Empowering Workers and Increasing Effectiveness

DajonData
Management

Hr Automation, Employee Engagement

Over the past two decades, human innovation has fuelled the dramatic increase in productivity,

followed closely by the streamlining of processes and the effective application of technology to increase consistency of activity at a lower per transaction cost. However, the greatest technology solutions and most perfect processes are worthless if you have people who don't care about either of them.

Many forward-thinking companies are turning to process improvement solutions and realising significant cost savings across a number of business areas, as well as increased employee engagement thanks to the power of automation alongside workers who really want to get the most done with the resources they currently have.

To begin, ask questions like:

- Who works at my company?

- What do I know about the work they do?

- Why do they work here?

- I hired some of these people - why?

- Are the employees in my company equipped to perform their job the best way possible?

- If not, is there an external factor making that standard?

A Dale Carnegie Training program refers to most workers as "highly skilled, technically savvy order-takers". This is especially true in high-tech environments with a strict policy and procedure adherence.

Is this really what you want in your company? Let's examine some of the aspects of engagement that are a direct benefit to the customer and the organisation simultaneously.

The Reality of the Departmental Divide

Companies are often broken up into different departments or teams - accounting, HR, and IT are the three most common found across multiple industries.

In today's fast-moving business world, departments are often expected to:

- Be relevant to the organisation's overall strategy

- Do more with fewer resources - faster, better, cheaper

- Add value to the company rather than merely acting as a commodity function

- Find new and innovative ways to help create a competitive advantage for the company

- Reduce overall "legacy" infrastructure

As companies are moving in this direction, the employees are often pressured to accomplish these goals in stringent time lines and with more accuracy than their predecessors. After all - things ended up the way they are now as a direct result of the person that was here before them, right?

The fastest way to ensure that employees are able to participate and engage with the company's line of business (and their clients) is through trust. Trust inside of an organisation can be broken down into three simple concepts:

- If I don't trust you, I will not view you as credible nor will I respect you.

- "If I don't respect you, I will not see you as credible or trustworthy."
- If I don't find you credible, I will not trust or respect you.

Trust in the Organisational Setting

Often several phases occur as trust, credibility, and respect are achieved. It's important to pay attention to them with employees and management alike as interactions occur inside of a company:

- Impression – Establishing a basis for trust begins with the earliest interactions, including one's sociability and professionalism, as well as responsiveness to questions and requests for information. If you're too busy to respond in a timely or appropriately professional manner, you may have already started to unintentionally portray yourself as transactional. Executives make snap first impression based upon the first time one interacts with them. Given this context, it is vital that professionals who want to succeed, dress, act and respond in a "business manner" that is consistent with a "high performer" in the business.

- Interaction – Communication and interpersonal skills – so critical at this stage – unfortunately can atrophy for professionals who don't consciously work to improve and maintain these abilities. Quite often, a lack of interpersonal skills negatively impacts one's professional confidence. This lack of confidence is then manifested in ineffective personal interactions. Many modern workers depend on electronic interactions rather than engaging business people in face-to-face interactions which encourage debate, innovation

and consensus building. A valued business partner or employee must comfortably adjust to each type of interaction necessary in making a business contribution as opposed to simply offering a technical contribution.

- Direction – Based on positive impressions and interactions, others will begin to reach out for advice and direction in the worker's area of expertise. Listening is particularly important for these subject-matter experts, since being the expert doesn't mean talking a lot – it means asking the right questions, listening, and tailoring solutions to the client's needs.

- Consultation – The highest compliment for a technologist is when they are truly consulted for their help and input when a critical business issue arises. As a valued business partner, they participate in strategic discussions and are on the ground floor of new initiatives. They may even provide referrals outside their area of expertise to help achieve the organisation's strategic objectives.

So What is the Problem?

Companies don't often have chronic hardware problems - those are easy to spot and remove or repair.

Chances are, the people are talented and can do the jobs you are giving them.

So where is the disconnect? Why won't people stay engaged with the work their doing? Once trust has been built and the interpersonal communication aspects of strong employee relationships are mastered, it's time to move on to how work is being done in the office itself.

Busy work is the bane of talented and highly engaged employees. Eliminating busy work by going electronic with forms and documents as well as automating routing and enhancing digital security is one of the easiest and most effective ways dollar-for-dollar to increase employee effectiveness.

