fuse™
WORKFORCE MANAGEMENT

How to improve HR productivity with an HCM system

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Introduction

As an HR manager, you've probably noticed that your job becomes more challenging with every passing year. The relentless pursuit of efficiency in many companies often means that the job of a full HR team ends up falling onto the shoulders of a single person. That's a tall order.

With all the varied responsibilities on your plate, it can be easy to lose sight of the most important parts of your job. Without the proper support, you may spend all your time fixing data inconsistencies and duplicated forms. But this kind of work (though it's important) stifles productivity and hinders your progress toward bigger strategic goals.

You don't have time to waste on inefficient processes or juggling multiple single-purpose software systems. In a fast-paced, competitive labor market, how can you recruit, develop and lead your workforce better, all while keeping an eye on compliance and benefits management?

The answer: a robust Human Capital Management (HCM) system. A powerful solution that keeps all the tools of the trade in one place can help HR managers get work done with much less time and frustration.

In this ebook, we'll explore how an HCM system improves productivity for each stage in the employee lifecycle—from recruiting to offboarding, and everything in between. Read on to get an idea of all the various tools included in a powerful all-in-one HCM platform, and how they can help you juggle all your work responsibilities with less time and headache.

Recruiting and Hiring

Recruiting and Hiring

There's an art to recruiting; it takes practice to know when you're looking at high-quality or mediocre candidates. You're not just looking for the best people and trying to impress them, either; bad recruiting experiences negatively impact a brand's reputation, even among people that don't get hired. That means professionalism and efficiency are the name of the game. Managers should work internally to streamline the hiring process so the search for qualified applicants is easy, cost-effective and timely.

Using these tools will make recruiting simple and efficient:

Applicant self-service

Unnecessary interruptions can ruin your focus and divert energy away from your core responsibilities. As an HR manager wearing many hats, shifting tasks to employees does wonders to speed up productivity and reduce inaccuracies. Using a recruitment module allows both employers and applicants to stay on the same page without all the distractions.

Through the system, the self-service tool allows users to update personal information, work history, and resumes. This data pre-populates fields for forms and paperwork, so all files are consistent and accurate without anyone having to triple-check for spelling errors or silly slip-ups. Giving applicants liberty to control their profiles frees your time to focus on company goals and improvement.

Configuring your dashboards

Once you've identified a pool of potential new hires, it's important to take action quickly to guide them from job posting to offer. In a workforce management suite, you can review credentials, access forms, and send emails from one dashboard. Keeping applicants in the loop helps things run smoothly, giving you more time to devote to finding the best fit.

For specialized roles, using configurable dashboards allows managers to adapt the software to meet each individual need. Will employees be working remotely? Do they need specific software to do their job? Whatever the unique circumstances are, customizing your dashboards lets you increase productivity and efficiency.

Accessing applicant repositories

If you aren't getting enough traction on your new job posting, you may want to look at previous applicants to see if any of them would be a good fit. A periodical review of all previous resumes helps you find missing holes in your workforce. If you've told rejected applicants that you'd be in touch about future available positions, this is a great time to deliver on those expectations.

Accessing the applicant repository can also help you find applicants with specific certifications or expertise. Whether you're searching by diversity metrics or rare skill sets, you may find that the right candidate for your open position has previously applied for another role at your company. This is a great reminder to use good manners when turning down applicants. There are great opportunities for recruiters who keep a steady pipeline of applicants with positive impressions of the company.

Hiring

Finding the right employees for your company may feel like looking for a needle in a haystack. As much as you hope for the best applicant to drop into your inbox, it takes patience and time. Consider people who share experiences and enthusiasm that may serve as a foundation you can work with. As recruiting and hiring become more human-centric, it's important to approach a direction that is inclusive and diverse while meeting quality standards. With a workforce management system, you can optimize the selection process to make it easier to screen, organize and find resumes.

Here are some ways to get better results in the hiring process:

Screening applicants

Sift through applications based on skill sets or certifications to maximize your potential to hire the right candidate. Save yourself the trouble and penalties caused by false data by using verification services to maintain compliance. The best HCM platforms include background screenings to identify the qualifications of the candidate and protect the organization. Because so much time can be lost correcting errors in paperwork, using tools to help ensure accuracy is key.

Scheduling interviews and other communication

Regular communication makes the hiring process more user-friendly for candidates. Using autoresponder emails—or worse, saying nothing at all— is frustrating for job applicants, and it doesn't send the right message about your company. But communication doesn't need to be difficult or time-consuming. Reduce your time to seconds by using personalized email templates. Putting a little bit of effort into creating consistent and timely responses can result in better transparency and a more positive experience in the long run.

Some workforce management systems claim to offer a synchronized experience by adding integrations for certain HR and payroll operations. In reality, these integrations still require multiple systems to work together and can be prone to error. All-in-one platforms offer everything in one system, so your workflows run together, rather than being forced to work together after the fact. Using a powerful, multifaceted workforce system can help your company thrive in the future with an effective and productive workforce.

