



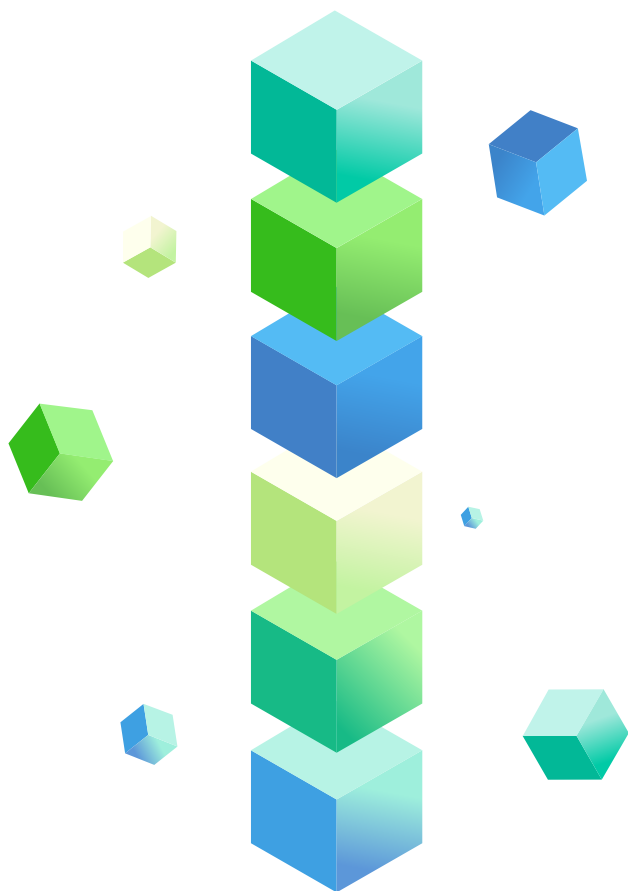
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Human Resources & the Future of Work

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The current state of Human Resources



Introduction

The future of work is no longer a forward-thinking concept, it is already here. According to Gartner, the future of work describes changes in how work will get done over the next decade, influenced by technological, generational, and social shifts. Pandemic-driven changes have caused a sharp increase in connectivity, software and tools that are changing the nature of the workplace. Even before, HR departments all over the world were already moving towards complete digital transformation by looking at new methods of attracting and retaining talent, onboarding and employee development.

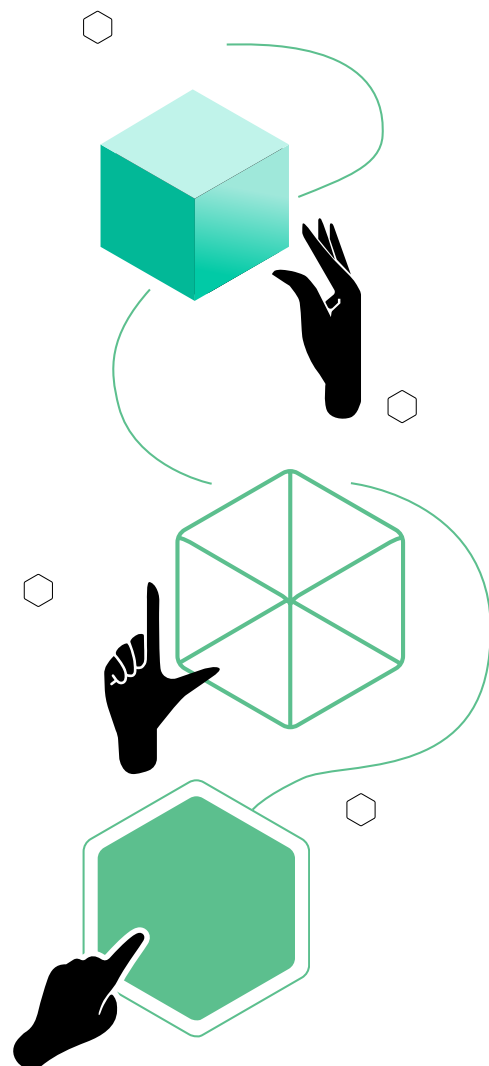
Now, these processes look different than they did over two years ago. Companies are now more flexible, with widely implemented hybrid and remote work options that allow employees to work from anywhere.

