People Data as a Business Accelerant: MAXIMIZING HUMAN EFFECTIVENESS

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INTRODUCTIONS

JASON AVERBOOK
CEO & Co-Founder

PAUL RUBENSTEIN
Chief People Officer
About Visier

Visier’s purpose is to help people see the truth and create a better future - **now**.

Visier was founded to focus on what matters to business people, answering:

- The right questions, even ones a person might not know to ask.
- Questions that shape business strategy, provide the impetus for taking action, and drive better business results.

Visier delivers fast, clear people insights by using all the available data - regardless of source.

With best practice expertise built-in, decision-makers can confidently take action. Thanks to our amazing customers, Visier is the market leader in Workforce Analytics with over 8,000 customers in 75 countries around the world.
Who We Are

At Leapgen, *we are transformation evangelists.*

Our core belief is that workforce technology should make work smarter, not get in the way. We know employees expect the same frictionless, personalized experiences inside work they have outside of work. We help organizations move beyond simple technology implementation to true deployment of digital capabilities. This is how we change the way the world works.

Companies that leverage Leapgen’s services and expertise are well-positioned to:

➔ Execute vision for people function
➔ Align people function to business
➔ Design HR for the workforce, not for HR
➔ Deploy a digital mindset and skills to accelerate the business

**Leapgen** is a digital transformation company shaping the **NOW** of work.
What We Do: Leapgen for Enterprise

- STRATEGY
- DEPLOYMENT
- ROI
  RUN, OPTIMIZE, INNOVATE
LEARNING GOALS

We’ve been talking about people insights to drive transformation and elevate workforce experience, but so what?

How does this make people more effective?

WE HAVE 3 WAYS.
2021 Digital Equation for Success

- **Purpose**
  - 35% Mindset/Vision
  - 30% Person/Audience
  - 25% Journey/Process
  - 10% Solution/Technology

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2021 Digital Equation for Success

- Operating Model supports Aligned, Coordinated Approach to the NOW of Work
- FOCUS on What Matters NOW
- Clear Strategy and Plan for how to get there
- Full commitment and acceptance of adaptation/change required

- Designed for the AUDIENCE of NOW
- People understand the vision and the journey ahead
- People benefit in a high-impact way from solutions

- Processes are designed around Business outcomes/measures
- Journeys are clearly defined and designed around the audience
- Leverage technology to add new value in the NOW of Work (smarter, faster, more intuitive, better data)

- Technology is deployed (not just implemented) to support people and processes
- Technology manages and delivers data people need to make informed decisions

35% MINDSET/VISION

25% JOURNEY/PROCESS

30% PERSON/AUDIENCE

10% SOLUTION/TECHNOLOGY

Rethinking how to better design and deliver services starts with purpose. How do we exceed the expectations of the workforce and meet the needs of the business?
MAXIMIZING HUMAN EFFECTIVENESS: **TIP #1**

Making Effective TALENT DECISIONS & Making Talent EFFECTIVE
POLL #1

Is your company using people data to address retention, hiring, or diversity?

A. Yes  
B. No  
C. Unsure
Visier NOW

Time to Act

You can’t wait to solve your most urgent workforce challenges. Our experts will create and help you activate a proven action plan to drive results today.

Get Started at Visier.com
1. FIND ME
2. HIRE ME
3. DEVELOP ME
4. PROMOTE ME
5. KEEP ME

Sincerely,

TALENT
Signal or Noise?

Anecdotes about last exit
Analysis of exit interviews
Analysis of stay interviews
Mutual Success Alignment
Rewards & Career Value
Purpose or Culture

Who's making noise?
Predictive model or drivers analysis

Time to Retain, *Rethink* or Trade Up?
Workforce Experience ≠ HUMAN EFFECTIVENESS ≠ TECHNOLOGY ADOPTION
Frictionless Workforce Experience

Right Product
Deliver knowledge documents, videos, chat interactions, transactions, etc. in a personalized manner that is easy to understand.

Right People
Personalize the product and ensure the delivery is relevant to the person receiving it - i.e., they a) know what to do with it and b) understand what’s in it for them.

Right Moment
Make sure products/services are available to the workforce where they need it and when. Informing them of something they might need or consider can also impact engagement.

Right Channel
We must go to them, not expect them to come to us. Whether it be a mobile device, a smartwatch, a paper form, a chatbot or a real human; the channel is key to determining the success of the experience.
Pssst: you don’t implement HCM modules and HR analytics.
YOU DEPLOY HUMAN JOURNEYS.
PROCESS GENERATES DATA...
JOURNEYS CREATE FEELINGS
MAXIMIZING HUMAN EFFECTIVENESS: TIP #2
Making DE&I Operational Drives Effective Outcomes
The Visier framework for D&I in the 2020s

Combines a dialog on diversity with pinpoint action and accountability

OPEN BOOK
People Analytics to focus efforts, set targets and reinforce accountability

OPEN MIND
Science-Based Programs and Processes to build new capabilities and shape behaviors

OPEN HEART
Fearless Dialog, Connection to Purpose to embed inclusion and fairness in our culture, linking D&I with our growth

MEANINGFUL LASTING CHANGE
The Open Mind, Open Book, Open Heart D&I Framework:

Using People Data to Connect D&I Programs and Outcomes
MAXIMIZING HUMAN EFFECTIVENESS: TIP #3

Making MANAGERS More Effective Makes PEOPLE More Effective
Are you leveraging people data or HR analytics today? If so, how?

A. URGENCY: To troubleshoot and solve immediate & urgent problems
B. STRATEGY: We have long-term goals that can only be achieved through better people insights
C. Not using
D. Not sure
Want Better ‘Person’ Decisions?  
Balance the Forces

## Decision Driven By Data

### Align to Business Strategy
Content that frames a decision within short and long term financial and operational goals (Cost, Cash Flow, Productivity, Span of Control, etc)

## Decision Driven By Instinct

### Personal Urgency
Context that frames a decision in the immediate issues of getting work done (Personal Goals, Stress, Complaints, etc)

### Personal Bias & Inertia
Context that frames a decision on (Personal Goals, Stress, Complaints, etc)

## Align to Talent Strategy
Content that frames a decision with overall workforce goals (Diversity, Automation, Location, Skills Transformation, etc)
TAKE HOME & ACT:

1. People Managers Need Data
2. Measure What Matters
3. Connect Small Decisions To Big Things

Example:
‘Caretaker’
‘Alignment’
‘Diversity’
NEXT IN THE SERIES:
WEDNESDAY, SEPTEMBER 1
MASTERCLASS: TURNING DATA INTO ACTION