



NHRMA 24

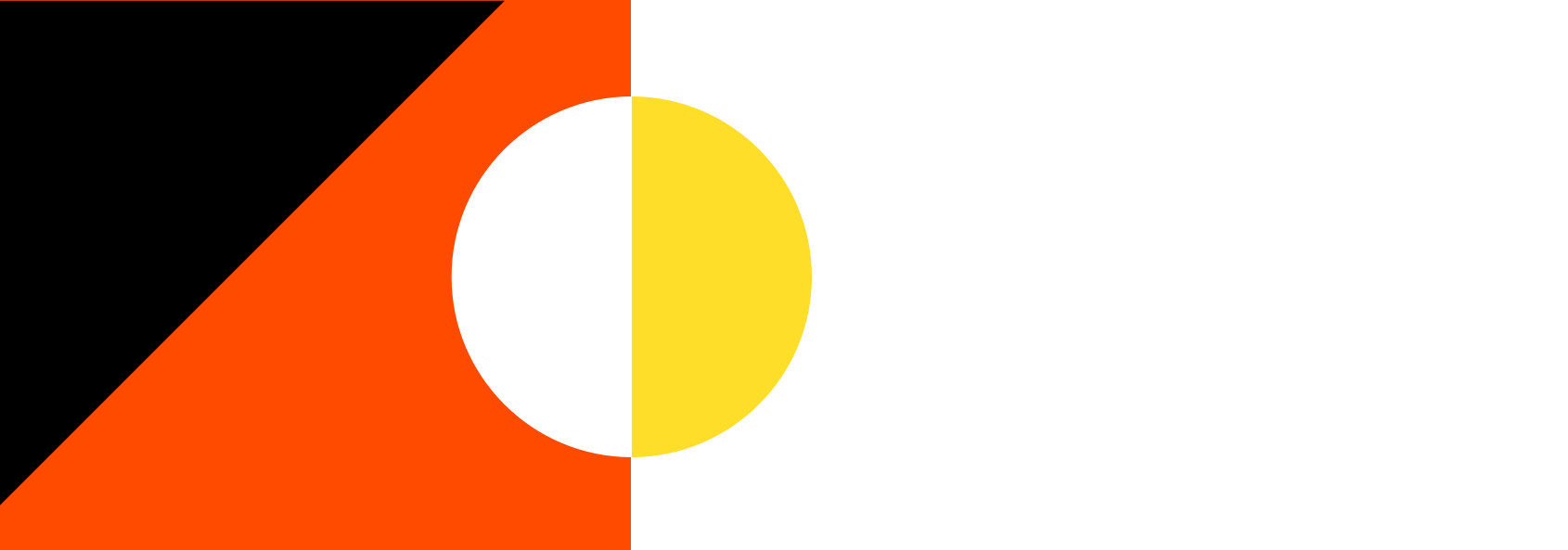
86TH ANNUAL CONFERENCE + TRADESHOW

CS13

Making Work Suck Less by Fixing Broken HR Systems

Making Work Suck Less by Fixing Broken HR Systems





**What Value Do
You Bring To Your
Organization?**



Together we will...

- 1** Explore H R Systems that are inherently broken and ineffective
- 2** Discuss why we need to focus on humanity and empathy
- 3** Identify ways to infuse humanity and empathy into your H R Systems



Human Resources

The people who make up the workforce of an organization, business sector, industry, or economy.

System

A set of principles or procedures according to which something is done; an organized framework or method.

