10 things you should know about HR in 2020

HR professionals—especially those in healthcare—are experiencing rapid change in the workplace, and must prepare to move from simply managing employees to enabling, empowering, and engaging them. Remaining relevant means letting go of old practices, adopting new approaches, and rethinking the HR role.

What are the societal changes that affect HR’s role?

1. As industry change raises suggestions that businesses may not need HR at all, HR leaders need to transform their perceived administrative roles to positions of innovation.

2. By 2020, it’s expected that administration won’t be HR’s main responsibility. Rather, HR managers will be viewed as cross-functional consultants and partners with departments like finance.

3. A 2016 PricewaterhouseCoopers LLP study found that professional coaching for millennials—the biggest segment of the workforce—is growing, so it is no longer enough for HR to act as “referees.”

4. Employees want ongoing feedback and recognition, underscoring how traditional HR functions like annual performance reviews are not enough to retain employees.

5. Globally projected productivity increases realized from automation and artificial intelligence range from 0.8 to 1.4% annually.

How can you lead this change?

1. HR managers should change their attitudes and practices to expand their goal-oriented thinking beyond policy and procedure compliance to bigger-picture actions such as redesigning the performance management process.

2. Understand that millennials generally expect ongoing coaching from their employers, and greater visibility to their next opportunity (even if it means a non-traditional career path).

3. HR professionals need to embrace how technology and artificial intelligence can augment—not replace—better informed decisions within HR and the entire organization.

4. Foster employees as individuals—not as a collective—because they seek meaning in the workplace in order to remain as employees.

5. Anticipate organizational needs by using data, analytics, and tools that give you the facts and smart data needed to back up any proposed changes to processes.

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