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Onboarding

Onboarding

As an HR manager, the process of onboarding new employees involves laying the groundwork for newcomers— and the organization as a whole— to succeed and thrive. All that can feel like an arduous task. In an attempt to manage the weight of your work, it may be tempting to pass some responsibilities off to someone else, or let them fall by the wayside altogether. But while this strategy might save you some time in the near-term, it can create frustration and inefficiency in the future.

Unfortunately, this inefficiency happens too often when management lacks established processes and the right technology, and instead rely on manual processes or outdated systems. In reality, there are solutions that don't cost an arm and a leg. With a Human Capital Management (HCM) system, you can effectively manage the employee lifecycle from pre-hire to retire. As new hires enter the mix, it's crucial to establish a sustainable onboarding experience that contributes to positive performance and productivity.

Master onboarding without losing productivity

If your job feels overwhelming, you're not alone. According to SHRM, 57 percent of HR professionals listed "overtasked and time-crunched" as a primary challenge in their onboarding practice. But leveraging an HCM system will automate processes so you're not swamped with tedious tasks.

So where do you start? To maximize effectiveness, SHRM outlined four building blocks of success in onboarding: compliance, culture, clarity, and connection. Depending on your organization and overall strategy, each level varies in use. We'll explore how you can hit each principle by using an HCM system to guide your workflow.

Automate the paper-pushing process

Once you recruit and hire your talent, the next step is to deliver paperwork. This is where compliance enters the picture. Office policies and procedures, as well as documents like I-9, W-4, and benefit enrollments are key ingredients for a compliant-ready workforce. Sending these forms to new hires before their first day can accelerate the onboarding process and kickstart a smooth orientation. The best HCM platforms include verification tools to ensure accuracy and consistency across all documents. Amending errors consumes a huge portion of a manager's valuable time. Going paperless eliminates duplicate data entry and error-prone tasks so you can focus on people — not paperwork and processes.

Engage new hires from the onboarding portal

As soon as a candidate signs their offer letter, you can give them access to the company's self-service onboarding portal. Having visibility into information in a wiki or a portal allows employees to reference and review files at their own pace. This includes company policies on workplace safety, dress code, sick leave, and workplace behavior and expectations. This helps HR increase engagement and reduce administrative workload. Supplying webinars, videos, and manuals further clarifies roles and expectations so employees' performance doesn't suffer.

Clarity is key to communicate purpose for employees. It's equally crucial for fostering cooperation within an entire organization. You may want to consider optimizing your onboarding workflows by involving other team members in the process. Building a cross-functional onboarding team within one database allows everyone to work towards a common vision. New and veteran employees alike can connect as a community of mentors, teachers, and leaders. As a result, new hires will be able to gain the right footing in a new workplace, armed with knowledge of clear expectations and guidelines.

Empower employees using a configurable dashboard

Beyond the necessary supplements of an onboarding portal, you should always make room for delightful practices. Enter: culture. The best organizations manifest culture in everything they do. Articulating values and norms gives your team a higher purpose to champion. You can craft care and value right into their personal panels. This is an excellent opportunity to send a friendly note, a virtual copy of the employee handbook, welcome messages from teammates, or an explainer video about the organization and its traditions. You can load these resources into custom tabs or as quick links. Consider anchoring FAQs into their dashboard to save time and maximize efficiency. Users will be able to access this information anywhere and anytime they want. Personalizing the experience for future employees is a great way to build lasting relationships for years to come. Weaving company culture into the onboarding process will not only build employee engagement and retention, but it will also empower your workforce to discover reason and belonging in their work.

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Training

Training

So you've onboarded the best and the brightest. Now what? Your job as an HR leader is not over. A great manager helps employees shape the future direction of their careers.

Yet, some managers neglect sustainable training and development practices. As a result, organizations pay the high price of losing top talent. When you're short-staffed or overtasked, the burden seems all too real. HR managers face the pressure to take care of essential day-to-day operations, and are often left without time to carve out a long-term plan.

With a lot at stake for effective training and development, HR leaders bear the responsibility of laying the foundation for employee success. But training doesn't have to be elaborate; it's a matter of assessing employee skills and needs and guiding them to fill in the gaps throughout their career. If it's done well, the payoff can be substantial for management and teams alike.

Moving away from a one-size-fits all approach to training is easier said than done. But with the right tools and knowledge, the solution is closer than you think. Let's take a look at how you can configure individualization for an entire organization in an HCM system.

Manage on-the-job training

Here's the best place to start when designing training plans: figure out where your employees are, and where you want them to be. Assess the strengths and weaknesses of your employees, and determine what skills and trainings are necessary to reach those goals. With an HCM system, you can track skills and certifications with customizable reports. Stay ahead of the game by scheduling courses, tracking certifications, and reporting results to ensure future managers will be well-versed in the development of each hire. Avoid overloading the employee with books of information or leaving them hanging with nothing more than a to-do list.

A confused or overwhelmed employee halts the efficiency and productivity of an entire team. Even more, it makes them feel unwelcome or treated like an afterthought. Without providing clarity or proper training efforts, employee potential and talent may slip through the cracks. The motivation and excitement they carried into the job loses momentum if employees are left unengaged. Provide on-the-job training in a manageable flow, so employees grow their competency from a solid foundation. Automated workflows will be your best ally to manage various time-consuming tasks.

