

The New CHRO Agenda

Employee experiences drive business value



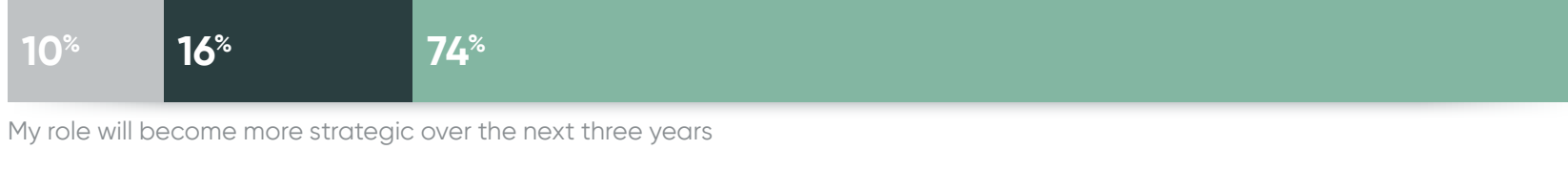
We surveyed 500 CHROs about their role, priorities, and strategies for transforming the employee experience and winning the war for talent.

Among our top findings...

1. The modern CHRO is driving digital transformation.

To what extent do you agree with the following statements about your role?

Disagree Neither Agree



The HR function is a driver of digital transformation at our company



My role has grown more strategic over the past three years

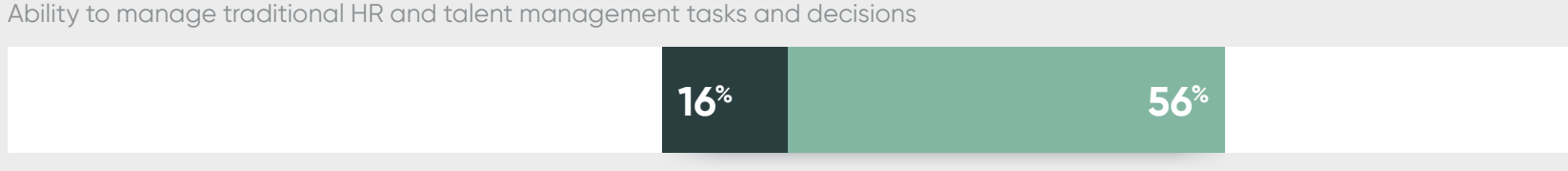


My role will become more strategic over the next three years

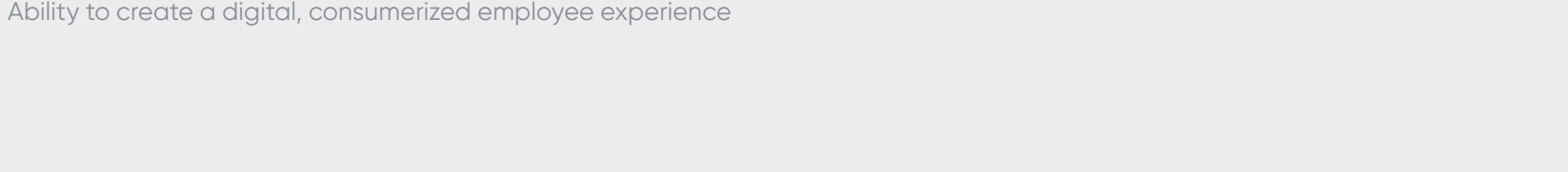
2. CHROs expect success to be defined by the employee experience.

Which capabilities best define your role?

Today In 3 Years



Ability to manage traditional HR and talent management tasks and decisions



Ability to create a digital, consumerized employee experience



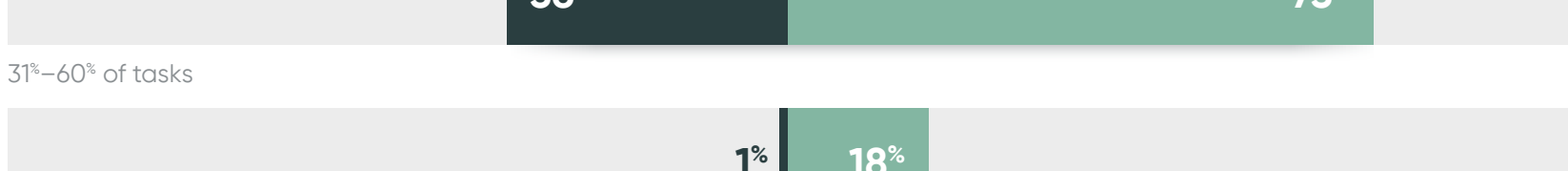
3. The pace of digitization will accelerate.

