5 TIPS TO
Digitize HR Services

PeopleSpheres

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Introduction

The **digitalization of Human Resources** is one of the major topics of this decade. Digital technology is becoming more and more important in our **private** and **professional** lives and is now invading the **HR role**. According to human resources professionals, it is clear that the **digitalization** of their activity is **inevitable**.

Indeed, digital technology has **accelerated the modes of communication** and circulation of information and thus changed the way all sectors of companies are organized. **Digitizing the HR service** means aligning with the speed and evolution of the time, as well as **making communication and modernizing exchanges easier** and **speeding up decision-making**. However, this radical change in a company can be complex and disruptive in its early stages, so it is important to put **be thorough** in order to achieve this.

Here are 5 tips to digitize your HR service

1)   Involve employees in the digitalization process

When a change takes place in a company, it is important that **the whole community** feels **involved**. A change as radical as the transition to digital HR cannot work if employees do not understand it and are not psychologically prepared to incorporate it in their daily lives.

As in any context, when a change is made and imposed on a community, you must be intentional to get people to accept it. The same is true in a company, and it is recommended to rally employees to the cause so that everyone is willing and prepared for the new project.

> ➢ **Conduct polls**: If you are in the early stages of building your digital HR solution, take the time to talk to your employees about their needs and discuss the aspects that need to be improved in your current processes. Ask them, through polls or meetings, about the areas they want to see improved by a digital tool. Or vote on the best tools to use for collaborative platforms or social networks. Involve them!

> ➢ **Organize activities to prepare for the arrival of the digital tool**: Involving the employees in the project will allow them to feel positively towards this change, to invest in its proper functioning, and to look forward to the upcoming project. For example, if digitalization involves a corporate social network or profile creation for a collaborative platform, organize a photo shoot with all employees and unveil them when the software arrives. This will build anticipation to discover the photos and give the project a fun and innovative aspect.

> ➢ **Have them participate in the customization of the tool:** if the chosen tool allows customization in terms of color, font or module name, etc., organize votes or brainstorming sessions where everyone can express themselves and give their opinion. Thus, the digital tool will strengthen the team spirit and allow employees to use a tool consistent with the overall vision of the company.

2)   Allow employees time to adapt

Although many tend to think that the entry of **Generation Y** into the workforce brought a **wind of change** and modernity to the company, the reality is not as simple as that. We must not forget that the **issue of seniority** is very important, and it is also important that all generations feel comfortable together and **evolve hand in hand**.

So, by **digitalizing the HR service**, we must be careful not to leave out anyone, considering those who are more resourceful as we would the less accustomed. In other words, one must put in place a progressive approach, so that everyone has time to get used to it at their own pace and according to their abilities, without anyone feeling excluded:

➢ **Develop employees' skills**: Before introducing a tool, first make sure that the **whole team knows how to use it.** Just having the tool is not enough to change the usage, and to **change the organization** in the desired direction; it is first necessary to **know each person's capabilities** to determine the *best* tools. Once the tool is chosen, the company must be able to offer training on the tool and its issues, so that it is better **adapted**, **understood, accepted** by **all employees**.

➢ **Give the employees time:** Imposing a digital tool overnight can rush the majority of your employees and most importantly, generate a lot of errors due to incorrect usage. When implementing the tool, it is advisable in the beginning to offer **two alternatives** (the digital way or the traditional way), so as not to rush the employees, and give them time to **adapt to the product** while keeping **the company running smoothly.**

➢ **Offer assistance:** If some employees still do not seem to master or understand this digitalization, **leave the door open** to chat and encourage other employees to help their peers. Show that you are **available** to **discuss** any issues and propose **appropriate solutions**,

such as **enhanced training** for latecomers, or meetings on this theme, etc.

3)   Promote the use of the solution

The **digitalization of HR services** makes it possible to group together in one place various related services. Thus, **all employees** of the company have an **overall vision of the HR function** and actions carried out for their benefit. Now aware of the magnitude of the tasks to be accomplished, it is wise to show the employees that they themselves can **be involved in the development** and well-being of the company and that their actions are **useful** to **their entire team.**

Once the digital tool is fully integrated into the company's new internal strategy, **placing the employee at the heart of the action** will lead to **motivation** and **optimization of the use of the tool**.