In the US alone, **half** of all workers participate in a hybrid workspace, with the numbers only continuing to grow.

Employees are now collaborating cross-functionally and leveraging modern technologies such as automation and AI to work more efficiently and innovatively. Additionally, the rise of the gig economy has forced HR to look outside of full-time employees and take on hiring more freelancers, part-time employees and contractors as skill requirements shift.

These changes coupled with today's economy are prompting companies to look for ways to do more with less. While this seems like a recipe for uncertainty, many are turning to technology to help ease the pressures of an ever-changing workforce.

Leading HR teams are already embracing some form of HR technology and are reshaping their organizations for the future of work.



The current HR landscape

The recent years have placed increasing pressure for HR departments to recruit, manage and retain their workforce, especially as the Great Resignation is increasing employee turnover rates across the world. However, manual processes are taking time away from HR leaders to create a more engaged workforce.

Manual processes such as paper forms, emails and excel spreadsheets take HR departments away from business-building and strategic initiatives, making them viewed as more of a cost center than a vital part of the organization.

HR teams are spending more time on administrative work that is low value and un motivating, as opposed to valuable people-centric work. With an ever-growing digital workforce, HR teams will be tasked with needing to fulfill a company's needs not only in the office, but online as well.

The rise of preliminary software has helped companies ease the stress of managing a hybrid workforce by deploying digital forms. However, these preliminary technologies often cannot provide the level of sophistication required to manage the complex people-based processes that exist within human resources.

Additionally, such software lacks the capability to capture and extract key data from processes that sit in 'offline' media like emails and spreadsheets. The back and forth between documents and tracking paper trails makes it harder for HR teams to be at the forefront of making important decisions vital to an organization's strategy.

Before the digital acceleration that led HR departments to the future of work, much of the day-to-day tasks of the HR department were done manually. HR departments were left to handle payroll, benefits and resolve workplace disputes without the use of external tools to streamline these processes. As a result, HR departments were seen as cost centers to an organization rather than a strategic business partner.



Positioning HR as a **strategic partner** to the business



HR needs to be at the forefront of making business decisions that are beneficial to the long-term success of an organization. HR departments play a critical part in contributing to the overall success of an organization.

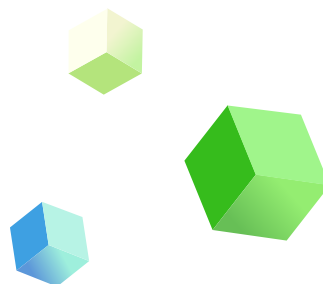
They work to recruit and onboard new talent, increase employee productivity, directly impact employee development and reinforce organizational culture. The work that they do can improve a business's overall performance and goal achievement through people processes.

The role of HR as a strategic business partner is to develop and direct an HR strategy that supports and drives the overarching goals of an organization. As a business partner, HR's function is just as important to delivering value as does any other department like IT and sales.

With tools that can automate many of the tasks that take up HR's time, HR can now focus on the tasks that add the most value to a business like recruiting top talent and developing company-wide programs that help retain talent.

As companies continue to progress their workplaces, and create more inclusive environments for employees, companies are adopting the HR business partner model. The HR business partner model is a system where human resources works closely with senior management across all departments to develop goals and strategies that add tangible value to an organization.

There exist powerful tools that allow HR professionals to automate most tasks that take up their time. Now, instead of prioritizing menial and repetitive tasks that do not progress business strategy, HR can focus on value-adding initiatives for employee engagement, learning & development and HR strategy & policy to identify areas of growth within a company.



Maximizing the Employee Experience for the **Future of Work**

HR functions have always been early adopters of technological solutions, with the goals of maximizing the employee experience and improving data-driven organizational insights. The early adoption of technology reflects the complexity, non-linearity and data-dependency of the HR function and employee management.