What percentage of tasks will you automate?

Today In 3 Years



Less than 30% of tasks



31-60% of tasks



Greater than 60% of tasks

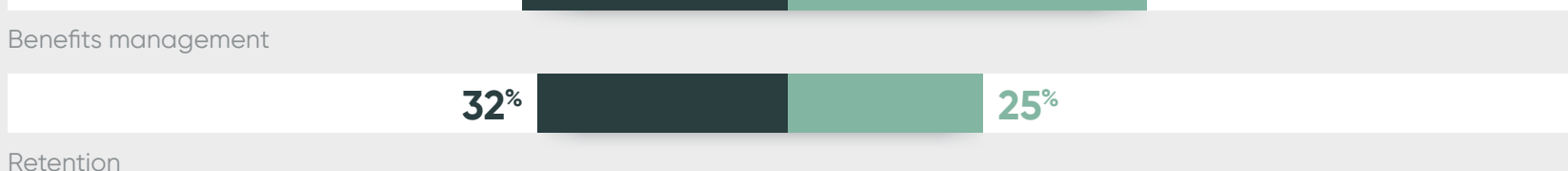
4. CHROs want to digitize all HR responsibilities.

Which HR tasks are you digitizing or automating?

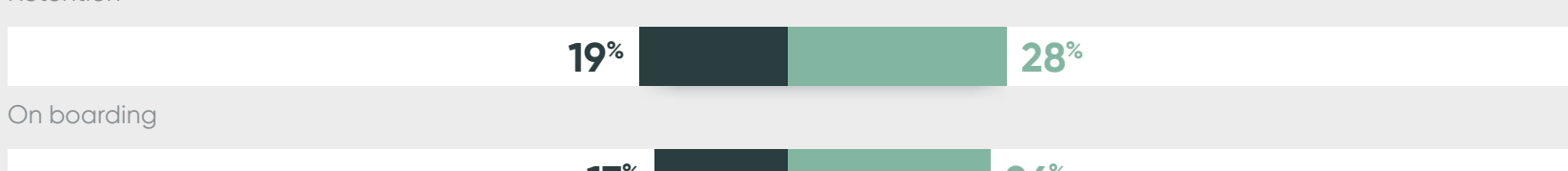
Today In 3 Years



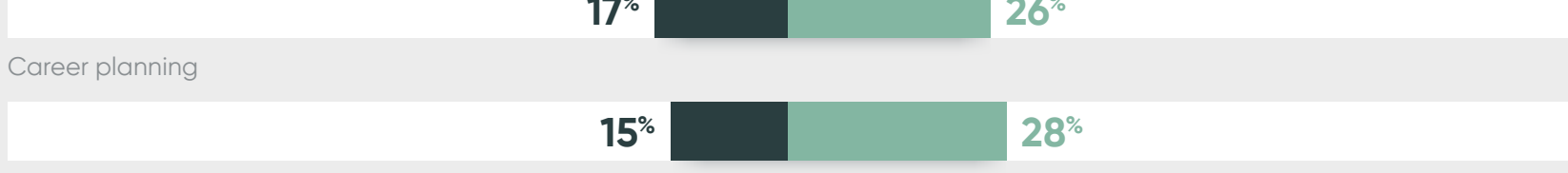
Payroll



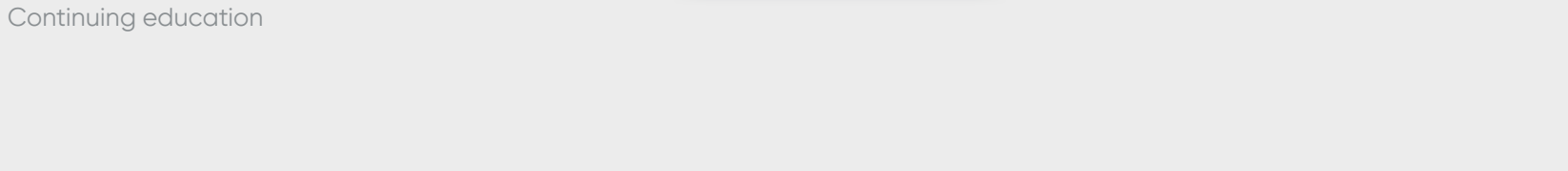
Performance review



