



# Module 1

## ExPro HR Pitch

# The world is changing and the future is arriving now

Disruptive forces sharply drive how we live and how we work, creating an imperative for new solutions.

## The Future of Enterprise



What does it mean for your enterprise?



Gain competitive advantage with **hyper-connected insights**



**Disrupt** or be disrupted



**Invest** to benefit the workforce and society

## The Future of the Workforce



**Access** talent from the full workforce: employees, gig, crowd, automation

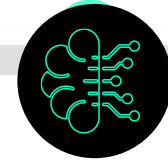


**Cultivate diversity and inclusion** for strength through varied ideas and perspectives



Foster **workforce experience** and **rewards** for productivity & growth

## The Future of How Work Gets Done



What does it mean for your enterprise?



Reimagine work with **digital**



Humans and Robots must become **co-workers**



**Drive agility** through teams leading teams



**Reinvent the workplace** – physical and virtual – to innovate and simplify

It's no longer just about efficiency, it's about **changing how work gets done**

# What does this mean for HR?

HR must take the lead for enterprises to reimagine the future – today.

## The Future of **Enterprise**



Sense the community and shift to become a **social enterprise**



Drive innovation and agility through **workforce development**



Extend the enterprise with a **partnership ecosystem**

## The Future of the **Workforce**



Curate an inclusive workforce with **non-traditional talent**

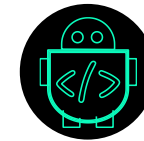


Orchestrate the **workforce experience** to invigorate teaming and productivity



**Forecast future capabilities** and enable continuous learning

## The Future of **How Work gets Done**



Reimagine the work across the business and in HR with **digitalization** and **automation**



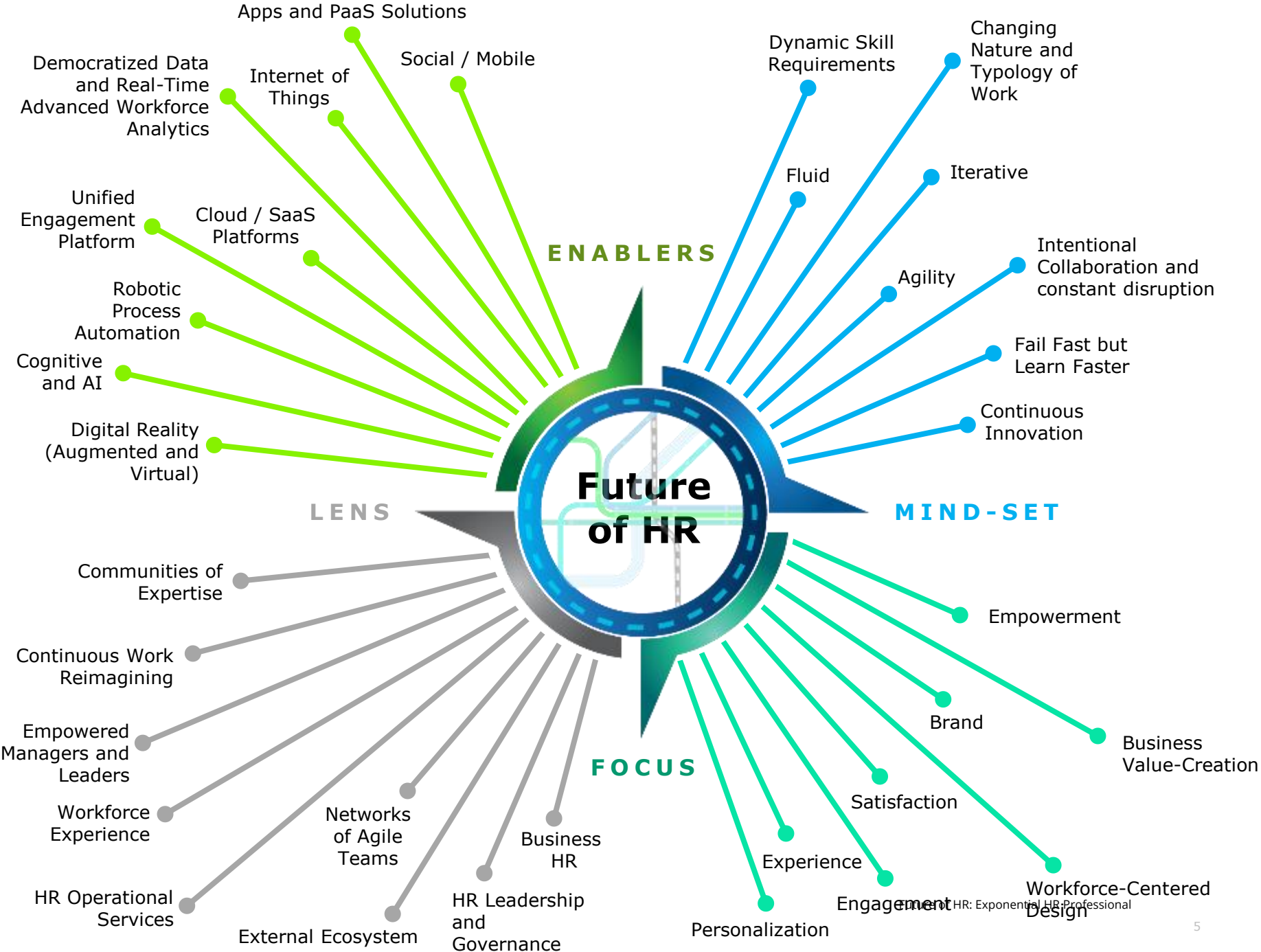
Leap to a **fit-for-purpose HR Operating Model** to suit the enterprise



Advance the **workplace** to enable workforce collaboration

# What is the future of HR?

- ENABLERS**  
Advanced Technology
- LENS**  
High-Impact HR Operating Model
- FOCUS**  
HR Customer Centricity
- MIND-SET**  
Digital Traits and Behaviors



# The future of HR demands major shifts

## **MIND-SET**

*Digital Traits and Behaviors*

Transformation to  
Doing Digital Things

**SUSTAINED PERFORMANCE**  
**BEING DIGITAL**

## **FOCUS**

*HR Customer Centricity*

Center-Driven Solutions  
HR Program and Process Design

**HUMAN-CENTERED SOLUTIONS**  
**VALUE CREATION INITIATIVES**

## **LENS**

*High-Impact HR Operating Model*

Work Redistribution  
Compliance and Control

**EXPONENTIAL HR PROFESSIONAL**  
**TRUST and EMPOWERMENT**

## **ENABLERS**

*Advanced Technology*

Integrated Systems  
Usability

**UNIFIED ENGAGEMENT PLATFORM**  
**PRODUCTIVITY**

**The shift to the future of HR requires thoughtful reinvention of the HR Professional**

The **Exponential HR Professional** leads the future within and outside the HR function to deliver impactful business outcomes

