



2021



# The Era Of Super HR Is Here

*HR Superpowers for 2021*

May 27, 2021

**Johannes Eckold**

# Agenda

1. **Setting the context**
2. **The 5 HR Superpowers**
3. **How Oracle Can Help**

“Never let a crisis pass without learning important lessons”

*Unknown*



**Johannes Eckold**

Director, HCM Strategy & Transformation ASEAN, Oracle



# 2020 we saved the world – in 2021 we will rebuild it!

*HR superheroes taking on the challenges of tomorrow*



**20% cost reduction**  
possible in real estate  
and resource usage  
due to remote working

BCG

**87% of executives**  
said they were  
experiencing **skill**  
**gaps** in the workforce

McKinsey

**“78% of employees say  
the pandemic has  
negatively affected  
their mental health”**

AI@Work Study, Oracle

The **‘collaborative  
economy’** will be  
**20x bigger** by 2025

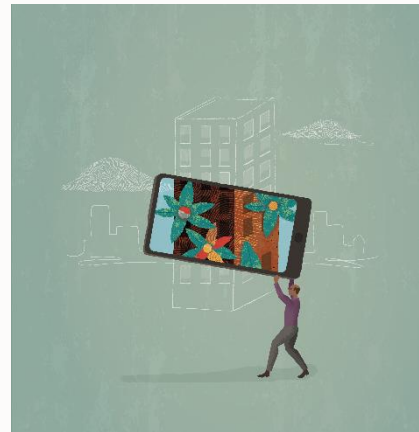
Brookings Institution

