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# **Future Trends in HR: Shaping Tomorrow's Workforce**

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01

# WHO WE ARE?

Get to Know Us



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# PRESENTATION OUTLINE

An overview

## 1.

### AI and Automation in HR

1.1 How AI is changing recruitment, employee engagement, and HR operations

1.2 Examples and experiences

## 2.

### New HR Technologies

2.1 Tech tools for enhanced HR effectiveness and compliance. Checking out what is happening in this space.

2.2 When Tech Tools are not functioning

## Presentation Outline

**3.**

### Changing Workforce Demographics

Multigenerational workforce and remote work. The challenges and the opportunities.

**4.**

### Employee Experience (EX) & Engagement

Prioritizing EX for retention and productivity.

**5.**

### Future Skills for HR

Skills HR teams need to thrive. We often look at what other teams need to grow, but what about the HR team members themselves? What do they need for future proofing?

# ICE-BREAKER

AI as a tool is helping us automate mundane and repetitive tasks, including in HR.

However AI is also taking up space in areas which have been seen as distinctively human - **emotions and creativity**.

Can AI show us how to love?



# ICE-BREAKER

We are going to show you two poems, one which is AI generated and one which is not.

Can you figure out which is which?



## Love Lost

I felt your touch, a fire now turned to frost,  
A spark that warmed me, now a distant glow.  
Your voice, once rivers in my heart, now lost,  
A silent storm where once the breezes blow.  
The nights we danced, like stars in endless skies,  
Now scattered constellations in my mind.  
Each kiss, a flame that flickered, then would rise,  
Now smoldering ash, in memory confined.  
I search for you in shadows of the past,  
Like autumn leaves, your presence fades with  
time.  
Yet in the quiet, remnants ever last,  
A quiet bell that tolls without a chime.  
For love, once pure, becomes the fading light,  
A dying ember swallowed by the night.

