



NGA ResourceLink

The Evolving Workplace and How to Stay Ahead

Contents

- 1 **Reinvention of HR**
- 2 **Workplace of Tomorrow**
- 3 **Learning and Development**
- 4 **Changing Demographics and Diversity**
- 6 **Culture and Engagement**
- 7 **Workforce On-Demand**
- 8 **Reporting and Analytics**
- 9 **Summary**

Dramatic changes are taking place in the world of work. The balance of power in the employer-employee relationship is shifting, making today's employees more like customers. Throw in the rapid evolution of technology and legislation and it's little wonder that businesses and HR leaders are struggling to keep up.

In this document we explore 7 crucial trends that are impacting on HR professionals and their organisations. Trends such as, how to find and nurture future leaders, how to manage skill gaps and how to develop culture to dramatically improve employee retention.

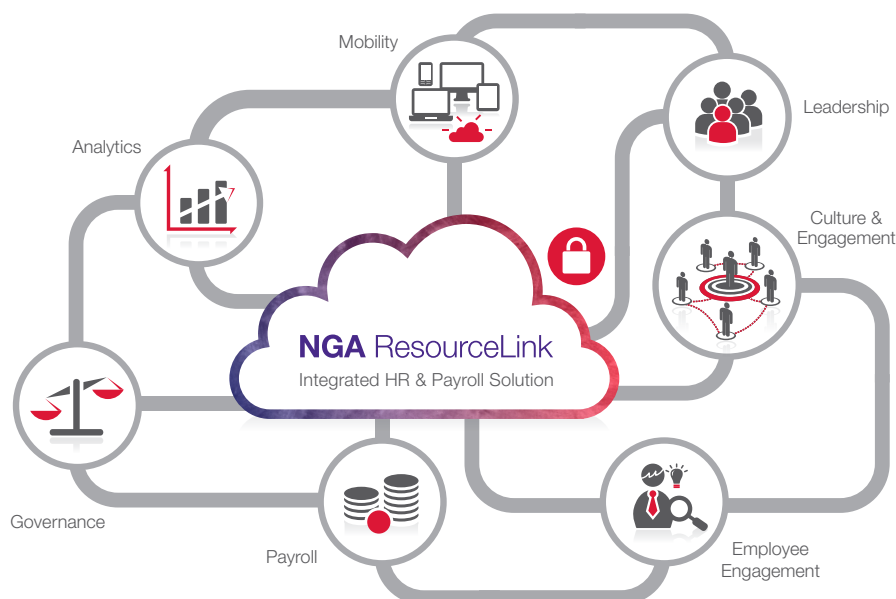
We also show how you can use the expertise of NGA HR and our flagship solution ResourceLink to help you not only address these trends head on but to get ahead of the changing HR landscape.

The business environment today is complex. We have the solutions to help you evolve the people side of your business and achieve a more prosperous future.

About NGA ResourceLink

NGA ResourceLink is the HR and Payroll platform of choice for hundreds of organisations, of all sizes and from all sectors. It's designed to help you take control and realise important benefits such as increasing efficiencies, saving time and eliminating duplication.

Available in a variety of deployment options to suit your needs including On-Premise, through SaaS via NGA HR's cloud platform or as an outsourced service, ResourceLink is a proven solution that allows you to managed the entire employee lifecycle from recruitment to staff development and succession planning and done with a modern and familiar user experience and powerful reporting capability.



Reinvention of HR

The role of HR is changing. These days, executives are asking for a greater contribution to business strategy.

They want their HR leaders to be accountable, alongside other directors, for the shape and direction of the company. They are demanding a department that is forward facing and able to, not only determine people requirements, but to work closely with other departments in attracting, engaging and retaining key talent for today and for the future.

It's a far cry from the traditional HR role of compliance and administrative support. It's also a major shift in focus that requires HR departments to innovate like never before.

And innovating they are. For example, with Analytics. By incorporating analytics into every day work and reporting on areas like Absence or Average Training Investment per FTE (Full Time Equivalent), they are helping to drive better decision making and therefore make a recognisable and important contribution to business strategy overall.

Though HR Analytics have been around for a while the next step for HR leaders is to define with certainty the measurables they need in order to deliver the biggest differences. Alongside this is the ability to access that data in the quickest, most accurate way possible.



How we can help?

As we are market leaders in the world of HR and Payroll our consultants can work with you on establishing what analytics you need to measure and control. In addition our ResourceLink solution can bring together disparate people data from around your organisation and display it in dashboards and reports. HR, Directors and Managers can then use this data to identify areas for improvement, such as employee productivity, absence and attrition.

