Affecting change: Understanding HR's role in improving the employee experience.

Workgrid

The evolving role

The role of HR has changed dramatically over the years. It isn't simply about talent acquisition, performance management, and benefits administration anymore. Today HR is also tasked with the daunting responsibility of improving employee experience and engagement to drive business goals. Making the switch to an employee-centric mindset is difficult for HR departments that are trained to focus on departmental needs, but it's especially challenging when you consider the unique circumstances that are in play:

- An unprecedented range of generations in the workplace is requiring companies to accommodate the various needs of a diverse age group.

- Younger generations entering the workforce are prompting changes to the traditional 9-5 office model.

- A global pandemic has upended the entire concept of work by mandating an immediate, indefinite, and possibly permanent transition to remote work for the majority of the world.

Unfortunately, there are some technological challenges that can make achieving HR's goals a struggle, with the typical HR tech landscape delivering a fragmented employee experience that causes frustration and dissatisfaction at a time when the quality of the employee experience in the workplace is such a main focus (By 2022, 75% of organizations will include employee experience improvement as a performance objective for HR).

So what are some of the technology issues that are holding HR back and how can the landscape be adjusted to improve operational efficiency and modernize the employee experience?

The challenges with HR tech

Fragmentation

First let's talk about fragmentation.

It goes without saying that HR solutions are chosen in good faith for being the best in their class, with powerful functionality designed to help workers be more productive, better informed, and highly engaged. But there's a downside to having a variety of pointed solutions. No matter how good they are, all of those disparate solutions add up to a big distraction for employees.

When employees are forced to navigate a maze of different systems every time they need to find information or complete routine tasks — in the case of HR that involves career and learning management, compensation, time management, payroll etc. — their ability to focus on meaningful work is severely impacted.

That's bad enough for productivity, but it's also a problem for engagement. Meaningful work significantly outranked both work/life balance and getting a raise in terms of importance to workers as cited on Forbes.com.

It's alarming to think about the negative impact businesses would suffer as a result of the lost productivity that comes from having to toggle back and forth between HR systems just to manage high-volume, low-value tasks. And that's not the only challenge HR faces. Typical HCM applications are also not turning out to be the panacea they were expected to be. According to Gartner:

Workers plan to ask their bosses for:

61%
More meaningful work

48%
Better work/life balance

34%
A raise

"Organizations have usually had to augment their cloud HCM suite with several specialist solutions to gain more functional depth or meet industry-specific requirements. As a result, for many organizations, HCM technology interventions are required to enhance current technologies as an integral part of improving EX."

Service delivery

Typical HR service delivery methods also suffer from some historically detrimental shortcomings …

- **Volume –** HR help desks face rising call volumes, boxing staff into the corner of being perpetually reactive to employee need, with little or no time to focus on strategic issues.

- **Response times –** Despite the best of intentions, HR staff can only respond to the constant list of questions and issues so quickly. Unfortunately, it's not usually quick enough to satisfy the expectations of a workforce accustomed to the response times of customer-centric organizations like Amazon.

- **Access –** Employees often struggle to find the information they need, such as time off balances, payslip details, benefits information etc., which causes a significant amount of frustration and lost productivity.

- **Siloed service centers —** A lack of connection between enterprise service centers for IT, HR, finance, etc., creates a confusing and disjointed experience for employees, forcing them to figure out on their own where to turn for help answering a question or solving a problem

Learning management

Finding creative ways to upskill workers and effectively distribute content related to learning opportunities is increasingly challenging as workers are busier and more overwhelmed with information than ever before. Employees are interested in learning about ways to advance their skills, but they simply don't have the time to seek that kind of information out. Unfortunately, existing solutions require them to do just that (rather than using existing data to make proactive suggestions), which means that important training information gets lost in the shuffle.

So what can be done to address these issues and position HR as a vital contributor to business value?

How Workgrid can help

It's possible – and even easy – to deliver a modern, efficient employee experience that increases productivity, drives employee engagement, and gives HR staff more time to focus on strategic initiatives.

Workgrid unleashes the power of your workforce with an intelligent workplace platform and digital assistant that instantly modernizes your digital workplace, simplifies the work day, and improves employee experience. Workgrid enables HR to extend their investments in existing solutions and deliver a consumer-grade experience that:

- ⊘ Streamlines the digital experience

- ⊘ Personalizes and contextualizes communications

- ⊘ Facilitates effective self-service functionality

- ⊘ Eliminates fragmentation

- ⊘ Simplifies and streamlines access to information

- ⊘ Creates cohesive HR processes that are easy to administer and follow

- ⊘ Aids in employee retention

- ⊘ And more…

This might sound too good to be true, but it isn't.

Microapps
Microapps within Workgrid integrate seamlessly with core enterprise systems to deliver highly-customizable functionality that empowers employees with single-click access to exactly the information and task-based functions they need, when they need it. Workgrid is also flexible, so employees can personalize and tailor which apps they see.

Here are just a few of the HR improvements and modernizations Workgrid can help your organization achieve...