**Spearhead**  
enterprise  
workforce  
strategy



**Access talent**  
and curate the  
workforce  
experience



**Drive business**  
outcomes through  
insight based  
decisions

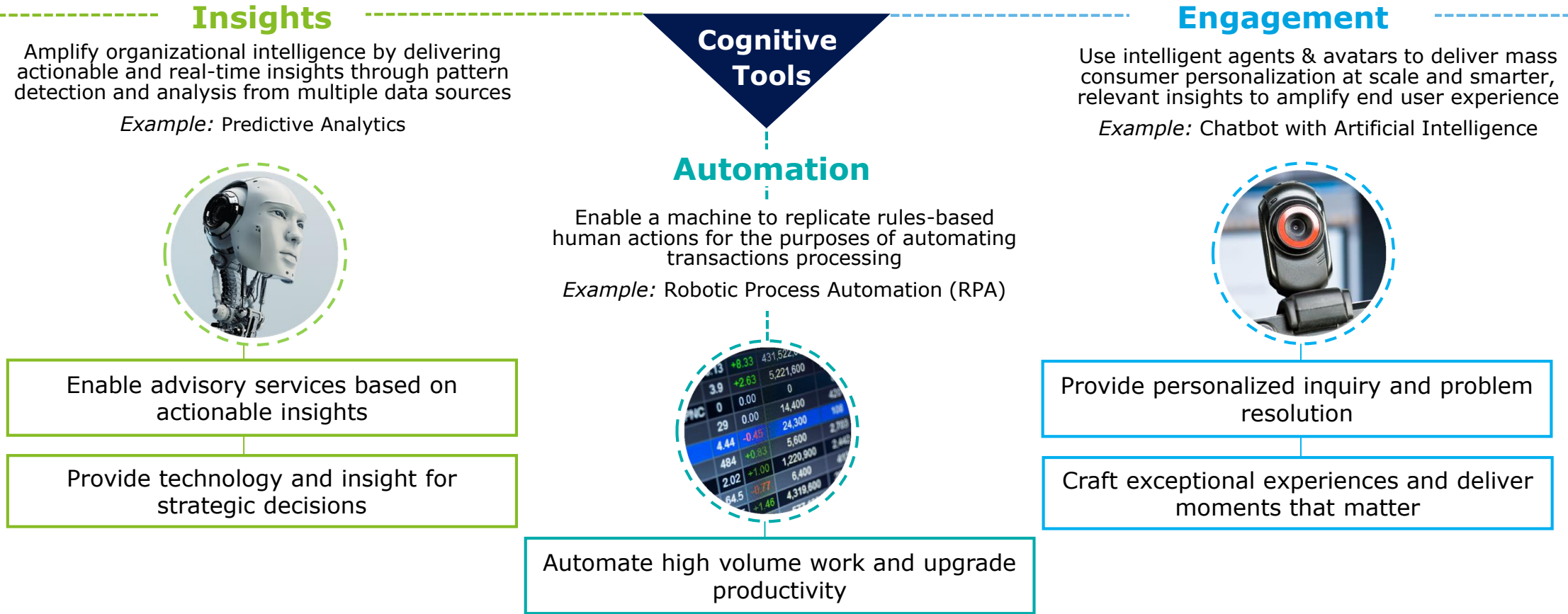


**Lead** the  
enterprise  
readiness for the  
digital future



**To achieve this shift in HR's role,  
first we must reimagine how HR work gets done**

# Reimagining work rests on leveraging cognitive tools to augment work done by HR professionals



HCM & ERP core technologies are considered table stakes that must be in place to enable advantages that can be derived from cognitive tools

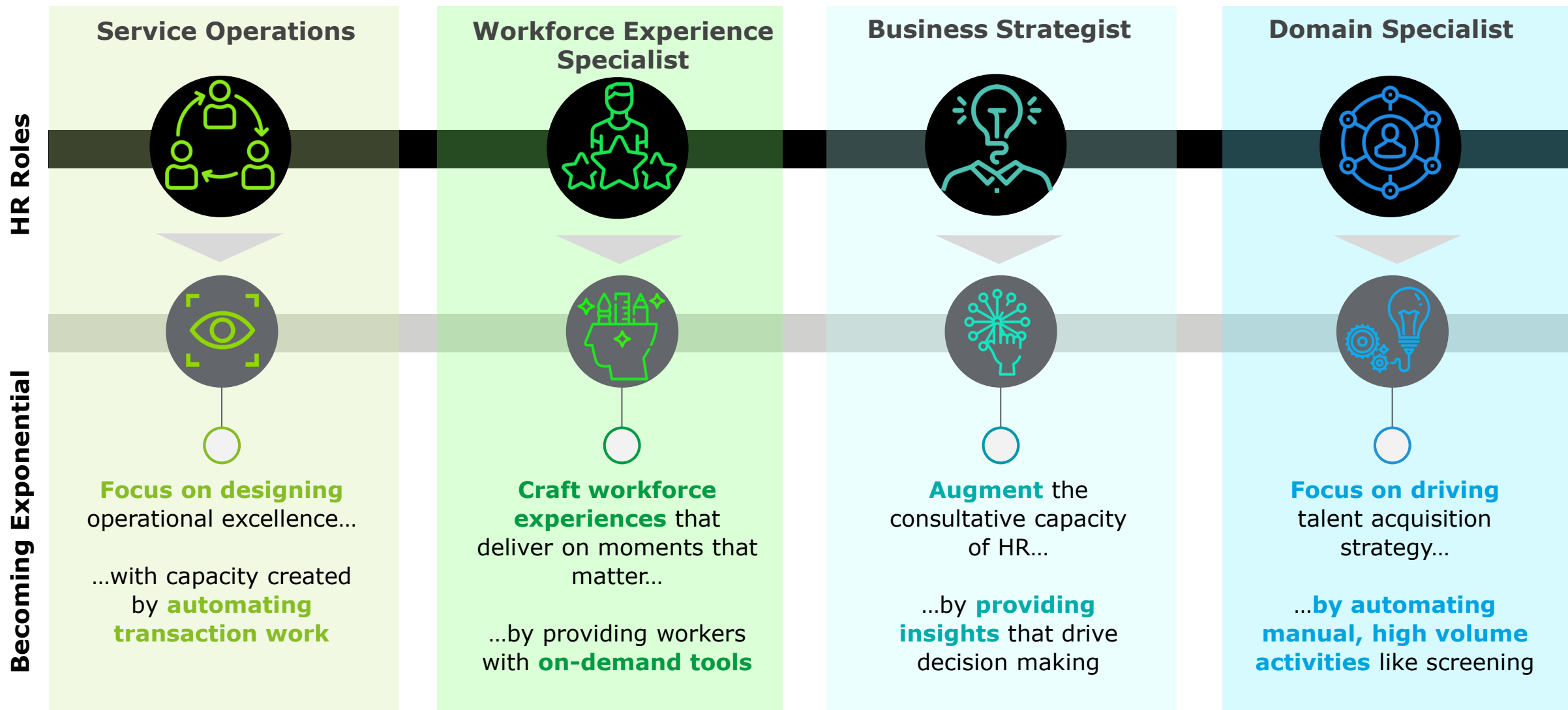


HR Professional Roles will become exponential to deliver the reimagined high-impact services in a new way