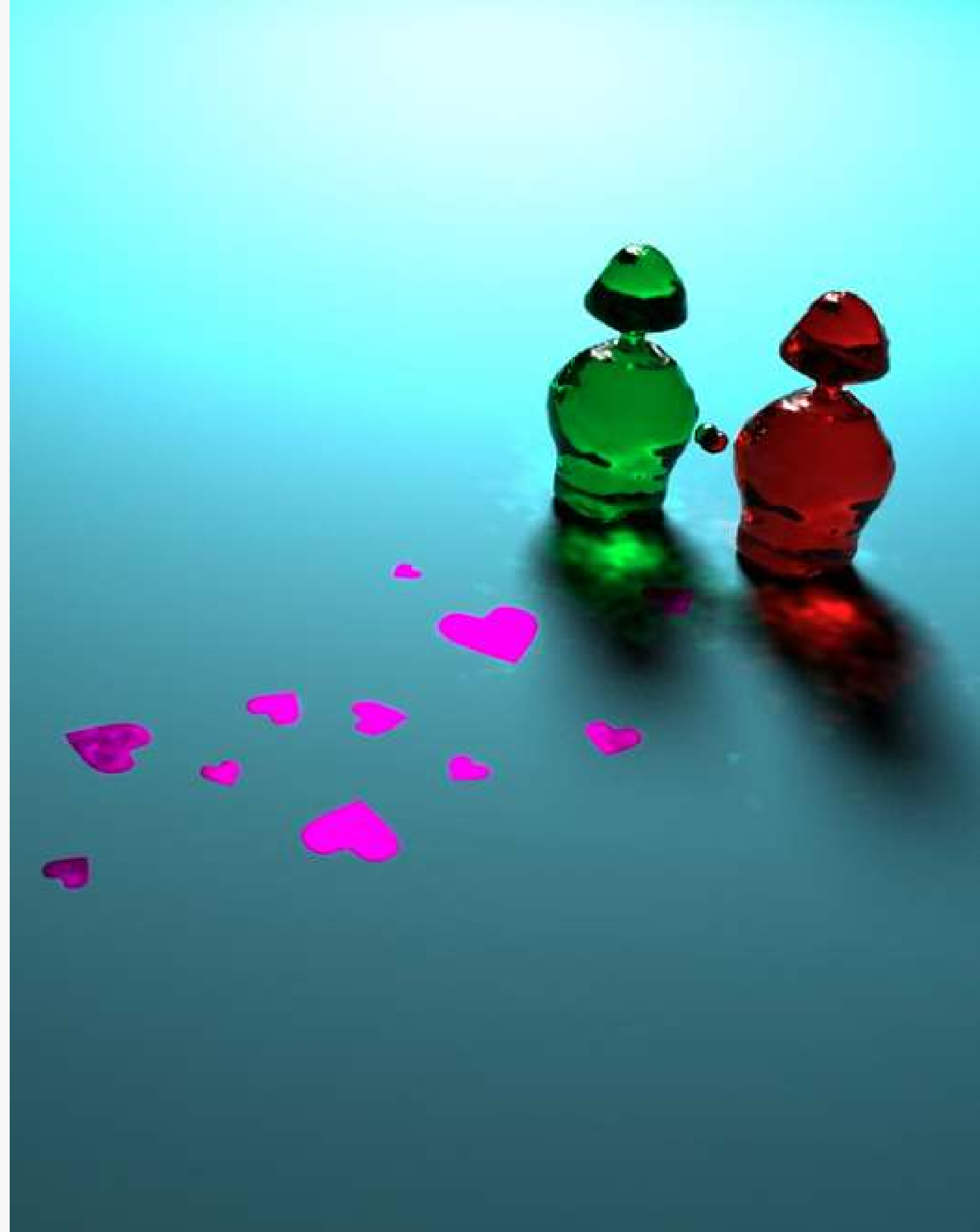




## Bright Star

Bright star, I wish I could stay like you—  
Not hanging alone in the endless night,  
Watching with unblinking eyes,  
Like nature's silent guardian,  
The flowing rivers cleansing the earth's edge,  
Or snow gently blanketing the mountains and  
hills.

No, not like that—  
But still constant, still unchanging,  
Resting close to my love's beating heart,  
Feeling its rise and fall forever,  
Awake in endless joy and wonder,  
Hearing her soft breath as she sleeps,  
Living in that moment forever—  
Or letting it carry me into eternal peace.





# AI IN HR

So which one was AI generated?



**#3318504**



# INTRODUCTION

The role of HR is expanding beyond traditional recruitment, compliance, and payroll. Now, HR is instrumental in driving culture, innovation, and adaptation within organizations.

This shift is fueled by several major forces:

- Technological Advancements: AI, automation, and analytics in HR
- Workforce Changes: Increased diversity, remote work, and a broader age range
- Employee Expectations: Demand for a better employee experience and work-life balance
- As we move forward, HR will need to adopt a strategic approach to navigate these transformations.



# INTRODUCTION

By the end of this session, you will be able to

- Understand the impact of global trends on HR and people management
- Explore AI's transformative role in recruitment and employee engagement
- Identify HR technologies that increase efficiency and support workforce wellness
- Discuss effective strategies for multigenerational and remote teams
- Recognize the importance of employee experience (EX) for retention
- Outline skills necessary for future HR roles



# 1.1 THE ROLE OF AI AND AUTOMATION IN HR



# THE ROLE OF AI IN HR

- AI is transforming traditional HR functions, offering solutions for efficiency and data-driven decision-making. Key areas where AI is impacting HR include:
  - Recruitment: Automated screening, AI-powered assessments, and candidate chatbots
  - Employee Engagement: AI analyzes employee feedback in real time
  - Learning & Development: Personalized learning experiences driven by AI algorithms
  - Performance Management: Data-driven performance assessments
  - Leveraging AI enables HR to focus on strategic goals rather than routine tasks.