Poor learning management leaves employees feeling aimless. Before you know it, these bad habits cause high turnover, low productivity rates, and a damaged company reputation. While managing and leading go hand in hand, the practice is lost upon managers overburdened with a dozen responsibilities. By distributing power among management and employees, you empower employees with learning opportunities that promote career growth and ambition. Building checklists for projects are a great way to guide employees and track their progress. Use check-ins on an HR platform to drive accountability without resorting to micromanagement. By giving your employees the chance to own their work and accomplishments, managers reap the benefits of saving time and money.

Measure performance and productivity

Organizations depend heavily on HR to build value and develop talent. The process of managing employee performance includes defining goals and encouraging continued learning. You may discover after several rounds of training that the process changes and refines. Until you exchange an ongoing, honest, and constructive dialogue, training can only go so far. But don't bite off more than you can chew. Shuffling paperwork and coordinating assessments from different departments is onerous and time-consuming. Make it easy for yourself with HCM system tools. Start by creating role-specific appraisal forms, defining cascading goals, and automating the performance review cycle. Keep yourself on target by setting up alerts and reminders to track assessments, feedback, approvals. Paper forms will become a thing of the past when you can organize and dispatch evaluations on a digital HCM database.

Measuring how well an employee adjusts to a role allows you to anticipate performance issues and improve processes without running the risk of costly mistakes. According to Kronos, fifty-five percent of organizations don't measure the effectiveness of their onboarding and training programs. The ones that do report stronger talent and business outcomes. Taking the time to understand how well your processes work will allow you to uncover insights and reap positive results.

When it comes to measuring productivity, consider the time to proficiency. How long does it take for a new hire to become productive? It's worth evaluating employees' knowledge of procedures and processes to get a better understanding of how to train them effectively. You can access data and create custom reports by pulling information from an integrated database. With a little preparation and investment in the right tools, your company can benefit from a league of superstars.

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Payroll

Payroll

For many HR professionals, payroll is the heaviest strain. As exciting as payday is for employees (and for you!), managing payroll involves so much more than just processing paychecks.

In fact, handling payroll can be extraordinarily complex: it must be accurate, it must be efficient, and it must comply with regulations on a local, national, and international level. On top of coordinating day-to-day business operations, recruiting and hiring candidates, and managing growth, HR leaders must follow compliance, and get the numbers right for various taxes and payments.

Leveraging an HCM system makes it easy to produce the perfect paycheck and maximize efficiencies in your organization. Let's take a look at how you can manage and control your payroll every step of the way in a human capital management (HCM) system.

Automate your entire payroll process

The American Payroll Association estimates that automation reduces payroll processing costs by as much as 80 percent—reducing errors in invoices and paychecks. Taking full advantage of automation saves time and improves accuracy while allowing you to map out the entire payroll system.

Powerful automated solutions simplify complexities and improve paycheck accuracy. With a versatile pay rules engine, you can determine pay for regular and overtime hours. Automating challenging payroll tasks like relocations, wage increases, and entitlements takes away some of the stress. So does using a robust timekeeping and payroll service to generate payroll checks across multiple cost centers. As a bonus, you hit other benefits like addressing PTO accruals, 401(k) contributions, tax deductions, and overtime hours.

Manual procedures often depend on time-consuming paper trails. Reduce processing time and error-prone tasks by going paperless so you can focus on people—not filing. The best payroll provider may offer direct deposits services to drop paychecks right into employee bank accounts. By integrating custom batch payroll entries into your process, you can automate payments for multiple groups and departments on a weekly or bi-weekly basis. Save yourself the hassle of printing and furnishing checks when you can submit payroll in a fraction of the time.

Automation for smarter compliance management

By using automated workflows, you can meet tight deadlines, avoid penalties, and take the exhaustion out of compliance management. Set up alerts to know when an employee is approaching benefits eligibility or overtime hours. Automated event notifications are invaluable for managing compliance with ACA and FLSA as it keeps employees and managers in the loop to enforce policies and stay compliant. Additional rules can help you enforce schedules and maintain your preferred full-time/part-time employee mix.

Tailor the system to fit your needs

Managing payroll isn't a one-size-fits-all job—employees require specific needs and care in a fast-paced, highly regulated world. The best HCM systems allow customization to accommodate your specialized reporting or integration needs. Tailoring configurations in your process helps you make key decisions to complete payroll runs. Managing today's emerging workforce can be tricky to steer. It's important to have an HR system that meets your needs now and grows with you in the future.

Simple, built-in tools make it easy to sort, filter, group, and customize report content for any time period. Using the mass edit feature to view or change employee payroll information saves you time from manual tasks. As regulations change over time, having an adjustment management system built into your process helps you manage bonuses, reimbursements, commissions, tips, and other payroll elements.

Access critical data and reports with real-time updates

The workforce itself is the greatest and costliest asset of most organizations. Yet, it often falls short in planning, measurement, and optimization. Overlooked current gaps in strategy may stifle productivity and contribute to future complications. Pinpoint developmental needs with various in-depth reporting options. With ad hoc reporting and customized analytics, HR professionals will be able to see the full picture of its performance and operations. Use Quick Links to immediately access your important reports and zero-in on several functional areas from a standard dashboard. Successful reporting may eat up more hours in a day than you'd expect. But using a central digital database with powerful reporting tools help you track employee performance and manage data collections on the fly.

