

The Top 10 HR Trends for 2019

Eric Swenson



Gallagher Chapman
ARTHUR J. GALLAGHER & CO.



About Eric



- Workforce & Leadership Strategist
- Founder of RSJ/Swenson, an HR and Workforce consultancy with over 250 clients in North America
- Author of *Managing People in the 21st Century* and *The Five A's of Great Employees*
- Managed hundreds of employees in his career
- Speaks nationally on topics from leadership and management to workforce trends and issues
- Creator of “The Tanzanite Leadership Program,” debuting this summer.

 @ericswenson
www.rsjswenson.com

The Top 10 HR Trends in 2019

1. It's The Employee's World, And We're Just Living in it (For Now)
2. Preparing for The New Workforce
3. The Rise of Technology (and how to manage it)
4. Lost Connection
5. Leadership becomes humble, attentive and trustworthy
6. HR evolves or...
7. Purpose Matters
8. Millennials Don't Matter (well, kind of)
9. #metoo not going away
10. Workplaces begin to adapt to The Education Gap

1 - Employees Rule The Roost

- There's simply more jobs than qualified people
- 7.3 million job openings
- Quit rate at 2.4% per month
- Millions of people are becoming gig workers
- C-Suite and HR must adopt to this new reality
- There are lots of jobs, just not a lot of skills
- Does the eventual economic downturn help or hurt employers?

2 – Preparing for the New Workforce

- Gig workers continue to increase
- 60% of Millennials tell Gallup they are open to new job opportunities
- What can be automated?
- And what do we need to hire for?
- 3 years at a company is the new gold standard
- Remote – not just working from home nearby, but around the world becomes more accepted
- Globalization leads to an increasingly diverse workforce.

3 – The Rise of Technology

- Future is in the cloud
- Companies are spending \$\$\$\$ on technology for recruiting, wellness, performance management, training, engagement
- It's not just making HR's life easier any more
- HR must become digital (see #6)
- Improving the Employee Experience, driving productivity, innovation
- HR in the flow of work
- This significantly changes the traditional ratio of HR Pros:Employees

4 – Regaining Lost Connections

- Working remotely is great, but...
- Remote employees have fewer opportunities to absorb company culture in person, so they'll fit in faster if they share your cultural code
- Impetus is on matching candidates to your culture as well as getting your weaknesses filled
- Finding ways to engage remote employees is critical to retention and productivity
- And take care when interviewing:
 - 61% of employees leave their job because it wasn't what they expected

5 – Leadership Becomes Humble, Attentive and Trustworthy

- Enable employees to do work they enjoy
- Help employees play to their strengths
- Carve a path for career development that accommodates personal priorities
- Create an atmosphere of innovation
- Understand that “One Size Fits One”
- By the way, they don’t really want “feedback”; they want attention and interaction.

5 – Leadership Becomes Humble, Attentive and Trustworthy

- **HOWEVER...**

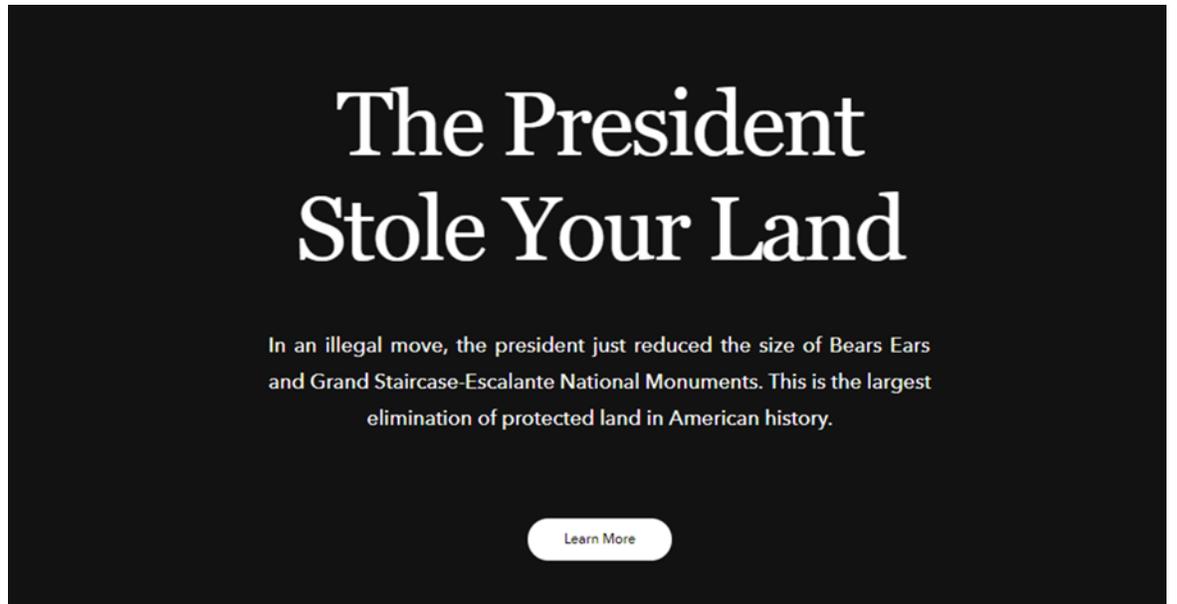
- 82% of organizations promote based on tenure and individual performance.
- 1 in 10 people promoted naturally possess the talent to lead
- And savvy C-suite leaders are starting to recognize this

6 – HR Either Evolves or...