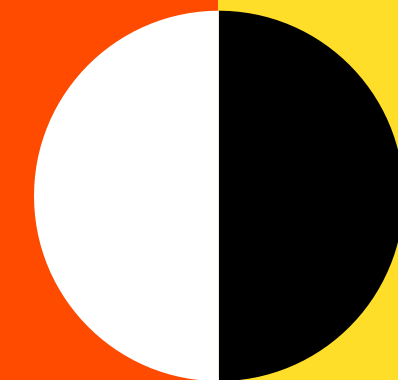
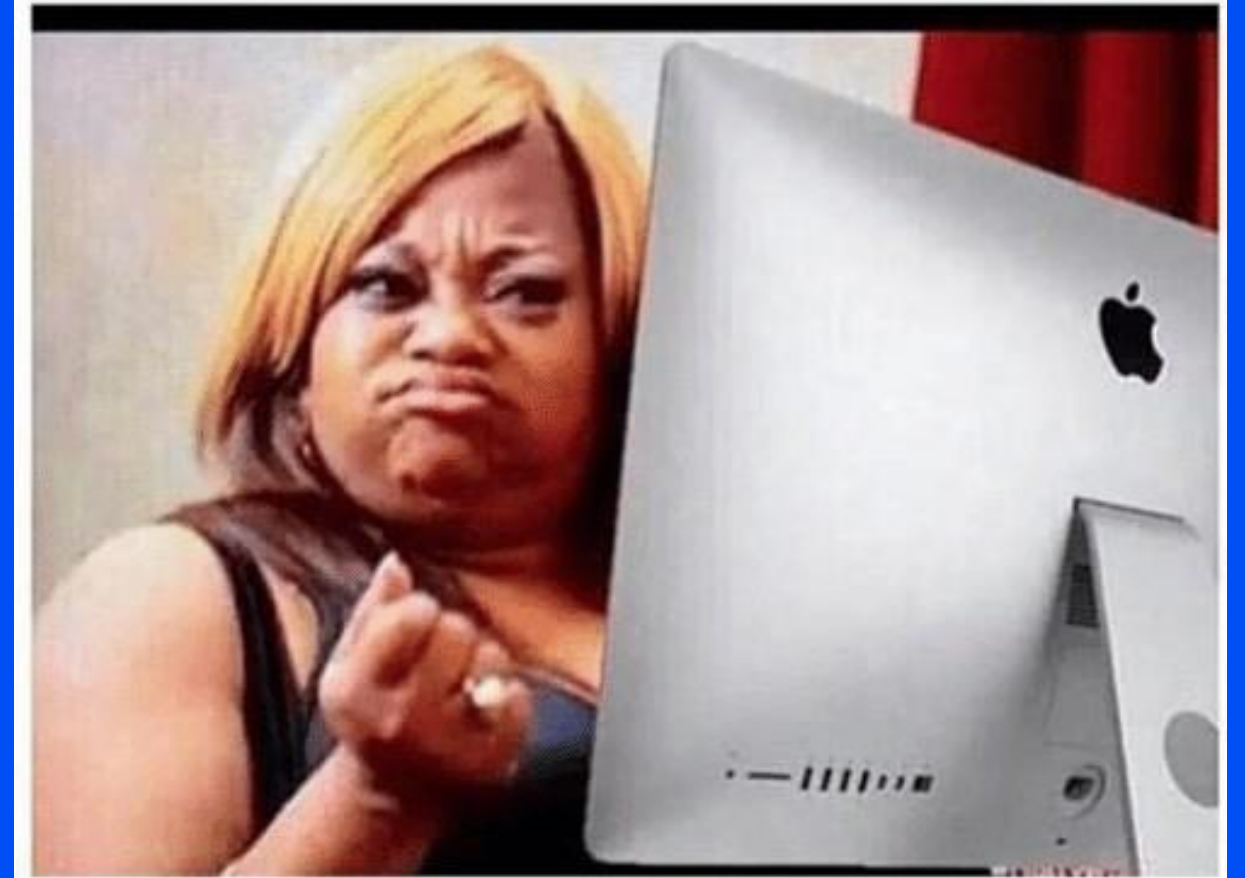
Applicant Tracking Systems

92% never complete the application

Average: 51 clicks to complete an application

SOURCE: <https://www.shrm.org/resourcesandtools/hr-topics/talent-acquisition/pages/most-people-never-finish-online-job-applications.aspx#:~:text=According%20to%20APPCAST%2C%20one%20of,is%20a%20whopping%2092%20percent>

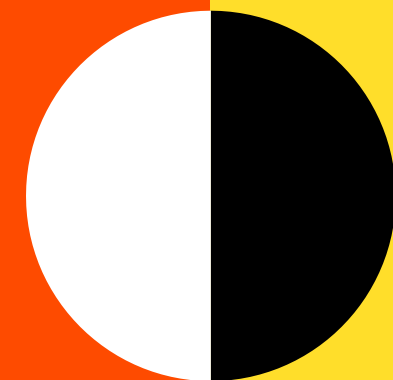
When you upload your resume, and then on the next screen it asks you to manually input your employment history



Employee Monitoring Software

60% of employers report using some kind of "Bossware" to monitor employees.