Unified digital experience

Workgrid integrates seamlessly with existing HR systems, such as HCMs, LMSs, payroll systems, etc., to extract just the right tasks and information for the right people at the right time. This provides a simplified and more engaging experience for the employee, improving productivity and eliminating the need for employees to have to log into complex systems of record to complete routine tasks.
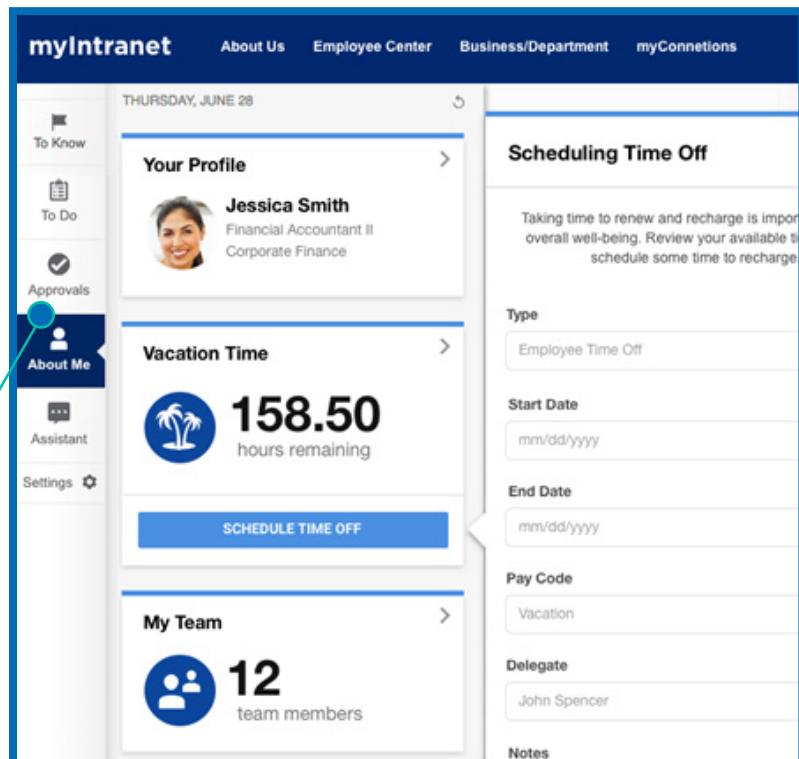
Streamlined HR processes

Workgrid transforms common, repeatable processes like performance reviews, benefits administration, and onboarding by eliminating confusion and creating a unified workflow for all the tasks that need to be accomplished across the various departments. The system also makes it easy for employees to find information and get answers to questions while simplifying access to core enterprise systems.

Improved communications and engagement

Workgrid drives significant communication improvements for employees, as well as HR staff. First, an easy-to-use publishing interface, coupled with audience targeting functionality, makes it easy for HR to send communications to just the employees who need them. Then, by elevating communications outside the chaos of email and delivering them in a central location, employees are sure to never miss important updates.

All of these improvements add up to a consumer-grade experiences that drives engagement, exceeds employee expectations, and helps HR deliver the business value that's expected of the department.
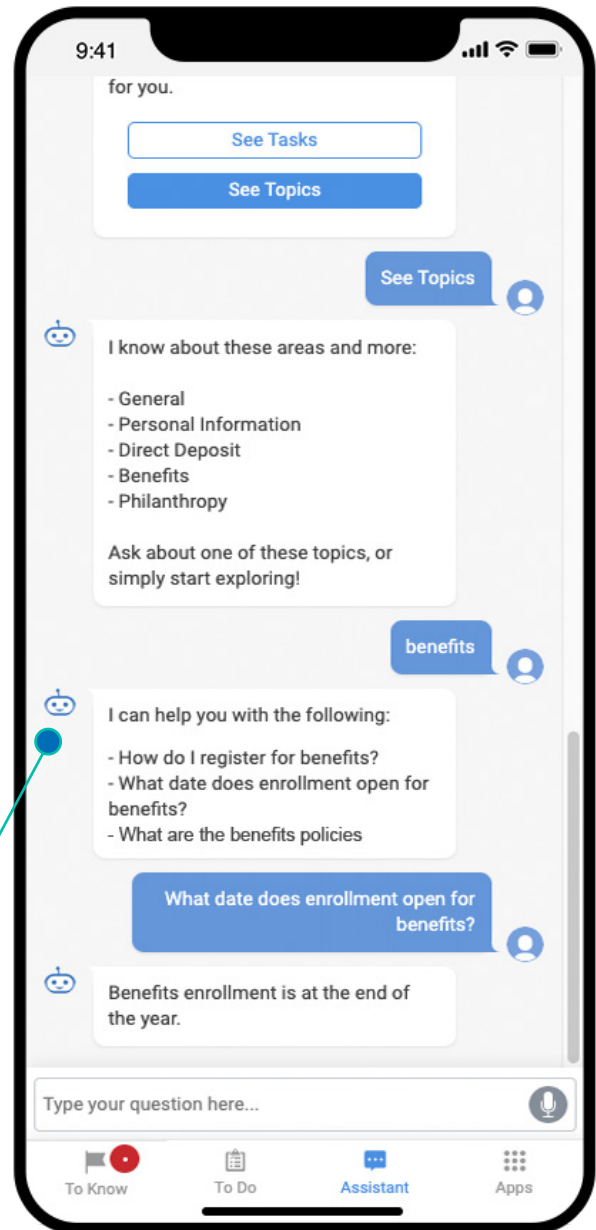
Chatbot
When used for self-service task automation, the Workgrid chatbot has been proven to reduce the cost of help desk transactions by 93% — plus, it's available 24/7 to help employees resolve time-sensitive issues as they arise.