**Cloud spending rose 37%**  
to \$29 billion during the  
first quarter of 2020

PWC, 2020

# The 5 HR Superpowers for 2021

Rebuilding resilient businesses around key priorities



**Technology  
Master**



**Mental  
Healer**



**Workforce  
Strategist**



**Skill  
Wizard**

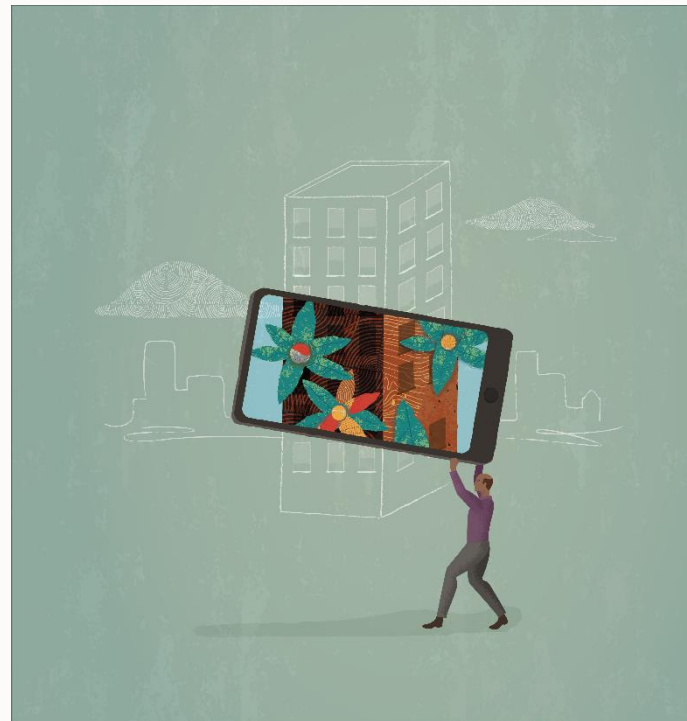


**Policy  
Breaker**



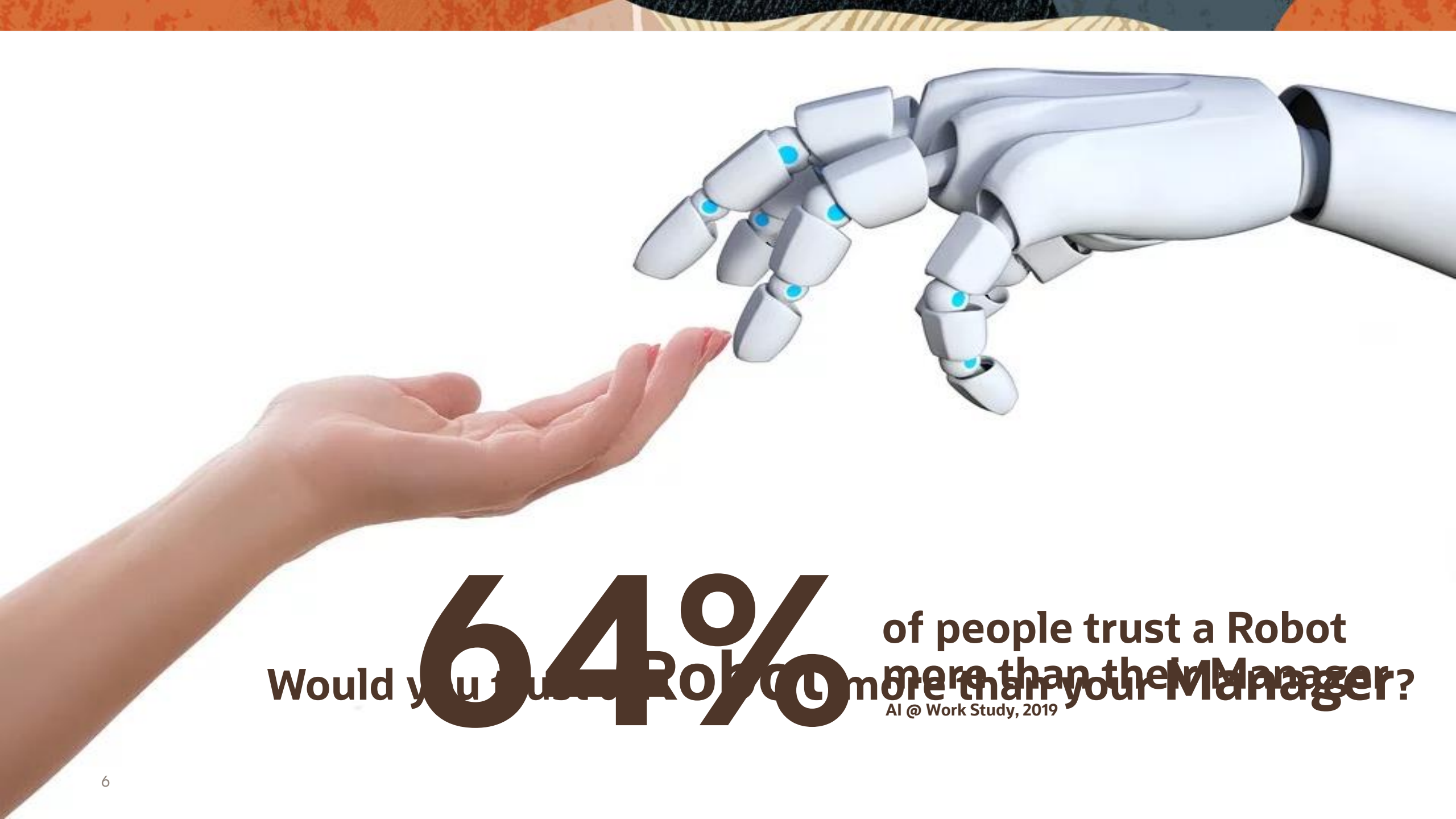
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# Technology Master





**64%** of people trust a Robot more than their Manager?  
Would you trust a Robot more than your Manager?  
AI @ Work Study, 2019

# Leveraging AI & Automation

**Automation and AI investments** have accelerated by **67%** since the pandemic  
McKinsey, 2020



## Recruiting

Screening of candidates and removal of bias (“blind hiring”)

## Learning

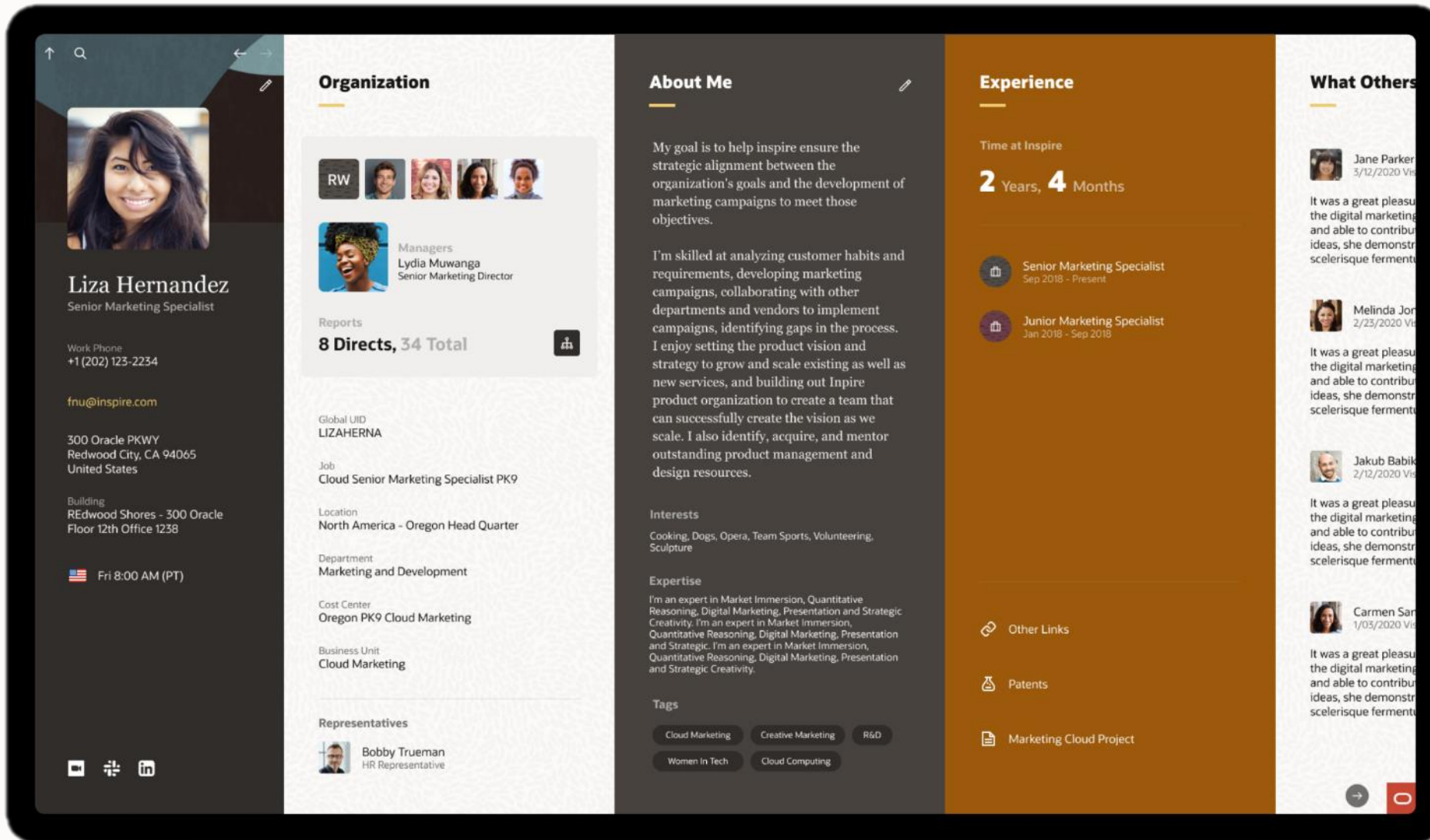
Suggestion of courses and learning paths

