

ORACLE

# How to Deliver High Performing HR

A playbook for HR leaders



# Contents

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How to Deliver High Performing HR	3
Setting a Clear Vision & Proposition for High Performing HR	4
Establishing the Optimal Model for High Performing HR	5
Enabling High Performing HR Capability	6
Leveraging Technology & AI for your High Performing HR Proposition	7
Being Agile and Delivering your High Performing HR Value	8
Continually Evolving your High Performing HR team	9
Are we there yet...?	10

# How to Deliver High Performing HR

It is no secret that high performing organisations are built around high performing people.

And with a multitude of variables that are impacting organisations like employee needs and customer expectations, HR professionals can create an environment that fosters employee engagement, drives organisational success thus ensuring sustained growth.

Welcome to High Performing HR and how, with Oracle, you can turn theory into practice.

In this playbook, we consider six steps to take across the three key areas of any organisation to set you on the path to High Performing HR.

These include reimagining your HR operating model through the most appropriate processes, tools and governance; to re-energising your capabilities and culture through the right competencies, policies and work ethics; and maximising your delivery, agility, and outcomes by bringing all these component parts together successfully.



**Operating Model**

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**Capabilities & Culture**

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**Delivery & Outcomes**

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# Setting a Clear Vision & Proposition for High Performing HR

Every organisation must have a vision and strategy for its people. But it is vital to firstly understand the current workforce composition against projected future needs, and secondly to align the HR strategy to overarching strategic organisational imperatives, considering the people impact of this strategy at all levels.

This is about being proactively involved in scenario planning for your organisation at large; horizon-scanning and benchmarking areas for growth and resilience – areas that HR can demonstrably lead on. At the same time, it is vital to target the kind of people-empowering outcomes that will drive greater organisational success.

Understanding your current workforce landscape requires wide-ranging and accurate people data and insights combined with a good level of commercial acumen and an ability to translate organisational aims into measurable people initiatives.

Taking an evidence-based HR approach to this will deliver better informed and more accurate answers to two fundamental questions. First, which are the most important problems (or opportunities) facing the organisation which are relevant to HR? Second, which solutions (or interventions) are most likely to help?

## Solution Spotlight

**Oracle Fusion HCM Analytics** leverages a unified data model to help guide your people proposition with smart analytics, voice-driven visualisation, and connected workforce intelligence across all HR and wider business processes. This provides you with provable, on-the-ground data insight for where your organisation can move next.

## How we can help

Our HR Transformation team can provide expert insight to help you drive organisational outcomes. We have supported many HR leaders in the planning and implementation of transforming their HR functions, giving guidance on optimal HR operating models, for change management, agile mindsets and culture, and modern cloud technology and data insights.

## Making the business case

- ✓ Establish a single source of truth from your data to gain new levels of workforce visibility and better align performance to strategic goals
- ✓ Transform HR in the cloud to unlock new insights with in-depth expertise to guide realistic, future-facing business objectives
- ✓ Benchmark existing business processes and tools to demonstrate HR's value add, reduce TCO, increase risk management, and clearly signpost challenges and opportunities

### Find out more

Take the Oracle Fusion HCM Analytics tour

Request a demo here



# Establishing the Optimal Model for High Performing HR

Agility and change are the new standing features in the modern HR Operating Model. Combining tools and cross-business visibility will enable HR to flex to the latest priority will drive optimal HR performance and drive business value.

The key to this is gaining a better grasp of the top issues affecting your people — across their performance and potential, sentiment and engagement, and their diversity make up, to understand where HR can contribute targeted value. Responding to organisational needs in an agile fashion will solidify HR as a strategic partnering function that leaders turn to.

This step is where you can investigate, test, and flex the scope of your people proposition ambitions, linking them directly to the measures and outcomes you have agreed. Employees and managers will look to you for direction on the new approach. High Performing HR will take the lead.