SOURCE: [HTTPS://WWW.NYTIMES.COM/WIRECUTTER/BLOG/WHAT-TO-DO-ABOUT-BOSSWARE-EMPLOYEE-MONITORING/](https://www.nytimes.com/wirecutter/blog/what-to-do-about-bossware-employee-monitoring/)



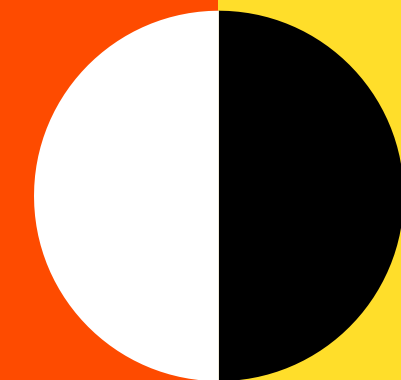
Employee Survey Fatigue

77% want feedback more than once per year

92% of employees want their org to listen to feedback

7% say their company acts on feedback

SOURCE: [HTTPS://WWW.QUALTRICS.COM/BLOG/EMPLOYEE-SURVEY-FATIGUE/](https://www.qualtrics.com/blog/employee-survey-fatigue/)



These systems
were created from a
place of **fear**,
lacking **empathy**.



I'm not like a regular HR.



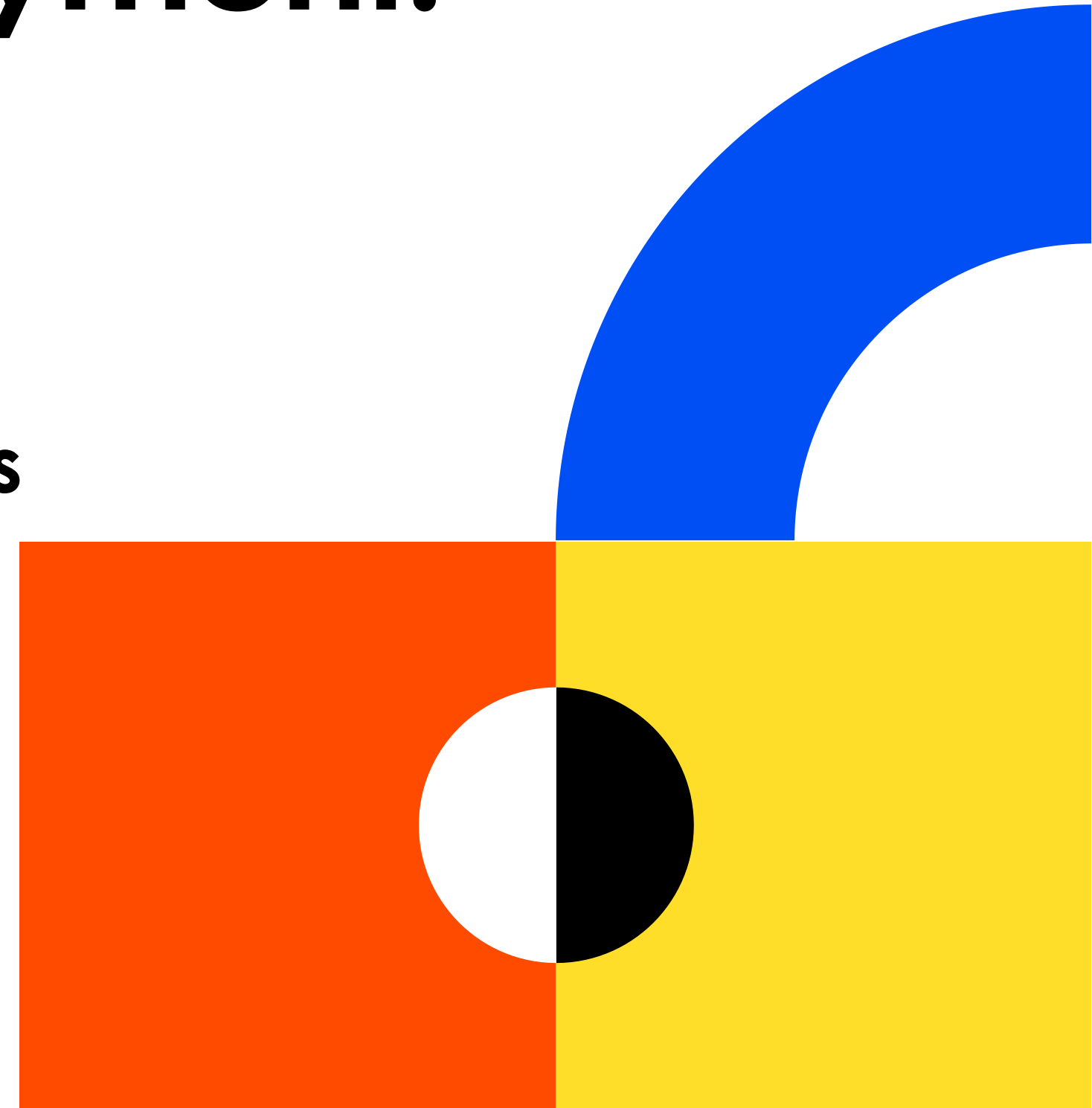
I'm a cool HR!