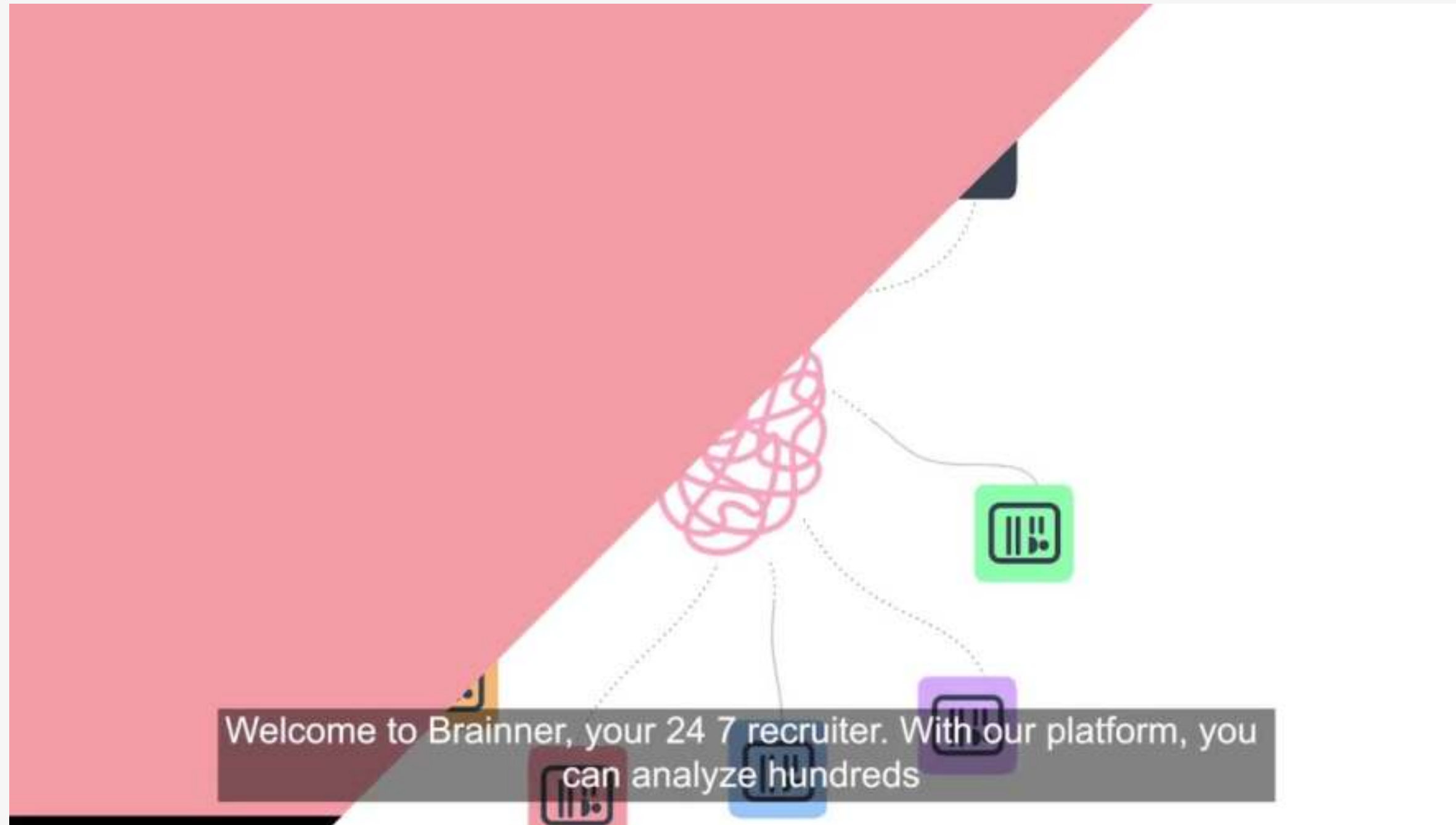


# AI IN RECRUITMENT

- AI technology in recruitment streamlines candidate sourcing, screening, and matching:
  - Resume Screening: AI algorithms quickly scan thousands of resumes, identifying top candidates based on skill requirements
  - Chatbots: Virtual assistants answer candidate inquiries and streamline scheduling
  - Video Interviews with Sentiment Analysis: AI analyzes facial expressions and voice to gauge candidates' emotional cues
  - AI-based recruitment tools save time, reduce human bias, and allow recruiters to focus on interpersonal connections.



# AI IN RECRUITMENT





# AI IN RECRUITMENT

Google incorporated AI chatbots into its recruitment process, reducing the average application-to-hire time by 60%. This resulted in improved candidate experience and higher recruitment success rates.

- Key Outcomes: Faster response times, increased candidate satisfaction, and data-driven insights into applicant preferences

This case illustrates AI's ability to enhance efficiency in recruitment while providing a better applicant experience.