### EMERGING HR PROFESSIONAL ROLES

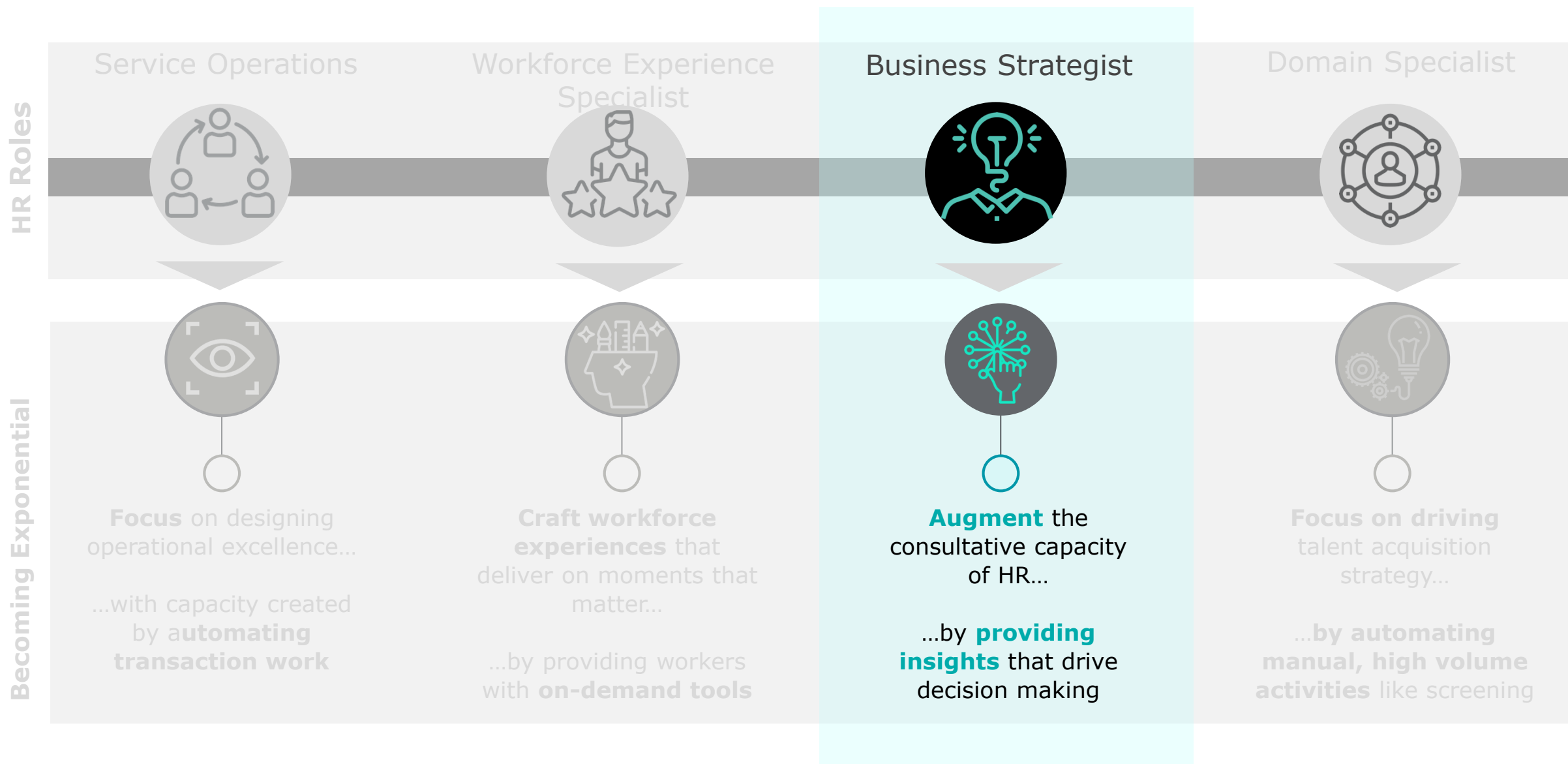


Reimagining work with the help of cognitive technologies allows Exponential HR Professionals to shift their focus and deliver on impact



Detailed Proofs of Concept located [here](#)

# Let's take a look at the Business Strategist role as an example



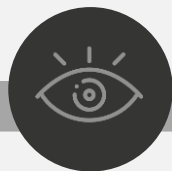
**Insights** delivered by technology means HR can focus on engaging in strategic conversations with business leaders



**Identify the problem**



**Data modeling**



**Insight development**



**Insights based decisions**

**Senior HR professional is asked by her Business leader:**

"Do we have a good succession bench in our organization? Seems to me that there is a leadership gap across our key business units. Can you help me understand what to do?"



**To provide insight driven advice to the business leader, the Senior HR professional requests for analytics on:** the current workforce's leadership attributes that have seen success at the organization previously



**Pa**

Predictive Analytics

**Ai**

Artificial General Intelligence

**Bd**

Big Data Analytics

AI-enabled modeling tools gather data from multiple internal and external sources; and run analyses of the factors that distinguish the organization's most effective leaders

**Dv**

Data Visualization

Insights are churned out by the tool, and are put into a tableau format which provides insights in a dashboard format, and enables the Coach to have a strategic conversation with the leader.

**HR leaders and business leader discuss strategies** to bridge the leadership gap through talent programs and other



**Pa**

Predictive Analytics

**Predictive analytics** is the use of current data paired with patterns in historical data to make predictions about future, unknown events.

**Bd**

Big Data Analytics

**Big data analytics** is the process of examining large, varied datasets that are often unstructured, to uncover hidden patterns or correlations.

**Dv**

Data Visualization

**Data visualization** allows for the most efficient and effective presentation of data. Solutions creatively present findings to drive decision making & strategy

**Ai**

Artificial General Intelligence

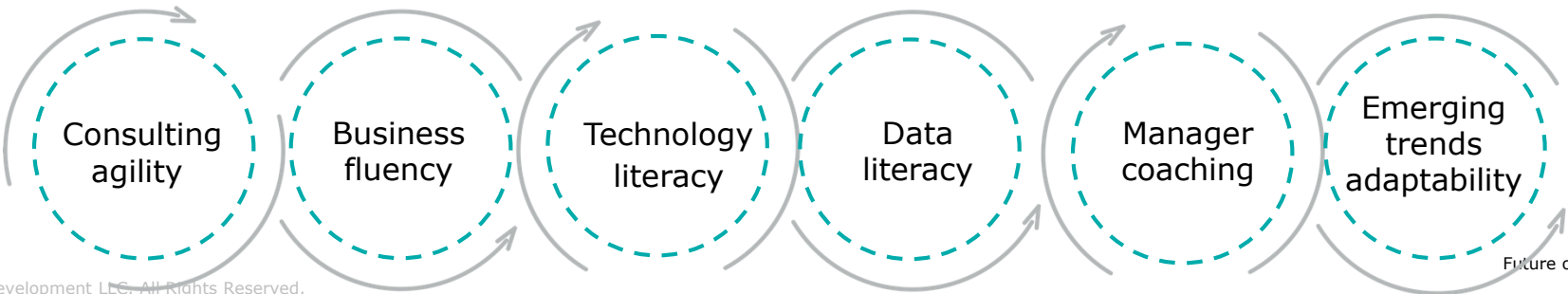
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**Technology Legend**

# Exponential HR Professionals focus on strategic activities, relying on a new skill set and capabilities



## Skills & capabilities:



# Exponential HR Professional is a new way of working

How do you get started?

Start by imagining the possibilities of the future of HR professional



## IMAGINE

the future by leveraging industry-specific data analytics and insights and creating the vision, strategy and roadmap for transformation

IMAGINE



COMPOSE



## TRANSFORMATION METHOD

ACTIVATE





| Future of HR Professional Immersion Lab                                                                                                                                                                                                                                                       | Current State and Priorities                                                                                                                                                                                                                                                                                   | Opportunity Assessment                                                                                                                                                                                                                                                                                                                                 | Case for Change and Roadmap                                                                                                                                                                                                                                                                                                                |
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# Drive towards the future of the HR professional for your organization

✓ **IMAGINE** the future by leveraging industry-specific data analytics and insights and creating the vision, strategy and roadmap for transformation

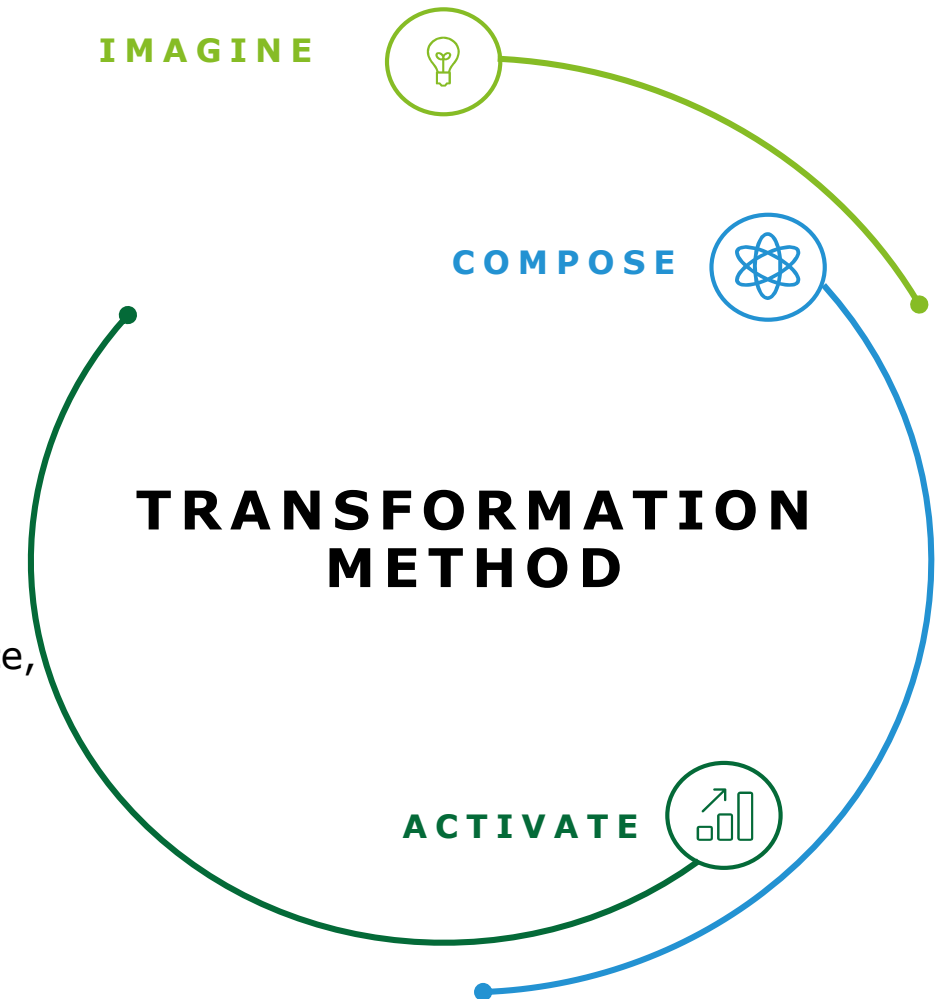
⚙️ **COMPOSE** the work, workforces, and workplaces to maximize value of integrated automation, location, and workforce models