Recruitment



Benefits management



Retention



On boarding



Career planning



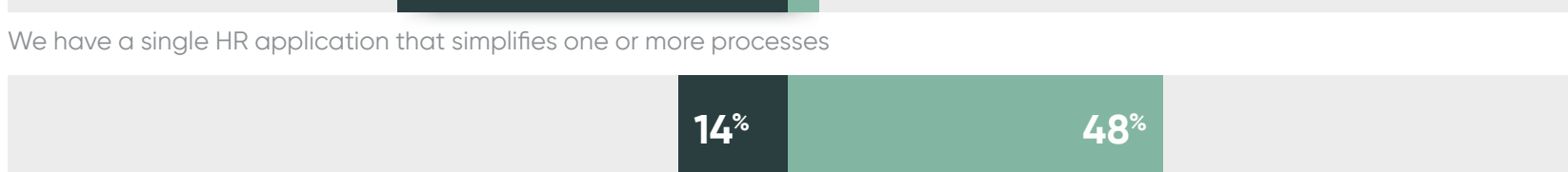
Continuing education



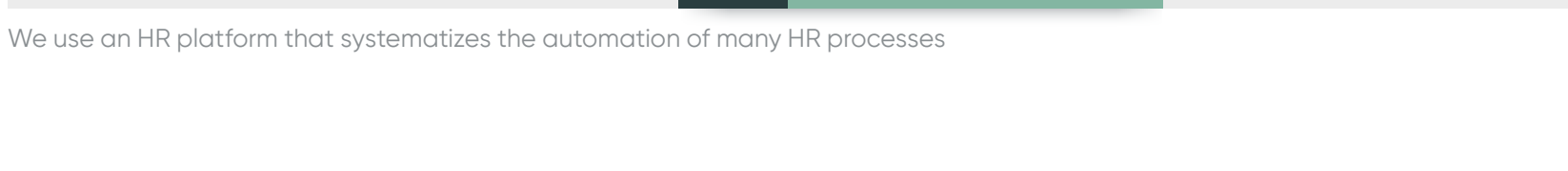
5. CHROs will use platform models to drive change.

What best describes your HR function's use of technology?

Today In 3 Years



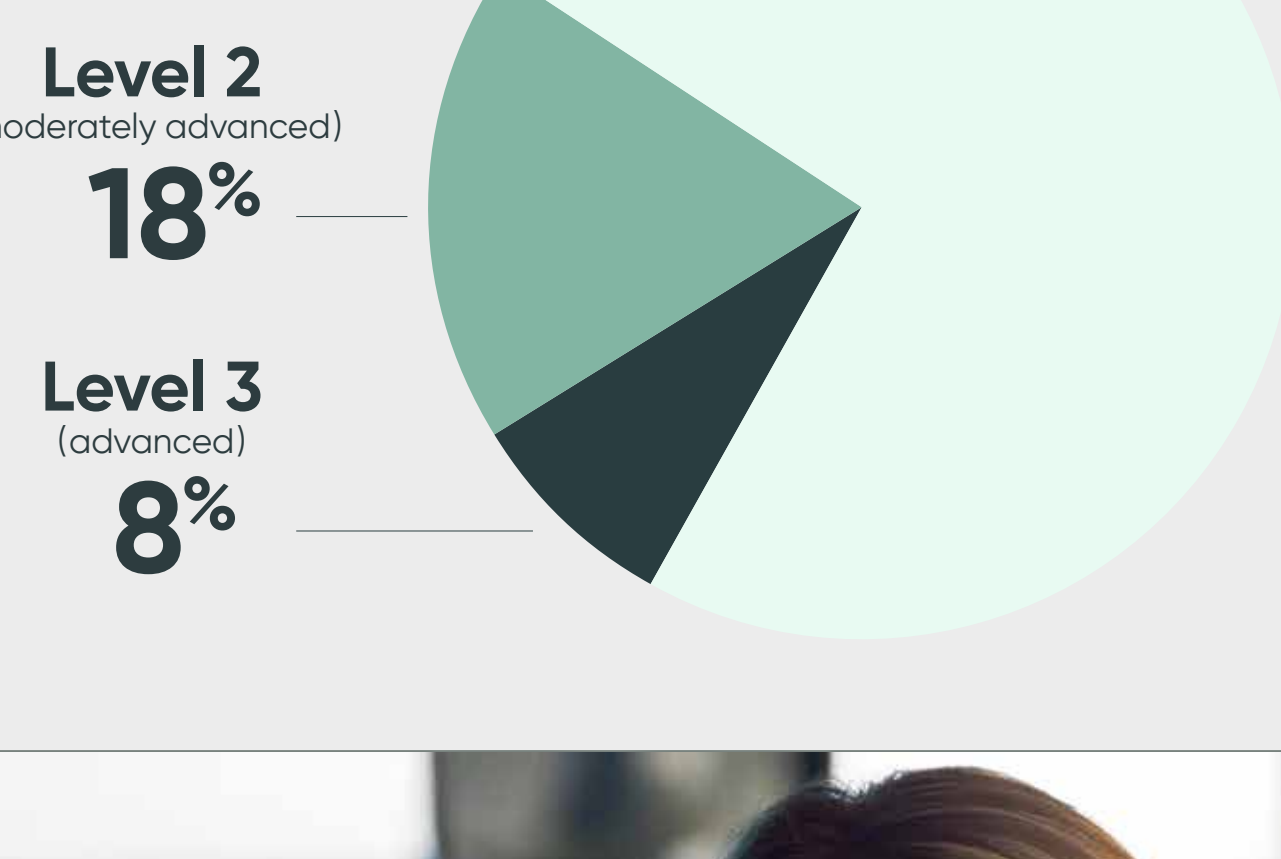
We have a single HR application that simplifies one or more processes