According to the Workforce Institute, 81 percent of employees work outside of standard hours. Sixty-three percent of workers admit they work off the clock—even if it's against policies. Wouldn't it be great to monitor overtime trends and optimize your workforce strategy? Together with comprehensive visibility at your fingertips, HR professionals can create a dashboard for consolidated views of different labor pools. Committing to accuracy and timeliness pays off in the long run with a system that handles complicated tax regulations and wage laws. Having real-time calculations bolted in your system helps you know exactly how much each employee is earning. By leveraging accurate time synchronization and benefit updates in a powerful integrated system, you can craft the perfect paycheck every time while avoiding potential unintended consequences.

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Performance Management

Performance Management

If you hear "performance review," it may cause some fear and anxiety—for managers and employees alike. Many people encounter stumbling blocks when performance reviews comes around. Overworked HR managers may handle too much responsibilities with little time to guide employees in the right direction. This is where effective performance management enters the picture.

Performance management is the ongoing process of communication with employees, departments, and organizations in support of achieving the strategic goals of the organization. From planning and monitoring to reviewing and evaluating, there are many building blocks of an effective performance management strategy, including:

- Fair accomplishment-based performance standards and objectives
- Progress assessments
- Ongoing education and training
- Continuous coaching and feedback
- Effective compensation and recognition processes
- Promotional/career development opportunities

With all the elements in play, managers play a crucial role in talent management. At the same time, they should also honor employee contributions and encourage them toward professional and personal goals.

If this seems like a lot to balance, you're not wrong. When done right, organizations gain from lower turnover and burnout, higher sales growth, better productivity, and increased customer loyalty. Poor practices, on the other hand, drag down quality relationships, neglect potential opportunities, and squander company time and money.

So how can you set your team up for success with so much to juggle? Let's take a look at how you can drive exceptional performance using an HCM system.

Define tailored performance profiles

With a diverse and nuanced workforce in your hands, it's important to define organization-, group- and individual-specific review profiles. It's a mistake to assume your employees have the same goals, challenges, and competencies. The benefit of an HCM software is that it offers efficient and effective tools for capturing and sharing information to match the needs and preferences of users.

Setting clear objectives lays out the foundation for your workforce to thrive and contribute to the company's overall success. Have specific criteria prepared for evaluation, and define competencies for individual employees and jobs. Leveraging tailored performance profiles allows the managers to document performance results and identify areas of improvement during feedback.

Encourage employees to take advantage of the Employee Self-Service feature where they'll have instant, online access to their own information, including on-demand training, performance goals, and reviews. This can be a great starting point for a performance review conversation, as you can invite their questions, thinking, and suggestions to kickstart developmental opportunities. By giving your employees the chance to use their agency and creativity to work out solutions, managers reap the benefits of saving time and money.

Automate the performance review cycle

Automating the performance review cycle lessens the workload on your back by handling routine or repetitive tasks. But it's also easy to depend on its functions and fall short on developing meaningful interactions. It's wise to use automation within a structured framework that serves the mission and goals of the company so HR managers can do work that matters. Integrating automation within your systems can also help define what valuable or meaningful work might look like for employees and breed innovation without losing productivity.

Start by configuring workflows to match your organization's processes. A manager's job description never stays static, but that doesn't mean they always have to rush to the next chore on the agenda. Stay on top of assessments by defining the timeline and frequency of performance reviews. By using automated alerts and reminders, managers can keep up with form completions, feedback, and approvals without missing a beat. Between managing, training and reporting, real-time monitoring helps HR professionals track progress for timely employee reviews.

Manage employee development and succession planning

Managing top talent to become superstars in their field is not an easy job. Not only do managers need to consider an employee's job performance, but also personal and career development as well. How can you get excellent performance out of the team and take an employee's existing skills to further heights in their role? Managing this process for individuals can take more time and thought than a one-size-fits-all development plan.

The best managers harness employee strengths, interests, and passions to create greater value for the company. Articulating goals that are practical and aspirational gives employees the opportunity to show you their best work and gets the company closer to its larger strategic purpose. After setting appropriate goals, track employee skills and certifications with customized reports that indicate who needs help and when.

By using succession planning tools in a robust software, HR managers can define training courses, assign employees, and track completion. Ensure accountability when you have visibility scheduling internal classes, monitor open seats, and report on employee participation.

With a comprehensive view of performance metrics, you have a simple, intuitive way of working with information to award employees who step up to the plate or identify pain points for a performance improvement plan.

Foster engagement and retention with ongoing feedback

Committing to honest and constructive feedback is one of the best ways to foster engagement and retention in the workplace. To really improve performance, employees need ongoing, continuous progress to build and keep momentum—not just on an annual or quarterly basis. While a manager's job entails supporting and motivating employees, it may take a whole workday to plan a productive meeting. This isn't anything you want to rush. Giving thoughtful and valuable input requires craft and grace. Even the most prepared manager may encounter hiccups with conversation etiquette and awkwardness.