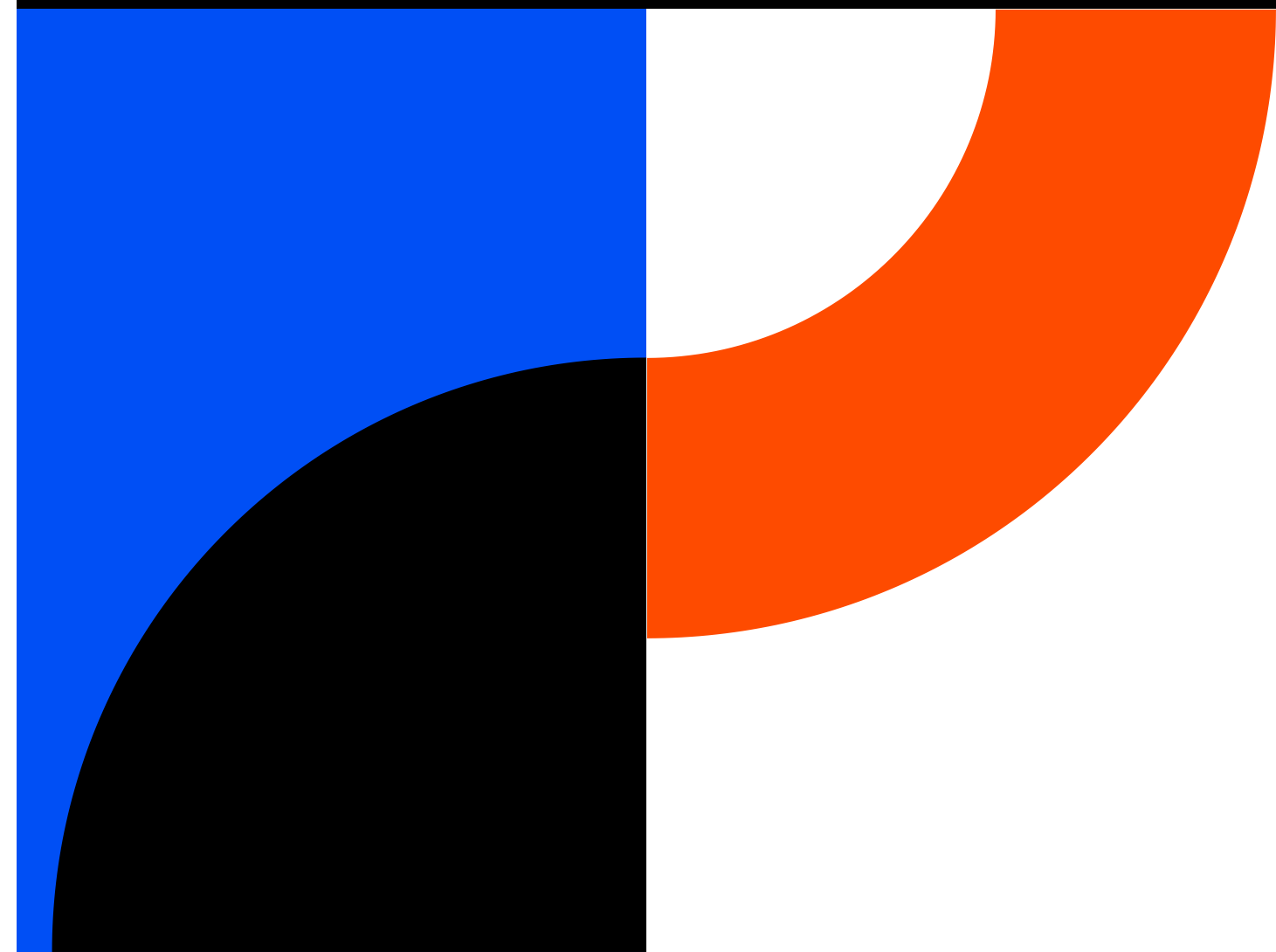
In 2030, Gen Z will account for 30% of total employment.

They are seeking workplaces that...