📊 **ACTIVATE** performance by changing the work, workforce, and workplace and aligning workforce programs, transcending the traditional Attract, Develop, Retain model

**Access** – the best people and capabilities from across the workforce spectrum – automation + employees + gig + crowd

**Curate** – consumer-grade development experiences and services to optimize individual and team impact

**Engage** – integrate, redesign, and create workforce programs and services to maximize performance and engagement

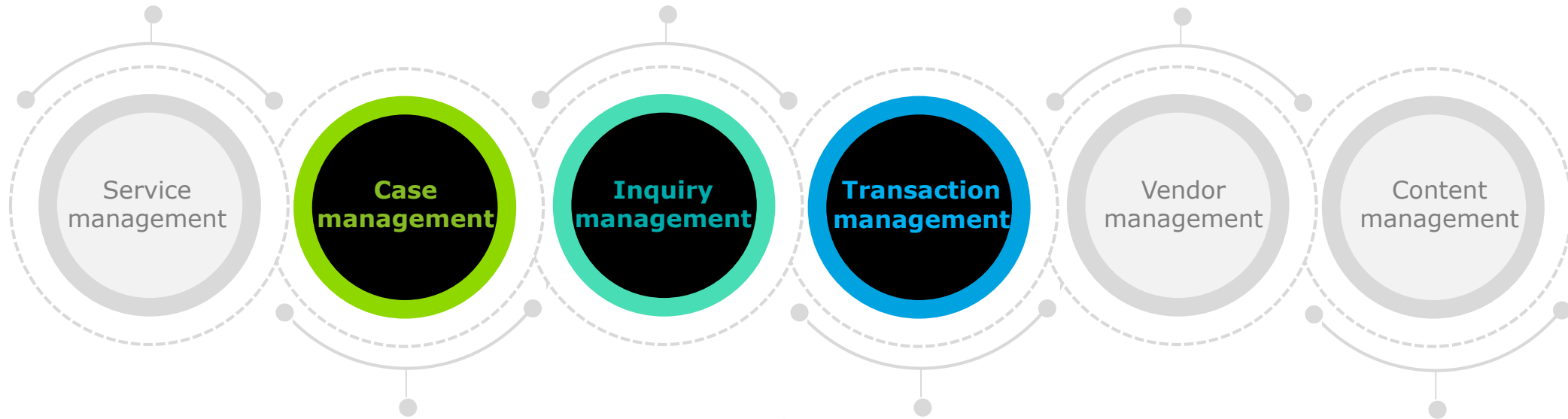




# Module 2

## Proofs of Concept

# Digital technologies can automate large scale transactional and decision-based work



Rp

Robotic Process Automation

**Robotic process automation** is software that can be programmed to perform routine tasks across applications. The software can be taught a workflow with multiple steps and applications

Ai

Artificial General Intelligence

**Artificial intelligence** refers to the ability of a machine to perceive its environment and take actions that maximize its chance of successfully achieving its goals

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Oc

Optical Character Recognition

**Optical character recognition** converts images of text into its digital form, that then can be read and manipulated using computer applications

Cb

Chatbot

**Chatbots** are a web based chat tool enabled by natural language processing, RPA etc. that can be used to communicate with a company or service in a text/chat form

Np

Natural Language Processing

**Natural language processing** deals with comprehending naturally spoken or written sentences. The program breaks down language input, defines it, and then produces structured data

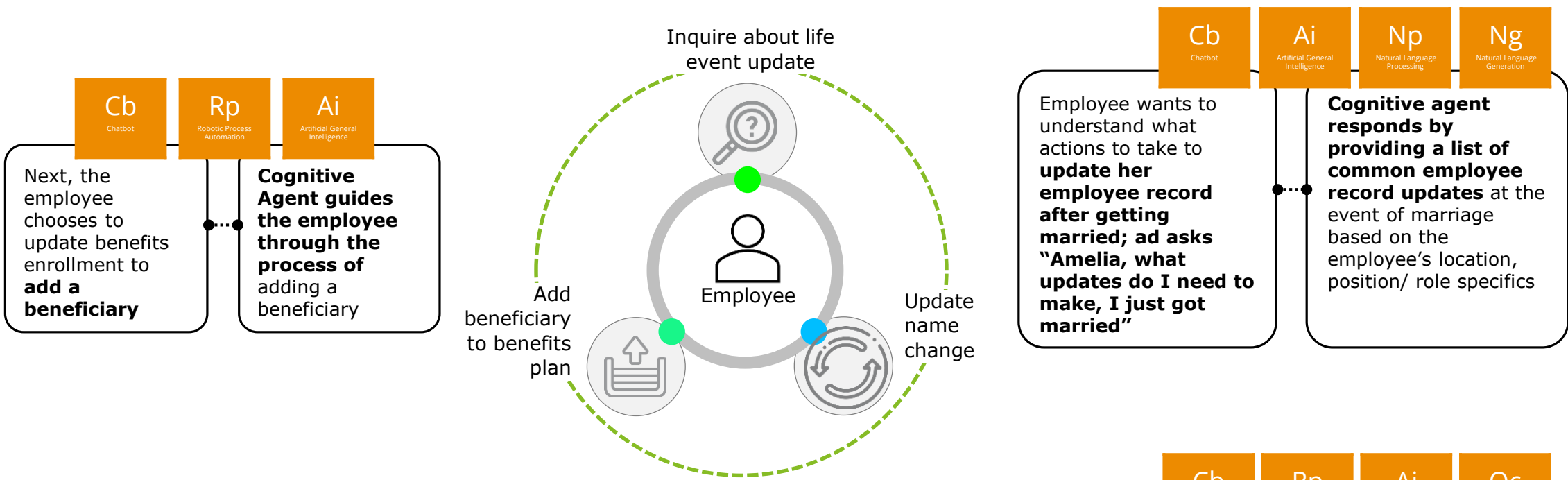
Ng

Natural Language Generation

**Natural language generation** deals with creating naturally spoken or written text from information stored in digital form

Future of HR: Exponential HR Professional

**Automation** of operational work frees up the HR professional while **Engagement** tools create a platform for personalized interaction with employees