## HR Enquiries

Automation of query response via AI powered chat bots

## Payroll

Automated fraud detection using smart algorithms



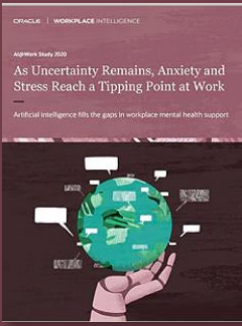
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# Mental Healer





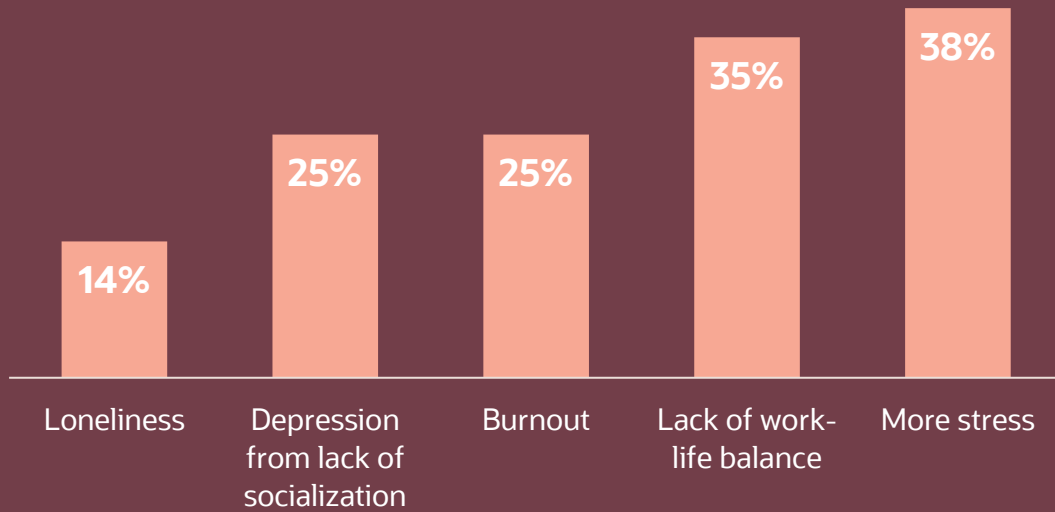
# AI @ Work

Oracle Study, Oct 2020

**50%** of employees are working significantly **more hours**

**78%** say the pandemic has **negatively affected their mental health**

*How has the pandemic negatively impacted your mental health?*




## Health & Welfare Support



# Designing Work for Well-being

Ensuring mental and physical wellbeing in a post-pandemic world

Organizations can take a variety of actions to prioritize well-being into work



	Organizational	Team	Individual
<b>Cultural</b> Building well-being into social behaviors and norms		Model well-being behaviors such as taking micro-breaks or only making certain meetings video focused	Be proactive and vocal about well-being needs
<b>Operational</b> Include well-being into management policies, processes and programs	Embed well-being criteria in work scheduling, performance management processes, leadership evaluations, and rewards and recognition programs	Enable team agency and choice by allowing teams to adopt well-being practices best suited to them	
<b>Relational</b> Fostering well-being in relationships between colleagues	Form teams based on worker preferences, working styles and personal needs		Check in frequently, proactively and consistently with colleagues on their well-being needs and preferences
<b>Physical</b> Designing the physical workspace to facilitate well-being	Design work environments to support workers' physical, mental and emotional health needs	Leverage physical workspaces that promote team collaboration and performance	
<b>Virtual</b> Designing new technologies and virtual workspaces for well-being		Use new technologies like VR to train team members to navigate stressful situations (e.g. interaction with a frustrated customer)	Leverage wearable technologies and apps to help master distractions, increase mindfulness and reduce anxiety



# Oracle HCM Cloud: Digital Assistant

Get help for COVID and beyond - via conversation using voice or text

## AI that helped our clients



- “What’s my leave balance? “
- “What’s my inpatient medical coverage?”
- “What’s my manager’s mobile phone number?”
- “I want to file an expense claim”
- “What are our COVID safety precautions?”
- ...

