The Future of HR
Delivering Competitive Advantage In Your Organization

CEO Top Challenges

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<th>2013</th>
<th>CHALLENGES</th>
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<td>Human Capital</td>
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<td>2</td>
<td>Operational Excellence</td>
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<td>3</td>
<td>Innovation</td>
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<td>4</td>
<td>Customer Relationships</td>
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<td>5</td>
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<td>Global Expansion</td>
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<td>8</td>
<td>Corporate Brand and Reputation</td>
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<td>9</td>
<td>Sustainability</td>
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<tr>
<td>10</td>
<td>Trust In Business</td>
<td>N/A</td>
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Companies Say No to Having an HR Department
Employers Come Up With New Ways to Manage Hiring, Firing and Benefits

Why HR Is Known as the Necessary Evil

Why We No Longer Need HR Departments

Is HR at Its Breaking Point?
The trend of reducing or eliminating human resources: Is it worth it?

They Still Hate HR - Another Study To Kick You In The Teeth...
HR’S CHALLENGE:

**BIG DATA**

HR’S CHALLENGE:

**KNOW the business**

What Can Data Tell Us?

- Employee Retention Drivers
- Sales Performance Predictors
- Talent Factors that drive Customer Satisfaction
- Accident Claims Commonalities
- Leadership Success Factors
- New Hire Success Factors
What Was Highly Correlated With Success:
1. No typos, errors, grammatical mistakes on resume.
2. Did not quit school before obtaining some degree.
3. Had experience selling real-estate or autos.
4. Ability to succeed with vague instruction.
5. Experience planning time and managing lots of tasks.

What Did NOT Matter:
1. Where they went to school.
2. What grades they had.
3. The quality of their references.
HR’S CHALLENGE:

THINK strategically

“Don’t measure anything unless the data helps you make a better decision or change your actions.”

— Seth Godin - Author & Entrepreneur
“Some people have an innate ability to think strategically. For others, it’s a learned skill. Take the time to lift your sights above your HR role. Focus on the entire business first - and then consider your role within it.

— Susan Meisinger, SPHR, JD - Former President & CEO, SHRM

HR’S CHALLENGE:

SOLVE business problems
“Life is problems.
Living is solving problems.”

— Raymond E. Feist, Silverthorn
If we we want to have the biggest impact, the best way to do this is to make sure we always focus on solving the most important problems.”
— Mark Zuckerberg, Chairman & CEO, Facebook

HR’S CHALLENGE:

INFLUENCE change

I herd Cats – and I’m damn good at it.
HR’S CHALLENGE:

KNOW the business

“You don’t get influence through control. You get influence through other people’s positive experience of you. You get influence through people wanting you involved - not by telling them you have to be.”

— Neil Morrison, Group HR Director, Penguin Random House

HR’S CHALLENGE:

THINK strategically
HR’S CHALLENGE:
KNOW the business
THINK strategically
SOLVE business problems

1. Shift your Thinking

HR’S CHALLENGE:
KNOW the business
THINK strategically
SOLVE business problems
INFLUENCE change

5 ACTION STEPS

Business Leader
HR Leader

HR Leader
2. Feed your Brain

3. Connect with your Tribe

Read

Engage

Read

Get my recommended HR & Recruiting Blogs List:
http://unbridledtalent.com

4. Focus on Impact
The FUTURE of HR is...

- CURIOUS
- DETERMINED

THANK YOU!

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