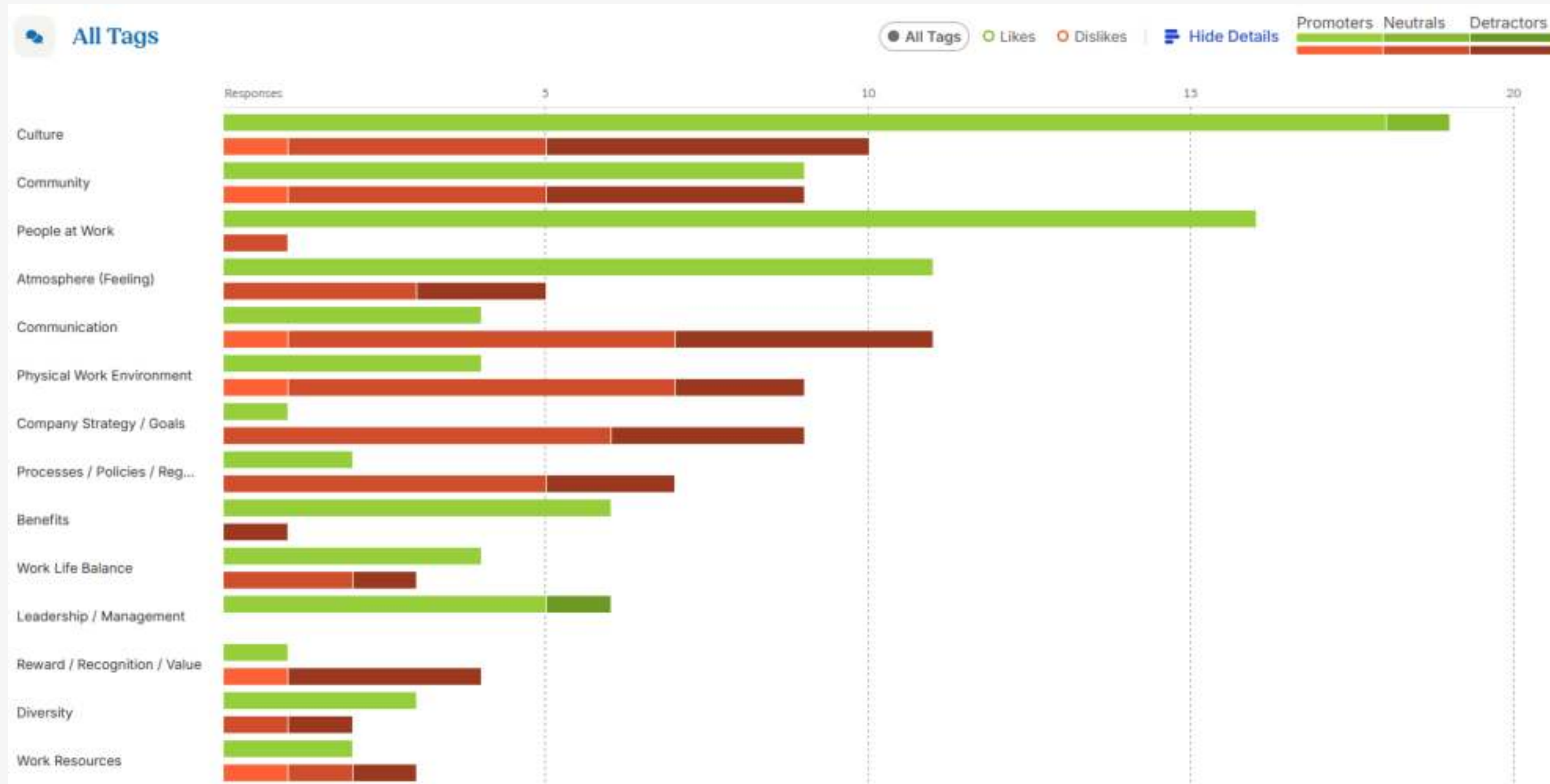
# AI IN ENGAGEMENT

AI tools analyze employee feedback from surveys, emails, and chat to assess satisfaction levels. Key benefits include:

- **Real-Time Sentiment Analysis:** Insights into employee morale, enabling proactive management actions
- **Customized Engagement Plans:** Personalized approaches to increase satisfaction and retention
- **Predictive Analytics:** Identify early signs of disengagement and potential turnover
- **By using AI in engagement, HR can address issues before they impact productivity."**



# AI IN ENGAGEMENT





# AI IN HR

While AI has many benefits, it's not without challenges:

- Pros: Increased efficiency, unbiased data analysis, scalability
- Cons: Risk of biases in AI algorithms, lack of personal touch, data privacy concerns

Balancing these factors is essential to fully leverage AI while respecting ethical and legal considerations.



# 1.2 EXAMPLES AND EXPERIENCES



# EXAMPLE 1 (BIAS IN AI ALGORITHMS)

The AI system was trained using historical hiring data from the company, which unfortunately contained biases. For instance, the company had a history of hiring predominantly male candidates for technical roles, and the AI system learned this pattern. As a result, it gave higher scores to resumes that seemed to match the profile of past successful candidates – mainly men – and filtered out resumes from women and minority candidates, even though they might have had the qualifications and experience necessary for the role.

**Outcome:** The AI system unintentionally perpetuates gender and racial bias in hiring decisions, reducing the diversity of candidates considered for interviews. As a result, qualified female and minority candidates are unfairly screened out, leading to a lack of diversity in the company and potential legal and reputational risks.



# EXAMPLE 2 (LACK OF EMOTIONAL INTELLIGENCE IN SCREENING)

The AI system is programmed to evaluate candidates based on structured data – resumes, skills, experience, and responses to standardized interview questions. However, it lacks the ability to assess emotional intelligence, cultural fit, or intangible qualities that are crucial for a successful hire in a particular role.

