HR Technology Outlook

As HR looks to tackle the challenges of 2021 and beyond, Valoir is tracking the trends and emerging technologies shaping HR technology strategies.

— Work from home (WFH) is here to stay. Support for remote and hybrid work models requires new technologies and strategies to support productivity, employee experience and wellness, and collaboration.

— The learning management system (LMS) is dead. The new world of learning requires support for extracompany and other alternative training, micro-training, peer-to-peer mentoring, and self-directed learning -- all linked to talent profiles.

— As HR service delivery continues remotely, integrating better virtual collaboration and capabilities like sentiment analysis improve HR-employee relationships and auditability.

AT A GLANCE

A positive employee experience helps HR address morale, engagement, and productivity issues during a pivotal time. This becomes even more crucial as we shift out of the pandemic to support both in-office and virtual employees, putting a premium on the HR technologies that enable a better employee experience across both.

DEEP DIVE

HR technology is now about more than human capital management (HCM) and automating steps in the employee life cycle. Support for collaboration, sentiment analysis, employee communities and groups, and personalized experiences require new strategies and technologies.

LONG VIEW

Beyond the short term, HR professionals need to build sustainable programs for hybrid work scheduling, employee engagement, and new forms of training and learning. It's time for HR technology vendors to step up as well and present a "bigger than HR" view.

MONEY: HR spends an average of $40/employee/month on all HR technologies. Emerging areas of employee experience (EX) will have to sharpen their business case to fight for budget outside HR.

MARKET: Microsoft, Salesforce, and others are making big splashes in the EX space, challenging traditional leaders and shining a light on emerging areas.

PEOPLE: Productivity monitoring is a touchy subject, but will be an HR issue moving forward in any WFH or hybrid environment.

TECH: While 6/10 employees give HR an "A" grade for WFH, longer-term strategies for productivity and scheduling that leverage artificial intelligence (AI) to scale transparent decisioning are key.