With the right tools and information, managers are well-equipped with immediate visibility of goal status and individual employee reviews throughout the year. A single, cloud-based database ensures that managers, stakeholders, and employees can collaborate on evaluations and goals, review performance history, and monitor the overall process. Moving away from an isolated approach to a holistic, continuous process allows a well-versed manager to provide fair feedback during crucial periods.

Benefits Management

Benefits Management

Making important decisions about employee benefits, like choosing health insurance packages, can be stressful and overwhelming—for employees and managers alike. New hires may know far less about their benefit options than their HR departments. In modern workplaces, HR leaders have to maneuver different needs and priorities from four generations of employees.

According to a Jellyvision survey report:

- 49 percent of the employees surveyed say making health insurance decisions is always stressful for them.
- 41 percent of the employees feel the open enrollment process at their company is "extremely confusing."
- 56 percent of the employees would like help from their employer when choosing a health plan.

When the benefit selection process is hard to understand, employees are often left in the dark trying to figure out the best plan that meets their needs. These unresolved frustrations can lead to costly elections, high employee turnover, and low productivity. With these unique challenges, HR managers have to consider smarter ways to communicate. The open enrollment process doesn't have to be stressful. Turning to a powerful, all-in-one HCM solution can save you a great deal of time and help you avoid problems down the road.

Let's look at six ways an integrated HCM solution can help ease the benefits enrollment process:

Automate communication across the organization

Communicating enrollment details doesn't have to be complex. Using an HCM system makes it easy to deliver key information and streamline data with real-time updates.

As important deadlines approach, send automated reminders about dates and details for open enrollment. With only a few weeks (typically 31 to 60 days) to enroll in plans, it's a good opportunity to remind workers to register on time by sending friendly batch emails with easy-to-follow next steps. You can also set up alerts to notify you when an employee is approaching benefits eligibility. Keeping your workforce updated with important benefit information and deadlines will maximize your time and reduce employee confusion.

Store files and information in the cloud for 24/7 access

Reduce the stress of open enrollment by offering access to information in a cloud-based HCM solution. Users can access their medical, dental, life insurance, and other plan details anytime, anywhere. This helps employees with flexible schedules or in remote areas change or update their plans without being tied to an office. With an online system, employees can review their insurance plans with their families and make the best choices at their own convenience.

Engage and educate your employees with online training

Employees want to make informed choices about their benefits so they can take full advantage of their coverage. But studies show individuals often have limited knowledge about the options available to them.

It's a good idea to educate employees by sharing valuable benefits information through a variety of digital formats (fact sheets, guidebooks, checklists). Make helpful resources available to employees by uploading them into an HR portal for easy access. Managers can stay ahead of the game by scheduling one-on-one or group meetings to identify pain points, answer any remaining questions, and update relevant information online. Organizations that take a proactive approach to educate employees will reap savings and efficiency in the long run.

Simplify life-event changes with self-serve tools

Major life events like having a baby or getting married aren't constrained to an open-enrollment period—they can happen at any time during the year. When a major event qualifies employees to change or elect new coverage, an intuitive HCM solution will give employees the ability to choose insurance options and update personal information in a self-service portal—with no paperwork or help needed from HR.

The best HCM software equips managers with a fully customizable carrier connection solution to accommodate any changes, sudden or otherwise. You can streamline the approval process by reviewing forms and sending data automatically to carriers. Using an integrated data management tool eliminates the guesswork out of the enrollment process and streamlines tasks on the fly.

Stay current in the changing market with compliance management

Meeting the demands of the Affordable Care Act (ACA) and additional health care reforms can be a massive headache. In an ever-evolving landscape of rules and regulation, companies are more at risk with lawsuits, fines, and penalties.

That's where an integrated workforce management solution can simplify processes and remove stress. With a dedicated ACA module in an HCM solution, managers can automate deadlines and set up notifications to alert employees about any status changes. Built-in logic helps enforce schedules and maintain your preferred full-time/part-time employee mix. You can be confident that your organization manages compliance by putting an integrated process in place with payroll, attendance, and benefits administration all rolled into a single system.

Manage administrative tasks with an automated benefits solution

HR professionals face benefits administration challenges from employee education to enrollment. With an automated benefits solution, you can reduce the time, energy, and paperwork associated with administrative tasks. Automated reporting solutions save HR professionals from messy paper trails and manual data entry. You can rest assured knowing all new hire paperwork like W-4 and I-9 forms are completed correctly and on time. Pass on claims management to a software that can track employee leave and manage processing claims. Using the right tools will free you from repetitive tasks so you can focus on managing your workforce and drive business results.

Compliance

Compliance

Maintaining compliance is a messy and often immense endeavor.

The ever-changing web of regulations and laws have HR professionals balancing benefits management, payroll runs, and leave reporting among other HR policies. At the same time, HR professionals have to stay on their toes with laws like the Affordable Care Act (ACA), the Family and Medical Leave Act (FMLA), Equal Employment Opportunity Commission (EEOC), and more.

If keeping compliance isn't done well—inaccurate or missing paperwork, compensation violations, improper timekeeping—the risks are substantial. And HR managers don't have enough hours in the day to meet the demands of regulations with manual processes.

Cue the stress and the frenzied attempts of short-term fixes.