For example, a candidate might have the perfect technical qualifications but may lack strong communication skills, teamwork, or adaptability. The AI misses these "soft skills" entirely, which a human recruiter would normally pick up during a face-to-face interview.

**Outcome:** The company hires employees who are technically proficient but struggle to work effectively within the team, resulting in poor collaboration and a high turnover rate. The AI is unable to pick up on signs of potential cultural mismatch, which a human recruiter might have identified.





# EXAMPLE 3 (OVER-RELIANCE ON AI PREDICTIONS)

HR managers, who are already under pressure to hire quickly, begin to rely too heavily on the AI's recommendations without critical evaluation. The AI system flags candidates who appear to have "perfect" profiles based on predictive analytics, leading to a situation where hiring decisions are made without any meaningful human input or consideration of the larger context.

For instance, the AI may recommend a candidate based on their impressive educational background and work experience, but the hiring manager doesn't have the opportunity to ask probing questions that would reveal personality flaws, red flags, or areas of concern.

**Outcome:** The company ends up hiring candidates who, on paper, look great but are ultimately a poor fit for the role or the company's culture. This results in higher turnover, dissatisfaction, and costly mistakes in the hiring process.



# HR CONVERSATION

Does any of these sounds familiar?

- “Can I get a laptop with my wellness allowance?”



# AI IN HR

So was this generated by  
us or by AI?



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# 2.1 NEW HR TECHNOLOGIES





# NEW HR TECHNOLOGIES

Innovative HR tech tools are reshaping HR functions, improving both efficiency and employee experience:

- VR and AR for Training: Create immersive experiences to simulate real-life scenarios, from onboarding to leadership training
- Blockchain for Security: Enables secure record-keeping of sensitive information like payroll and contracts
- Wearable Devices for Wellness: Track physical activity, sleep, and health metrics to promote employee wellness

These tools make HR more interactive, secure, and data-driven.



# VR AND AR IN TRAINING

Virtual and augmented reality provide immersive training environments that enhance learning outcomes:

- **Onboarding Simulations:** New hires can learn company policies and practices in a virtual setting
- **Soft Skills Training:** Practice communication, leadership, and teamwork in realistic simulations but not only!

VR and AR create engaging training experiences, helping employees acquire new skills faster and with greater retention



# VR AND AR IN TRAINING





# BLOCKCHAIN & SECURITY



Blockchain technology ensures secure data transactions, ideal for HR data management:

- **Transparent Records:** Enables safe, transparent storage of employee credentials and documents
- **Reduced Fraud Risk:** Prevents data tampering, making records more trustworthy

Blockchain is valuable for HR in industries where data security and authenticity are crucial, such as finance or healthcare.

# WEARABLES

Wearable devices help companies promote wellness by monitoring employee health metrics:

- Physical Activity: Track steps, activity levels, and heart rate
- Work-Life Balance: Use data insights to offer wellness perks and mental health support

Employee wellness programs supported by wearables encourage healthier lifestyles, reducing burnout and improving job satisfaction



# 2.2 WHEN TECH TOOLS ARE NOT FUNCTIONING



# LEARNING MANAGEMENT SYSTEMS (LMS) FAILING TO TRACK EMPLOYEE DEVELOPMENT



The system doesn't properly track employee progress or automatically remind employees to complete their courses. Additionally, the content on the LMS may not be engaging or relevant to employees' current roles or career development needs.

## **Outcome**

Employees fail to complete required training because the system doesn't provide adequate follow-up, or they disengage because the content is not aligned with their interests or career aspirations. This can hinder professional growth, reduce the effectiveness of training programs, and lower employee satisfaction.



# HR CONVERSATION

Does any of these sounds familiar?

- “How can I set up an appointment with the Hospital?”



# NEW HR TECHNOLOGIES

So was this generated by  
us or by AI?



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# 3. CHANGING WORKFORCE DEMOGRAPHICS





# CHANGING WORKFORCE DEMOGRAPHICS

Mini Activity:

How likely, from 0 to 10, is this person someone who could be a CEO at your company?



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# CHANGING WORKFORCE DEMOGRAPHICS

Mini Activity:

How likely, from 0 to 10, is this person someone who could be a CEO at your company?



# CHANGING WORKFORCE DEMOGRAPHICS

Who is this person?

Ted Bundy - Serial Killer and Rapist



# CHANGING WORKFORCE DEMOGRAPHICS

Who is this person?

Nelson Mandela - South African Revolutionary and  
former President



# CHANGING WORKFORCE DEMOGRAPHICS

Who is this person?