Workplace of Tomorrow

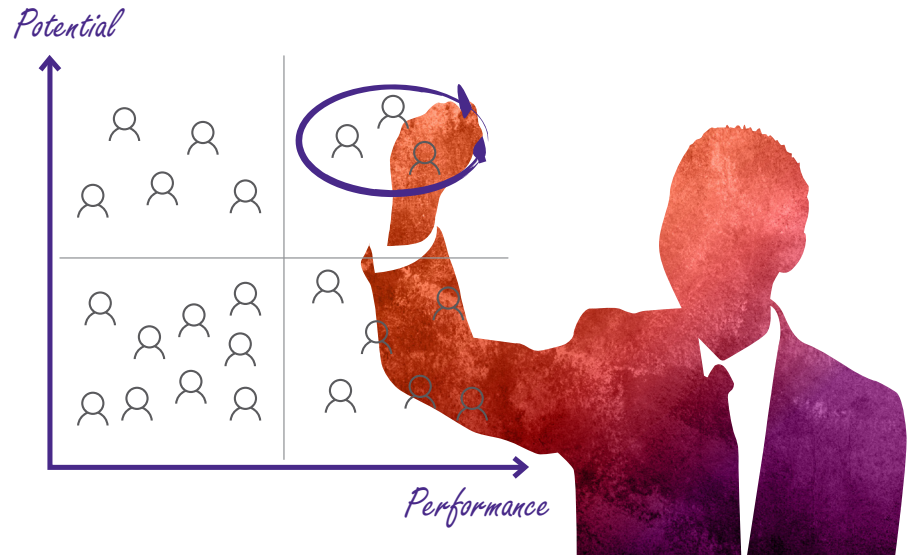
Finding and Nurturing Future Leaders

Business leaders today are struggling to find the leaders of tomorrow. This issue has been a concern for businesses for a number of years but surprisingly not a lot has changed. This is due in part to a focus on senior executives rather than the business as a whole.

Leadership programmes historically have been for executives destined for the boardroom rather than developing leaders at all levels. Organisations also treat leadership nurturing programmes with short term aims rather than continually developing and supporting the leaders of tomorrow.

Businesses that want to grow and prosper need to take action now as time is running out. With millions of Baby Boomers retiring every year the leadership and succession pipeline needs replenishing and fast.

For new leadership programmes to be a success ownership needs to come from the very top. Not just in short term initiatives but in long-term leadership plans and HR is critical to this. HR and business leaders need to define the leaders they want throughout the organisation. They need to determine the right Learning and Development and Reward programmes that support and nurture leaders and all levels.



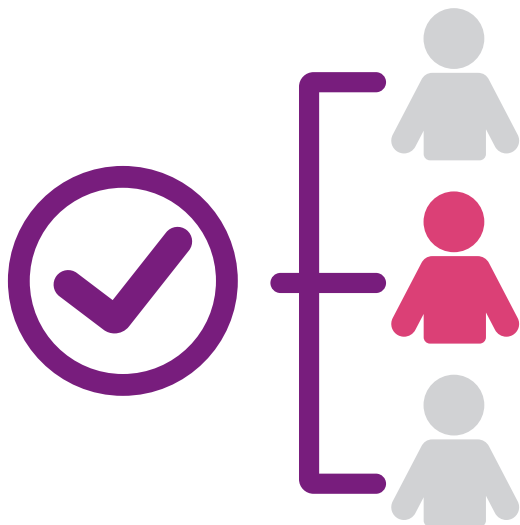
How we can help?

ResourceLink has a very comprehensive Succession Planning component that falls into the Talent Management module. This component holds extensive details of the business hierarchy, positions, and of the required skills, qualifications and attainments relevant to each post. By using this information you can easily identify future leaders, spot any skills misalignment or areas where additional training is required.

Learning and Development

Our recent research has revealed a huge skills gap that is present amongst all UK organisations which is impacting growth. In fact this research report states that 93% of C-Level executives believe the skills gap is having a negative impact on the growth of their business.

This skills crisis is not just about a skills shortage but a mismatch between the current skills base and the requirements of the role to meet business objectives. This now only holds back growth but also impacts productivity.



Business leaders are recognising the need to develop existing resources in order to deal with this skills crisis. Learning and Development programmes are now a major priority for increasing skills, improving the leadership pipeline and employee engagement.

HR and business leaders must examine the Learning and Development programmes in place to determine if it's supporting employees today and in the future. They must look at this as an opportunity to establish new innovative programmes that develop the skills required if they are to meet this challenge.

How we can help?

Technology is helping the Learning and Development programmes hugely by making it more accessible to all people within your organisation and leveraging this will help.

