



SAP SuccessFactors 

## Reflection of global trends on HR practices, services and tools

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April 30, 2018

 Run Simple

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# Agenda

“Reflection of global trends on HR practices, services and tools”

## Overall trends - impact on HR practices

- § Workforce 2020 Study
- § Global Trends are Driving the Evolution of Human Resources
- § HR Needs to “Run Better” by Re-thinking Old Approaches

## Overall trends - impact on Individuals

- § Global Digital Snapshot
- § The Relationship between Learning and Work
- § 21st Century Skills
- § Thinking about Careers, Jobs and Work

## Overall trends - impact on decisions & projects

- § HR Transformation as A Journey, Not A Destination
- § Situation: not enough time to go only sequential
- § How to structure – “roadmap” example
- § Change in Approach

# Overall trends - impact on HR practices



# The Workforce 2020 Study

Understanding workforce trends

An Oxford Economics survey sponsored by SAP takes a forward look at what employees and executives around the world are thinking

# 27

We surveyed  
**2,700 employees**  
and  
**2,700 executives**  
in  
**27 countries**



## A Sampling of Findings:

- ✓ Nature of work changing
- ✓ Labor pool changing
- ✓ The millennial misunderstanding
- ✓ What employees want
- ✓ Gaps in leadership
- ✓ HR's contribution

# Global Trends are Driving the Evolution of Human Resources



## Five Generations Workforce

- § Global workforce, which is more diverse by age, gender and ethnicity, providing a new dynamic of culture, language, and views
- § Highly connected and technology-savvy



## User Expectation

- § Simplification and standardization is the mantra
- § Next-generation user-experience
- § Flexible interface choices



## Just-in-Time Workforce

- § Increasing use of contingent labor in order to bring in greater flexibility to enterprises
- § Mapping of strategies and plans to workforce demand
- § Availability into “total” workforce visibility to drive business advantage



## Talent Management

- § Need for leadership talent
- § Critical new skills are scarce
- § Engaged workforce and a pervasive learning culture key to future growth

# HR Needs to “Run Better” by Re-thinking Old Approaches

- 1 Simplification and Modernization**  
Simplify HR processes by removing complexity, shifting toward best practices, and modernizing the technology environment
- 2 Actionable Insight**  
Use data to predict, plan, and measure HR needs and strategies
- 3 Process Efficiency**  
Eliminate non-value add administrative tasks and spend more time supporting the business
- 4 Employee Engagement**  
Ensure every employee has what they need, when they need it, to manage careers, teams, and productivity

# Overall trends - impact on Individuals



# Global Digital Snapshot

**7.48 B** 

**global population**

54% urbanization

**66%** 

**unique mobile users**

4.92 billion users  
+5% from 2016

**50%** 

**internet users**

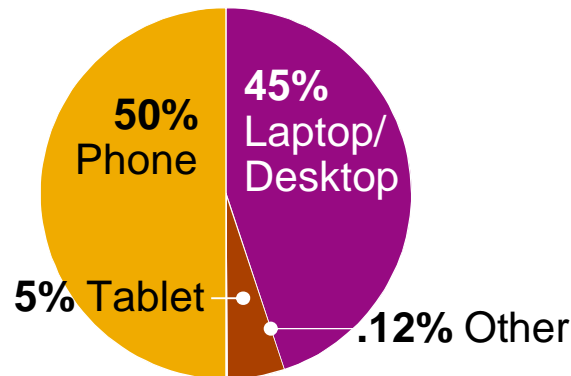
3.77 billion total users  
+10% from 2016

**37%** 

**active social media users**

2.79 billion total users  
+21% from 2016

**Share of Web Traffic  
by Device**



**34%** 

**active mobile social  
media users**

2.55 billion total users  
+30% from 2016

Sources: We Are Social, January 2017; United Nations population projections



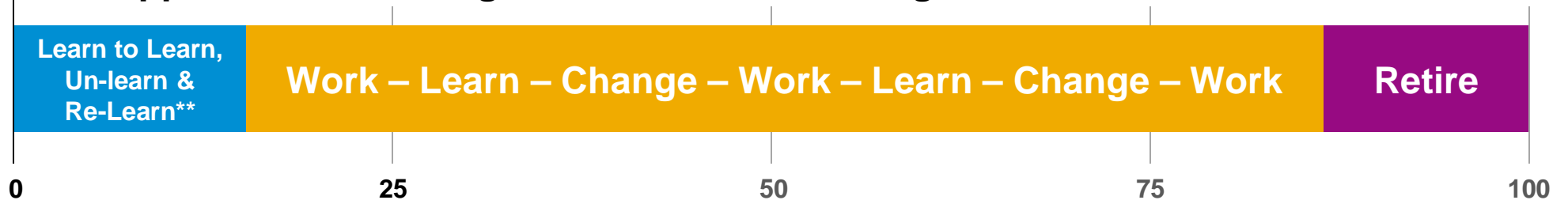
# The Relationship Between Learning and Work Must Change