Christine Lagarde - French politician and current  
President of the European Central Bank and former  
Director of IMF



# CHANGING WORKFORCE DEMOGRAPHICS

Who is this person?

Bernie Madoff - convicted for fraud and running the biggest pyramid scheme in Wall Street





# CHANGING WORKFORCE DEMOGRAPHICS

Who is this person?

Angela Merkel - former German Chancellor



# CHANGING WORKFORCE DEMOGRAPHICS

Who is this person?

Bill Gates - Microsoft Founder and CEO; founder of  
Bill Gates Foundation



# CHANGING WORKFORCE DEMOGRAPHICS

The workforce now includes multiple generations working side-by-side, each with unique perspectives and skills. Key demographic shifts include:

- **Generational Diversity:** Boomers, Gen X, Millennials, and Gen Z are in the workplace simultaneously
- **Cultural Diversity:** More global teams are working across borders
- **Remote Work Flexibility:** Hybrid and fully remote roles are more common, affecting team dynamics

These changes require HR to adapt policies and practices to support diverse needs and work preferences.



# GENERATIONAL PERSPECTIVES

Each generation brings distinct values and work styles:

- Boomers: Value loyalty, prefer structure
- Gen X: Independent, adapt well to new technology
- Millennials: Collaborative, purpose-driven, expect feedback
- Gen Z: Digital natives, prioritize flexibility and diversity

Successful HR strategies balance these differences, creating a cohesive and productive work environment



# MOBILITY

- There is an element of brain drain happening as talented Maltese persons are looking for opportunities overseas.
- Malta as a country has been opening to the engagement of third country nationals, and has been supportive of companies (at least until recently) requiring talent from overseas to support their business operations.
- Malta issued 41,927 new resident permits to TCNs in 2023, an increase of more than 4,000 over the previous year, which was already an all-time high.



# MOBILITY

Global mobility and remote work are expanding talent pools, but also introduce new challenges:

- **Compliance:** Navigating employment laws, payroll and tax regimes across different countries
- **Culture:** Fostering inclusive, cohesive teams across geographies
- **Remote Work Policies:** Defining work-from-home standards and accountability

These shifts require HR to develop global strategies that accommodate flexible, international teams



# MOBILITY – CASE STUDY

You are working in the HR department of a med tech company and have been set the objective of hiring 120 persons in the coming year, with persons required being mainly in the tech side (developers and cloud engineers, as well as medical specialists and experts). The current company size is of 32, including an HR team of 2 persons.

- How would you go about sourcing talent?
- How would you look into integrating new joiners?
- How would you look into managing company culture?



# HR CONVERSATION

Does any of these sounds familiar?

- “I would like to use my maternity leave in order to raise my puppy”



# CHANGING WORKFORCE DEMIGRAPHICS

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# 4. EMPLOYEE EXPERIENCE (EX) & ENGAGEMENT





# EMPLOYEE EXPERIENCE (EX) & ENGAGEMENT

Employee Experience (EX) has become a cornerstone of effective HR strategy.

- Definition: EX encompasses every interaction an employee has with the company, from recruitment to exit.
- Impact on Retention: A positive EX has been shown to improve retention, productivity, and company loyalty.
- In an era where talent is highly mobile, organizations with superior EX are more competitive and able to attract top talent



# EMPLOYEE EXPERIENCE (EX) & ENGAGEMENT

To create an exceptional employee experience, focus on these core components:

- **Culture:** Foster a supportive, inclusive workplace that values each employee.
- **Work Environment:** Create flexible, comfortable workspaces or remote options.
- **Growth Opportunities:** Provide clear pathways for advancement, skill development, and career growth.
- **Recognition and Rewards:** Recognize employee contributions to keep them motivated.

EX is the sum of these factors, which should align with company values and employee needs.



# EMPLOYEE EXPERIENCE (EX) & ENGAGEMENT

Engagement strategies need to be innovative and flexible. Ideas include:

- **Transparent Communication:** Regular updates and open-door policies create trust.
- **Personalized Career Development:** Tailor growth opportunities based on individual skills and interests.
- **Recognition Programs:** Peer recognition platforms and awards help employees feel valued.
- **Employee Resource Groups (ERGs):** Supporting affinity groups fosters community and inclusion.