Leverage digital tools  
to enable and manage  
your workforce



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# Workforce Strategist



# Why we need the workforce strategist

*Strategic Workforce Planning to get the business ready for the future*



- Workforce demographics are changing
- Businesses need to adapt to constant change
- New skills are needed at work
- ‘Old’ skills may become obsolete

**68%**  
CEOs

worried about  
availability of key  
skills

**70%**  
Employees

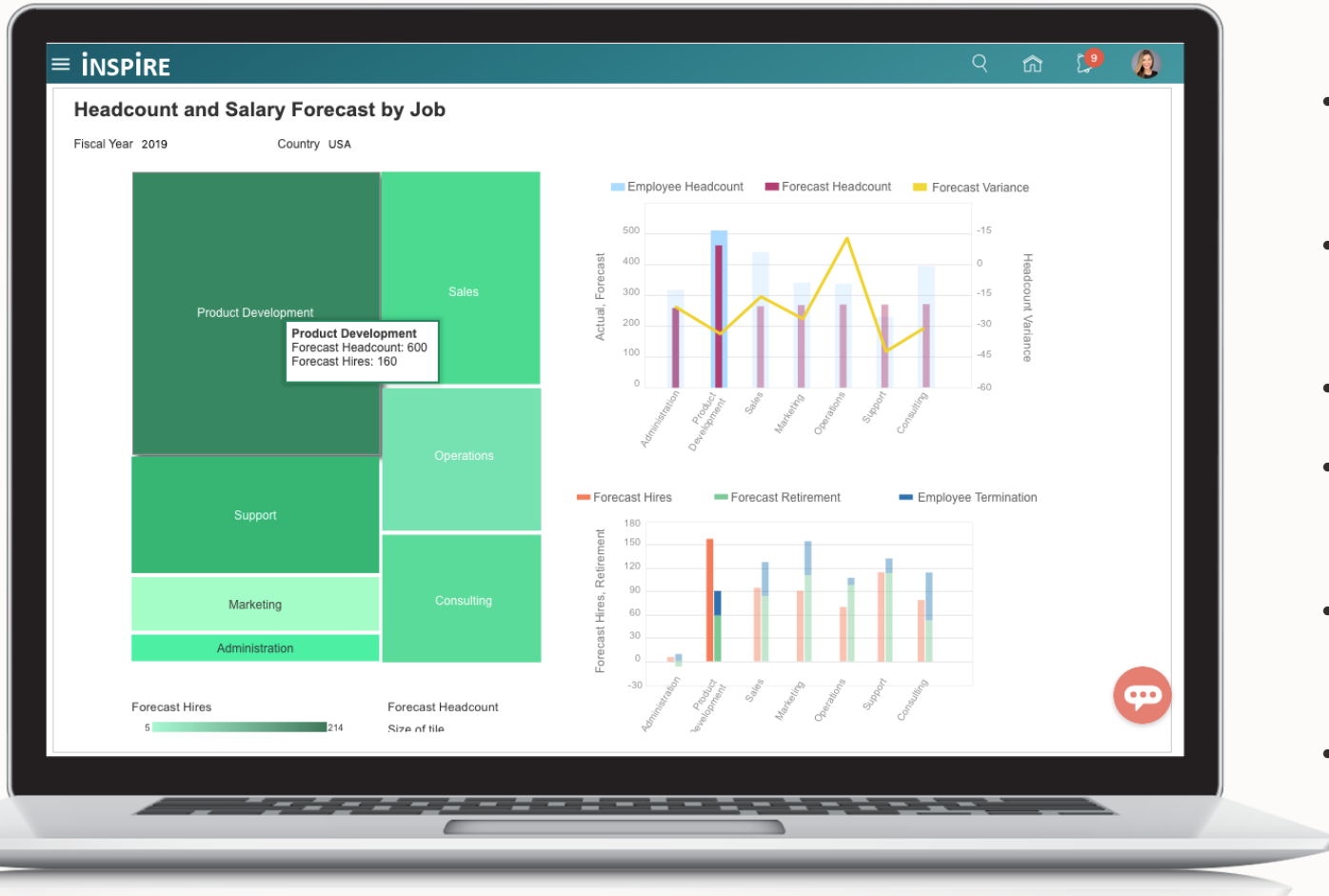
willing to retrain on  
new skills

**40%**  
Companies

ready to retrain their  
employees

# Strategic Workforce Planning

Align your people strategy with your business strategy



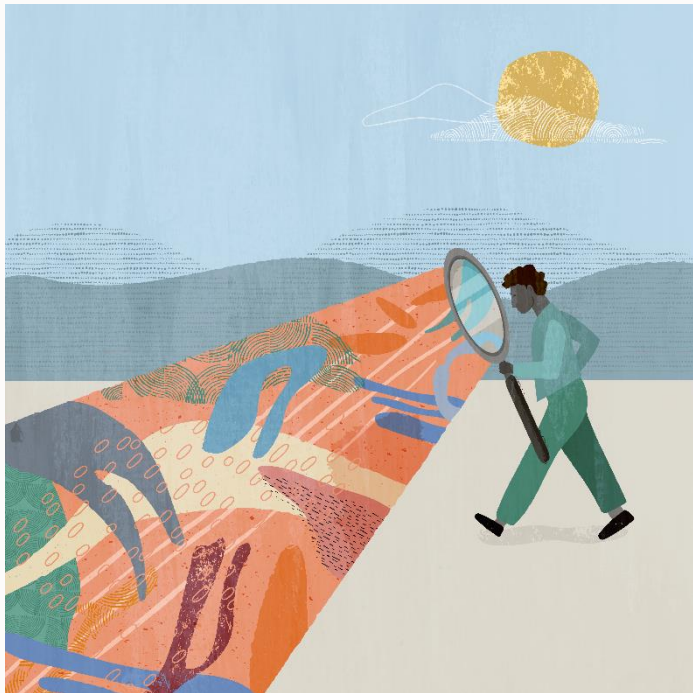
- **Get a snapshot** of your entire workforce by department, skills, location and costs
- **Optimize your workforce** by aligning headcount with budgets
- **Model ‘What-if’** scenarios
- **Smart View** to quickly import and manage data from Excel
- **Configurable dashboards** that display key KPIs for Finance and HR stakeholders
- **Connect labour costs** with service costs with Planning in EPM