Process Automation and the Benefits

When selecting a solution for your organisation, look for one that offers a proven and quick return-on-investment. Mature solutions are known to deliver an ROI in as little as 6 to 9 months. This can be realised in a number of ways including a fast implementation, smooth integration with other business applications and more –these will be discussed later in this paper.

When evaluating solutions, consider both the direct savings-- such as reduced resources and hardware costs--and the "soft dollar" benefits. By increasing productivity from 50% to 500%, organisations can enjoy significant savings by redirecting valuable resources to other critical areas of the business.

> *"Business and human endeavours are systems... we tend to focus on snapshots of isolated parts of the system, and then wonder why our deepest problems never get solved."*
>
> Peter Senge
> Author of The Fifth Discipline: The Art & Practice of the Learning Organisation.

Knowledgeable Professional Services Team

When your organisation is evaluating solutions, make sure to choose a provider that will become your partner in success; you don't just want a technology, you want a partner that will work with you side-by-side to ensure that deployment strategies and product integrations are properly planned and supported. A knowledgeable team with process improvement experience can make all the difference in a smooth implementation.

The best providers will offer complete assessments of your business in order to minimise business disruption and ensure that your employees can get up and running quickly. An experienced partner will create a detailed plan that will move your solution implementation through a clear process. Proper planning will help you achieve a fast ROI.

Quick and Easy Implementation Process

In addition to an experienced team, look for a technology that can get you up and running quickly. Some solutions can be implemented in just 30 days—and you can effectively work with the product from the start. This enables your organisation to make effective and measurable change and can help you realise a complete ROI within 6 to 9 months.

Smooth Integration with Other Line-Of-Business Software

When investing in a new software, you want it to work with your existing business systems. Make sure your solution offers smooth, no coding integration so that you can easily share data between applications, without needing a programmer. Otherwise, you may end up paying extra for a developer to integrate your systems.

Look for a product that offers simple integration tools that any user can leverage so your organisation can further correlate data and increase usability.

Easy-to-Use, Intuitive Interface to Access Information

Choose a solution that offers secured access to information in a single, browser-based application. With an intuitive interface, your workforce will be empowered to easily organise and share information. With a drag-and-drop graphical interface, even business users can simply draw business process to automate work tasks and integrate systems. Look for tools like dynamic linking, which enable you to link together related documents for easy retrieval. By eliminating data silos, you'll further minimise search times and increase productivity.

HR Automation also Reduces Manual Administration and Monitoring

The right solution will enable your company to sync your people, paper and processes from the start. Look for a solution that offers authorised users instant access to information when and where

it is needed. With the powerful features of process automation, you'll eliminate time-wasting manual paper processes and replace them with improved document sharing and collaboration across departments.

HR Automation also Automates and Enforces Business Rules and Processes

Another way to help your company achieve a quick ROI is to take advantage of process automation. across your entire organisation. Auto-indexing features make sure your data is organised according to business rules and prevents lost or misfiled documents. Also, look for the ability to add your own business process routing. This enables organisations to set up approval process, routing, audit trails, and adds security to the management of document processing.

☐ Staff has unnecessary and unsafe access to confidential employee and client information because there is no efficient way to protect this information

☐ Staff is constantly challenged with the need to share information; this often results in unnecessary emailing, faxing and printing

☐ Field workers require access to information but have no way to obtain it without redundant emails/phone calls/trips to and from headquarters

Organisations will skip these steps in a lot of cases because it has simply been set as a strategic vision and the managers are asking for options. This results in insufficient and improper planning, which sets the stage for a failed implementation. Safeguard against failure by doing the necessary research and ensuring the organisation gets the solution it needs, the first time.

Conclusion

Hopefully it's clear that by automating HR in your organisation, you can increase employee engagement and ensure that your business is functioning at the highest level possible.

Proven Results

A large non-profit organisation was struggling to engage their workers, and at the time had a 35% annual turnover rate.

By leveraging automation and agile software solutions, the organisation has achieved a 25% reduction in time spent on paperwork, a 70% reduction in interdepartmental inquiries, and over £80,000 in annual savings.

About Dajon

We are your process improvement specialist and know how to leverage today's technology to get the most from your people, processes and information.

Each client is a partner and our passion is helping to deliver solutions that provide unmatched performance.

Let us show you the possibilities, help you to create a new vision and empower you with the tools, knowledge and resources to get the job done.

Discover how our process improvement solutions have already helped companies like Lockheed-Martin, AG First Farm Credit, ClosetMaid and Morton Plant Hospital gain more from their existing systems, fill the gaps between departments and make their workforce more effective.