3 tips to help you simplify workforce management

A diverse and disparate workforce can sometimes feel like the toughest thing to manage in the world. And CEOs agree, with 93% recognizing the need for change in talent strategies. HR professionals have to source, recruit, hire, pay, track, and manage every aspect of a growing and changing work dynamic. How can you make something that complex and overarching easy?

Here are three quick tips to help manage your workforce more strategically and consistently.

1. Stop rushing decisions

One of the first things HR professionals do is to try and find a solution that will fix their problems fast. While this is a great goal, you can miss important factors when rushing. Workforce management solutions and processes have to be built to last. The problem is that technology and the workforce are changing faster than even the gurus predicted just five years ago. For example, mobile check-in and engagement are now de rigueur in many companies that routinely hire blue-collar workers, a trend very few predicted.

When you rush into planning for your workforce management solution—the process and the technology—you can neglect key data like specific goals, product or company growth, succession planning, compensation goals, and industry trends.
Be honest about pitfalls

Is your employment brand a disaster? Do you compensate really well, but build culture poorly? Does your organization have higher than industry standard turnover? It’s not easy to admit any of these things, but it’s necessary when every one of them is part of the workforce you must manage. And it’s not a small job: In most organizations, including large organizations such as the Fortune 500, total human capital costs average nearly 70% of operating expenses.

The old adage that “You can’t manage what you don’t measure” isn’t just for marketers and data scientists. Today, more than ever, it’s for the human capital management space. Be honest—and gain honesty from your executive team and stakeholders—about the things your company is mismanaging, so you can start to create a plan and put a process in place to fix those things. The steps to increase efficacy in these areas become part of the minimum viable solution along with your process, your technology, and your commitments.
Move beyond admin

Workforce management is so far beyond monitoring the schedules of employees today. It encompasses much of what HR professionals are tasked with, including forecasting workload and required staff, involving employees in the scheduling process, managing working times and accounts, and analyzing and monitoring the entire process.

You need a true solution (process and technology enablement) to make it all happen. In fact, market penetration for workforce management software sits at roughly 73%, making it a necessary business expense for most companies. This can be the toughest of the three tips to implement. It can be difficult to get other overlapping departments—finance, legal, operations, compliance, IT—to see HR as the powerhouse it must be in a world where people and talent are increasingly a company’s most important capital. But, you need to get buy-in from all those departments to truly succeed.