interconnected business environment, where data privacy and security are paramount. By keeping HR functions secure, companies protect themselves and their employees from potential breaches and ensure they hire the most qualified and suitable candidates.



WRAPPING UP

Final thoughts

As the world of work continues to evolve, so must Human Resources functions. HR professionals must embrace change and adapt strategies accordingly. In doing so, they ensure businesses are prepared for any industry shifts or disruptions.

HR's leads the way in fostering and promoting a positive company culture that is collaborative and productive. When businesses experience talent loss, HR facilitates the recovery by working with internal departments to identify key skills gaps and develop retention plans.

As more companies turn to technology and automation to streamline operations, HR should be at the forefront — leveraging data while also protecting it from security threats.

This report has outlined some of the most pressing issues that HR teams are likely to encounter in 2023. We hope this information will help prepare for the unknown and enable teams to thrive in an ever-changing business landscape.

If you'd like to learn more about the future of HR and strategies for success in 2023, we encourage you to reach out.

