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InnovateHR:
WorkTech Trends & Impact

Hi! I'm Erica.

Plant enthusiast & organizational psychologist

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ParagonLabs, powered by SHRM

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INSPIRING INNOVATION TO CREATE BETTER WORKPLACES.

Agenda

01   Introduction

02   The changing landscape for workplace technology

03   How can you innovate HR?

When thinking about innovation and technology in the workplace, what word(s) come to mind?
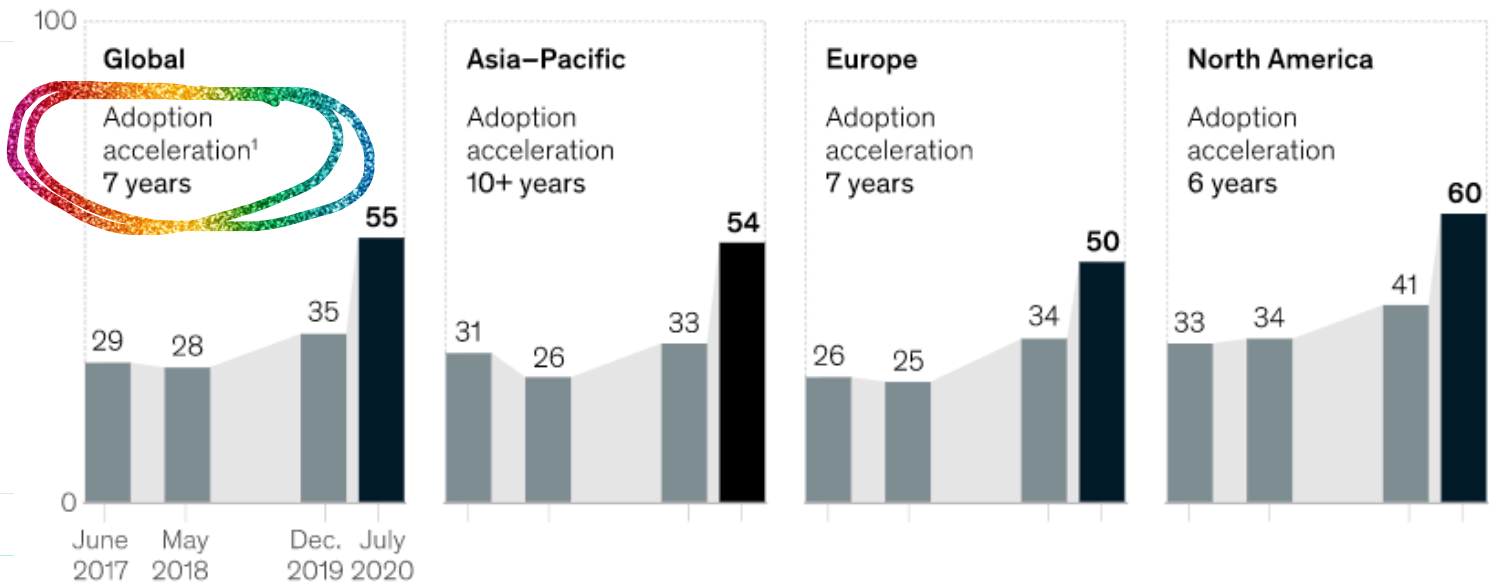
The time is now for HR reinvention & innovation

Innovation is the ability to see change as an opportunity– not a threat.

-- Steve Jobs

Digitization of products and/or services leaps & bounds

Average share of products and/or services that are partially or fully digitized

Precrisis ■ COVID-19 crisis

Global
Adoption acceleration[1] 7 years
29   28   35   **55**
June 2017   May 2018   Dec. 2019   July 2020

Asia–Pacific
Adoption acceleration 10+ years
31   26   33   **54**

Europe
Adoption acceleration 7 years
26   25   34   **50**

North America
Adoption acceleration 6 years
33   34   41   **60**

[1]Years ahead of the average rate of adoption from 2017 to 2019.

McKinsey Global Survey of Executives, 2020

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COVID-19 Accelerated WorkTech

83%
Of employers have made business practice adjustments as a result of COVID-19.

85%
Of companies have accelerated digitization of employee interaction & collaboration.