Your organization shouldn't suffer costly compliance hits from temporary, time-consuming tactics. Luckily, using an HCM system makes compliance manageable and maximizes your organizational efficiencies for years to come. In this article, let's explore how you can manage workforce compliance with the right tools and technology.

Track real-time workforce data

When the nitty-gritty details of every employee count towards compliance for all these HR laws (and more), HR managers require a powerful database—not homegrown paperwork and spreadsheets—to drive accurate results.

Data visibility starts with a comprehensive HCM system that tracks and stores data for you. You can tap into historical and real-time employee information like average hours worked, individual schedules, time records, and benefits enrollment. This lets you spend your time analyzing data instead of looking for it.

Even better, look for all-in-one systems with a dedicated ACA module to help you proactively manage compliance across your entire workforce. A look at your management dashboards gives you a one-stop shop for viewing consolidated data of different labor pools.

Provide comprehensive reporting

Instead of chasing down information across departments to get cohesive reports, HR managers can use reporting capabilities to submit complete and accurate records to government agencies on time.

An integrated platform with built-in compliance reports like EEO, OSHA, and New Hire puts everything in one place. With over 150 standard reports for HR services, timekeeping, and payroll, HR managers can easily edit and combine reports using built-in, ad hoc reporting tools.

Rather than sifting through these reports, use quick links to access your important reports and zero-in on several functional areas from a standard dashboard. With a cloud-based, self-service portal, employees have the autonomy to access their information from the web, a mobile app, or the time clock to make reporting accurate and convenient.

Automate processes and communication

HR professionals face daily grunt work processing paperwork and managing administrative tasks to maintain compliance. Shrinking the amount of time spent on these tasks with powerful automation should help mitigate frustration, reduce paper trails, and cut down errors.

For benefits enrollment

Managing benefits enrollment is simple if you:

- Power communication efforts with automated alerts and batch emails to inform employees about important deadlines or eligibility.
- Flag potential compliance issues like overtime activity or status changes with intuitive alerts.
- Accommodate sudden changes to employee coverage on the fly by streamlining the approval process and sending data automatically to carriers.
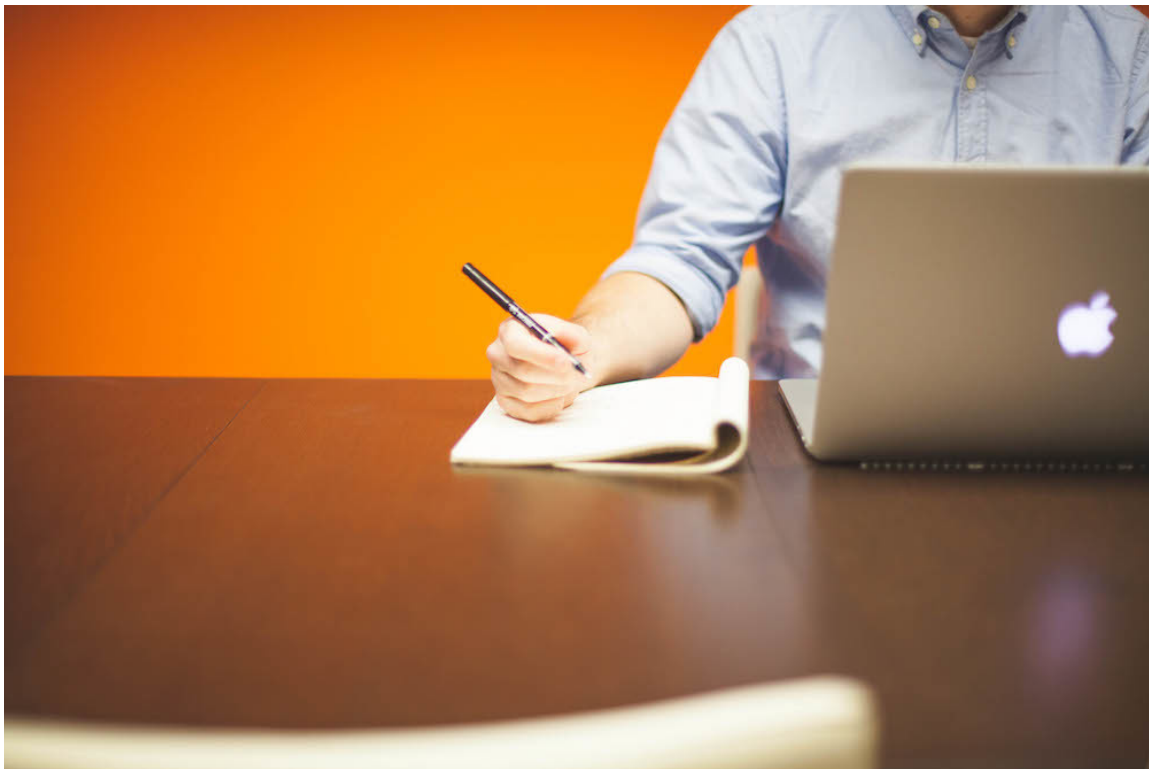
For payroll

Employers can run into trouble with unlogged overtime hours and miscalculations. Take the exhaustion out of payroll with a robust timekeeping and payroll service. These solutions help you:

- Automate and interpret time calculations, and capture hours based on remote work, travel, meal, and breaks.
- Track and understand true labor costs by enforcing flexible, user-defined pay rules.
- Generate payroll checks across multiple cost centers so you can manage a diversified labor pool across the entire organization.