ResourceLink includes a Training component as part of its Talent Management module. This component allows courses to be setup and maintained within the system. When a training requirement has been identified ResourceLink automatically puts the delegate against the waiting list for the course.

The need can be generated by a post or job requirement, a career development scheme, as part of succession plan or as a manual requirement. Once the course is completed the employee record is updated along with details of qualifications, skills or competencies associated. This information is then made available for any skills gap analysis or succession planning.

Changing Demographics and Diversity

The population and labour force in the UK is getting older. The “baby boom” generation is reaching state pension age and older people are participating in the labour market for longer according to a report by the UKCES (UK Commission for Employment and Skills).

In fact this report stated, that if current trends continue, by 2030 the UK workforce will be multi-generational with more older and women playing a stronger role.

We all know that the labour market is getting older, but the range between the highest and lowest age is evolving the workforce, which is especially poignant for HR departments. As school leavers and university graduates enter the workplace we could be seeing four different generations working in a single company. The challenges this creates for employers is numerous and varied.

The factors that motivate these employees will vary massively and businesses will find it impossible to successfully deploy a one-size fits all benefits package. These motivations are influenced by the stage that employees are in their career, their personal circumstances and in some cases where they're located in the country.

When we combine the diversity of age with factors such as geography the challenge for HR and business leaders is compounded. As companies grow in size, scale and spread they should expect to encounter new threats and find new opportunities.

Work/Life Balance is also an area where there is a noticeable difference between those entering the workforce and those who have decades of service. The number of people in each age group looking for this balance gradually increases. For many older employees, the commitments of family life and the impact of working for a longer time could actually reduce the motivation for 100% focus on work.



New challenges and opportunities for HR

The challenges that these changes create will be felt across an organisation. Managers will need to change the way they build their teams with extra flexibility and creativity when recruiting and making decisions about structure.



Managing an increasingly diverse workforce brings with it multiple challenges. However companies can keep their employees motivated by personalising a package of career development and benefits. This individual approach will help safeguard the continued success for the organisation. Ensuring the business and its employees are aligned and all pulling in the same direction.

How we can help?

ResourceLink also provides Employee Benefits capability which can be tailored to suit this diverse workforce. This is achieved by implementing single or multiple Editions to meet the needs of your business and your employees.

Each edition contains an integrated knowledge base providing online help in the form of FAQs and video content, minimising employee queries to your HR team. To further drive employee engagement each Edition is supported by automated notifications that keep employees up to date on their benefits status, and a campaign engine that enables you to drive deeper engagement via targeted, tailored email communications.

Editions available within the Employee Benefits component include:

- **Reward Engager** – enabling employee access to their total reward statement
- **Benefits Enroller** – removes the pain of enrolment by streamlining and automating the onboarding process
- **Benefits Manager** – incorporating automatic workflows this allows employees direct access to choose their benefits relieving the burden on your HR team
- **Retirement Planner** – this planning modeller presents how an employees' current pension savings could look at retirement in an easy-to-grasp way

Culture and Engagement

Companies are now recognising the need to focus on culture to dramatically improve employee engagement and retention. Employee motivations for work have changed considerably and a complex range of factors now contribute to successful employee engagement.

Factors like job design, management, culture and the development of leadership. There is a business need to focus on making the working environment compelling and enjoyable if employees are to become truly engaged.

However even though culture is a highly valuable asset and one the most influential tools. Some business leaders struggle to define and embed the desired culture in a way that disseminates effectively to employees.

As the new generations enter the workplace employers have to work hard on culture in order to attract them. Millennials and Gen Z want their work to have a purpose, to contribute something to the world and they want to be proud of their employer. As the world between consumer and business becomes even more blurred the brands that appeal to young consumers are often those that stress their environmental stance and social responsibility. These apply to prospective employers too.

There are a number of ways in which an organisation can shape the company culture. These include having powerful and inspiring role models, efficient policies and procedures and effective performance management programmes.



How we can help?