Technology Legend

**Rp**  
Robotic Process Automation

**Ai**  
Artificial Intelligence

**Oc**  
Optical Character Recognition

**Cb**  
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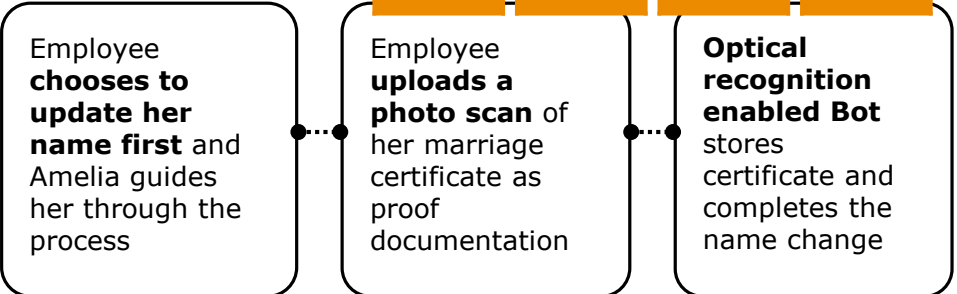
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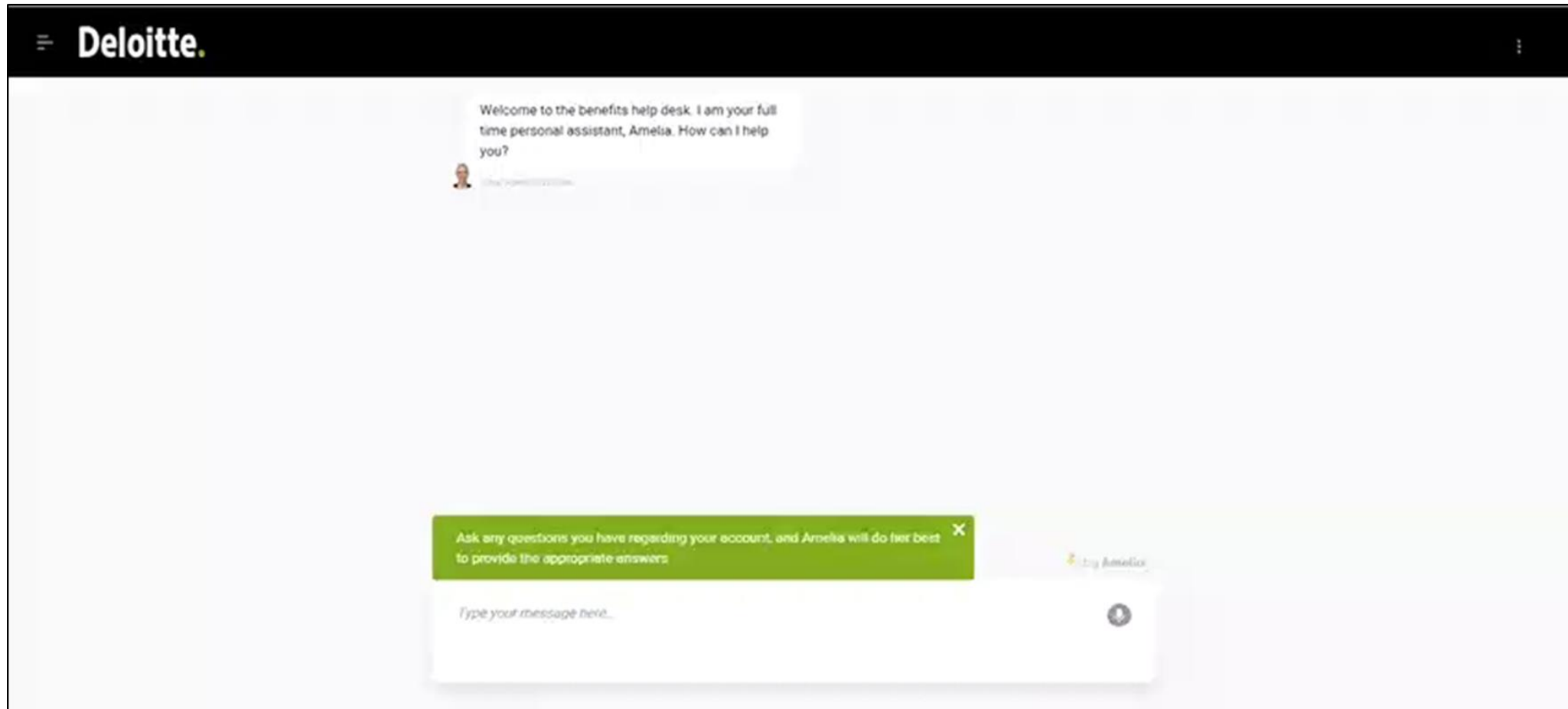
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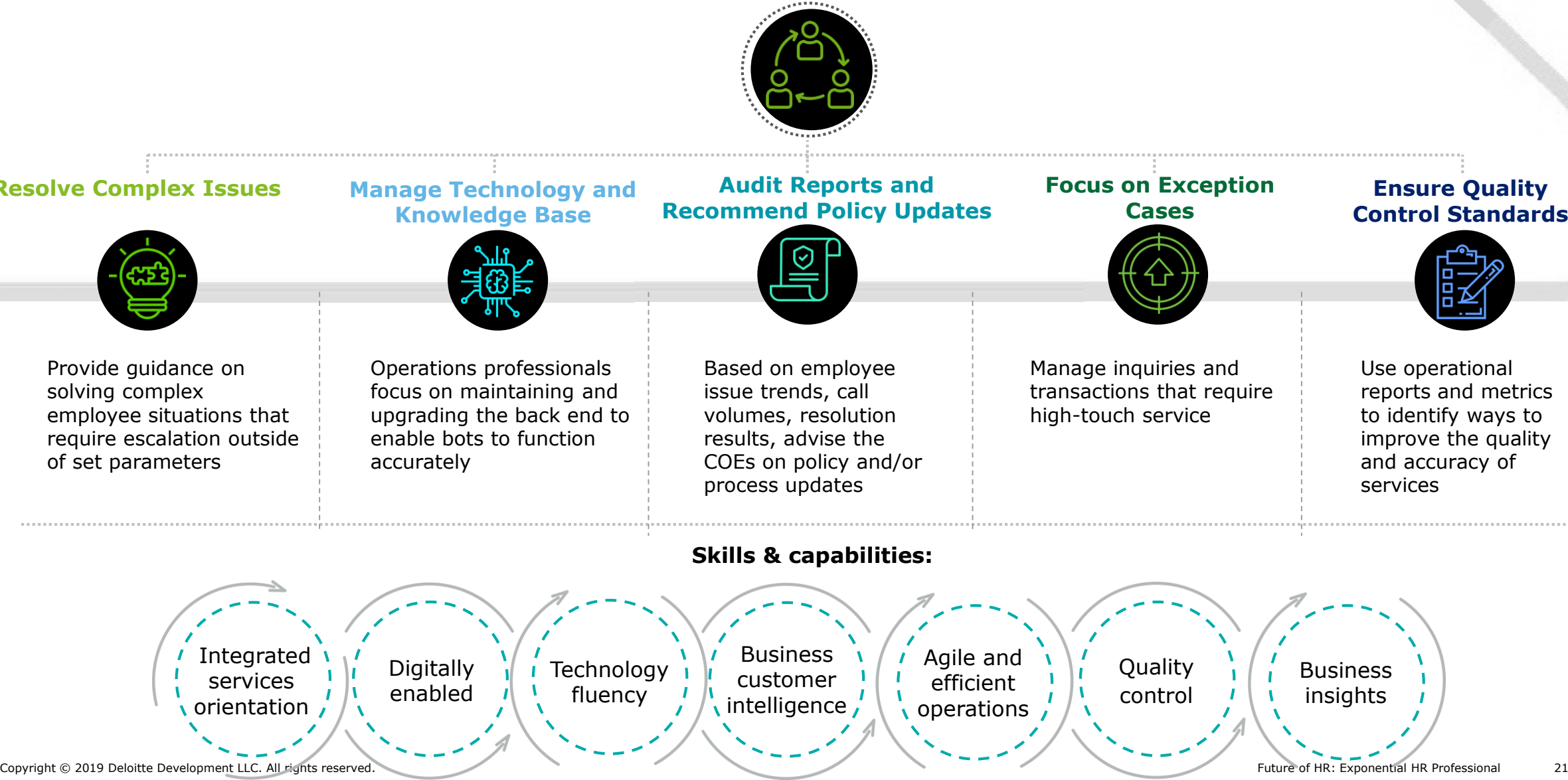