## Solution Spotlight

[Oracle Workforce Management](#) provides connected, real-time HR data for clear tracking, reporting and managing of your entire workforce. This gives you immediate insight into how and where your organisation needs HR-led strategies and objectives — the fundamental ingredient for High Performing HR.

## How we can help

With Oracle Cloud HCM, you can eliminate data silos and ensure all employee data is stored in a consistent format. You can access this data in real-time from anywhere to unlock insights into functions like employee engagement, performance and retention. Furthermore, we can help you shape your thinking and enhance your HR model by leveraging automation to minimise manual administration and maximise your strategic agility and resilience.

## Making the business case

- ✓ Access cross-business insights with AI and ML analytics to gain deeper understanding of operational strengths and weaknesses, and where to focus
- ✓ Unify your employee data approach to record all HR transactions, as well as link in with wider business data such as ERP
- ✓ Increase customer satisfaction with HR by improving the employee experience and responding to real business challenges

## Find out more

Take the  
Oracle Workforce  
Management tour

Request a  
demo here

# Enabling High Performing HR Capability

Once you have explored the possibilities at your fingertips for accelerating your High Performing HR potential, now is the time to review the HR capabilities skills within your team.

Here, we build on ideas, ambitions, and learnings to architect the necessary platforms and components needed to bring High Performing HR to life.

Traditional HR skills and competencies need to be complemented with a range of multidisciplinary capabilities from data science to project management, and design thinking to management consulting. High Performing HR requires a more concerted effort to move to a more evidence-based, insights driven approach. It also requires HR practitioners at all levels to embrace technology and innovation, such as AI. These are all fundamental capabilities for High Performing HR teams today and tomorrow.

## Solution Spotlight

**Dynamic Skills** helps HR managers quickly identify and close skills gaps within a centralised hub to review, assign, and manage skill development individually and team-wide. This helps you align HR strengths with evolving capabilities and required tools that ultimately can drive out into the wider organisation.

## How we can help

By having Oracle Dynamic Skills, you can benefit from Oracle's deep learning engine that helps source, detect, manage and grow the skills to fuel your talent supply chain. This focuses on understanding your employees' skills, connecting people with relevant skillsets, and supporting career development and personal growth.

## Making the business case

- ✓ Prepare and adjust continuity planning quickly and seamlessly to business changes
- ✓ Drive continued professional development within HR that directly and positively impacts wider business outcomes
- ✓ Reimagine analytics as a predictive maintenance tool for your business to highlight where HR needs to focus next to advance workforce capabilities

## Find out more

Take the Oracle  
Dynamic Skills tour

Request a  
demo here



# Leveraging Technology & AI for your High Performing HR Proposition

Of course, any organisation-wide change will have a clear cultural impact on any workforce, for better or worse. In line with your organisation's vision and strategy, your High Performing HR ambition is ready to roll, but is your HR team equipped, empowered, and emboldened to accelerate digital change and meet the changing needs of your workforce?

The modern employee expects to be treated as an individual in the workplace, so personalisation of the employee proposition is more important than ever.

AI-enabled tools can scale personalisation in a way that HR alone never could. Embrace technology to provide each and every employee with a personalised, consumer grade, and engaging HR service.

## Solution Spotlight

[Oracle ME \(my experience\)](#) is a complete employee experience platform that enables you to bring that same spark of engagement for your people that the best CX solutions ignite for your customers. It delivers personalised, compelling employee communications, guidance, support and understanding to help your people connect, grow and thrive.

## How we can help

We are here to help you help your people adapt to transformational change with carefully coordinated, staged rollout of new cloud integrations and configurations. This helps you and your teams understand the art of the possible when it comes to technology and AI. In addition, our [HR Help Desk](#) offers scalable and unified service request management to empower your employees to find their own answers without the risk of sensitive data getting into the wrong hands.