## Old Approach to Learning & Work – The 3 Stage Life



\* High School Diploma, Bachelors, Masters, taught top down, through **rote memorization because information was finite**

## New Approach to Learning & Work – The Multi-Stage Life



\*\* Critical Thinking Skills, Complex Problem Solving, Design Thinking, Creativity & Innovation, Empathy, Emotional Intelligence, Cross-Cultural Awareness, Persuasion, Active Listening, Dynamic Learning, Change Acceptance, **taught to model & practice collaboration because information is infinite**

Source: Jenny Dearborn, *May 2017*

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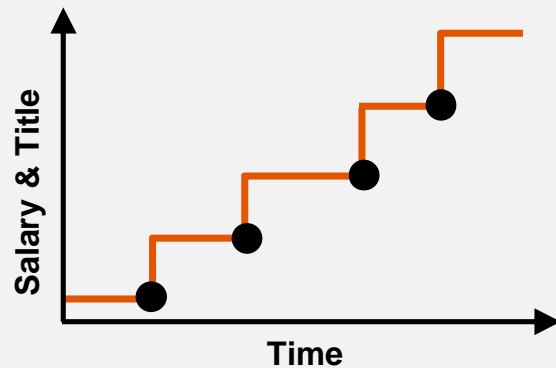
# 21<sup>st</sup> Century Skills

## Required for the Future of Work



# Traditional Thinking about Careers, Jobs & Work are Changing

## Traditional Expectations About Career Progression

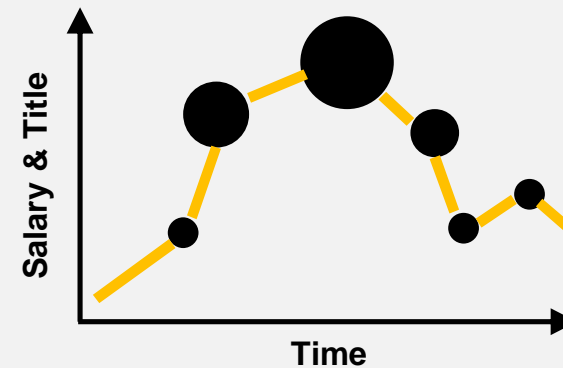


### Old thinking:

- “Talent Management”
- “Career Management”

With time, I will continuously be promoted to larger roles and advance in salary throughout my career.

## Employee Experience in the Digital Workforce



### New thinking:

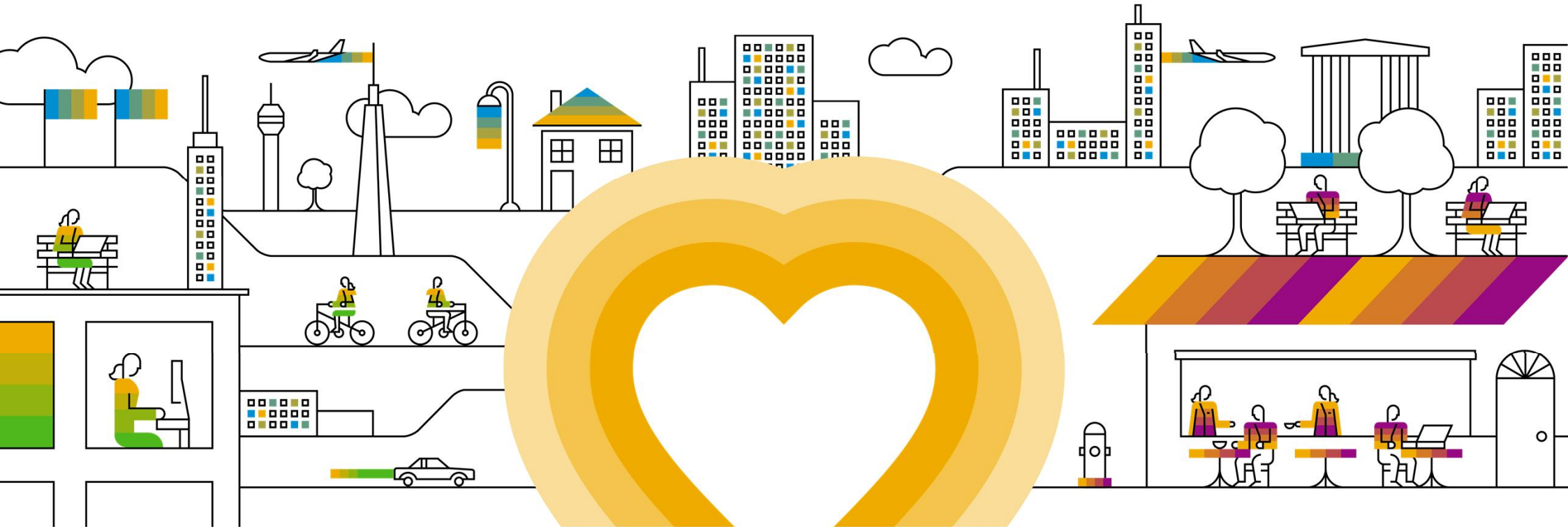
- “Experience Guide”
- “Gig Facilitator”