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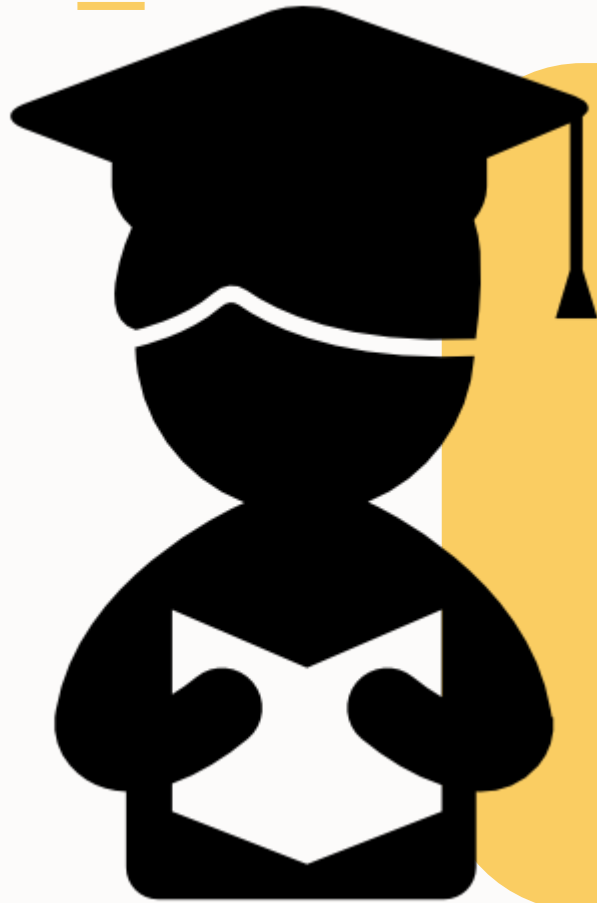
# Skill Wizard



# The Urgency of Up- and Reskilling



# Developing a Growth Mindset



## Learning & Growth Mindset

Technical Skills

Agile Skills

Soft Skills

Digital Skills

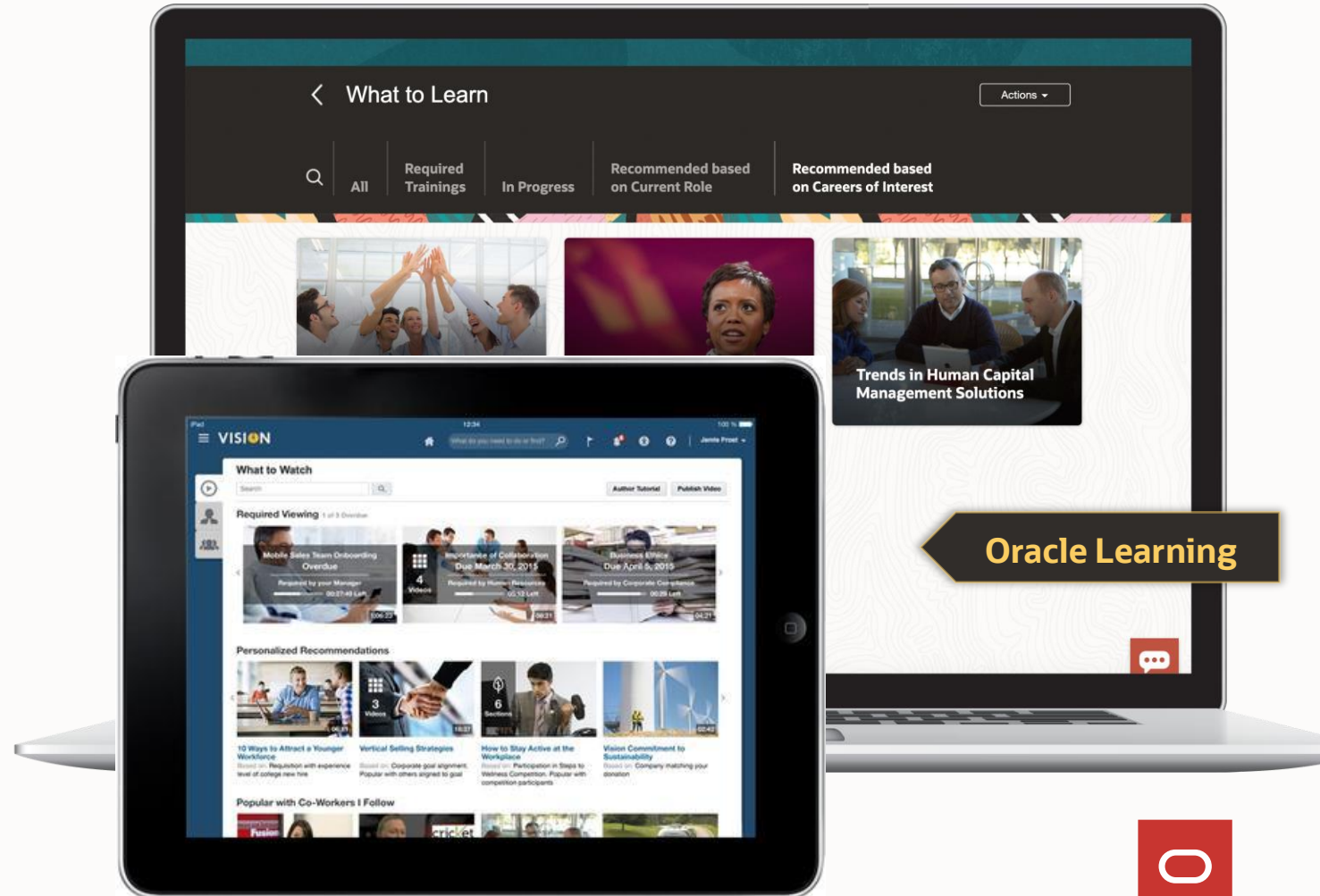
- Educate employees
- Create urgency
- Provide learning opportunities
- Encourage social learning
- Celebrate learning
- Use positive feedback
- Tell success stories