Staying ahead of the technology trends is critical for HR teams looking to provide transformative change to their departments. Keeping up to date about new and developing digital tools helps strengthen a future-oriented structure for HR teams. Looking at adopting automation software and hiring new positions within HR departments like a human-technology liaison or automation recruiter will help HR teams stay current and drive success.

When leaders use technology, they can empower their teams and give them better access and more control over processes that enhance the employee experience. Determining the technology aspirations by department or division is also important when digitizing HR in any organization.

HR teams can determine their readiness for technology to prepare for an organization's future workforce needs by conducting a skills gap analysis. A skills gap analysis is a process that assesses the difference between skills that employers desire or need, and skills that their workforce possesses.

By conducting the analysis, HR teams can easily identify which skills are lacking in the business that can be supplemented and streamlined with technology. HR teams will know they are ready for technology when their current skillset does not match up with the skills needed for success.



How to Step into the Future of Work

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Skills Analysis:

Conducting a skills analysis to identify gaps in future needs is another step in the digitization process. Findings from the skills analysis will allow departments to easily implement reskilling programs to fill gaps where possible and source new talent where gaps have not been filled.

While identifying skillset is critical in identifying pain points in an organization, strengthening the employee value proposition is most essential since there is little point in reskilling employees if they are not willing to stay.

Job Analysis:

A crucial step to take when digitizing is conducting a jobs analysis to understand how work is currently done.

A jobs analysis can examine the data collected during the analysis and determine which technologies can help get work done more efficiently in the future.

This audit can help determine the best technology to suit a department's needs.

2

3

Talent Pipeline Development:

Reimagining the talent model beyond just attracting and retaining employees is crucial when moving towards the future of work.

There needs to be a focus on talent pipeline development that consists of a system that is constantly reskilling, educating current workers, and leveraging the use of short-term work assignments that creates a more robust organization.

This audit can help determine the best technology to suit a department's needs.



Core Functions of HR That Can Be Improved with Automation

Improving the Employee Experience:

From core functions of HR like hiring, talent acquisition and onboarding, the new age of digitization and technology is changing everything about HR. To stay ahead of the changes to come, HR professionals will need to adopt tools that help them streamline their basic processes. A report from Gartner shows that 88% of chief HR officers will need to invest in three or more technologies over the next two years. HR technology is not a means to minimize a human workforce; it is a way of improving the way employees work.

Employee Reviews Process:

With leveraging digital tools, HR departments can implement a digital monitoring system and see their employees' sentiments towards work. In previous years HR could facilitate performance reviews 1-2 times per year, leaving management in the dark about how employees feel about their work. As digitization comes to the forefront of essential HR processes, HR can facilitate more agile feedback and performance management processes where managers can regularly have employee check-ins, providing more opportunities to improve working conditions.

Recruiting:

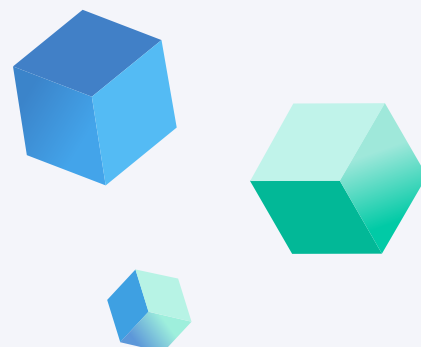
Glassdoor states that 86% of employees and job seekers look up company reviews and ratings to decide where to seek employment. This is a clear indicator that employees want to understand the experience they can expect at the workplace before they begin their professional journeys. A poor employee experience leads individuals to post negative reviews and drives talent away from the company. In this new digital age, HR professionals must look for ways to keep a hybrid workforce engaged, elevating sentiments across an organization. Platforms on the market exist to ensure HR departments can access data to monitor how a company is doing, as well as understand what talent is looking for in their next job opportunity.