➢ **Highlight the links between the actions of each employee and the impact on the organization**: For example, by giving access to the schedules and vacations etc. of each person, the employee will be able to see for himself the impact it has on the planning and his colleagues' workload. Therefore, the employees can make more informed decisions when requesting their vacations and absences, and **communicate** with members of their team. In this way, the organization will be run **more smoothly**, the workload will be **better distributed** and absenteeism within the company will be reduced.

➢ **Involve the employee in the management of certain tasks:** Propose to your employees to get involved in the **improvement of company life** on a voluntary basis. For example, form small teams that will each be responsible for one aspect of the company life (with your help of course) such as the preparation of individual interviews, organizing events, or in the choice and implementation of training. By

giving the employee a say in the company's actions, you ensure that the **willingness** to use your HRIS by the entire company is stronger.

The main role of human resources is to **unite and improve the management of all internal services** in the company. By placing the employee at the **heart of the action**, you ensure the **cohesion** and **motivation** of everyone and **strengthen your corporate culture**.

4) Put the employee at the heart of the issue

Digitalization is clearly on the way, and resistance by the company is only slowing down what is **inevitable**. It is therefore necessary to prove to the employees that the new tools bring a **real transformation** to the speed and **efficiency of the services** that you can bring them. Employees are the first to demand fewer administrative procedures and more **adapted services**, so use this to the advantage of the **digitalization of your HR service**.

Digital can lead to the acceleration of processes, precision and by extension, the infinite possibility to quickly respond to each employee's request. By automating some of your HR processes and **processing requests faster** with your new tools, you'll be able to respond to each request in a **targeted and timely manner**. Digitalizing the service makes it possible to escape long administrative processes and to **focus on a service offer** focused on employees who expect a lot in terms of **support** and **development**.

> ➢ **Take advantage of exchange tools**, such as corporate social networks or communication platforms, to directly access all requests instantly. Allow yourself time **to process each message** and respond to it, so that employees feel listened to. Also, dispel their fears, as these could lead to a possible distancing from the use of digital

technology. **Show that the human aspect is at the heart of your digitalization strategy.**

➢ **Sort** out what is automatic and what requires time and human reflection. For example, **save time** on your payroll processes, leave management or expense reports by **automating** them, but take the time to **personalize each individual interview** or the training requested by employees.

Digitalizing your service requires **you to consider your priorities** and speed up tedious and purely administrative processes to focus more on the **individual needs** of your employees and pressing **business needs**.

5)   Develop an innovation culture

The arrival of digital technology in a company will ultimately **modernize** and disrupt the way organizations functions. **Data collection is faster**, **exchanges are instantaneous,** and **reactivity is optimized**. Given this accelerated pace, employees may feel somewhat overwhelmed and may not understand this new culture.

You must therefore be clear about the changes that are taking place and convince the employees of the **benefits** for them and the company. The world is changing, and the company must **follow suit** to **stay competitive.** The company is an entity, and if it wants to **develop**, it must make all employees who want to **evolve with it.**

To do this, **take advantage of your new digital tool** to create a culture of the **engagement**. Push your staff to be **proactive**, to express their ideas and to always strive for more positive change. To do this, the digitalization of your HR department is an **important strategy**:
➢ **Promote exchange tools**: create virtual spaces where everyone can give their ideas, make remarks and **develop** them. Give employees time to set up **projects that are useful to the company** or collaborate with other employees to **improve work** and **quality of life** in the company.

➢ **Rethink the role of the manager and push for empowerment**: The reaction speed by companies now calls into question the traditional "**command and control**" model of management. The development of communication tools and the automation of verifications push the employee to "fend for themselves" and the manager to no longer waste time checking before validating. **Push the manager to focus on new aspects of management,** such as **business development, organizational improvement,** etc. Thus, the employee will **become more competent**. The manager, meanwhile, will use his or her role to help **develop the company**.

Once again, the idea is to get the employee **used to using** your new solution. With your tool, you can **refocus your core business** on the **human** side and now push the company employees to **want to evolve together**.