I will move from gig to gig, learning new skills, gaining new knowledge, sometimes I will earn more, sometimes less, but my driving force is staying relevant & engaged as I gain experience.

*“We don’t know what the world will be like in 10 years. The best focus for people is to make the transitions as effective and painless as possible as opposed to worrying about what the end point is.”*

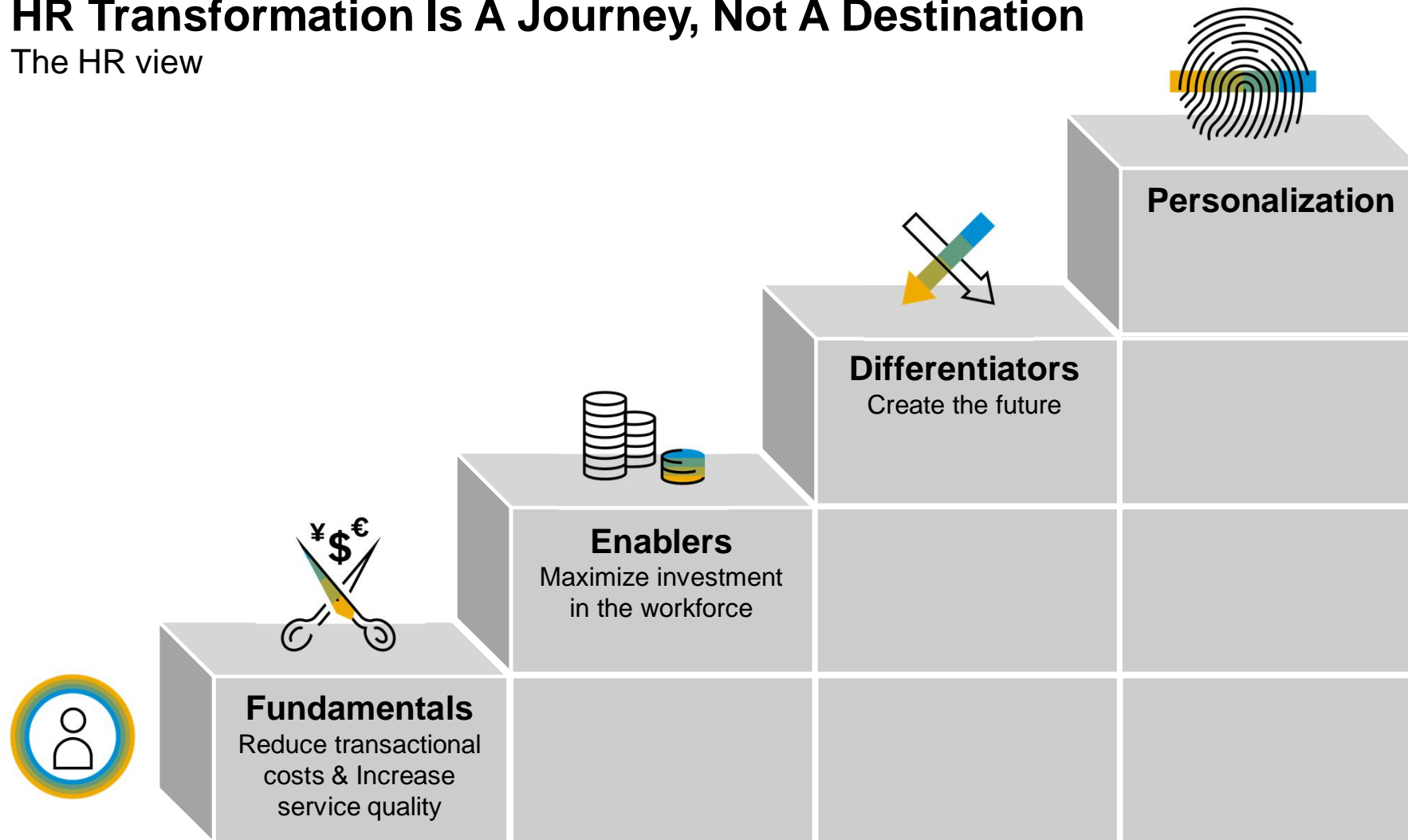
- Michael Spence, Nobel Prize-Winning Economist.