As EX becomes more personalized, engagement strategies must adapt to meet diverse employee expectations



# EMPLOYEE EXPERIENCE (EX) & ENGAGEMENT

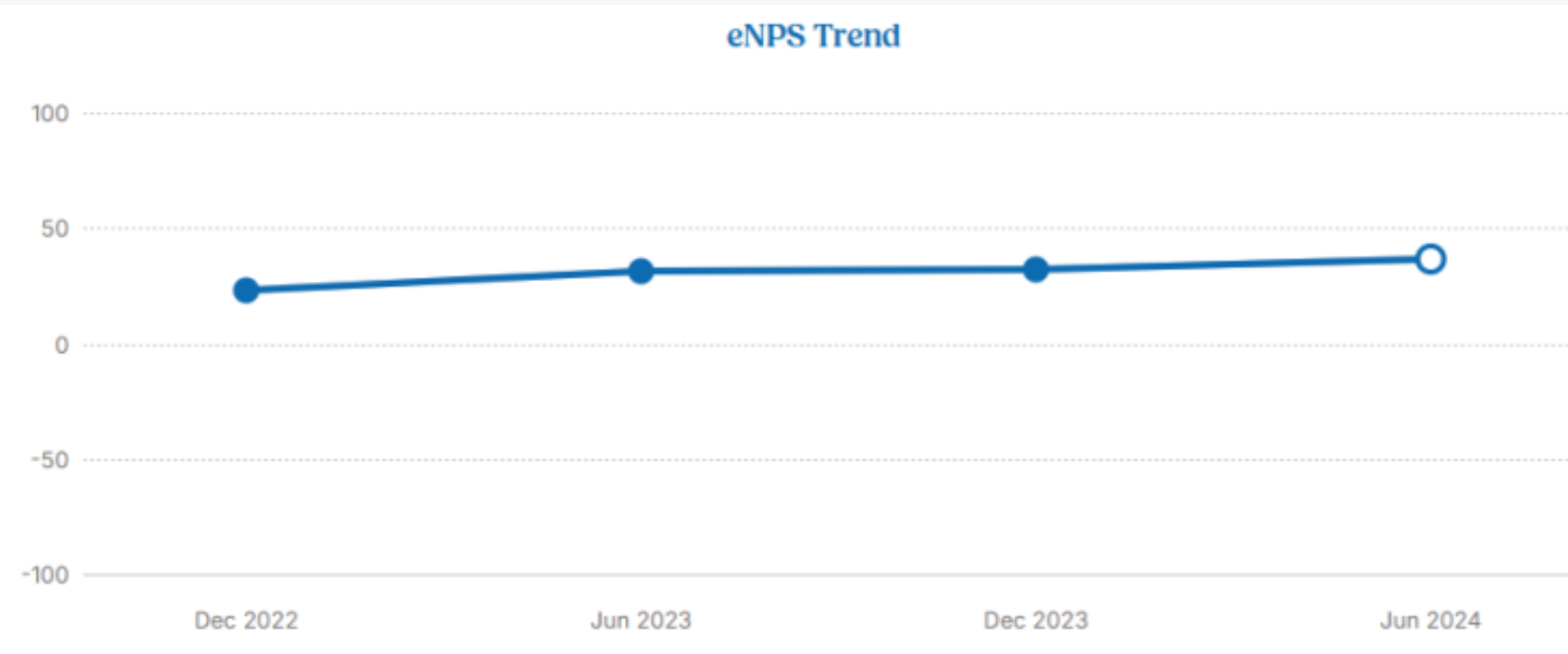
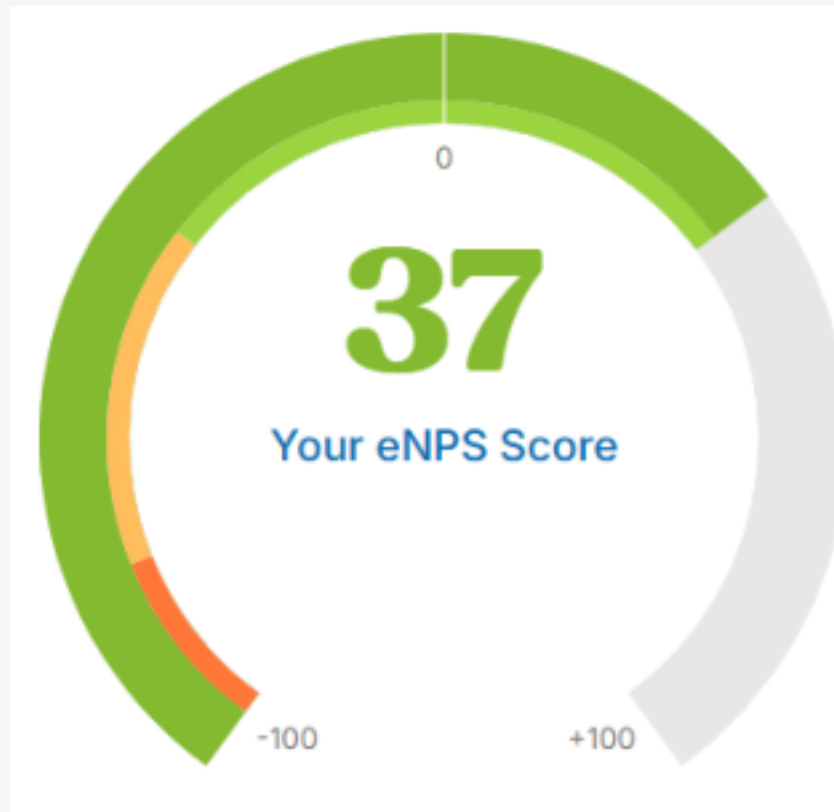
Real-time feedback systems are revolutionizing how HR assesses employee experience:

