HR Magazine

HR Technology: Technology as a Tool for Change

PeopleInfinia

People who are "technology aware", as well as "technology-dependent", make up the contemporary workforce. Unfortunately, the requirement for companies to adjust to the changing talent landscape is rarely accompanied by an increase in HR spending. HR may benefit from wise technology choices by allowing them to not just accept but also embrace change. Here are a few suggestions Pay attention and act: Businesses have been sending a strong message for the past year or 20 that "we need additional tools to improve our personnel." Employees are looking for time-saving tools. They want solutions that will assist them and their teams in doing their tasks better, not solutions that will distract them from their work. And those tools must be easy to use. Technology in 2015 should not necessitate training, documentation, or help displays. It should be functional and change-friendly. When CEOs say they need to teach their managers how to deliver more frequent feedback, they aren't asking them to conduct more formal evaluations. They would rather have technologies that make it easy to record comments or provide more on-demand ratings or training.

Switch from pushing to pulling:

Rather than requiring employees to follow procedures and policies, make it easy for them to do what their policies are, make it easy for them to do what their bosses want and need. If you want managers to bosses to want and need. If you want managers to provide more immediate input, make it easy for them to provide more immediate input, make it easy for them to do so via mobile solutions. If more precise goals to do so via mobile solutions. If more precise goals and better goal alignment are critical, assist managers and better goal alignment are critical, assist managers in updating their goals (and the goals of their direct in updating their goals (and the goals of their direct subordinates) in real-time or during team meetings subordinates) in real-time or during team meetings.

Change what you're watching.

You can't manage You can't manage what you don't measure, as the phrase goes. So why what you don't measure, as the phrase goes. So why not measure the behaviors you're trying to modify and not measure the behaviors you're trying to modify and show how performance and show how performance and behavior are linked? are linked? Give managers options to readily track who is and is Give managers options to readily track who is and is not receiving (digital) input if you want them to not receive (digital) input if you want them to deliver more frequent feedback. If you want people to deliver more frequent feedback. If you want people to immediately record bad behavior before it becomes a problem, provide them with technology that allows them to problem, provide them with technology that allows them to do so while also tracking feedback and future training. do so while also tracking feedback and future training. Give them software that sends them reminders to act and update ratings, as well as the ability to see and update ratings, as well as the ability to see how feedback affects an individual's performance. How feedback affects an individual's performance.

Change the way you prioritize your objectives

Your organization HR solutions should make it easier to accurately organization's HR solutions should make it easier to accurately represent the priorities on which you're asking teams to focus, represent priorities on which you're asking teams to focus, providing management with a more accurate picture of what's providing management with a more accurate picture of what's going on going on.

Change the way you conduct reviews.

Performance reviews were originally designed to offer stability and safeguard firms were originally designed to offer stability and safeguard firms from disgruntled employees, but in today's

atmosphere, they from disgruntled employees, but in today's atmosphere, they appear to put enterprises at more risk. In many circumstances, appear to put enterprises at more risk. In many circumstances, poorly conducted assessments can subject a corporation to heightened external attention and even litigation. They squander heightened external attention and even litigation. They squander managers' time at best. Choose technologies that allow managers to manage time at best. Choose technologies that allow managers to enter performance data at any time and then collect a complete to enter performance data at any time and then collect a complete picture of employee data once a year (or more frequently). Data picture of employee data once a year (or more frequently). Data on employees with poor ratings and subsequent follow-on employees with poor ratings and subsequent follow--up by up by their managers can be used to discover leadership development opportunities.

Change the way you think about competencies.

Many businesses limit their list of job capabilities to a few cores and/or businesses limit their list of job capabilities to a few cores and/or leadership skills. Others build massive libraries for each role. leadership skills. Others build massive libraries for each role. Neither technique is correct or incorrect; but, when approaching Neither technique is correct or incorrect; but, when approaching the problem, be flexible and resourceful. Make a complete list of the problem, be flexible and resourceful. Making a complete list of competencies can take a long time and cost a lot of money, and competencies can take a long time and cost a lot of money and may still fall short. Start with a small list of important it may still fall short. Start with a small list of important competencies for jobs or job families, then add or eliminate competencies for jobs or job families, then add or eliminate definitions as needed. definitions as needed.

Alter the sources of your training.

Today, there is a profusion Today, there is a profusion of online training available, much of which is free or available of online training available, much of which is free or available for a low monthly fee. Provide staff with tools that make it for a low monthly fee. Provide staff with tools that make it simple to add course offerings, link skills, advertise and measure simple to add course offerings, link skills, advertise and measure usage, and provide feedback via user ratings. Whether it's usage or providing feedback via user ratings. Whether it's recording a presentation on a PC or simply uploading a five recording presentation on a PC or simply uploading a 5-10 minute training course with a smartphone, authoring tools minute training course with a smartphone, authoring tools continue to develop and improve, allowing anyone to turn to continue to develop and improve, allowing anyone to turn presentations and simple videos into sharable content and presentations and simple videos into sharable content and generate training quickly. Identify mentors in your workforce generate training quickly. Identify mentors in your workforce who have unique expertise and empower them to build and who have unique expertise and empower them to build and record training modules connected to job record training modules connected to job-specific competencies. specific competencies. Employees are more engaged and productive when training is Employees are more engaged and productive when training is decentralized.

Change the strategy, not the objective.

Companies set Companies set corporate and departmental goals on a regular basis. More corporate and departmental goals on a regular basis. More businesses are employing strategies to either cascade or align businesses are employing strategies to either cascade or align goals upward. However, don't think that simply because you set goals upward. However, don't think that simply

because you set goals for the year, your plans will stay the same. By adopting tools goals for the year, your plans will stay the same. Adopting tools that allow managers and employees to change goals and track that allow managers and employees to change goals and track changes as they happen is a superior strategy. Could your goal changes as they happen is a superior strategy? Could your goal--setting software be put to better use in team meetings? Are your setting software be put to better use in team meetings? Are your objectives at odds with your teams day objectives at odds with your teams' day--to--day activities? The day activities? The more closely your tools match your employees' actual tasks, the more closely your tools match your employees' actual tasks, the more they'll use them. more they'll use them.