Onboarding & Retention:

Employees tend to decide to leave early on in their tenure at a company. Their decisions are influenced by their onboarding experience. McKinsey found that 40% of employees are likely to leave within 3-6 months of starting a job. Proper onboarding processes can help prospective employees understand what to expect and influence their desire to stay. Onboarding ensures that employees can be productive and contribute to the company culture. Creating an automated new hire onboarding experience, for instance, can help to create a structured experience that provides proper training and increases productivity, leading to an extended tenure.

Help Desks:

Available HR tools on the market do just more than streamlining the payroll and benefits process. One of the primary functions of the HR department is to help resolve and efficiently manage employee issues and requests. Using an automation tool, HR professionals can quickly create HR help desks (FAQs) to manage work requests and improve service delivery across an organization.



Organizational Benefits & Digitized HR Processes

Not only does digitizing the HR process lead to a better experience for employees, but organizations can also largely benefit from digitized and enhanced HR functions. When HR departments have more time to become a strategic partner, there is no limit to what they can produce for an organization.



- ❖ **Higher productivity:** Satisfied and engaged employees are more productive and produce better quality work.
- ❖ **Better employee retention:** Engaged employees tend to stay longer at a company than disengaged ones, leading to cost savings for recruiting and training new candidates.
- ❖ **More creativity and innovation:** Satisfied employees feel free to think creatively and generate innovative ideas that bring value to the business.
- ❖ **Stronger attendance numbers:** Happy employees are motivated to come in to work every day and perform at their jobs, so there is less absenteeism
- ❖ **Better customer experience:** Employees who are satisfied with their work will provide better customer service to clients and will speak positively about their role and organization

Digital transformation and automation as the way forward



Organizations can no longer ignore the demand for automation in their HR functions. Automation is crucial for moving forward to position HR departments as a strategic business partner within their organizations.

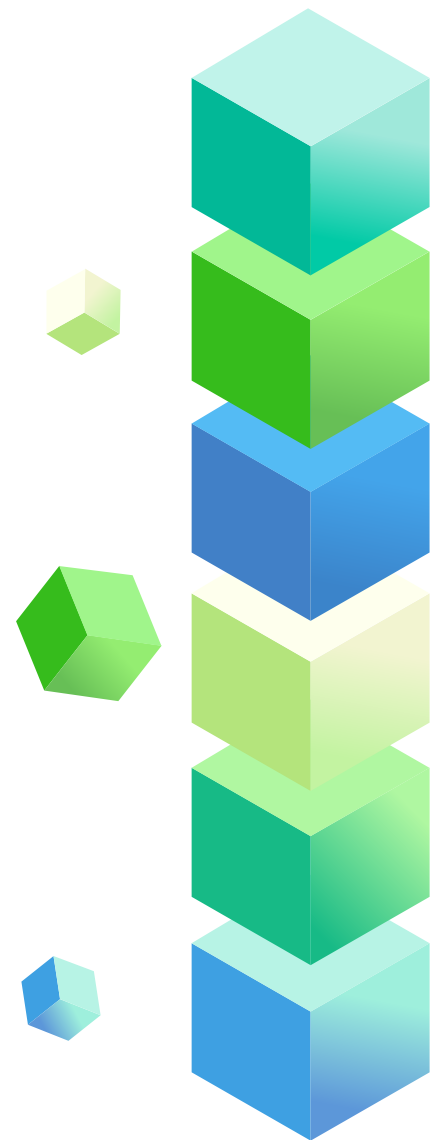
HR automation is the technology that allows people and HR teams to digitize, streamline, automate and measure their work across hiring, communications, retention, development and performance management processes.