# Amelia Demo

Access the demo on the HRT Navigator: Exponential HR Professional



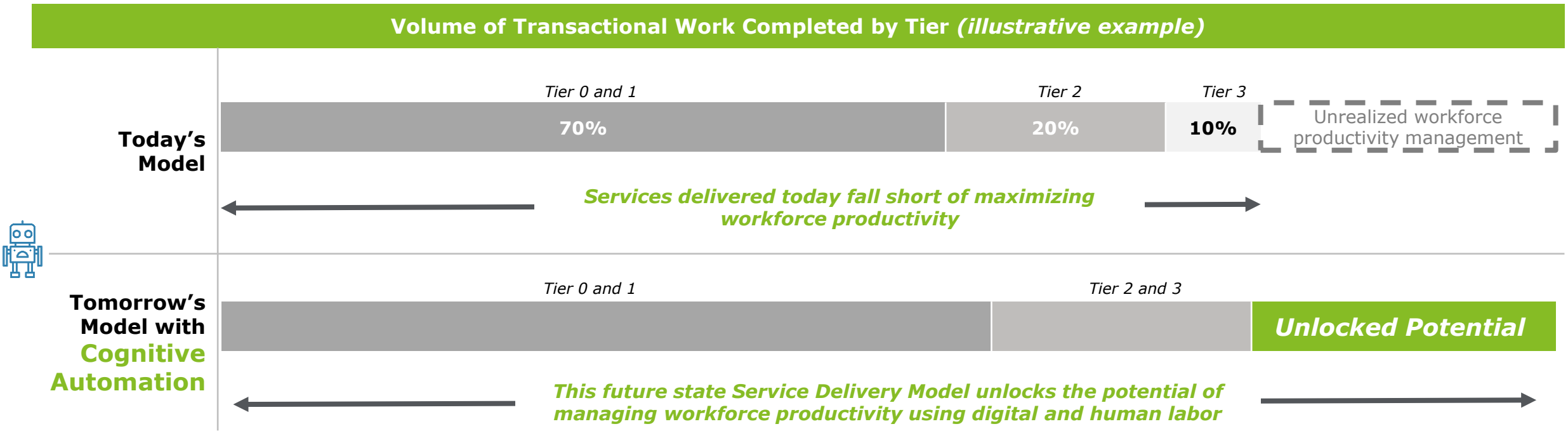
Contact center professionals may be displaced, while administrative professionals use freed up capacity to focus on higher cognitive work



In addition to a shift in operations role, cognitive automation enables organizations to push more work to lower levels of the Service Delivery Model



Impacts to Service Delivery Model



Benefits of Cognitive Automation

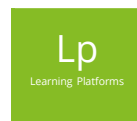
- Reduces risk and provides data-driven outcomes
- Improves customer experience
- Improves quality
- Provides customers with 24x7 access to HR services
- Reduces costs
- Frees up time to focus on higher value (and more strategic) work



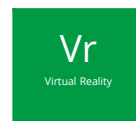
Cognitive technologies accelerate the onboarding process so new hires can get productive on the job rapidly



**Workgroup collaboration tools** enable seamless collaboration and sharing of information between team members across geographies, through chat, co-working on documents, and task management.



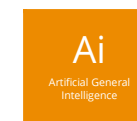
**Learning platforms** allow individuals within an organization to drive their own training based on their current job needs and personal aspirations.



**Virtual reality** technology creates an immersive experience for any user that makes them feel as if they are actually interacting with their digital environment.



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**Engagement** tools allow the onboarding experience to be driven by the employee, at their own pace; through their mobile device

Vr

Virtual Reality

Virtual reality tools allow the new hire to view their new office / work space by taking a **virtual tour** before they arrive

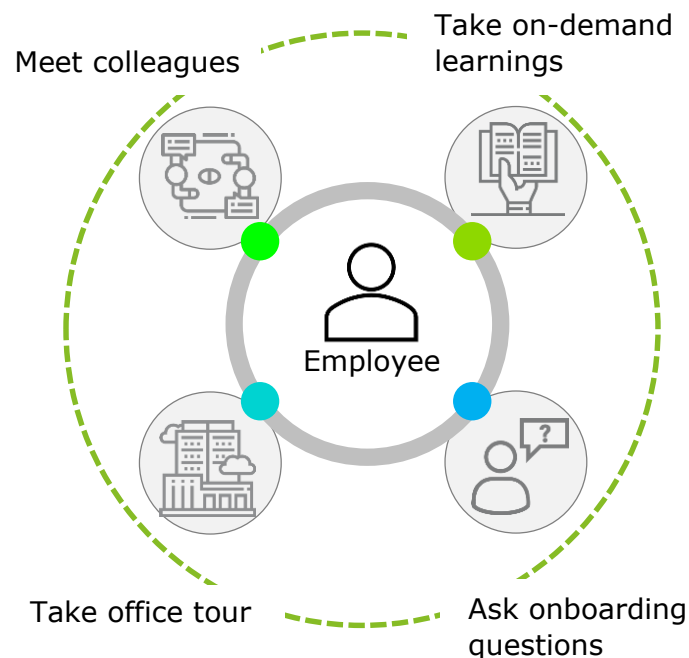
Ai

Artificial General Intelligence

Cb

Chatbot

**Chatbot** powered by **artificial intelligence** can be accessed by the new hire at any time to raise any questions regarding the onboarding process



Ct

Workgroup Collaboration Tools

**Workgroup collaboration tools** such as Slack, Workplace, and Asana allow new hire to network with other colleagues prior to and during onboarding

Lp

Learning Platforms

Instead of searching through manuals, new hires can launch 'on-demand' learning tools with step by step instructions from their devices when faced with unfamiliar products

## Technology Legend

Ct

Workgroup Collaboration Tools

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# Onboarding Demo

Access the demo on the HRT Navigator: Exponential HR Professional



# Experience Partners can focus on crafting an irresistible onboarding experience



## Meaningful New Hire Interaction



Onboarding specialists can provide a better candidate experience by focusing on moments that matter

## Collaborate Across Other Internal Functions



Partner with functions such as with business, procurement, and IT to deliver a seamless onboarding experience

## Adjust Onboarding Based On Insights



Review onboarding effectiveness metrics and to make strategic decisions on the onboarding experience

## Equip Managers with New Hire Information



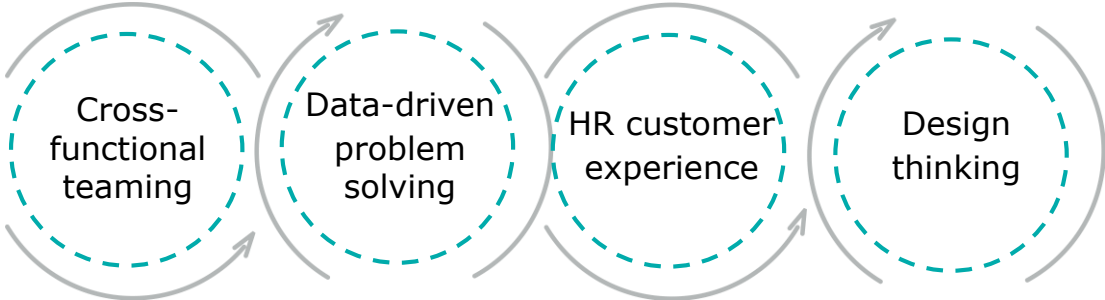
Partner with business to better prepare managers with the tools and information they need to provide new hires with an exceptional experience

## Enable Immediate Productivity



Enable New Hire to quickly assimilate into the organization and be productive from Day 1

### Exponential Specialists skills & capabilities :



# People Analytics Demo

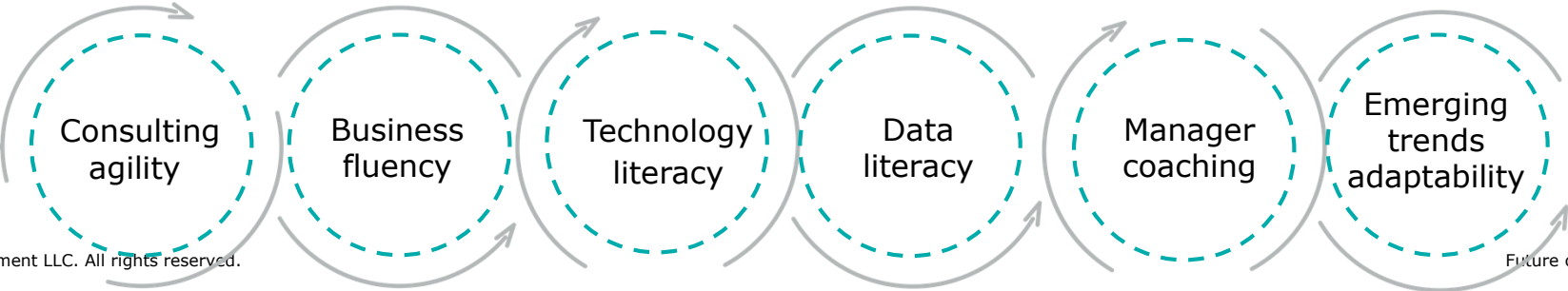
Access the demo on the HRT Navigator: Exponential HR Professional