# Oracle Learning Cloud

## Learn with purpose

- Receive AI-powered **learning recommendations**
- Create **consistent learning plans** and **track compliance training**
- Enable **social learning**



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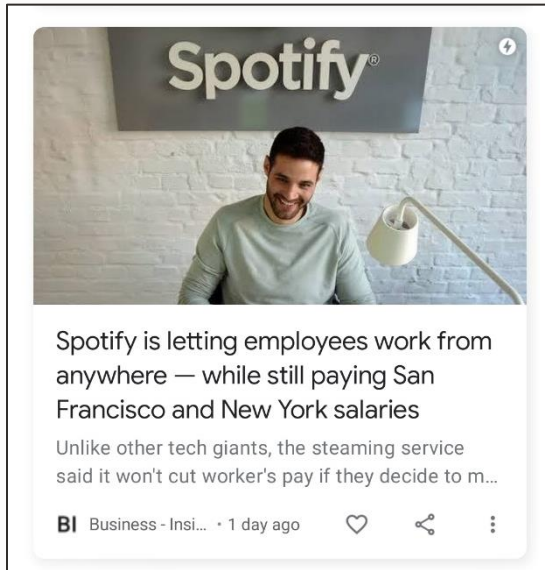
# Policy Breaker



# Introducing Ultimate Flexibility

60%

of employees said they want more flexibility in where and/or when they work after the pandemic  
BCG, 2020



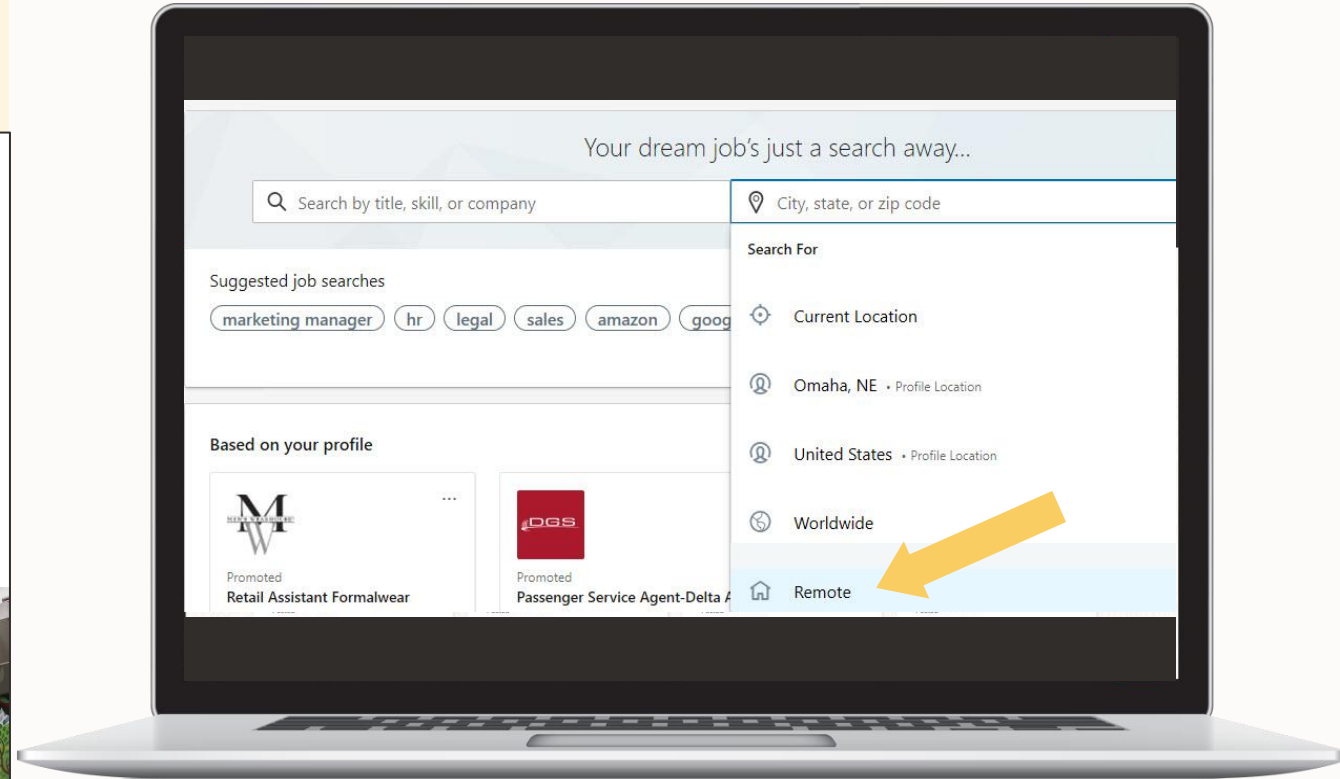
**Salesforce declares the 9-to-5 workday dead, will let some employees work remotely from now on**