# Overall trends - impact on decisions & projects



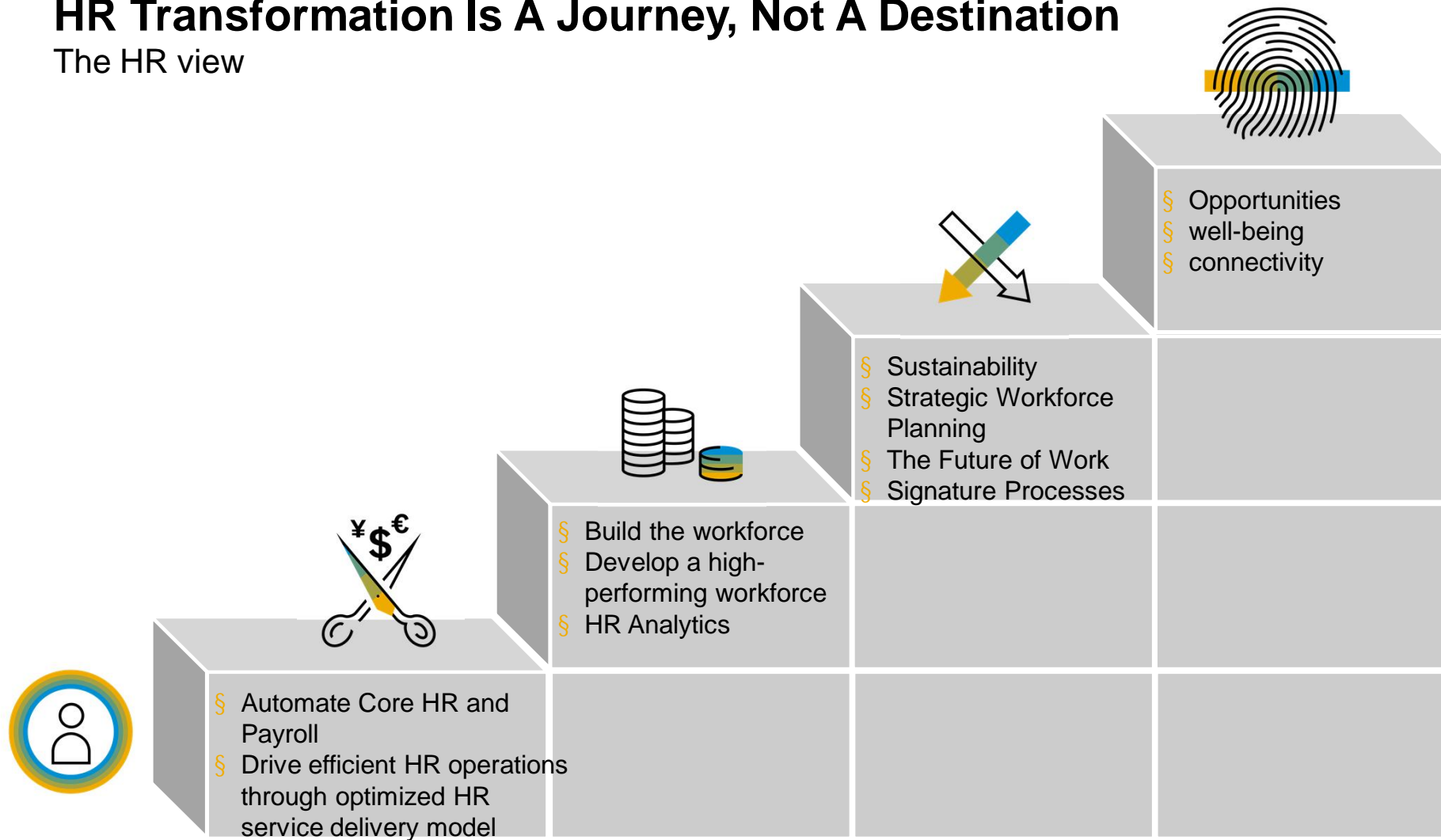
# HR Transformation Is A Journey, Not A Destination