67%
Of companies have accelerated automation and artificial intelligence.

SHRM Research, April 2020
McKinsey Global Business Executives Survey, July 2020

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What's Workplace Tech?

1 **Corporate Learning**

Learning content, courses, or training for employees.

2 **Enterprise Collaboration**

Software, hardware and networking tools for internal & external collaboration.

3 **HR Tech**

Human resource solutions for enterprise.

4 **Remote Work Tools**

Virtual workspace, communication, meeting software, remote workforce management solutions, employee engagement, project management, and learning platforms for remote teams.

5 **Robotic Process Automation**

RPA software is created and sold to business customers to enhance efficiencies.

Workplace Solutions Provide Value
by Enhancing:

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Efficiency

Effectiveness

Engagement

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Four Key Trending Topics

Innovation is needed.

Diversity, Equity & Inclusion

43% of all US workers think it's **inappropriate to discuss race at work.** *(SHRM, Together Forward @Work, Aug 2020)*

Workforce Planning

83% of employers have made **business practice adjustments** as a result of COVID-19. *(SHRM, April 2020)*

Remote Work

Trials of Hubstaff surveillance software **tripled** since March 2020. *(New York Times, May 2020)*

Reskilling & L&D

87% of executives say they either are **experiencing skills gaps** now or expect them within a few years. *(McKinsey Global Survey, Feb 2020)*
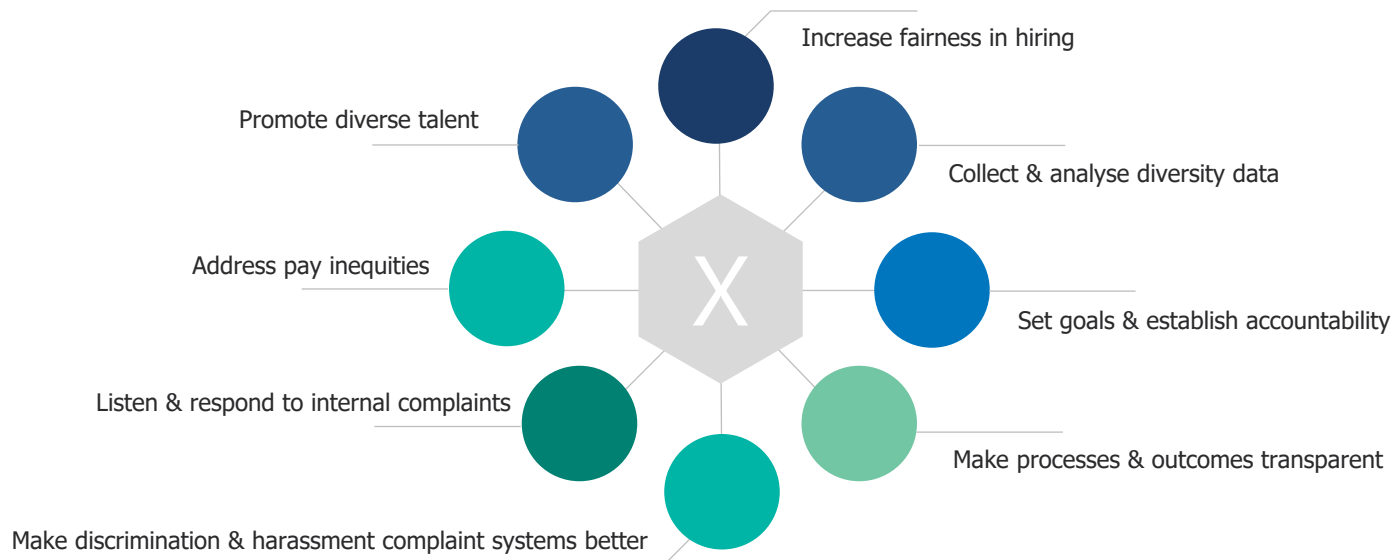
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What topic is your organization prioritizing now or in 2021?