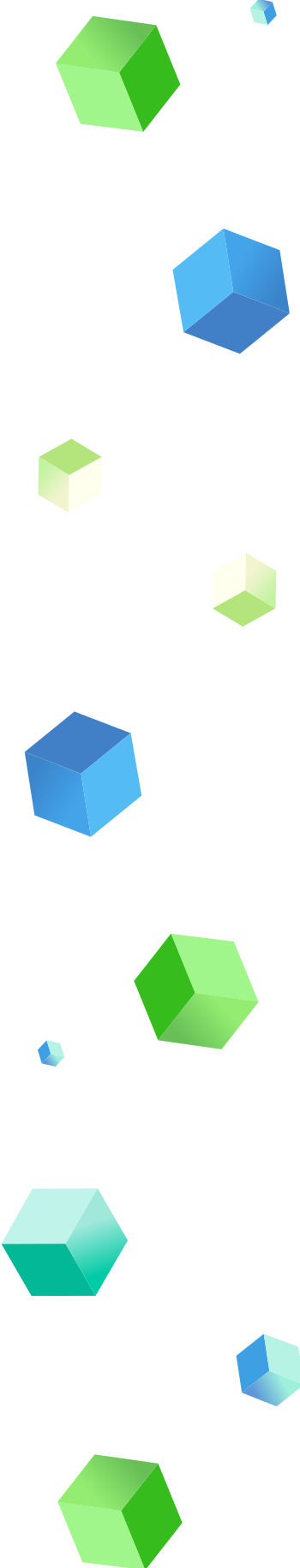
“Using Checkbox, it has cut our contract generation time in half, leaving the HR team with capacity to focus on other daily activities and projects.”

Jenna Rundle, Senior Manager Talent, Operations & Systems | Tabcorp

Future of Work HR Use-Case

- ❖ **Employee Onboarding:** Collect essential new employee information to create an automated onboarding process tailored to their role and assigned projects.
- ❖ **Document Generation:** Generate standard documents like employment contracts and letters by using signature workflow.
- ❖ **People-Based Workflow:** Facilitate the movement of work, tasks and documents between managers and employees or staff between different departments.
- ❖ **Information Intake:** Rapidly build and deploy forms across the entirety of an organization to capture information from employees and contractors.
- ❖ **Employment Letters:** Generate and send letters to employees that are personalized to each recipient, including dynamic clauses and recipient-specific calculations.





Benefits of Automation in Remote & Hybrid Workplaces

With remote work, everything is happening online. Even with hybrid work models, more online solutions are becoming the core of HR processes across organizations. To stay competitive, companies will need to embrace the digitization of the workforce. Companies that struggle to incorporate automation in their remote and hybrid work models need to update their digital tools. For remote and hybrid workers to succeed, companies must adopt HR automation processes.

-  **Assists with Legal and Financial Matters:** For benefits, taxes and other obligations companies need to meet for their remote employees, it can be difficult to keep track of compliance requirements. Especially for remote employees abroad, companies must ensure that they are complying with their employees' local legislation. HR data is more than often some of the most sensitive parts of an organization's information and keeping it safe and accurate for employees is a high priority. With automation, compliance processes are clearly marked while reducing the time spent on accessing remote employees' information.

- ❖ **Improves the Payroll Processes:** Regardless of whether an employee works at home or in the office, they must get paid. Automation solutions make it simpler for HR departments to calculate wages, hours worked, benefits and pay. With automation, employees can have access to their payroll accounts, allowing more room for transparency when it comes to their payroll and benefits information, even though they work exclusively online.
- ❖ **Keeps Employees Engaged:** With remote organizations, it can be hard for employees to stay engaged as there is no defined central meeting space for everyone to convene. With no casual drop-in conversations or impromptu face-to-face meetings, it can be difficult to gauge how employees are feeling and their well-being. In lieu of a physical workspace, there are employee engagement tools and systems that help employers understand how everyone in their organization is doing. By using HR automation platforms, employers can easily distribute surveys to determine what strategic initiatives to work on.
- ❖ **Creates Management Based on Flexibility:** Remote workers are continually on the move, with highly flexible workplaces. Instead of having remote workers conform to typical working patterns, HR can use automation to deliver a solution to management teams that helps remote workers stay productive. By using HR automation, management can deploy a range of HR tools that encourages managers to maintain close relationships with their employees, creating high performers and identifying which employees might need more training.

Identifying the Need for Automation

Determining which processes in an HR workflow to automate can be a daunting task. However, there are several key indicators in a workflow process that can help teams identify what needs to be automated.