- HR needs to lead the adaption to change
- If HR can't do it...
- Experts in technology, real estate, strategy and marketing
- The evolution from tactical and administrative to strategic
- Otherwise, AI will swallow you whole
- HR needs to be a Multi-Disciplinary Team

7 – Purpose Matters.

- Employees don't just want a paycheck – they need to feel like what they're doing is meaningful.
- If your employees don't align with your purpose, you won't get results
- Ask: what is the purpose of our company/organization?
- Look at companies who focus on corporate social responsibility



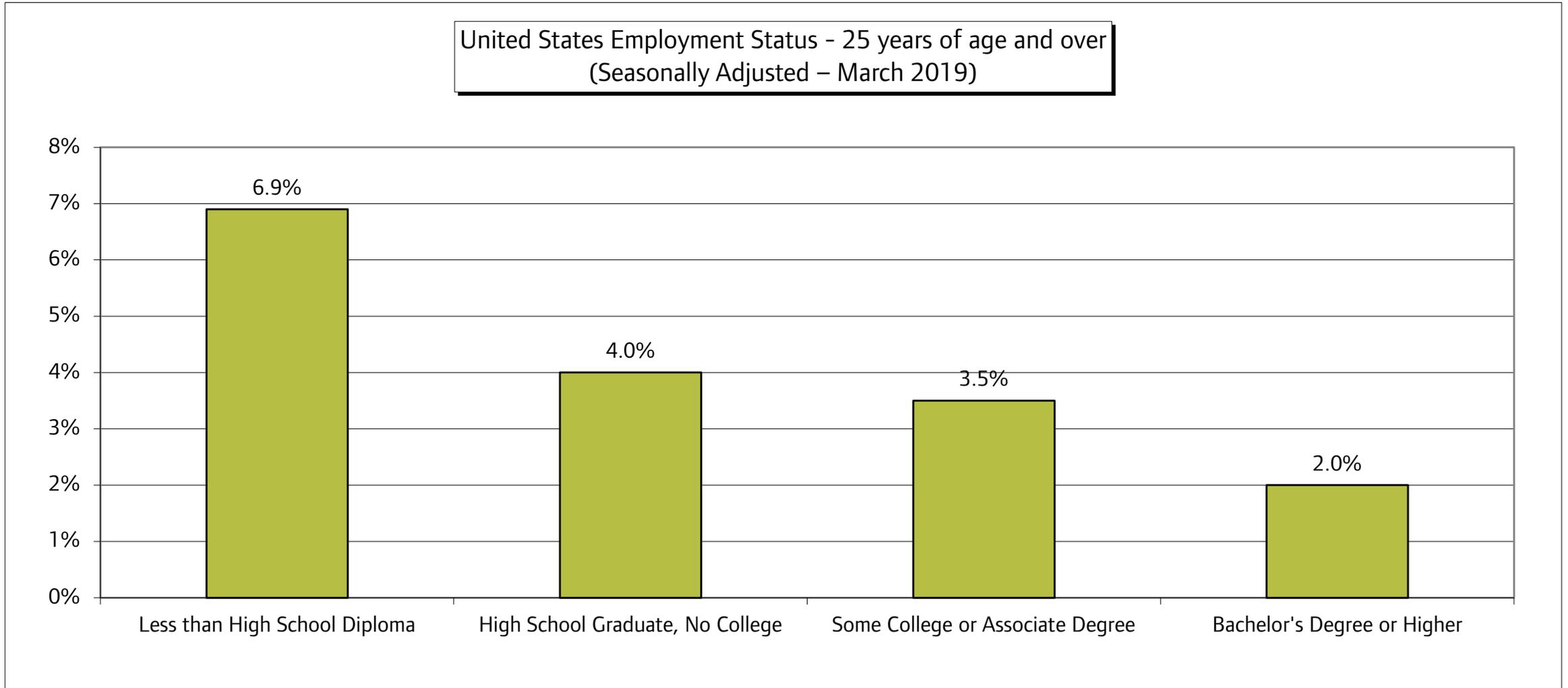
8 – #metoo is NOT Going Away

- But, it's looking different
- There's pushback (mostly from men)
- Redefining what is and what isn't harassment
- From 1991 to Present, it's ebbed and flowed
- As more and more women ascend into leadership positions, how does this change?

9 – Millennials Don't Matter (well, sort of)...

- They're now over 50% of the workforce, so it's their world
- What do they want?
 - Technology that helps them be more productive
 - Professional development opportunities
 - Collaboration (a.k.a. teamwork)
 - Work/life balance
 - Purpose
 - To be happy

#10 – Workplaces Begin To Adapt To The Education Gap



What Does This Education Gap Mean?

- More competition for highly educated employees
- And a re-think about what education really means to job performance
- U.S High School Dropout Rate
- Large part of our population doesn't have the needed skills to enter the workforce
- Access to education – big challenge
- Less talent needed for the needs of businesses going forward
- How is the H1B Visa/DACA issue going to impact all of this?

Can you imagine what we'll know tomorrow?



www.rsjswenson.com

www.ericwswenson.com

twitter: @ericwswenson