*'It no longer makes sense to expect employees to work an eight-hour shift.'*

By Nick Statt on February 9, 2021 6:10 pm



## New LinkedIn Functionality



# Which job would you choose?

Please help Alyssa



## Alyssa Chan

Software Engineer

4 years of experience

Highly specialized

### Job Offer #1

**Rigid & Co. Corporation**

**Basic Salary: \$50,000**

#### Job requirements

- Task 1
- Task 2
- Task 3

**Working hours:** 8hrs / 9am to 6pm

**Work week:** Monday to Friday

**Physical Attendance:** Required

**Work Location:** Singapore

### Job Offer #2

**Flexi Corporation**

**Basic Salary: \$50,000**

#### Job requirements

- Task 1
- Task 2
- Task 3

**Working hours:** 8hrs btw 8am-8pm

**Work week:** Monday to Friday

**Physical Attendance:** 2/5 days

**Work Location:** Singapore

### Job Offer #3

**Future Ready Ltd.**

**Basic Salary: \$50,000**

#### Job requirements

- Task 1
- Task 2
- Task 3

**Working hours:** *flexible*

**Work week:** *flexible*

**Physical Attendance:** *voluntary*

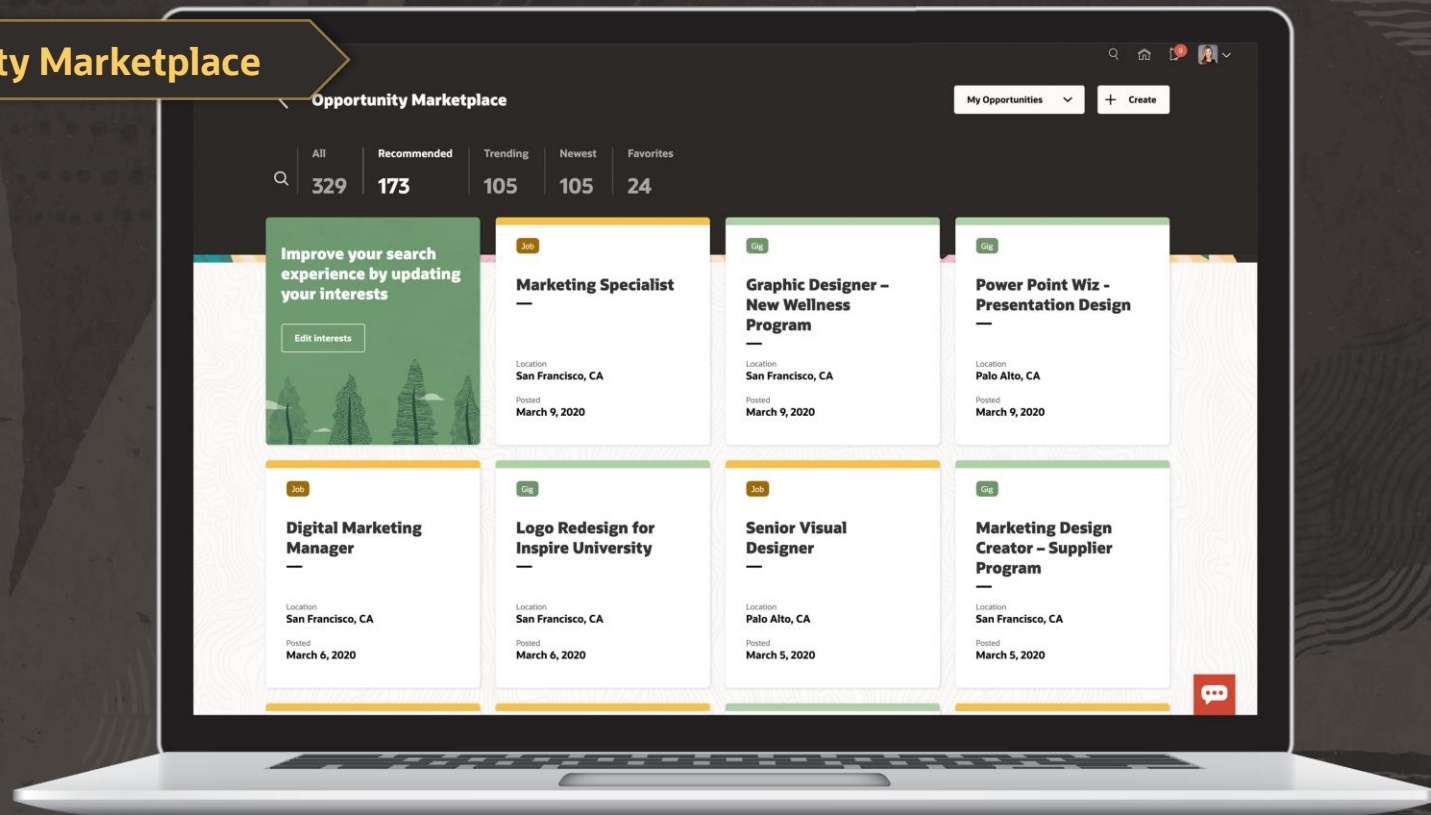
**Work Location:** *flexible*



# Boost career mobility with AI

## Oracle Opportunity Marketplace

- New roles and temporary assignments for internal mobility
- AI powered recommendation engine
- Career development opportunities at the employees' fingertips