For labor law updates

In addition to juggling evolving ACA regulations and impending FLSA updates, there are more than 40 types of federal leave laws with many organizations having their own leave policies in place. Handle the complexities around labor laws by using a dependable coordinated system to:

- Automate legislative updates and help keep your platform current with the latest federal, state, and employer-specific labor policies.
- Use a leave of absence module that streamlines the policy enforcement for a variety of leave types.
- Auto-populate information to FMLA form templates at the push of a button.

What's next?

Keeping pace with changing legislative, union, and industry regulations isn't a walk in the park. That's why we do our best to craft and deliver the best resources to help you manage compliance like tracking HR compliance news, building an essential ACA guide, and offering a complimentary assessment to evaluate your needs.

While building knowledge is the first step, having the right support and tools sets up your company for success in the long run.

Employee Retention

Employee Retention

The grass is greener on the other side. Employees with this mindset could be close to quitting—if they haven't already.

When employees leave their jobs, HR managers have to restart the costly dance of recruitment, hiring, and onboarding all over again. With today's hiring market, evolving labor laws, and overflowing HR tasks, the consequences of employee churn are heavy to bear. Turnover doesn't just increase onboarding and training costs—it also reduces employee morale and productivity.

While you can't completely avoid employee turnover, there are some intuitive solutions to improve your chances of retaining your best talent. In this article, we'll explore how you can use an HCM software to keep your best people in the books.

Get hiring and onboarding right using integrated tools across the organization

Scenarios like [ghosting](#), [unconscious bias](#), and [other bad recruiting practices](#) drive candidates away or set the stage for employee turnover down the line. Yet, overcoming these issues in a competitive hiring market can be a lot to ask for from a busy HR manager.

Recruiting and hiring

To start, spruce up your [recruiting and hiring processes](#) by optimizing your selection process and streamlining your communication efforts through HCM software.

With HCM software, HR managers can:

- Build structured interview processes with automated workflows.
- Evaluate job descriptions by cross-checking with various team members or departments in one centralized platform.
- Use personalized email templates to send consistent and timely responses.
- Find candidates with specific certifications or expertise through an online applicant repository.

Adopting these practices will help you make fair decisions in your hiring process and kickstart a smooth search for the right hire.

Onboarding

The quality of your onboarding process also determines a new hire's future success and loyalty. [Common onboarding mistakes](#) can affect any HR manager going at it alone, but [creating a game plan with the right tools](#) can help leaders add value from day one.

HR managers can:

- Send required forms to new hires by automating the paper-pushing process before their first day.
- Ensure accuracy across all documents with automated verification tools.
- Anchor webinars, videos, and manuals into employees' onboarding portal to clarify expectations.
- Form a cross-functional onboarding team of mentors, teachers, and leaders to support hires in their onboarding journey.

A good, sustainable onboarding experience creates an ecosystem where new hires can thrive and find purpose in their role. With a great onboarding program, your company will profit from employees who can commit for the long run.

Maintain continuous communication with custom reports and real-time data

According to a [Globoforce survey](#), 32 percent of employees stay in their role if they find their job meaningful. For this reason, it's important to learn about what values and beliefs matter to your employees and outline steps to take moving forward.

While [giving performance reviews](#) for a diverse and nuanced workforce is more than a handful, using an [intuitive HCM system](#) can help [guide the performance management process](#) and keep the conversations rolling.

HR managers can:

- Create role-specific appraisal forms and evaluations for different employees.
- Access real-time data and create custom reports for accurate assessments.
- Reward employees who step up to the plate or identify their pain points by tracking performance metrics.
- Define the timeline and automate frequency of performance reviews to maintain continuous communication.
- Collaborate on goals and action plans with managers, mentors, and employees on a single, cloud-based database.

By taking a proactive role to generate a continuous dialogue with your employees, you help them see fulfillment in their work rather than pushing them to an exit.

Train and develop your workforce using a configurable dashboard

HR managers who [help shape employees' growth](#) are bound to see positive results in engagement and retention. In addition to giving regular constructive feedback, investing in training and development efforts provides direction and excitement for employees. Yet, neglecting employee development is a chronic problem when managers are juggling essential tasks and putting out fires on a daily basis.

[Designing training plans](#) doesn't have to be complicated. Use a powerful HCM software to [assess the needs of your employees](#) and fill in the skill gaps.

HR managers can:

- Provide on-the-job training with automated workflows.
- Load training resources into custom tabs or as quick links for easy access.
- Anchor FAQs into employees' dashboards to save time and maximize efficiency.
- Define training courses, assign employees to tracks, and track completion to ensure accountability.

Spending time and effort on each individual's ongoing professional development will take time, but it's well worth the effort. Your team's productivity, engagement, and retention will rise for years to come.