To conclude…

Digitalizing the HR service can cause considerable upheavals in the organization of the company. The employees will see this modernization of the HR services as either a **beneficial development** or, on the contrary, as a distancing on the part of the HR department. Your role is therefore to **reassure** them and **make the solution accessible and understandable** for all by highlighting the **benefits** to adopting these new uses.

The main objective is therefore to get the **employees on board** with your solution and enable the entire company to make the best use of this new tool:

✓ **Involve the employees as soon as the decision to use an HRIS is made**. If the decision is made by the whole company, it will not seem imposed but chosen so as to improve the quality of life in the organization.

✓ **Help them to adapt to the tool.** Not everyone can master new technologies easily. You must therefore allow all employees who want it or need it to have access to training.

✓ **Give them time.** Changing your habits overnight is not easy. The employees may feel rushed and frustrated about changes to their daily life. Give them time to adapt before switching completely to the digital solution.
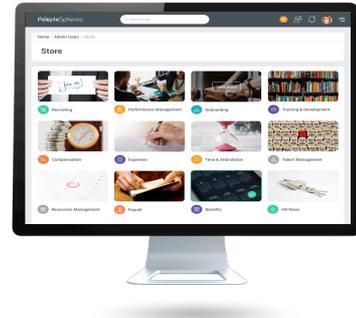
✓ **Reward and value the use of the tool.** By involving the employee in the implementation of the project and in the management of human resources, you ensure that employees are engaged and motivated.

✓ **Focus on your job.** One of the many benefits of digital technology is the automation of time-consuming and tedious processes. Thanks to this significant time saving, you now have the opportunity to put the "human" into your HR approach and improve the well-being of the company.

Discover PeopleSpheres

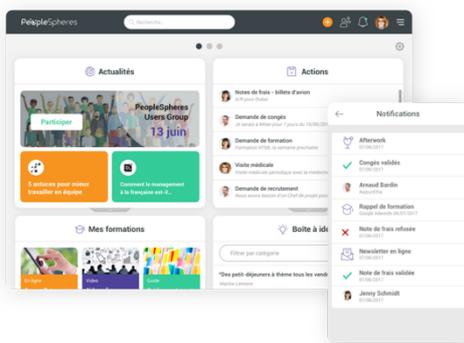PeopleSpheres is the first 100% adaptable and adjustable HRIS software in Saas.

Composed of an HR core and the best HR software, our solution allows you to customize your HR portal according to the needs of your company and thus accelerate all your HR management.

1. **Connect** your existing HR software
2. **Add** the HR modules of your choice
3. **Manage** all your HR from **a single platform**
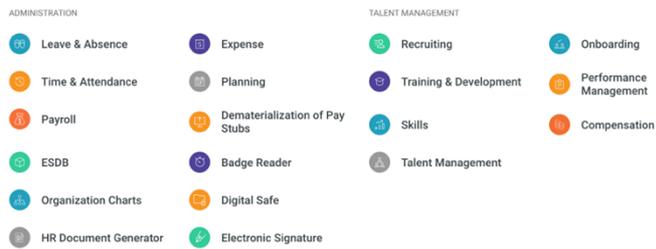
An HR core with multiple features

Benefit from a powerful platform which allows you to connect all your existing HR software, to synchronize all of your employees' data and provide a unique user experience.

- A unified user experience:
  - ○ HR Portal
  - ○ Unified profile
  - ○ Notification Center
  - ○ Cross-Modules actions
- **HR Cross-Modules reporting**
- Driving force of **Cross-Modules workflows**
- Marketplace for HR components (tools, services, content)

From administrative management to talent management, choose the HR modules according to your needs among a wide choice.

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Benefits for your HR management

ADMINISTRATION		TALENT MANAGEMENT	
Leave & Absence	Expense	Recruiting	Onboarding
Time & Attendance	Planning	Training & Development	Performance Management
Payroll	Dematerialization of Pay Stubs	Skills	Compensation
ESDB	Badge Reader	Talent Management	
Organization Charts	Digital Safe		
HR Document Generator	Electronic Signature		

- **Save time**: on our marketplace, choose the best software and ready-to-use connectors.
- **Have a single HR portal** with all the solutions chosen.
- **Adopt a flexible solution**: you can add or replace HR modules at any time.
- **Connect your software**: take advantage of standardized interoperability thanks to a dedicated "smart connector".