Frequency of Workflow

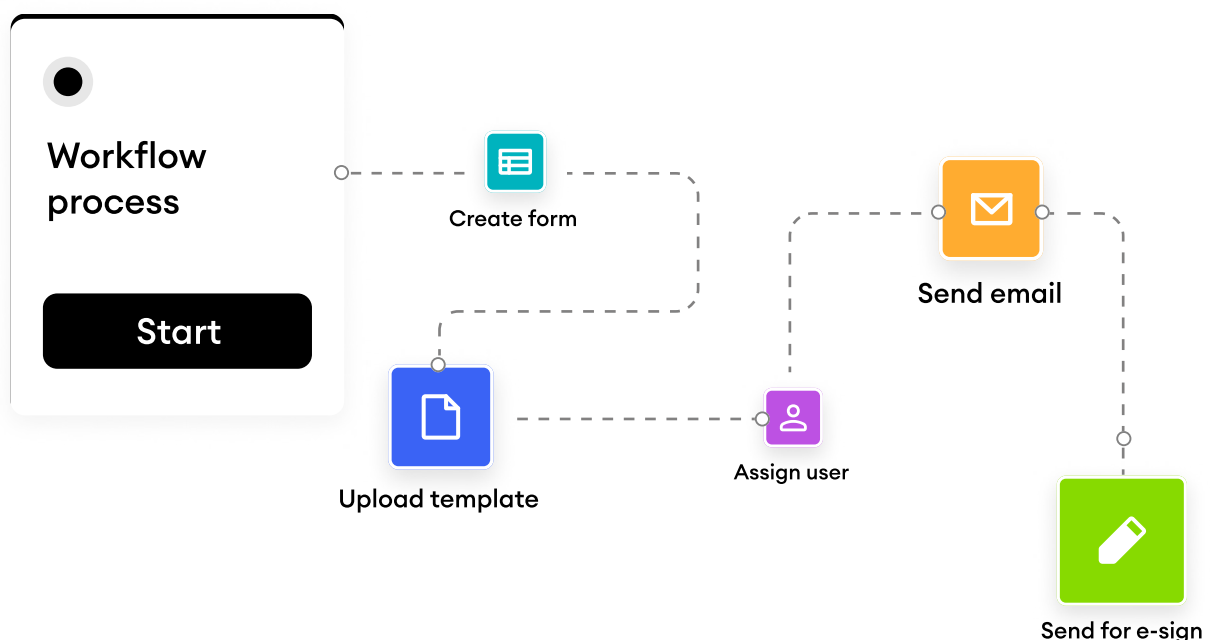
Deciding whether you should automate a process is about evaluating the tradeoff between benefit and time spent automating it. The easiest way to do this is by evaluating how frequently this task is completed and how much time is spent doing it each time.

Talent Used in a Workflow

Automation can sometimes go beyond a simple cost-benefit analysis. Teams must also consider the level of talent or human capital that will be involved or benefited from the activity that will be automated.

Prioritization of the Workflow

The last thing to consider when evaluating the need for automation is the concept of prioritization. When determining if there is a process that needs to be automated, it is important to rank its importance in terms of use cases, ROI and the business case of each automation use case. Evaluating where the process stands in terms of priority will help HR teams evaluate the need for automation.



Checkbox as the platform for remote and hybrid teams

The leading HR teams of the future will be the ones that leverage innovative technology to help them provide seamless, accessible and highly personalized service at scale throughout their organization, delivering quality services to their employees, regardless of where they work. Checkbox as a platform is on the cloud and web-based, ensuring quick and easy access to anyone, anywhere and anytime.

Checkbox differs from other workflow automation platforms by offering drag-and-drop functionalities to build applications. This includes smart form-based data capture, complex document generation, end-to-end document execution capability, workflows, data driven dashboards and enterprise system integrations. These capabilities are all provided on a single no-code platform to complement and fill the gaps of HR teams' existing tech stacks.