- **Communicate and demonstrate values**
- **Prioritize learning**
- **Create diverse and inclusive workplaces**
- **Foster Ethical leadership**

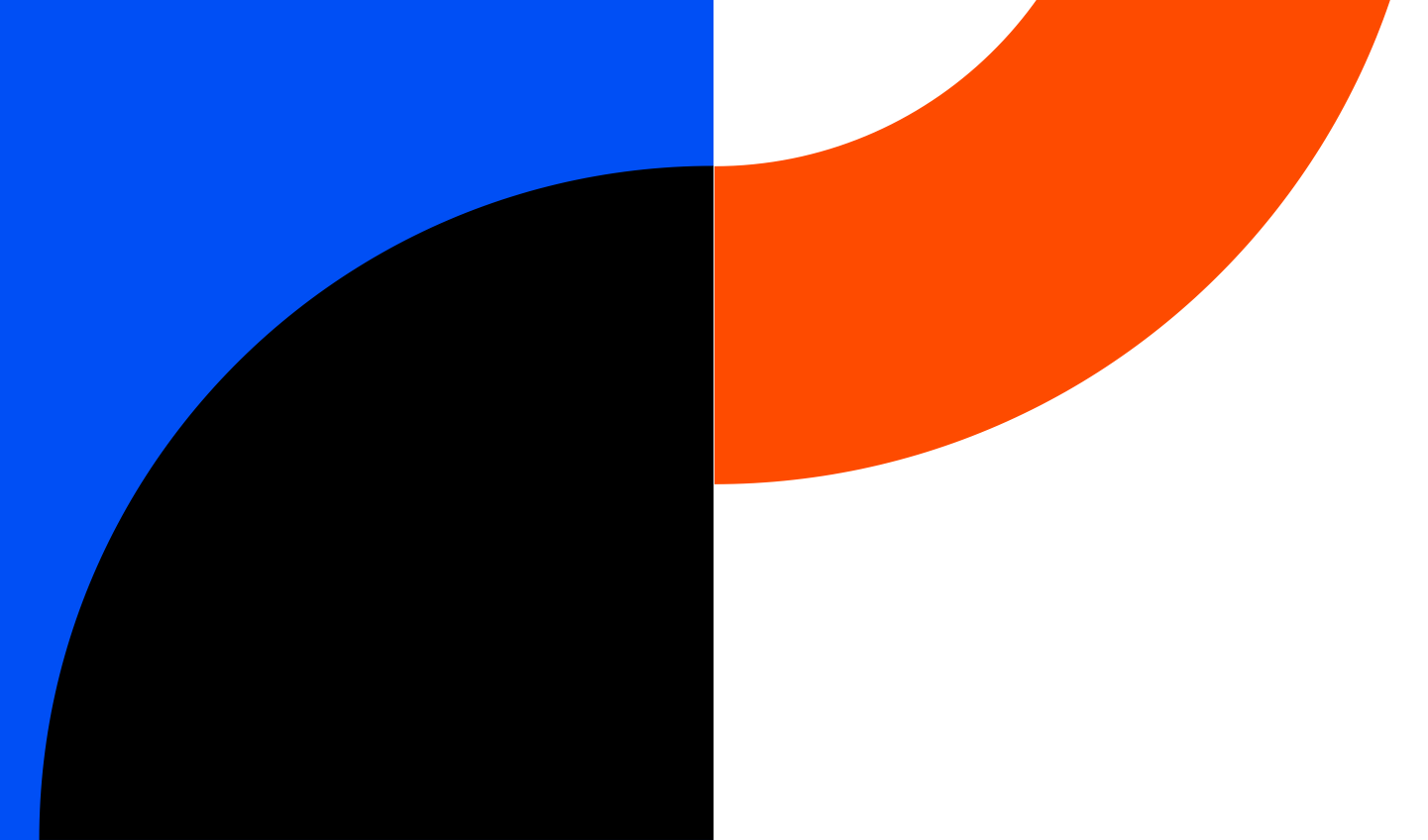


If employees described your workplace, does the word **trust** come up?





Is it too good to be true?



Establish Trust Through Transparency

EARLY 1900S ANTARTIC EXPEDITION



MEN WANTED
FOR HAZARDOUS JOURNEY, LOW
WAGES, BITTER COLD, LONG
MONTHS OF COMPLETE
DARKNESS, CONSTANT DANGER,
SAFE RETURN DOUBTFUL,
HONOR AND RECOGNITION IN
CASE OF SUCCESS.

ERNEST SHACKLETON 4 BURLINGTON ST.