## Making the business case

- ✓ Redefine the role of your people professionals to drive more effective and relevant digital transformation
- ✓ Leverage [Oracle Grow](#) that unifies learning, skill development, and career mobility to amplify individual and business success
- ✓ Easily highlight key areas that HR must focus on with diverse and changing employee needs and how to build up their digital skills to address them

### Find out more

Take the  
Oracle ME tour

Request a  
demo here



# Being Agile and Delivering your High Performing HR Value

While organisational service quality and commercial outcomes are always front of mind, this step focuses attention on establishing a continual cycle of improvement across the HR function, for the benefit of your workforce and organisation at large.

Central to this is establishing and reinforcing the connections between HR, functional units, and leadership through cloud-based tools that provide all your users with the insight and capabilities they need to keep pushing forwards.

Modern HR functions, and modern HR systems, cannot sit still. HR needs to manage its senior, professional and employee stakeholders through regular reviews and evaluation, and an openness to change.

## Solution Spotlight

Using [Oracle Journeys](#), organisations can drive success by delivering personalised guidance to support employees through professional and personal workflows, such as onboarding, exploring career opportunities, transferring to a new role or starting a new project — all with one user experience, powered by one system of record: Oracle Fusion Cloud HCM.

## How we can help

With our guidance, you can provide personalised employee experiences, helping your people make informed decisions by combining contextual analytics along with a guided digital journey. You can also maximise the power of these journeys by connecting to third-party applications while ensuring a consistent HR learner experience and keeping employee data secure.

## Making the business case

- ✓ Better understand individuals within your workforce and connect the right talent more closely with key business strategies
- ✓ Mature your change management approaches, aligned to both key business strategies and workforce expectations, to hit the new ground running
- ✓ Enable HR to prioritise initiatives that strengthen brand agility and identity

[Request a demo here](#)



# Continually Evolving your High Performing HR team

Your High Performing HR machine is running smoothly now. So, where next?

Because you can more easily ensure quality delivery against your HR proposition and measure outcomes with Oracle Cloud HCM, the foundations are in place for you to continue to evolve and increase performance over time. You can spot people trends across recruiting, talent and succession, learning and beyond, and design targeted HR interventions based on tangible measurements, aided by the system. You can quantify HR value added, and build business cases for investment in high impact areas needing focus.

Oracle Cloud HCM technology has enhancements and innovations delivered every quarter. Which means your leaders, managers, and employees can continue to benefit from this ongoing evolution—ensuring HR continues to be High Performing in the long term too.

As an Oracle Cloud HCM customer, you are joining an expert club of High Performing HR teams, who you can connect with to share and learn.

## Solution Spotlight

**Talent Management** provides managers with a single, consolidated view of team competencies, performance and succession planning.

This means you have a clear and consistent view of team performance for both now and in the future.

## How we can help

When HR and Talent leaders partner with us, they benefit from unparalleled high-performance and ongoing access to Oracle Cloud HCM enhancements. You will benefit from unlimited access to features and innovations that not only enable your workforce to deliver against the organisational objectives and employee expectations of today, but also enable you to stay agile, resilient, and abreast of what the future may bring for your people.

## Making the business case

- ✓ Establish and accelerate an evidence-based HR culture that establishes proven workforce and business trends
- ✓ Enable an HR growth mindset and creativity with clearer access and understanding across organisational touchpoints and journeys
- ✓ Build an agile workforce via an accurate record of skills data and employee capabilities, augmented by AI-driven careers & learning to future-proof your workforce

### Find out more

Take the Oracle Recruiting tour

Request a demo here



# Are we there yet...?

With any High Performing organisation, the answer to this question will always be “there’s always more to come.” This mindset is critical to our commitment to your High Performing HR approach.

Your organisation and the challenges it faces, as well as the opportunities for growth and modernisation to attract, retain and develop a high performing workforce are constantly evolving.

As HR plays such a fundamental role in this evolution, it is more important than ever that HR sets itself up for success with the right technology to best support your workforce and the business overall.

To find out more about how Oracle can help you reimagine, build, and grow a High Performing business, request a live demonstration or [contact us](#).

**Request a live demo**



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