

Playing the long game

HR functions need to quickly re-evaluate their priorities and possibly pivot in order to successfully lead their organization's workforce in the New Reality. By focusing on the below three core areas, they may successfully transition and be future ready:



Upskilling

Talent needs are constantly shifting, and resources are tight. Our survey shows that 28% of an organization's total workforce needs to be reskilled or upskilled, while 16% may be made redundant. It's imperative to take the lead on reskilling. HR's role should be that of a workforce architect—retraining leaders to manage in a remote environment, driving tech-focused programs and embracing digital learning solutions.



Employee experience

Fifty-eight percent of HR professionals report that employees' trust and morale have remained steady during the Covid-19 challenge.

Improving employee experience and maintaining a strong organizational culture during remote working can be a daunting task. It's a delicate exercise to maintain productivity while also taking into account individuals' needs and differences. HR can begin the employee journey by identifying "moments of truth" for different employee types and architecting authentic experiences that meet their needs.



Data analytics

Evidence-based HR leverages data analytics to measure and improve productivity, validate decisions and predict new workforce needs. However, only 12% of HR professionals marked "strengthening data analytics capabilities within HR" as an important initiative. By formulating a data strategy, introducing data management processes and scaling analytics skills, HR can demonstrate value to the wider business.

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