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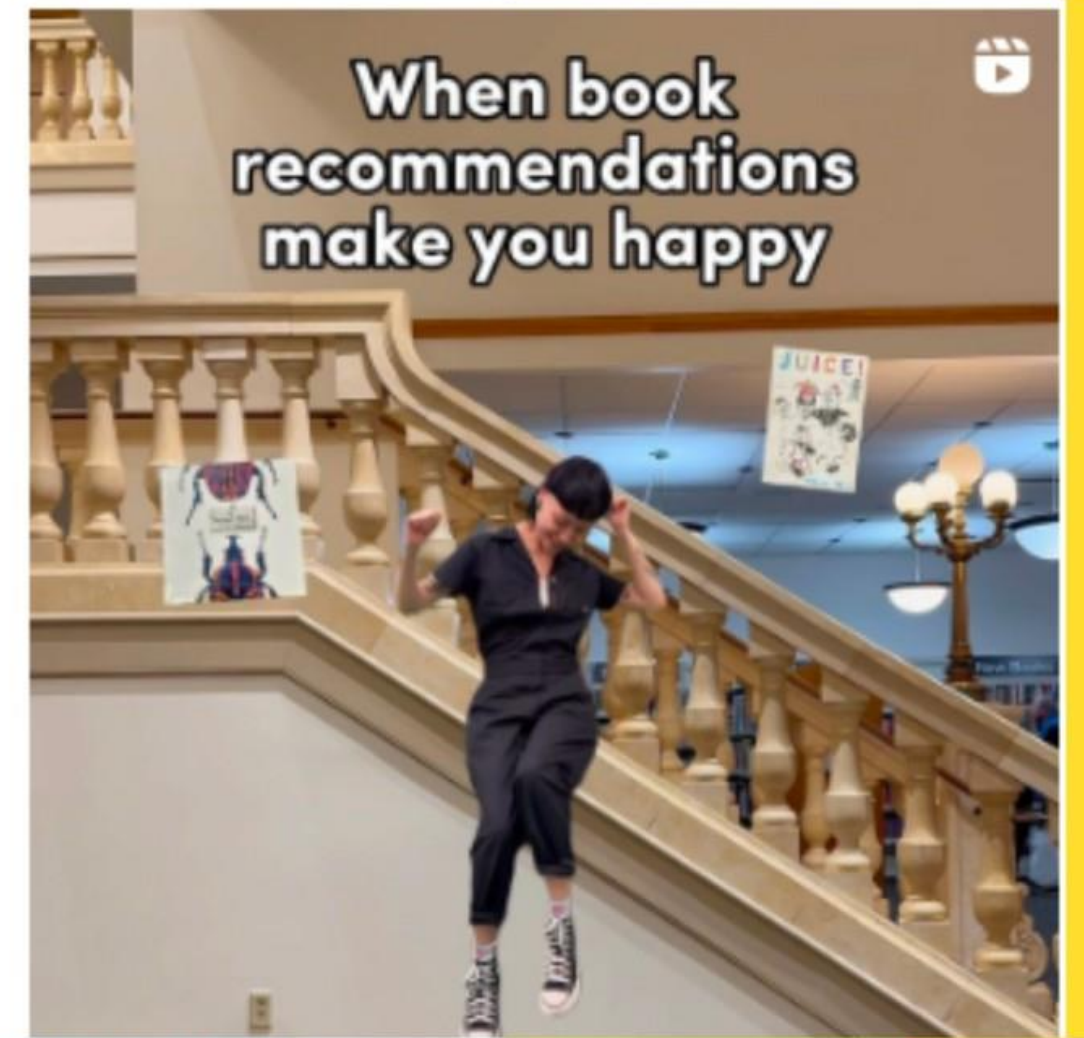
Milwaukee Public Library