We use an HR platform that systematizes the automation of many HR processes

6. Most HR functions are in the early stages of digital transformation.

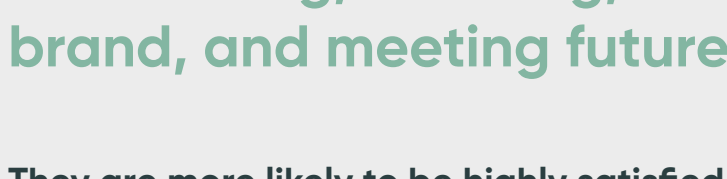
Based on nine evaluation criteria, HR organizations fall into the following digital transformation maturity levels.



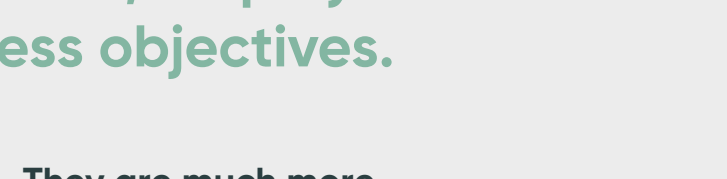
7. Level 3s are winning the war for talent.

The group of Level 3 CHROs have an edge in employee engagement, and as a result they have an advantage in recruiting, reskilling, turnover rates, employer brand, and meeting future business objectives.

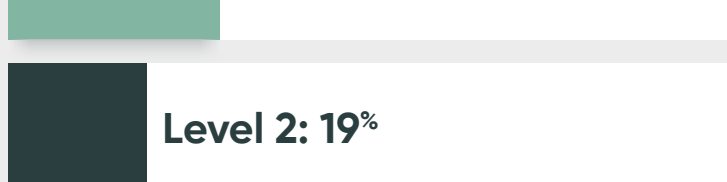
They are more likely to be highly satisfied with employee engagement levels.



They are much more successful at recruiting.



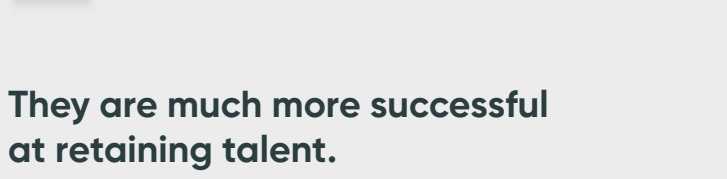
They are much more successful at retaining talent.



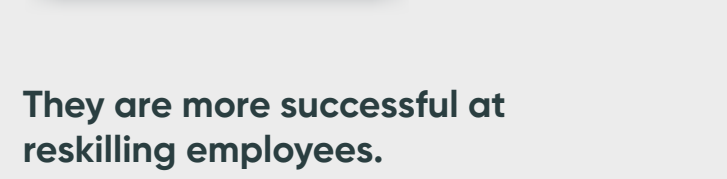
They are more successful at reskilling employees.



They report lower turnover than peers.



They have a stronger employer brand.



They are more likely to say they have built a workforce to meet future business objectives.



Download The Global CHRO Point of View

Read the full report detailing the CHRO's journey to greater impact and a stronger employee experience.

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