

# Human Resources Challenges

It is a simple fact - increasingly acknowledged and indeed proven - that social collaboration technologies can help to increase the productivity of employees.

Recent studies by McKinsey Global Institute estimate that by fully implementing social technologies, companies have an opportunity to raise the productivity of high-skill knowledge workers, including managers and professionals, by 20 to 25%. Equally impressively, correctly using social technologies could add between \$900 billion and \$1.3 trillion of value annually to the consumer packaged goods, consumer finance, professional services and advanced manufacturing markets.

A separate study from data analytics firm Evolv suggests that employees who use up to four social networks are exceptionally productive and stay in their jobs longer than those who don't have access to social tools at work.



Kelros has deployed IBM collaboration tools to assist clients in addressing many business human resources challenges, including:

## Maintaining personal and professional information

For employees, the workplace environment and experience are highly influential on engagement levels. Individuals are typically required to provide and maintain personal and professional information to their employer and it makes sense for human resources to link all learning, training and development activities to that information. With social collaboration tools and networks, HR teams can use intelligent filtering of appropriate training and development information, as well as detailed management of personal information, to give a comprehensive view of all relevant details to both employee and employer.

## **Using dynamic content for learning and training**

A single consolidated platform that contains all HR-related information and distributes it to other internal systems can be of great value in the delivery of learning and training solutions. Information can be more easily and quickly updated and checked for accuracy – streamlining process workflows – and training can be facilitated, for example by using video to connect HR leaders and trainers with specific groups in a private video-enabled workspace.

## **Communication which builds relationships**

Social collaboration tools and networks enable a single stream of open, honest and transparent communication to be established within your organisation. In the short term, this delivers business benefit by enabling employees to obtain, analyse and use information quickly and effectively. In the long term, the benefits can be even more significant: creating an effective foundation for working relationships that are strong, appropriate and productive.

## **Allowing small changes to add up**

Successful organisations strive for continuous innovation and learning. However, changes in traditional systems and applications have historically been more structured or life altering and less evolutionary. New social collaboration tools and networks allow change to happen over time and incrementally, leaving employees less frustrated by major process change – and providing the opportunity to involve them in, and engage them with, future evolution.

## **Employee engagement to improve business results**

Deeper engagement and understanding of the needs of individual employees provides a way to effect business change and improve outcomes for employees and customers. Social collaboration solutions and networks can support this capability by streamlining the sharing of information, data and analysis, offering decision makers deeper insight to support decisions on the future needs of staff and clients.

[Contact us](#) for more information, or use the [Demo Request Form](#) to have a Kelros consultant contact you.