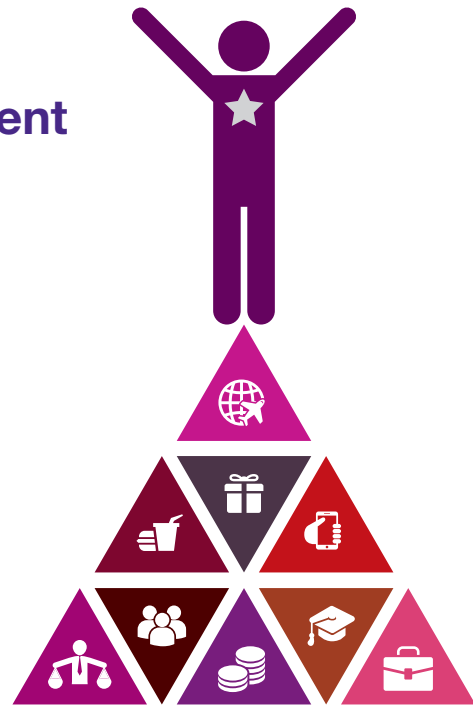
Performance Management within ResourceLink gives you the flexibility to set up a responsive, innovative process that effectively manages your employees ensuring the right level of feedback is provided throughout. Employees can also self-rate their performance with comments, notes and evidence initiating a review that the Manager can contribute to and provide a real-time meaningful response, improving employee satisfaction and engagement.

Redefining Performance Management

The workforce today is embracing technological innovations all the time. From using the latest mobile solutions to wearable devices and this is having an influence on how feedback is perceived.

The use of social media has also had an impact - users post and receive feedback instantly which has led to an expectation of a similar response time in the workplace. As a result employees today expect detailed and regular feedback and view the once-a-year appraisal process old-fashioned and out-of-date.

Organisations that invest in a culture of on-going performance management where regular and structured feedback is part of the routine are better positioned to improve employee performance, support employee development and drive better results.



Workforce On-Demand



The model of creating ad-hoc projects on the fly, using contractors and contingent workers is becoming the norm. This new approach is very attractive to business leaders as it provides access to a range of innovators and technical experts in a flexible on-demand basis.

However this new way requires HR to think about which programs, strategies and analytics tools could be applied to engage and retain this on-demand network of individuals.

How we can help?

Integrated into ResourceLink is our Time and Attendance module – a comprehensive component that accommodates numerous work patterns and shift rotations providing you the tools to determine the best approach for your ‘On-Demand’ workforce. Tools like flexi-time, rosters and flexible rostering, absence management, leave management and leave accrual and resource planning are all available within ResourceLink which all help manage this diverse workforce.

Reporting and Analytics

A frustration voiced by many HR and Payroll professionals is the challenge of delivering rich, real-time information that line managers and senior management so often need.

This information is vital in making day-to-day decisions about resourcing to options for restructuring or assessing the organisation's ability to support new strategies.

Business leaders and managers need to analyse data in a timely fashion while it is still relevant but too often the data is spread across the business and it can be difficult to pull it all together. By the time a decision can be made the data is all too often out-of-date and useless.



How we can help?

Through our expertise and experience we understand all aspects of HR and our consultants can work with you on establishing what analytics to measure and control to help you and your organisation.

In addition ResourceLink provides you access to a set of rich management reports about a wide range of HR and Payroll metrics. It brings together disparate data from around the business and displays it to people across the organisation in easy to use dashboards. This in turn enables better decision making on a wide range of people matters.

HR, directors and managers can use this data to identify areas for improvement, such as employee productivity, absence, attrition, development, reward and remuneration.

Summary

The workplace is evolving at such a pace that businesses are struggling to keep up. Add to this the skills crisis, reduced leadership pipeline, a dissatisfied workforce and the demand for contingent, flexible employees it's no wonder that HR and Payroll professionals can often become overwhelmed.

Discover NGA ResourceLink for Yourself

We have the skills, expertise and technology to help you soar. NGA ResourceLink is the most advanced, integrated and insightful HR and Payroll solution in the UK and Ireland that will give you the tools to save time and reduce costs whilst providing you with enhanced services and information to employees and managers.

By choosing the right solution, along with suitable supporting technology, HR and Payroll professionals can be made more efficient and effective in the wider business. More time can be spent identifying and nurturing future leaders, managing performance effectively and improving employee engagement. Meanwhile effective reporting and analytics can be implemented to provide your organisation with insightful and effective business intelligence.



Contact us today for more information on NGA ResourceLink and how it could help you.

Call **0800 035 0545**

Email **hresolutions@ngahr.com**

Stay connected with NGA HR via our Social Media channels.



www.ngahr.co.uk

NGA Human Resources is a global leader in helping organisations transform their business-critical HR operations to deliver more effective and efficient people-critical services.

We help our clients become better employers through smarter, more streamlined business processes; to save money, manage employee lifecycles, and support globally connected, agile organisations. This is how NGA makes HR work.

What sets us apart is The NGA Advantage. It's a combination of deep HR experience and insight, advanced technology platforms and applications and a global portfolio of flexible service delivery options.

NGA Human Resources

Peoplebuilding 2
Peoplebuilding Estate
Maylands Avenue
Hemel Hempstead
HP2 4NW
United Kingdom

www.ngahr.co.uk