- **Survey Tools:** Short, frequent surveys capture ongoing sentiment and insights.
- **Sentiment Analysis:** AI-based tools interpret feedback, helping managers act quickly on issues.
- **Managerial Dashboards:** Analytics dashboards provide insights on engagement trends and potential areas for improvement.

Regular feedback provides valuable data for improving EX and making informed HR decisions.



# EMPLOYEE EXPERIENCE (EX) & ENGAGEMENT





# EMPLOYEE EXPERIENCE (EX) & ENGAGEMENT

## Case Study

At EPG we implemented a continuous EX improvement initiative, achieving a 21% increase in retention. The initiative focused on personalized onboarding, frequent feedback channels, and well-being programs.

- **Results:** Improved engagement scores and increased job satisfaction.

This case shows how intentional EX design and improvement can have significant impacts on retention and employee morale.



# EMPLOYEE EXPERIENCE (EX) & ENGAGEMENT

ACTIVITY: In groups, discuss one area of EX improvement for your team. Consider elements like onboarding, career development, or well-being programs.

- **Share your thoughts with the group to inspire practical ideas for improving EX in your organization**



# HR CONVERSATION

Does any of these sounds familiar?

- “Can I start using 'I'm in a meeting' as an excuse to avoid any and all social interaction in the office?”



# EMPLOYEE EXPERIENCE (EX) & ENGAGEMENT

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us or by AI?



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# 5. FUTURE SKILLS FOR HR





# FUTURE SKILLS FOR HR

As HR evolves, new skills are becoming essential for future success. Key future skills include:

- **Data Literacy:** Understanding and leveraging data analytics to make informed decisions.
- **Strategic Workforce Planning:** Aligning talent needs with long-term company goals.
- **Ethical Decision-Making in AI:** Ensuring AI applications are used responsibly in HR processes.
- **Adaptability and Agility:** Rapidly responding to shifts in technology and workforce demographics.

HR teams that acquire these skills will be better equipped to navigate future challenges and lead impactful change.



# FUTURE SKILLS FOR HR

Data literacy is the foundation of many emerging HR technologies and practices. HR professionals need data skills to:

- Support Data-Driven Decision-Making: Align HR strategies with objective data insights.
- Analyze HR Metrics: For recruiting, engagement, performance, and turnover rates.
- Drive Predictive Analytics: Forecast trends like attrition risk and skills gaps.

With data literacy, HR can be more proactive, making well-informed decisions that add measurable value to the business



# FUTURE SKILLS FOR HR

Strategic workforce planning ensures the right talent is available when needed. Key elements include:

- **Skills Gap Analysis:** Identify future skills requirements and current gaps.
- **Talent Mapping:** Aligning talent acquisition strategies with projected needs.
- **Long-Term Talent Development:** Create pathways to build critical skills internally.

HR's role in strategic planning is pivotal, allowing the organization to meet future challenges with a well-prepared workforce.



# FUTURE SKILLS FOR HR

As AI becomes embedded in HR, ethical considerations are crucial:

- **Bias Mitigation:** AI can unintentionally introduce bias; HR must ensure fairness in AI-driven processes.
- **Transparency and Accountability:** Clear communication around AI decisions fosters trust.
- **Data Privacy:** Protecting employee data from misuse or unauthorized access.

HR must uphold ethical standards, using AI responsibly to support equitable and inclusive workplaces





# HR CONVERSATION

Does any of these sounds familiar?

- “Do you think we could swap out ‘team-building exercises’ with ‘team-napping sessions’? I feel like it would really increase productivity.”





# EMPLOYEE EXPERIENCE (EX) & ENGAGEMENT

So was this generated by  
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# IN CONCLUSION ...

"AI won't take your job, it's somebody using AI that will take your job."

- *Economist Richard Baldwin*



**THANK YOU!**

**TIME FOR  
QUESTIONS!**

Email us at [info@melatech.me](mailto:info@melatech.me)