Foster employee engagement from compliant-ready tools and an ESS portal

Employees lacking knowledge of their basic benefits plans can lead to frustrations and miscommunications—even [employee burnout](). The same is true for burdened [HR managers who use poor practices]() to manage the entire employee lifecycle.

By using the right tools to [keep compliance and balance a better work-life dynamic](), both managers and employees can own and control labor costs.

HR managers can:

- Give employees the ability to choose insurance options and update personal information in an employee self-service (ESS) portal.
- Make helpful benefits resources available to employees by uploading them into an HR portal.
- [Automate and interpret time calculations and capture hours](#) based on remote work, travel, meal, and breaks.
- Simplify ACA compliance processes using a dedicated module to avoid penalties.
- Use [a powerful, multi-faceted platform](#) that handles all your HR functions in one system.

Losing an employee affects all your other HR operations. It deals a blow to productivity, engagement, cost, and culture that takes time for companies to recover. But when someone leaves, it's not easy to pinpoint a simple solution in your process. Most companies lack the proper systems to measure these costs and track missteps along the employee lifecycle.

- CHAPTER 9 -

Offboarding

Offboarding

While you do your best to [prevent employee turnover](), employees will eventually leave an organization—voluntary or not. Whether it's a spouse's relocation, different career moves, family obligations, layoffs, or retirement, there are many reasons why employees exit. While these life events can happen in any organization, HR managers can handle employee departures gracefully and use their experiences to fine-tune retention efforts.

Thoughtfully managing offboarding should be the norm, but employee departures often throw organizations off-track if there isn't a good process in place.

How to make offboarding count

As we reach the final phase of the [employee lifecycle](), we focus on offboarding, a phase that's equally as important as onboarding. Neglecting offboarding best practices results in potential data breaches, compliance violations, knowledge transfer gaps, and poor company reviews. These circumstances can lead to steep penalties, ugly backlashes, and a hit to workforce productivity.

Given that these circumstances can be sudden, unprepared organizations may resort to careless solutions. On top of managing critical HR management tasks and priorities, HR managers also need to offboard employees with minimal impact on current operations and costs.

How do you make offboarding count without sacrificing time and money? The secret formula is an end-to-end HCM solution.

Here are the four keys to offboarding employees the right way:

1. Improve the employee experience by optimizing resources
2. Refine workplace processes using seamless communication tools
3. Take a proactive role using complete visibility
4. Streamline talent acquisition with automation

Improve the employee experience by optimizing resources

Frustrated employees tend to struggle with inaccuracies, delays, and incompleteness from slow paperwork processing and poor communication. Left unresolved, these frustrations can leave a sour taste on those departing, eventually affecting your brand and ability to keep top performers.

Consider anchoring an offboarding checklist on the employee's dashboard. It may include a review of their non-disclosure agreement, benefit and tax documents, resignation letter, final payroll information, what assets to return, and accounts to disconnect. This checklist may look a lot like an [onboarding agenda](). If this is the case, save some time by repurposing your onboarding resources from your database and tailor it for departing employees. Make sure to schedule a time to meet with the employee to review any outstanding charges or transfer remaining knowledge.

Refine workplace processes using seamless communication tools

Gathering honest feedback from [exit interviews]() can refine workplace processes and power retention efforts starting with the next hire. However, talking about workplace issues isn't always easy. These meetings can be highly charged, and employees may shy away from having this discussion at the risk of offending someone.

To start, think about what yields an environment of comfort to foster trust and honesty. Consider presenting the option to talk online, in-person, or even by an anonymous survey submission to ease their apprehension and encourage their participation. After capturing valuable feedback, you can use an integrated HCM software to easily share results with stakeholders. HR leaders can course-correct their talent management plan by looking at common complaints and acting on them.

Take a proactive role using complete visibility

To improve your offboarding process (and retain your employees in the future), HR leaders need to see what's happening and make informed decisions from past experiences. When questions like, "where are there delays in payouts?" or "why does one department complain more than others?" come up in conversations, it's wise to look into the root cause quickly before the situation worsens.

Looking at statistics on siloed platforms isn't useful or productive; you need to drill down on issues that stem from multiple sources. Using a comprehensive HCM platform that aggregates data from all areas of HR can help you find hidden patterns about employee offboarding. HR managers can take a more proactive strategic role when they can explore layers of documented knowledge in the database and take appropriate action.

Streamline talent acquisition with automation

An [end-to-end HCM system](#) connects HR, time and attendance, payroll, and other functions into a single platform. Add in the power of automation, and you've got a standardized process that works with you in every step of the way.

As you log the termination date in the employee's record, the event automatically feeds the information to both timekeeping and payroll so you don't have to make changes manually. This helps you eliminate errors, reduce admin costs, and ensure accuracy—saving your company dollars and time in steep compliance and operational costs as well as data entry.

Using an intuitive HCM software also helps streamline the lifecycle process by triggering a new vacancy when exits occur. Managers can then quickly source a new position with [HCM recruiting tools](#) or sift through an existing candidate repository.

Part ways the right way

Last impressions can count as much as the first ones do. Whatever the reason for leaving, preserving goodwill between you and the exiting employee builds strong alumni relationships post-employment. In contrast, ignoring offboarding best habits can burn bridges with past employees and damage a company's productivity—and reputation—down the line.

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