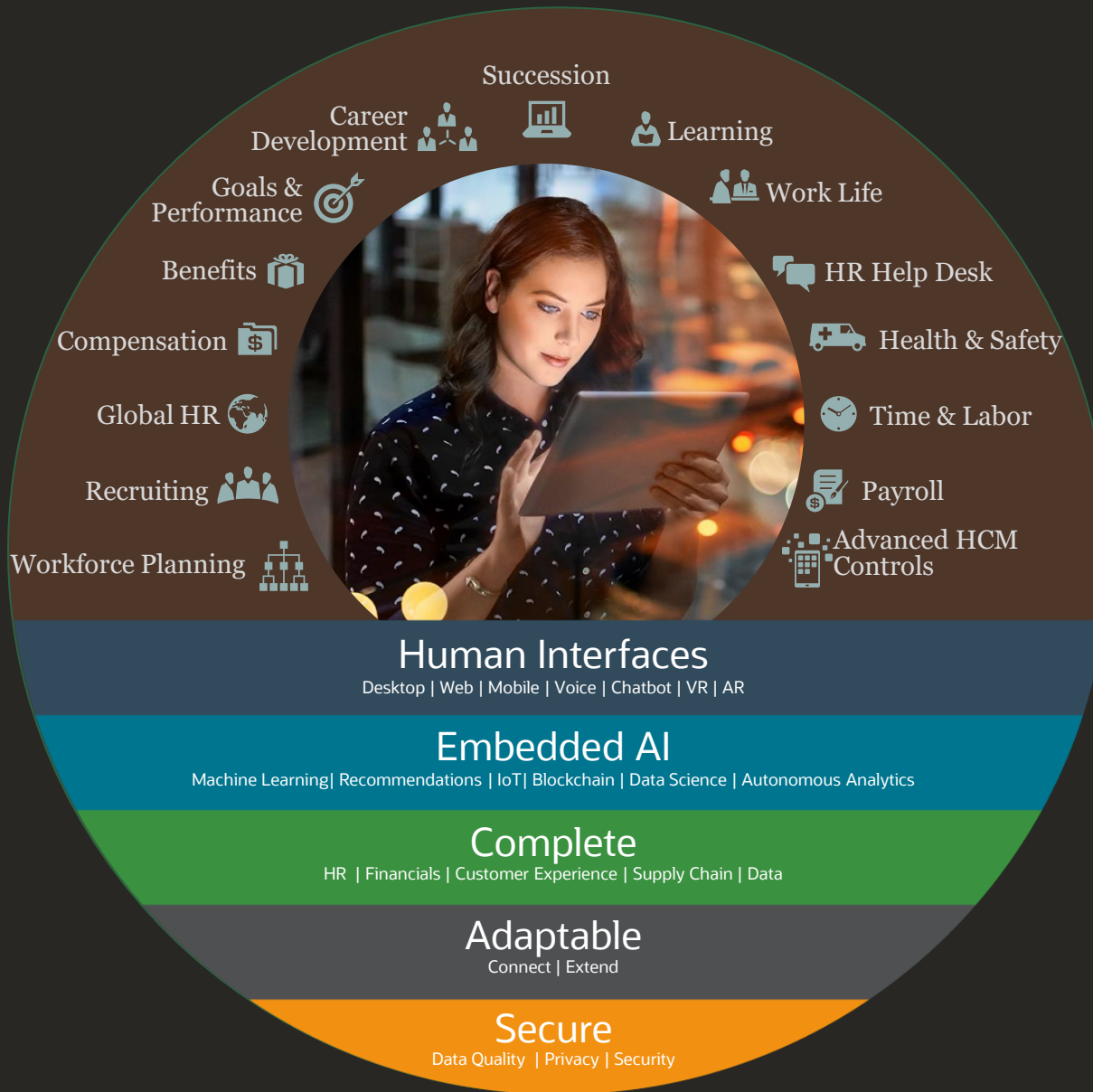


# The 5 HR Superpowers for 2021



Technology Master  
Mental Healer  
Workforce Planner  
Skill Wizard  
Policy Breaker

Unlock your HR Superpowers with  
**ORACLE**



## Oracle HCM Cloud – empowering HR Superheroes in 2021

- **ONE Experience** – any device, any browser
- **ONE Data Model** – one source of truth
- **ONE Security** – across all data / processes
- **ONE Platform** – HR, Finance, Supply Chain, CX

# Empowering HR Superheroes with Oracle Cloud HCM

## Financial Services

JPMorganChase



UBS

MetLife

Santander

## Professional Services



ABM  
Building Value

SECURITAS

G4S

## High Technology



TEXAS INSTRUMENTS



bmc

NATIONAL INSTRUMENTS

## Media & Communications



ROGERS

COX ENTERPRISES

airtel

HEARST

## Hospitality & Travel



CAESARS ENTERTAINMENT

ACCOR HOTELS  
Feel Welcome

Emirates

## Automotive, Manufacturing



SHERWIN-WILLIAMS

xerox

TEXTRON

## Retail & Consumer Goods



Saks Fifth Avenue

Office DEPOT

Sainsbury's

macy's

## Higher Ed, Healthcare, Public Sector

Home Office

UnitedHealthcare

Mount Sinai

KAISER PERMANENTE

UPMC



ORACLE

Q&A



# Thank you & Connect!

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HCM Blog: [blogs.oracle.com/OracleHCM](https://blogs.oracle.com/OracleHCM)

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