Anytime access to self-service tasks and information

Workgrid enables employees to perform common functions when it's convenient for them, keeping them focused, reducing frustration, and increasing productivity for employees and HR staff alike.

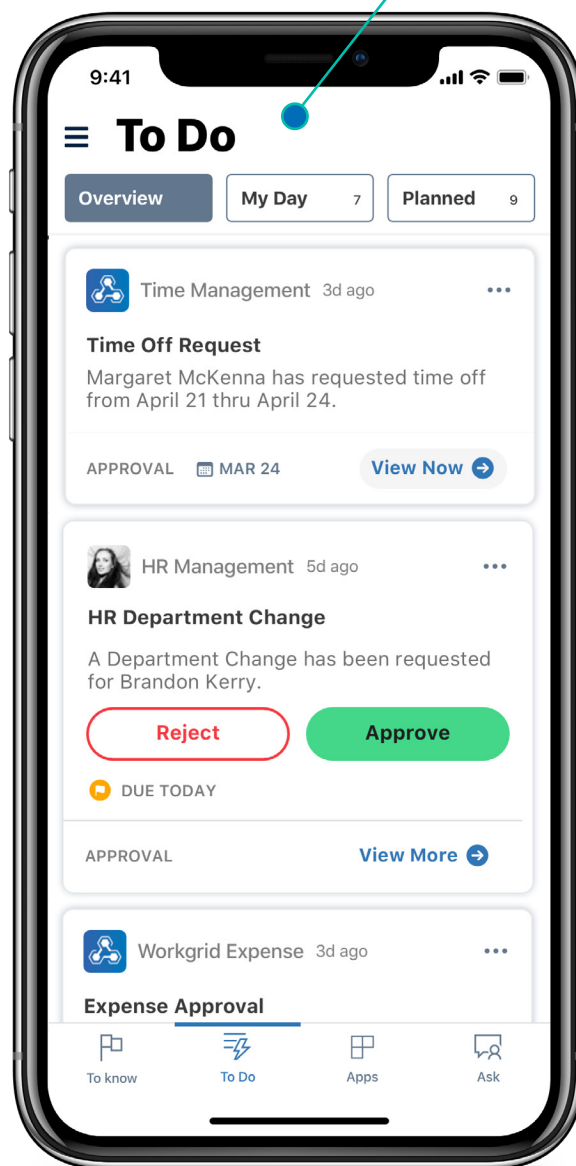## Better, more effective experience for learning management

Workgrid improves efforts to upskill employees and facilitates career advancement by delivering a more effective learning management experience that proactively delivers relevant, targeted, timely, and personalized learning management content based on employees' skills, role, etc. By helping employees understand what mandatory trainings are required, or which available opportunities might be appropriate for their career path, workers can more easily take advantage of new career opportunities, keeping them engaged and increasing the likelihood that they'll stay with the company over the long-term.

Final thoughts

Modernizing the employee experience and improving operational efficiency for HR is no easy task. It's an ongoing process that requires constant vigilance in this time of continuous change. But advancing HR to meet the growing demands of both the workplace and the business should never be about compromise. Long-standing change can be achieved as long as HR organizations focus on employee need and implement solutions that simplify the work day and improve the moments that matter most to their workforce.

Smart Notifications
In addition to consolidating all communications and notifications into one unified experience, Workgrid's Smart Notifications make it easy for HR to keep employees in the loop on important updates, such as corporate communications, benefit enrollment alerts, training notifications, and more. Plus, since Workgrid integrates seamlessly with enterprise applications, employees can easily take action on notifications without having to log into the source system.

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≡ **To Do**

| Overview | My Day 7 | Planned 9 |

Time Management 3d ago ...

Time Off Request
Margaret McKenna has requested time off from April 21 thru April 24.

APPROVAL 📅 MAR 24 · View Now ➔

HR Management 5d ago ...

HR Department Change

A Department Change has been requested for Brandon Kerry.

Reject · Approve

🔔 DUE TODAY

APPROVAL · View More ➔

Workgrid Expense 3d ago ...

Expense Approval

To know · To Do · Apps · Ask

Want to learn more about how Workgrid can help you reimagine the employee experience through HR service delivery?

Visit us at **Workgrid.com** to learn more about how the Workgrid Assistant can give your workforce the flexibility they need.

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