

ANALYTICS

The
Workforce
Storyteller

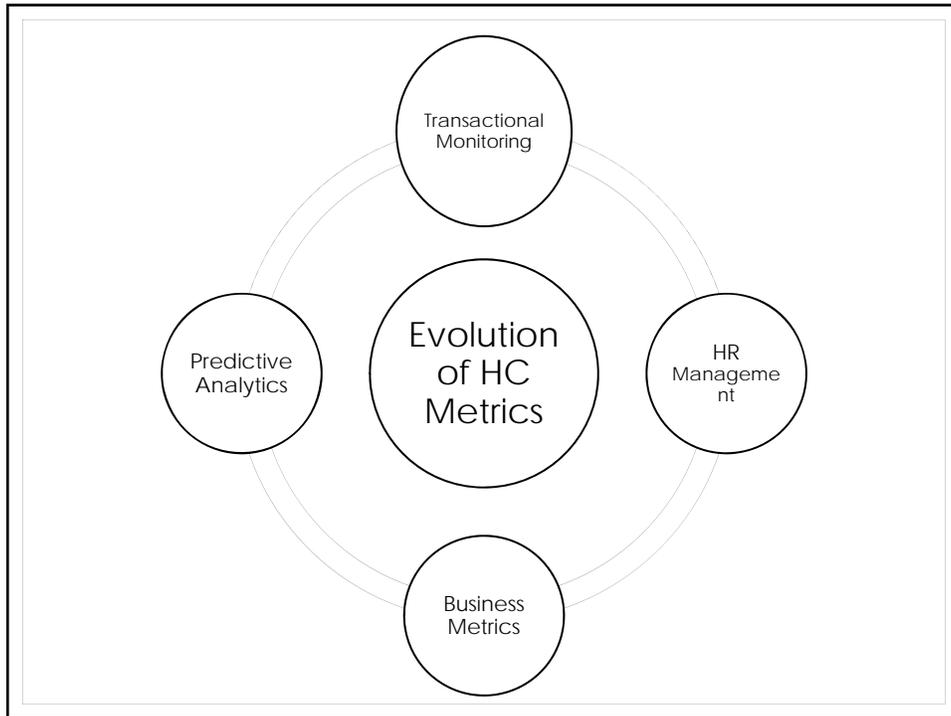


AGENDA

- The Evolution of Analytics
- Let's Define It
- Introduction to 5 Steps of Analytics
- Introduction to descriptive and prescriptive analytics
- Beginning in HR Analytics- Client study
- Resources

THE EXPLOSION OF ANALYTICS

- Books/Software
- Tools- Chat rooms, groups on LinkedIn,
- Working Definition - taking something apart to understand it better
- The arts teach us how to look at the world
- Sciences teach us how to do something



5 WAYS TO MEASURE ANYTHING IN BUSINESS

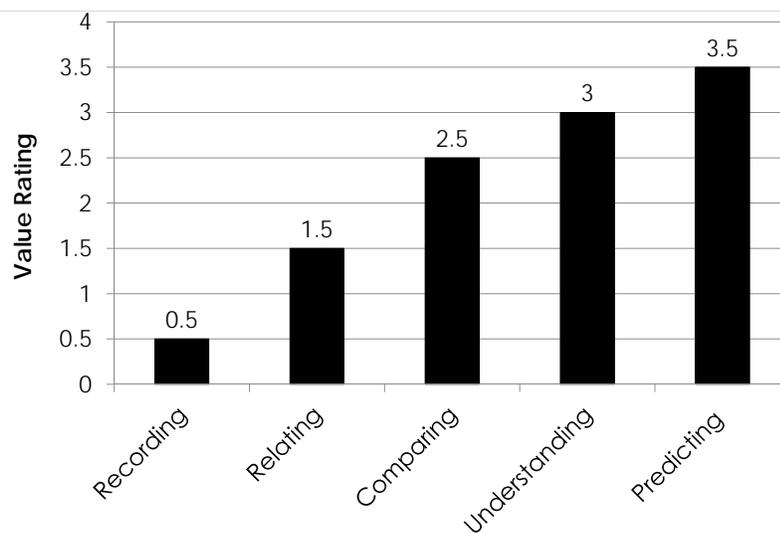
1. Cost
2. Time
3. Quantity
4. Quality
5. Human reaction

- Question is: *Which is most important to track?*

FIVE AREAS OF ANALYTICS

1. Recording our work - *how efficient are we?*
2. Relate to organizational goals -
 - *QIPS = quality, innovation, productivity, and service*
3. Comparing our results to others
4. Understanding past behavior and outcomes (*descriptive analytics*)
5. Predicting Future Likelihoods

VALUE LADDER



ADVICE FROM THE EXPERTS

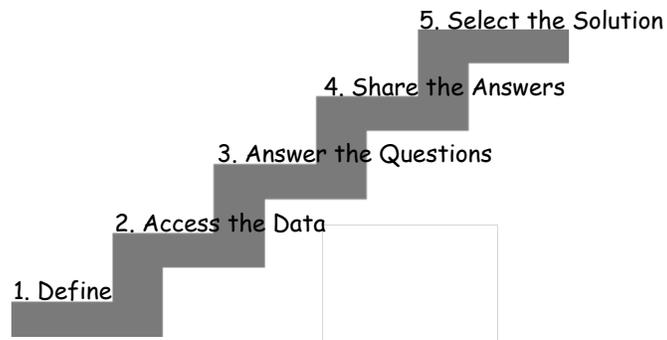
- Don't try to integrate data from outside of HR until you master the data you already have!
- CHRO's should be ambassadors of HR analytics to the senior leadership of the organization.
- The trend of moving HR analytics teams out of HR departments into a centralized analytics team does not come as a surprise, although it is unfortunate.
- As a CHRO, you don't need to have a deep understanding of analytics; however, a working knowledge is a must.
- For HR analytics to become a true business partner, it must prove its value by focusing on the most burning issues for the business.