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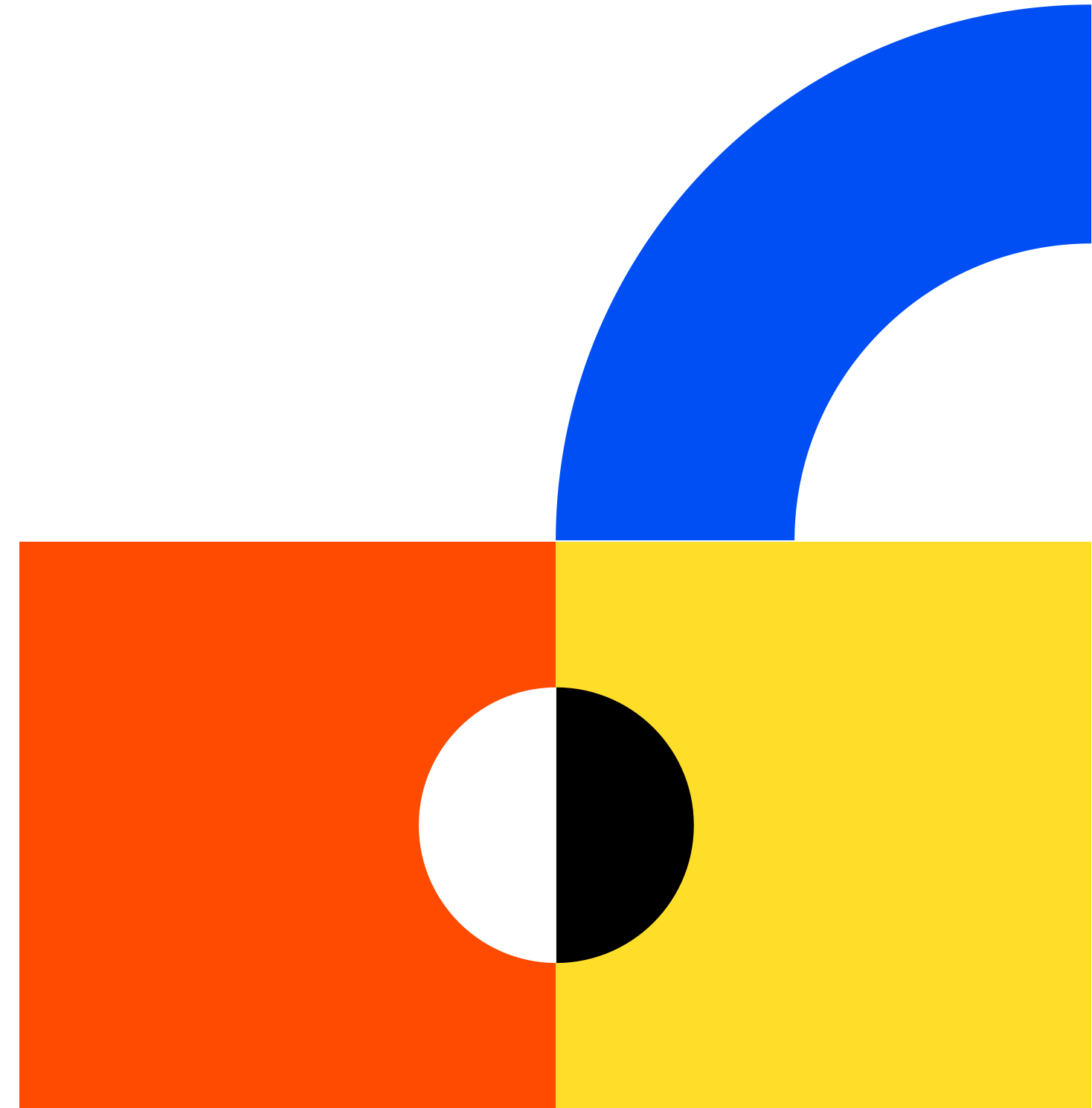
Followed by samsum.art, austinchanning, annhandley + 1 more