# Exponential HR Professionals focus on strategic activities, relying on a new skill set and capabilities

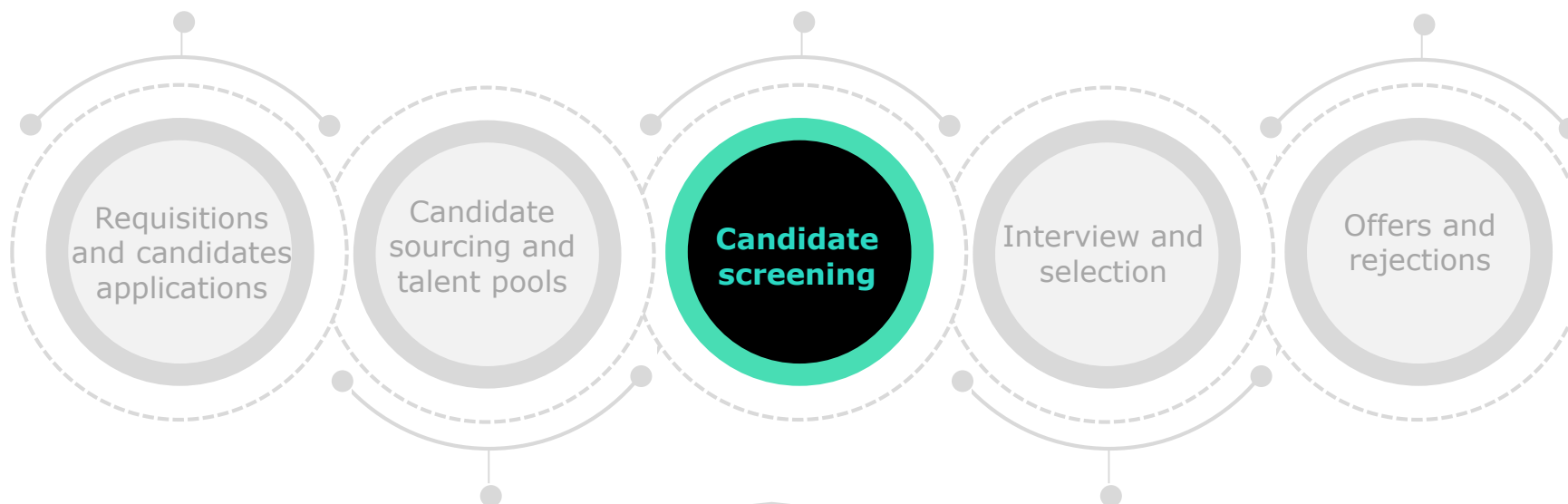


## Skills & capabilities:





Digital technologies can be used to automate transactional work conducted by recruiters, especially when screening candidates



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Predictive Analytics

**Predictive analytics** is the use of current data paired with patterns in historical data to make predictions about future, unknown events.

Bd

Big Data Analytics

**Big data analytics** is the process of examining large, varied datasets that are often unstructured, to uncover hidden patterns or correlations.

Cv

Computer Vision

**Computer vision** is concerned with the automatic extraction, analysis and understanding of useful information from images or videos.

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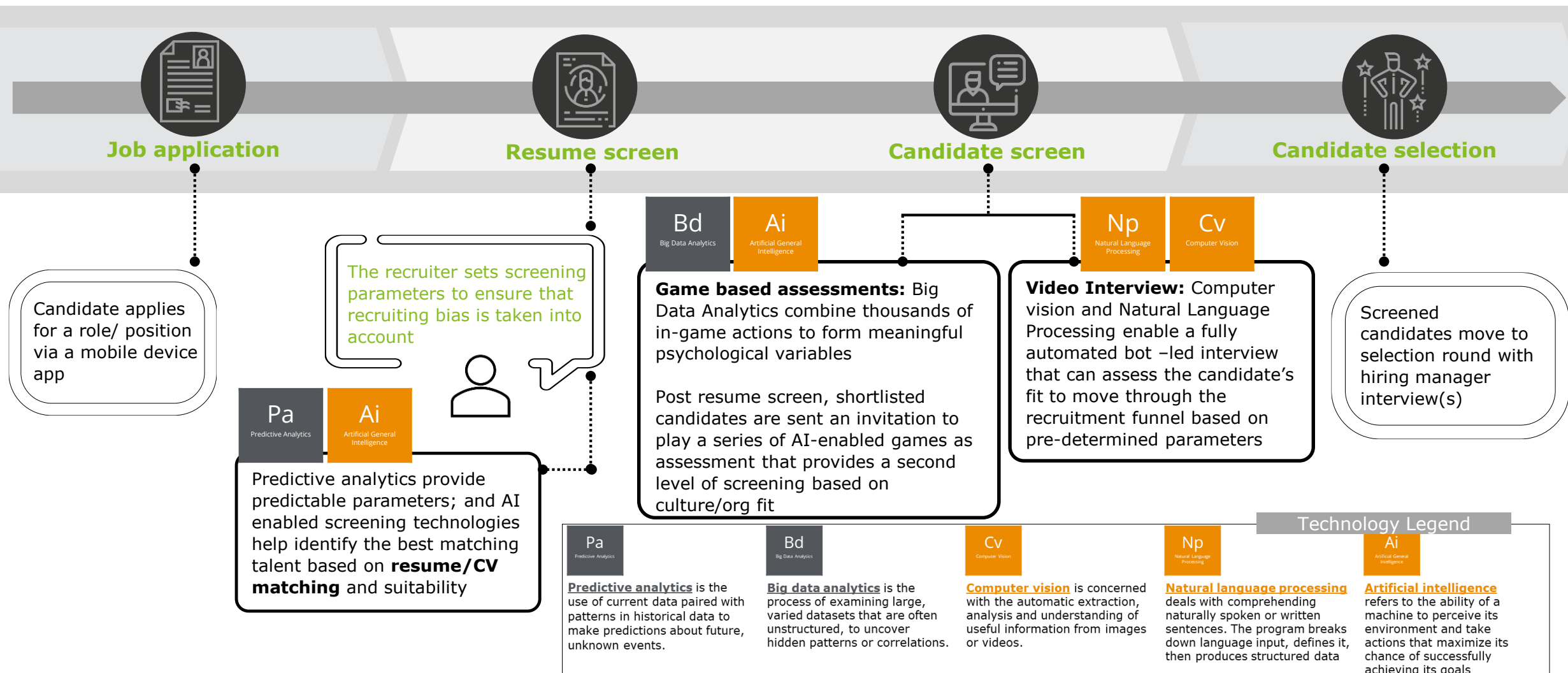
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**Automation** tools with data driven **insights** accelerate cognitive screening activities, so that recruiters can focus on more strategic activities