The HR view



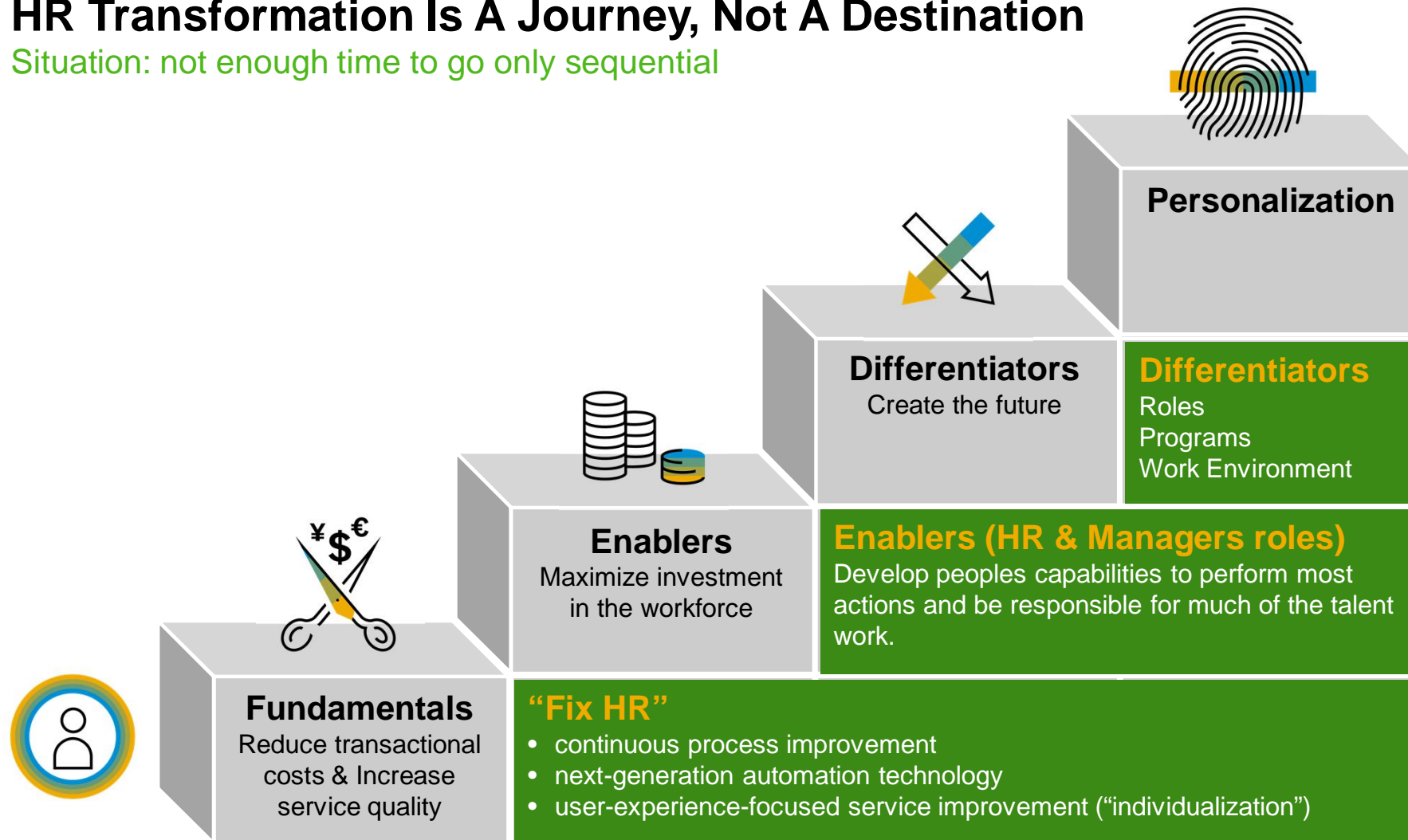
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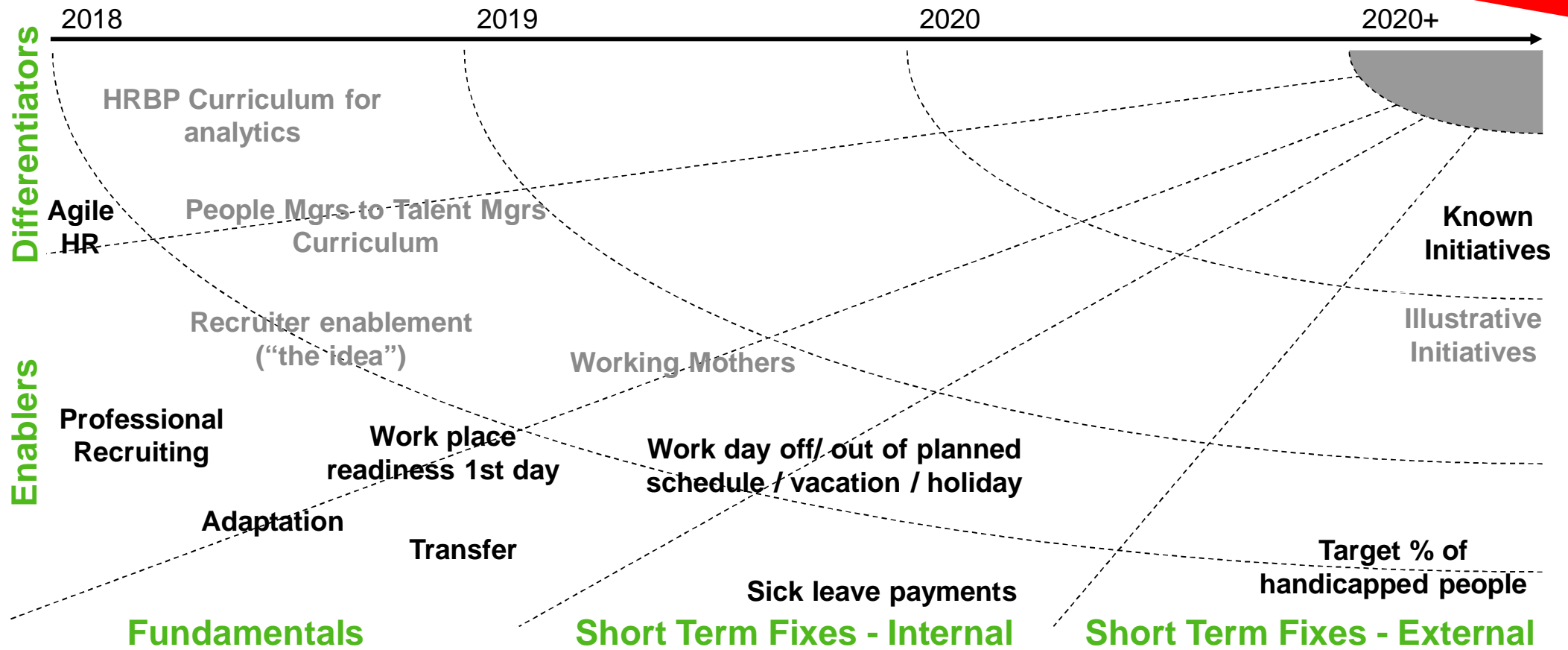
# HR Transformation Is A Journey, Not A Destination

Situation: not enough time to go only sequential



# How to structure long-term development, short term improvements while fixing discovered troubles

**ILLUSTRATIVE**





# Change of Approach

## SAP Launch Implementation Approach

### Transformative for Cloud

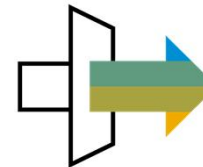
“Let us guide you”,  
“Iterative”

#### Traditional

“Can I take your  
order?”



- § Waterfall project methodology
- § Highly customized solution
- § Development, not configuration
- § Time consuming and costly



- § Lead with best / leading practices
- § Rapid, prescriptive, repeatable delivery steps
- § Accelerated by tools, templates and predefined content
- § Agile approach
- § Enabled for the cloud

# Спасибо!

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