

# Global Human Resources Different by design



Today's world of work is brimming with new complexities, and they are creating radical challenges that are different to anything that has gone before. The "Global Human Capital Trends 2016" report from Deloitte University Press provides unique insights into these challenges, emerging trends, and new best practices.

## Three key trends are emerging

### Design thinking

Reduce workplace complexity by putting the employee first.



### A new mandate for HR

HR's skills, business alignment, and ability to innovate are improving.



### People analytics

The use of analytics in HR is growing, powering new insights into workforce planning.



## Trend 1. Design thinking: crafting the employee experience

Design thinking casts HR in a new role, enabling it to transform from HR "process developer" to "experience architect." The secrets for success are:



### Study what employees do

Based on insights into behavior, build solutions and programs that improve productivity, boost engagement, and increase employee satisfaction.



### Study customer service

Visit great stores, restaurants, or universities. By examining satisfying experiences outside of work, HR can use them to create engaging employee experiences.



### Prototype, pilot, test, and learn

New programs should be prototyped and piloted with a small group. By understanding what this group likes and dislikes, HR can improve the end-to-end employee experience.

## Trend 2. A new mandate for HR: adapting to changing business demands

HR is expanding beyond its traditional focus on talent management, processes, and transactions, and adopting the new role business leaders expect.



Of companies believe their HR teams are innovative, up from 56% a year ago\*

64%



Rated HR positively for embedding itself and aligning with the business, compared to 58% in 2015\*



68%

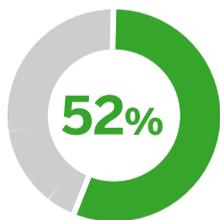
Of organizations are focused on reskilling their HR departments, compared to 66% in 2015\*

## Trend 3. People analytics: gaining speed

Driven by competitive pressures, companies are aggressively building people-analytics teams, buying analytics offerings, and developing analytics solutions.



Of all organizations believe people analytics is important\*



Of organizations now rate themselves as excellent at conducting multiyear workforce planning\*



42%

Of respondents said the data supporting HR analytics is "good" or "very good"\*

## Learn more

Find out more about how HR can transform and simplify processes, unify workforce management, and harness the decision power of Big Data and analytics.

Visit our [information hub](#) to download the full Deloitte report.

Listen to our [on-demand Webinar](#) to hear about the Deloitte survey results.

