How to keep up with changes in workforce management

From the rise of non-payroll employees to increasing regulations, today's workforce is undergoing dramatic changes. **The result: traditional methods of ensuring staff loyalty and productivity no longer work.** Ensuring employees reach their full potential requires a different type of workforce approach—one that's focused on delivering strategic value, rather than just processing transactions.

Here are five tips for remaining competitive in light of the dramatically changing face of workforce management.

1

Recognize increasing regulation

Government and agency workforce oversight is more extensive than ever. **Regulations such as the Affordable Care Act demand extensive and intricate record keeping increasing not only administrative costs, but also the complexity of the work required.** They also require action be taken at certain points. When a worker is just above or below the ACA's trigger point of an average 30 hours/week, not only must the ACA records be updated, but employees and their managers should be informed. Work toward integrating your systems so payroll, benefits, and scheduling all share data, and ensure they use smart business rules to create timely alerts for noncompliance and exceptions.

2

Plan for the non-payroll workforce

Work today is increasingly done by people not on the payroll, but working for other entities—something that's common in supply and distribution chains. Contractors, independent workers, and joint venture employees all have to be organized. To make sure you can handle all these types of workers, choose HR systems that are cloud-based yet integrated. Make sure that these systems have hierarchical permission structures that allow contractors and employees to see different, position-appropriate views of the same data, while their managers can report across all information.

3

Accommodate changing workforce demographics

The demographics of the workforce are changing. More employees are seeking flexible arrangements, or working occasional shifts or part-time. Unfortunately, traditional workforce management solutions cope poorly with irregular work patterns. Optimizing enterprise processes to fit your employee's employment choices not only engenders loyalty and engagement, it also boosts efficiency. Be sure you choose scheduling software that is flexible enough to accommodate today's lifestyles. That also means ensuring it's mobile-enabled. **In 2015, Millennials will become the largest US workforce cohort.** They and others now expect handheld access to the technology they use to run their lives.
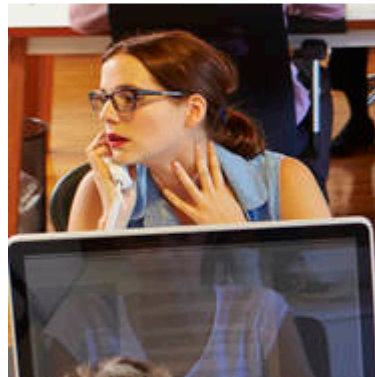
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Seek innovation in communication

Today's distributed, non-full-time workforce can easily feel disconnected from work. The risk is low engagement, poor interaction, and high turnover. Consider establishing multi-channel communications, and providing employees with self-service access to systems like roster scheduling. But don't just push data. Include social collaboration tools to keep workers in touch with managers and each other.

5

Deliver better forecasting and planning

This new, different working environment is more complex and less predictable than ever before. Staying competitive is essential to the financial health of your organization. Consider this: **applying current churn rates, 75% of companies in the S&P 500 today will be replaced by 2027.** To stay ahead of the competition, you need sophisticated planning and forecasting tools that allow HR to deal with peaks and troughs of demand, and with strains to the labor supply. You can automate routine HR administration tasks across integrated systems and provide managers with the data they need on any device.

Learn more about elevating your workforce management ›

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