Ask the Industry: HR Predictions for 2020

Dec 4, 2019 - Meisha Bochicchio

"The biggest global trend in HR is **tapping artificial intelligence skill sets** – especially in the banking and finance industries. AI is literally changing the landscape of not only WHAT jobs are available but WHERE those jobs are available. We are seeing AI hubs like Montreal, for example, attracting banking jobs from Boston and New York because of that city's strong pipeline of AI professionals into the labor market."

John Boyd, *Founder, The Boyd Company*

"Hiring is hard because there are a million variables we don't control – the candidates, the tech, the process. What we do control? How we ask. Be sure to **write job postings that clearly tell the story** of why a candidate would want to work at your company and how they will impact your success."

Katrina Kibben, CEO and Founder*, Three Ears Media*

"One of the biggest trends for 2020 will be companies **helping employees with student debt as a new benefit**. There are several financial institutions that are offering companies the ability to offer debt paydown as a service, including Gradifi which is owned by First Republic. There is also legislation being debated that would allow companies to do this in a tax advantaged way."

Phil Strazzulla, *Founder, SelectSoftware Reviews*

"In 2020, the biggest HR and workplace trend will be a focus on not just the employee experience, but **the people experience**. And, organizations will have to do more than 'talk the talk'. They will truly need to 'walk the walk'.

That will mean everything from offering remote and flexibility work opportunities, creating strong and equitable compensation and benefits packages, and embedding learning opportunities into regular work activities. All these experiences will come together to create safer, healthier, and more positive workplaces."

Micole Garatti, *Founder, SocialMicole.com*

"What will be the biggest HR trend in 2020? In a word—**simplicity**. HR and benefits teams have a wide range of vendors and tools, and employers will demand solutions in 2020 that cut through the complexity with crisp communication and integrations."

Taylor Clausen, *VP Strategic Partnerships, Jellyvision*

"**Remote working** will become even more remote in 2020. Several recent reports have shown that globalization is set to create an increasingly diversified workforce, many of which will be contracted from project to project. This means that you may find yourself working on a project with colleagues in six or seven different time zones to you.

Even for in-house employees, in the ever-expanding digital world, it is becoming possible for more and more jobs to be done anywhere that

has an internet connection. For this reason, it is becoming less of a perk and more of a **standard offering to allow employees to work from home or remotely** a day or two a week. This has been proven to boost productivity in many workforces as employees don't have to worry about lengthy commutes and will need to spend less on getting to work. Bosses need to be prepared to offer this perk, where appropriate, because if they don't, another company out there will."

Steve Pritchard, *Human Resources Manager, Checklate*

"Technology that facilitates **talent retention** among employees will become increasingly common in the next several years. With employee churn collectively costing enterprises billions of dollars each year, executives will seek technology that will allow for engagement and retention data to be easily collected.

Technology-enabled continuous employee feedback, for example, is equipping businesses to understand their workers' pain points and address them immediately."

Vivek Kumar, *CEO, Qlicket*

"Human Resources continues to undergo a transformational change in how the profession functions within the workforce, often times having higher expectations with the same human capital. HR tech tools will continue to increase in both number and in adoption into organizations.

HR professionals will need to continually level up, embracing new technology and leveraging this HR tech to keep up with the pace of work by automating functions, reporting out for data-driven decisions, driving enterprise learning, and managing talent from recruitment through retirement. It's not Skynet, but sometimes you have to let the machines take over."

Chris Mini, *Human Resources Manager, PlanSource*