DEI
Tech advancements in Diversity, Equity & Inclusion

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Diversity, Equity & Inclusion

Increase fairness in hiring

Collect & analyse diversity data

Set goals & establish accountability

Make processes & outcomes transparent

Make discrimination & harassment complaint systems better

Listen & respond to internal complaints

Address pay inequities

Promote diverse talent

Increase Fairness in Hiring

Using AI & machine learning to quickly, effectively, and fairly match candidates to roles.

Using powerful algorithms, candidates are matched to open job opportunities anonymously.

gogig.com

Games measure a candidate's attention, effort, fairness, decision making, emotion, focus, generosity, learning, and risk tolerance.

pymetrics.ai

Collecting & Analysing Diversity Data

Before you can understand the needs, you need to collect the relevant data.

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Kanarys

Employees can rate workplaces on how diverse, inclusive, or equitable they are. Kanarys addresses employee concerns without fear of retaliation.

Kanarys.com

A data-driven view across the entire employee life cycle that is designed to increase employee lifetime value.

Employeecycle.com

EmployeeCycle

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Make Discrimination & Complaint Systems Better

Ensure Confidentiality & Due Process.

WHISPLI

Anonymously & easily engage with your employees for compliance, HR, or culture purposes.

whispli.com

Safely & confidentially record and report incidents and create a credible timeline of events using time-stamping technology.
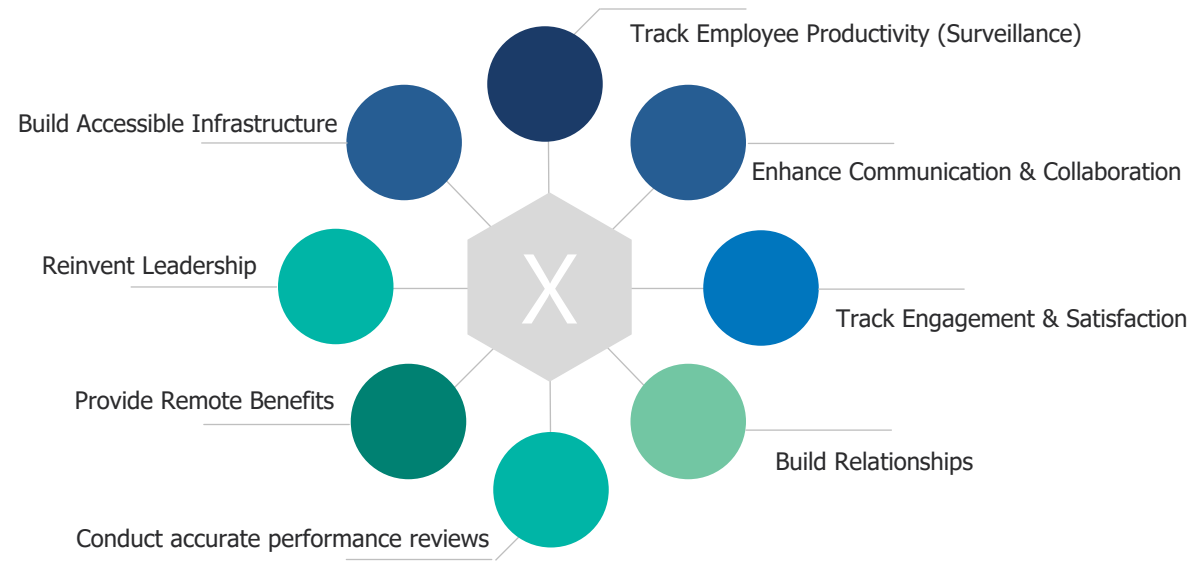
vaultplatform.com

vault.

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Remote Work

Tech advancements in enabling remote work

Remote Work

Track Employee Productivity (Surveillance)

Build Accessible Infrastructure

Enhance Communication & Collaboration

Reinvent Leadership

Track Engagement & Satisfaction

Provide Remote Benefits

Build Relationships

Conduct accurate performance reviews

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Enhancing Communication

Ensuring our people can communicate effectively and efficiently.

Cassiopeia

Get actionable insights and customized best practices to improve team dynamics, collaboration and work-life wellness.

cassiopeia.tech

Answers employee questions, anytime, from anywhere.

mebebot.com

MeBeBot
Your Intelligent Assistant

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Engagement & Satisfaction

Without in-person interactions, how can we ensure our employees are happy and engaged?