ADVICE FROM EXPERTS

- Finally, determination is the most important skill in HR analytics.

LET'S GET STARTED!

- The 5 steps to getting started with Workforce Analytics



DEFINE

- Overall Talent Retention Rate
- Cost to hire talent
- Time it takes to hire talent
- Average tenure of new hires
- Time to full productivity per full-time employee
- Revenue per full-time employee
- Diversity Statistics

ACCESS THE DATA

- Data is typically:
- Located in multiple systems and formats
- Incomplete and constantly changing
- Data warehouse



ANSWER THE QUESTIONS

- The story telling begins...
 - “**Bottom-up**” approach = start with a blank sheet and create a report
 - “**Top-Down**” approach = topic areas, questions and visualizations are pre-built and standardized based on best HR practices.

SHARE THE ANSWERS



SELECT THE SOLUTION

- Key – Ensure your workforce analytics solution answers the questions that are key to your business, while also allowing for growth in the future.



CLIENT EXAMPLE

- Administrative
 - Production diaries
 - Payroll
 - Weekly Report
 - Flash Report
 - Benchmarking
 - Projects
- Talent Acquisition
 - Unemployment
 - Verifications
 - Interviewing
 - Onboarding
 - Recruitment
- Performance Management
 - Coaching Sessions
 - Solution Management
 - Performance Reviews
- Training and Development
- Benefits and Compensation
 - Vacation Tracking and Administration
 - Benefit Sign-Up
 - Reimbursement
 - Wage Increases
 - Benefits Administration
- Business Knowledge
 - Benchmarking/Analytics
- Compliance
 - Figtment
 - Record Accuracy/Retention
- Reward and Recognition
 - Attendance Bonuses

CLIENT EXAMPLE 2: PROJECT LIST

	Success Factors	Implementation Steps	Deadlines	Accomplished	Results
<i>OSHA approved safety video/training including lock-out-tag-out process</i>	<ul style="list-style-type: none"> • Less worker's comp incidents • Saving on loss time • Keeping company in compliance 	<ul style="list-style-type: none"> • Contact Andy Metzker • Conduct training • Document training • Create on-going process • Create benchmarks for success steps 	<ul style="list-style-type: none"> • 2/4/2016 • 3/31/2016 • 2/29/2016 • 2/29/2016 • 2/4/2016 		10% less w c incidents
<ul style="list-style-type: none"> • Video on product process for all employees • Include it with onboarding of new hires 	<ul style="list-style-type: none"> • Less turnover • More qualified applicants • Less shrink 	<ul style="list-style-type: none"> • Create process on how the video will be made (include buy-in from management) • Create video • Create training sessions for current staff • Train and document • Add to onboarding • Add to website 			
<i>Forklift drives to be certified by OSHA</i>	<ul style="list-style-type: none"> • Less damage • Less Workers comp 	<ul style="list-style-type: none"> • Create Process 			
<i>Random Drug Test procedure</i>	<ul style="list-style-type: none"> • Less Accidents 				
<i>Vacation Policy and Audit process</i>					
<i>Missed punches audit and procedure</i>					

DESCRIPTIVE ANALYTICS

1. Mission - Critical - the small group that has the largest effect on performance and revenues
2. Differentiators - the group with unique skill sets that help to generate competitive advantage
3. Important - the operatives who keep the organization functioning day-to-day
4. Moveable - those with capabilities that can be outsourced, retrained, transferred, or terminated

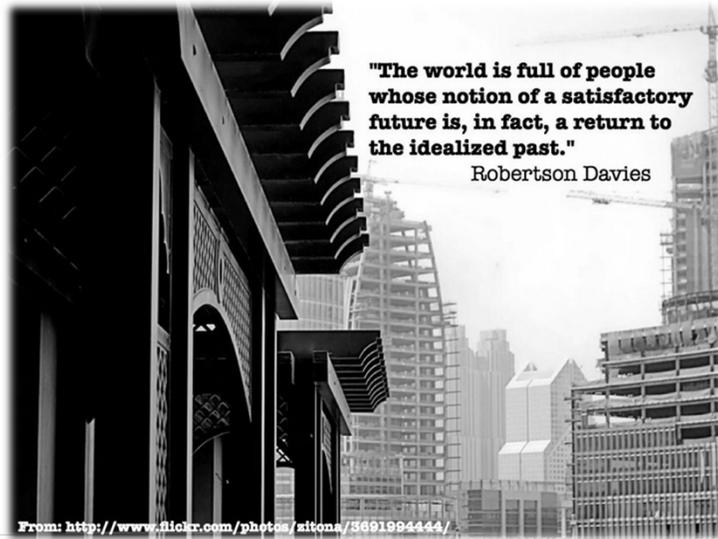
PRESCRIPTIVE ANALYTICS

■ This form of analysis relates to what we know currently to what we want to know about the future--prescriptive analytics gives meaning to those patterns for the future.

■ For example, when we build a success model based on traits, skills, and experiences; we increase the probability of selecting the right people to hire, train and promote.



CONCLUSION



RESOURCES

- Tableau
- Sum Total
- Visier
- Your organization
- Your peers
- Your customers