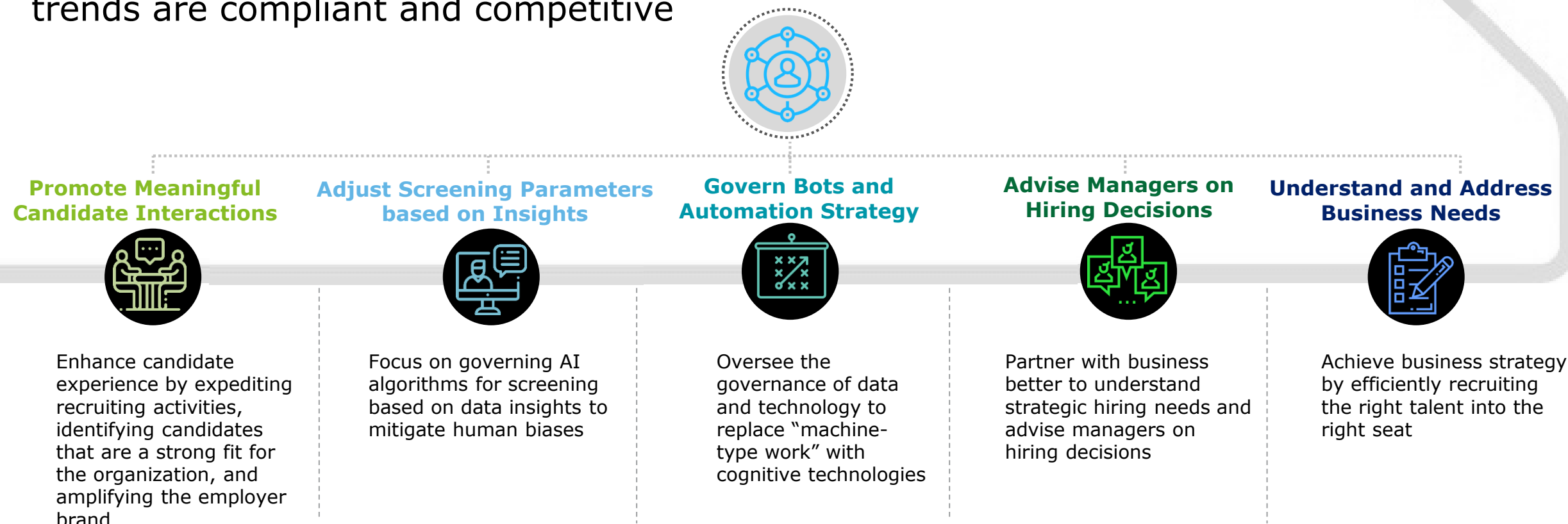


# Talent Acquisition Screening Demo

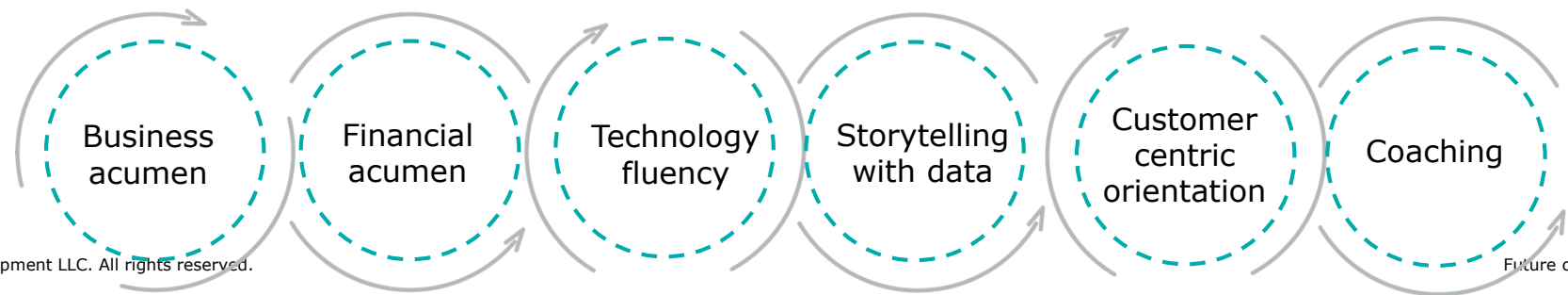
Access the demo on the HRT Navigator: Exponential HR Professional



# Future recruiter plays a strategic role using hiring analytics to ensure hiring trends are compliant and competitive



## Exponential Recruiter skills & capabilities :





# Module 3

## ExPro HR Method - IMAGINE

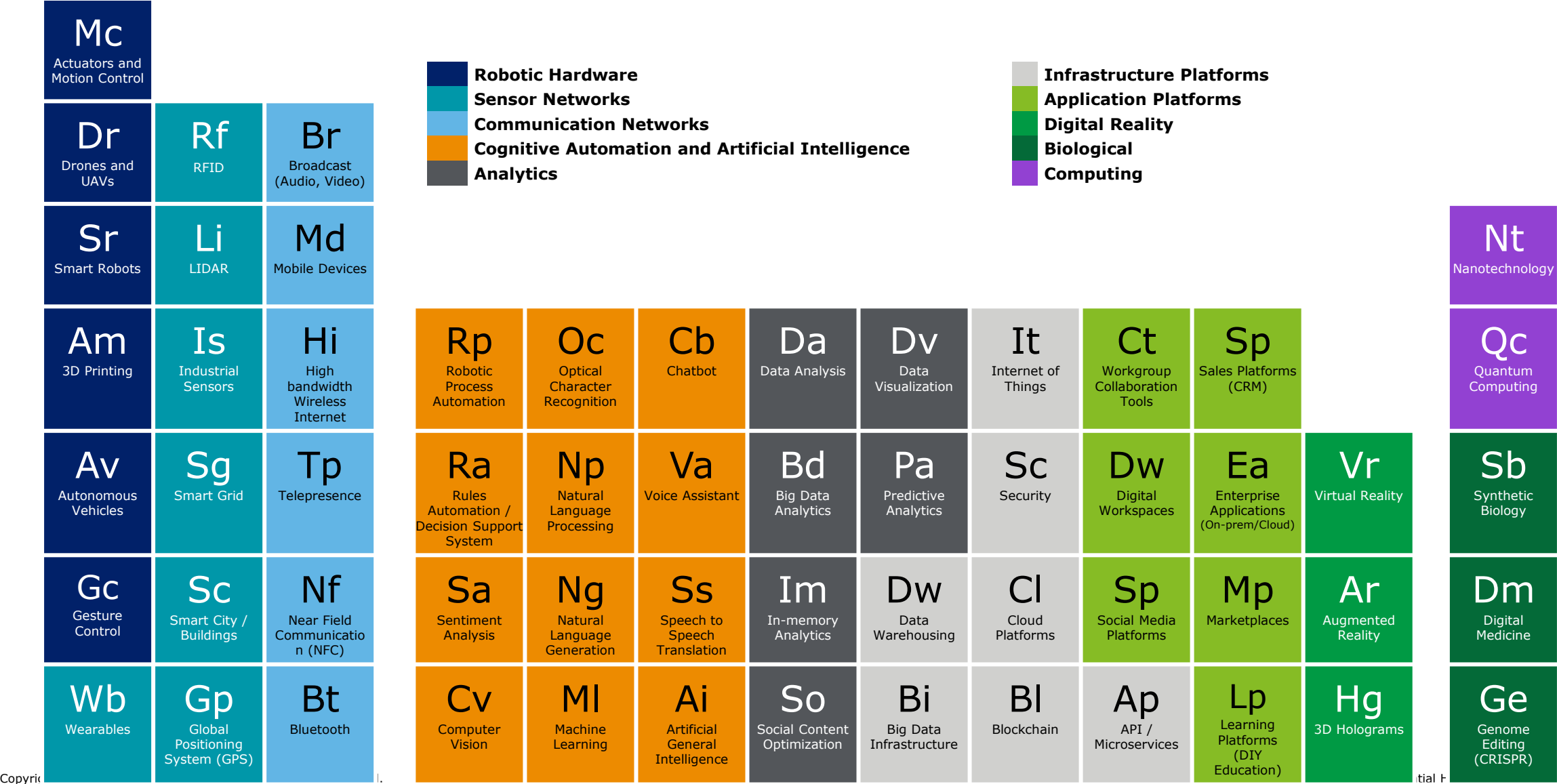


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# **Module 4**

## Digital Technology Heat Maps

# HR work can be reimaged by leveraging digital technologies for automation and acceleration



A subset of these technologies have a high potential to augment HR work

## Maturing

Maturing  
technologies are  
table  
stakes  
enablers

## Infrastructure Platforms

Platforms that provide the underlying technology to enable a variety of other technologies and applications

# Communication Networks

The devices and technologies that enable communication between humans and other devices

## Application Platforms

Platforms that help users to connect, collaborate, and manage processes

## Analytics

Technologies that make sense of data and provide an interface for humans to develop insights from it

## Cognitive Automation and AI

Technology that uses data to make decisions either through a rules based system or through more advanced computing that can learn for itself

## Digital Reality

Computer generated  
graphics viewed in an  
immersive environment  
or overlaid into the real-  
world

## Emerging

*Emerging technologies have a high potential to augment HR work*

[illegible]



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