Humaxa®

Max is a bot that lives in slack and asks employees for feedback, offers mentoring, and delivers recognition.

humaxa.com

Olumo asks your employees benchmarked questions 1-2 times per week via text about their engagement. The days of annual employee engagement surveys are behind us.

olumo.com

Olumo

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Providing Remote Benefits

Ensure your employees have access to resources for health and wellness.

TaskHuman

1:1 wellness coaching with live professionals over video call. Work on yoga and mindfulness, workouts, relationships, mindful eating, and other healthy habits.

taskhuman.com

App-based program to enhance deep relaxation, leading to better sleep and stronger wellbeing.
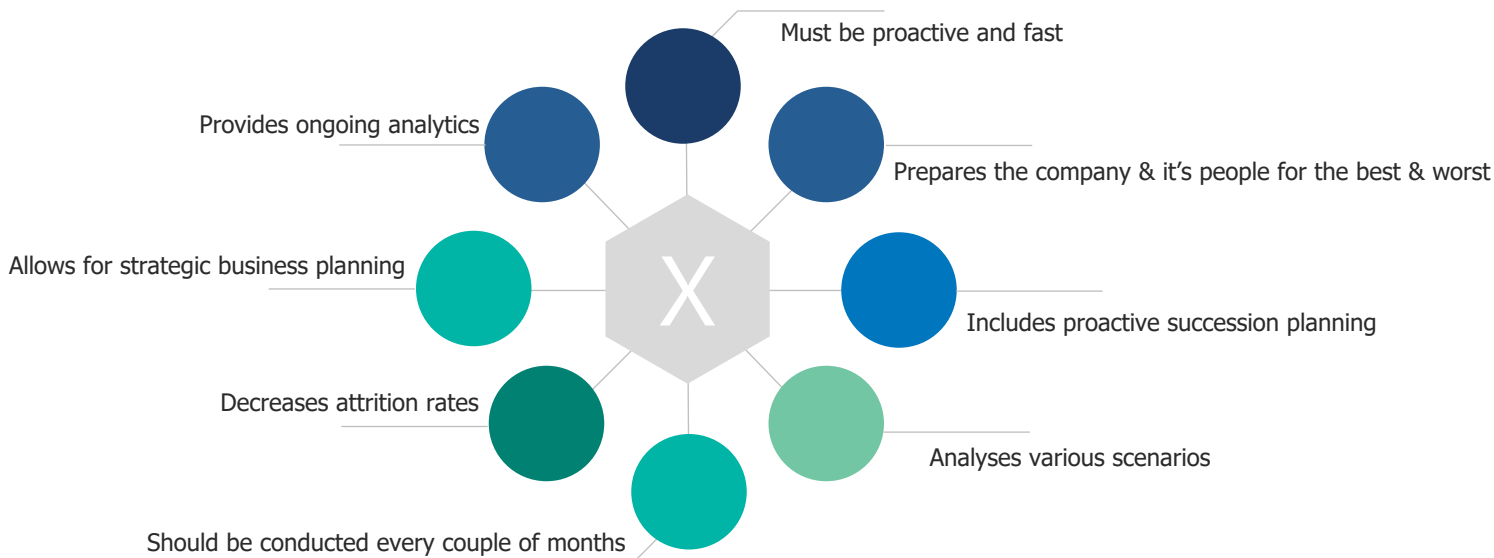
synctuition.com

SYNCTUITION

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What do you find most challenging when sourcing, selecting & implementing new technology for your workplace?

Workforce Planning

Tech advancements in handling agile workforce planning

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Workforce Planning

- Must be proactive and fast
- Prepares the company & it's people for the best & worst
- Includes proactive succession planning
- Analyses various scenarios
- Should be conducted every couple of months
- Decreases attrition rates
- Allows for strategic business planning
- Provides ongoing analytics

Workforce Planning Mechanisms

Gone are the days of workforce planning with spreadsheets. New technology is evolving to provide businesses with the tools needed for drastic change.