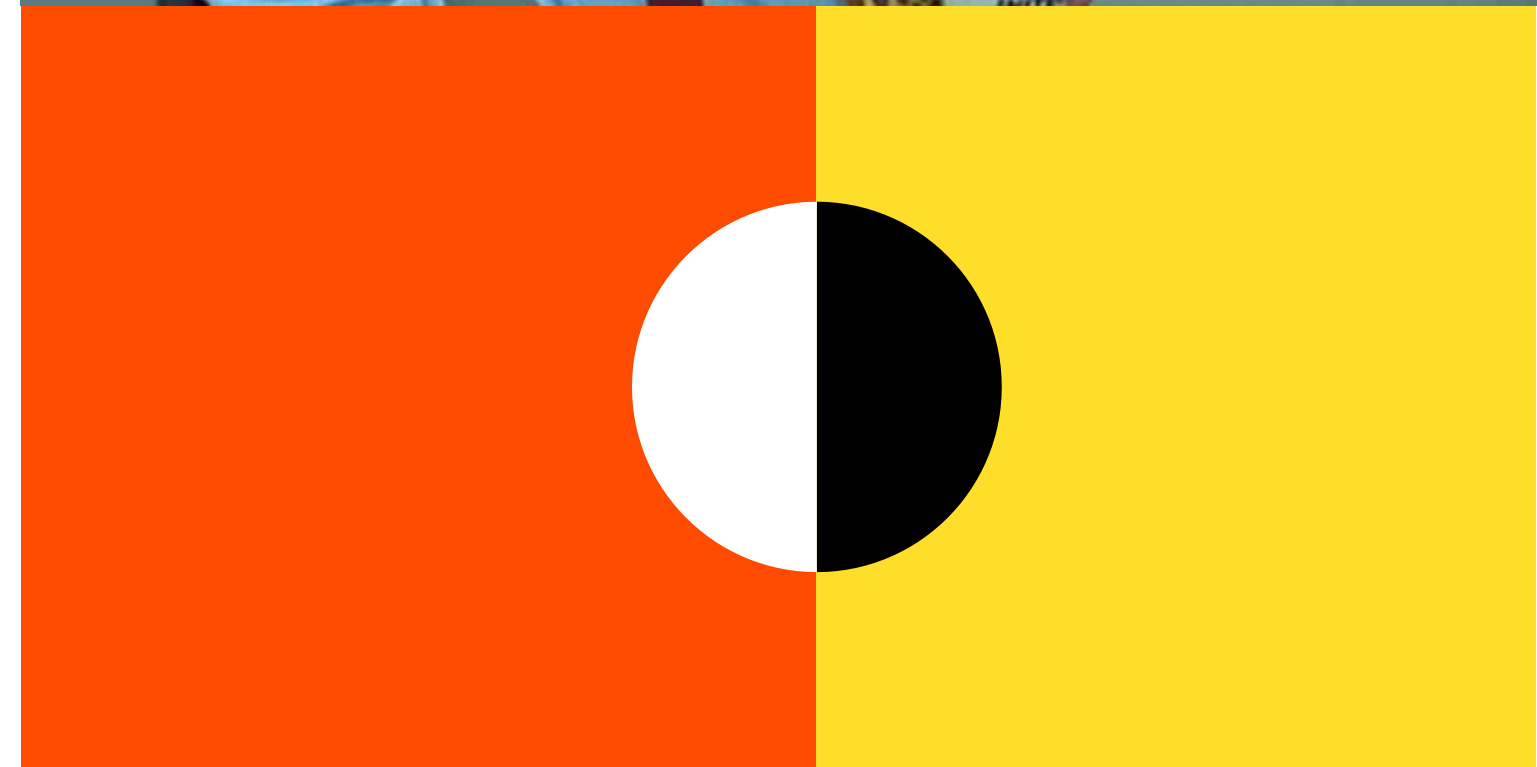
High Trust Organizations

- **74% less stress**
- **13% fewer sick days**
- **76% more engagement**
- **40% less burnout**



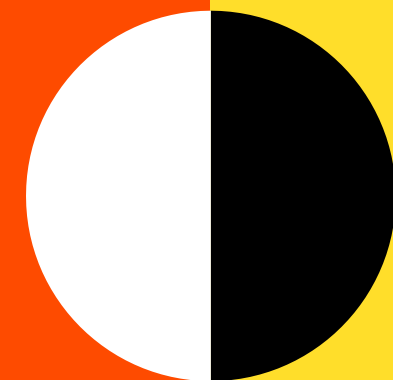
55% of CEOs believe a lack of trust is a threat to their organization.

SOURCE: [HTTPS://HBR.ORG/2017/01/THE-NEUROSCIENCE-OF-TRUST](https://hbr.org/2017/01/the-neuroscience-of-trust)



But most have done little to increase trust because they don't know where to start.

SOURCE: [HTTPS://HBR.ORG/2017/01/THE-NEUROSCIENCE-OF-TRUST](https://hbr.org/2017/01/the-neuroscience-of-trust)



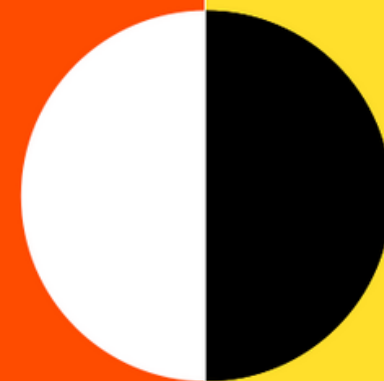


intentionally
building
relationships

Share Your Story

Why are you at your organization?

Why do you choose to stay?





Performance Evaluations

91% of companies conduct them annually

Cost \$2.4-\$35 million per year in lost time

Only 14% of employees feel inspired to improve after a review.





PERFORMANCE
EVALUATIONS

The place to start...

What do you need?

Consider some High-Trust Factors:

- Facilitate whole-person growth
- Show vulnerability
- Practice transparency
- Recognizing excellence

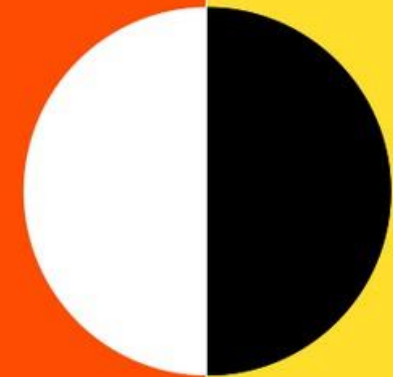


Check-In

What do you need as an employee?

What do you need as a department?

What do you need as a human?





In summary...

- 1 Stop trying to be perfect and embrace transparency
- 2 Understand people's why (job posting, orientation, performance evaluation)
- 3 Start with yourself as an employee, to identify systems where you can infuse humanity

Thank You!