Centralizes your people data to provide a full picture. With one click, see how revenue and employment changes impact your bottom line.

charthop.com

Assesses your workforce capabilities, identifies future and emerging skills. Facilitates workforce reskilling while simultaneously planning your future of work.
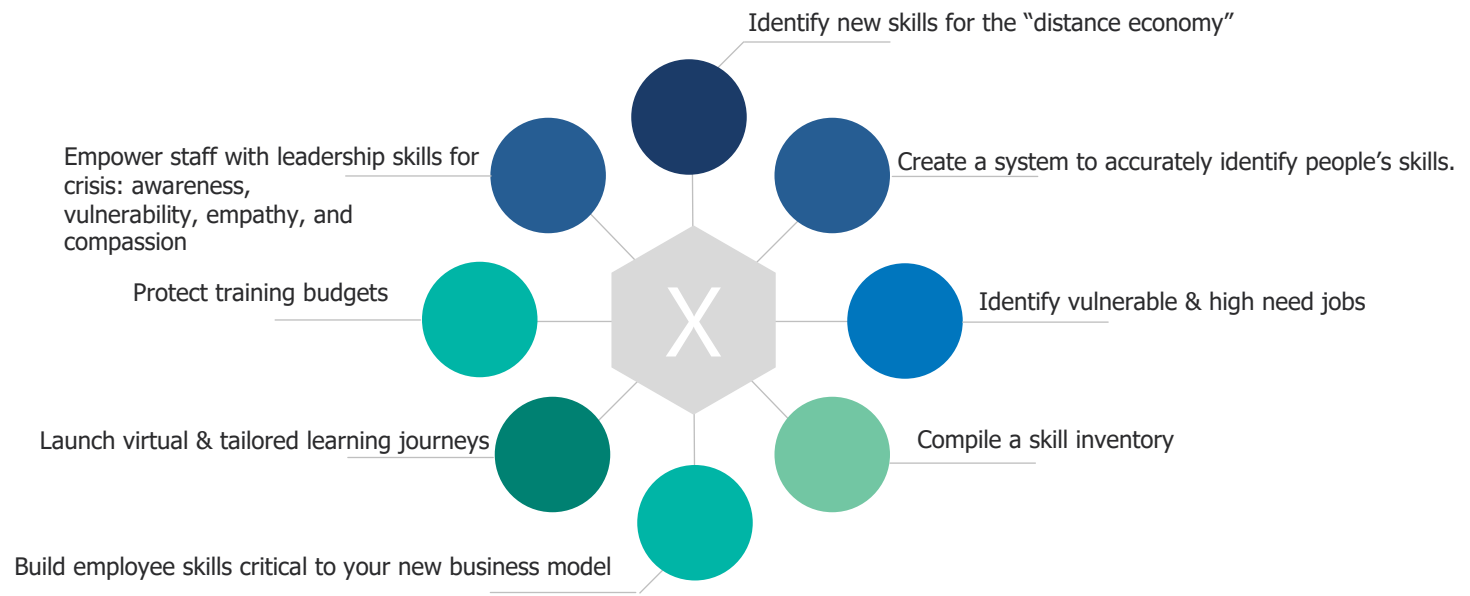
Skyhive.io

Reskill & Redeploy

Tech advancements in reskilling and redeploying talent

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Reskill & Redeploy

Identify new skills for the "distance economy"

Create a system to accurately identify people's skills.

Identify vulnerable & high need jobs

Compile a skill inventory

Build employee skills critical to your new business model

Launch virtual & tailored learning journeys

Protect training budgets

Empower staff with leadership skills for crisis: awareness, vulnerability, empathy, and compassion

Reskill & Redeploy

With sudden changes to the economy came sudden needs for redeploying talent to high priority functions. Organizations need a fast and effective way to reskill and redeploy.

Seamlessly launch text message learning in minutes.

Arist.co

Mobile-first, microlearning platform that uses gamified learning paths to boost performance.

Mobietrain.com

Closing

"Necessity is the mother of invention"
Where there's a problem, there's an innovation.

1 **Identify pain points.** What and where are the problems?

2 **Create a problem statement.**

3 **Conduct analyses,** like gap analysis, root-cause, and front-end.

4 **Be people-centered.**

5 **Prioritize & test solutions.**

6 **Note your lessons learned.**

Thank You!

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