SAP SuccessFactors ♡

SAP Best Practice

Improving Well-Being Through Human Experience Management

THE BEST RUN **SAP**

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A Human-Centered **Approach**

When disruption happens, it's your people that see you through. How organizations support, encourage and engage their talent is what makes a business resilient and reliable. And, **it's clear that it's up to HR to take the lead**. Organizations need in-the-moment planning that's based on real-world assessments of current resources, immediate needs, and long-term strategies in order to take the right action.

SAP SuccessFactors can help you respond to changing business demands, quickly adapt and take charge of change. We can help you put technology and tools to work so you can deliver HR to fit this current reality.

We can help you focus on these key areas that will have the greatest impact.
- **Realign resources:** Redeploying talent to fit business' rapidly changing needs..
- **Reinforce business continuity:** Adapting policies and programs to be more versatile, flexible and with the consistency it takes to restart and sustain momentum.
- **Reskill the workforce:** Upskilling and cross-skilling employees to confidently tackle the tasks at hand and prepare for the realities and opportunities of what comes next.

Taking a human-centered approach with human experience management (HXM) has never been more important. Whether your transformation was planned months in advance with proper change management, or forced upon you, one thing remains the same. The success of your transformation depends on your people. While organizations have typically focused on employee engagement, it's now become a top priority to listen and take action so employees feel safe and supported, with the focus being on health and safety.

Listening to employees with a well-being lens may require a cultural change in some organizations. There is a need to identify true gaps and develop an empathetic, people-centric view of the organization. It also calls for accountability to act on findings to drive this transformation. And while employee experiences and well-being start with a cultural change sponsored and supported by leadership, technology plays a critical part in enabling and scaling this agenda. The current SAP SuccessFactors HXM Suite as well as Employee Experience Management solutions from SAP, can be leveraged to develop a well-being culture that offers resources for employees, managers, HR professionals, and leadership.

The five facets below, defined by organizational psychology as critical to a company's well-being culture, can serve as the initial areas to target well-being interventions in culture, processes, and technology.
- **Team dynamics –** cultivating work teams that assist and support each other
- **Leadership actions –** enabling leaders to foster positive well-being in their teams
- **Company purpose –** integrating well-being into the company's guiding principles
- **Job and work conditions –** designing meaningful work and offering a safe and healthy work environment
- **Organizational practices –** implementing structures, systems, and processes that facilitate well-being

Guiding Principles

Employee well-being permeates into all aspects of a business and therefore drives company performance. To succeed in an uncertain world, your business needs an energized, motivated workforce that has the resilience to adapt to changes, manage stress effectively, and overcome challenges to execute your company business strategy.

Businesses with positive well-being are able to identify and prevent problems such as high turnover and low satisfaction rates before they happen, instead of reacting to these negative outcomes down the road when they become critical business problems. Additionally, well-being drives engagement and development. A true, comprehensive well-being strategy provides employees with a sense of support that drives employee productivity, increases learning agility, and improves business results.

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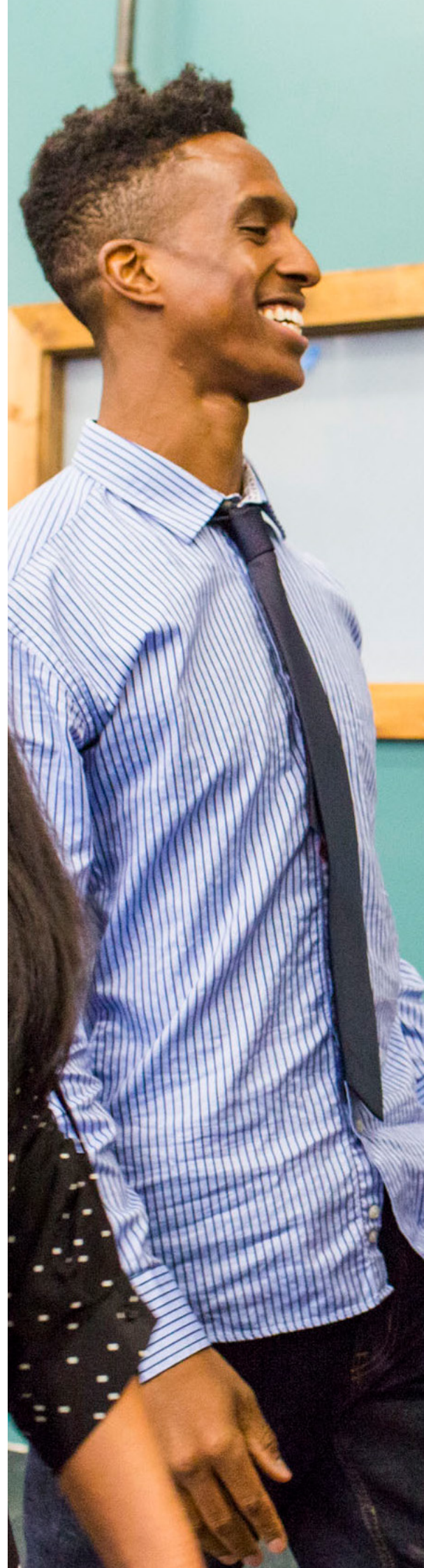
Best Practices and Strategies for Success

RECRUITING AND ONBOARDING

Our recruiting and onboarding solutions deliver a world-class experience through embedded engagement and automation to streamline every step of the talent acquisition process. Recruiting provides the first touch point with a potential employee, and articulating how your organization prioritizes well-being on the career site is key to attract and retain key talent.

SAP SuccessFactors Recruiting solution

Streamline the entire talent acquisition process. Our cloud-based software provides a comprehensive, guided solution to help your sourcers, recruiters, and hiring managers source, engage, nurture, and hire the world's best talent.

- Attract the top external talent to build a strong, high-performing team
- Ensure employee well-being is reflected in company values or in the way to execute on your organizations' purpose (for example, through the career builder site in SAP SuccessFactors Recruiting)
- Design jobs offerings with the right mix of skill requirements, reporting structure, and work conditions
- Promote your well-being programs and initiatives in job descriptions in order to attract top talent

CORE CAPABILITIES: RECRUITING

- Global talent sourcing
- Embedded candidate relationship management
- Self-service, responsive career sites
- Comprehensive applicant management
- Extensible, flexible solution leveraging a global partner network

SAP SuccessFactors Onboarding solution

Empower new hires and internal transfers to ramp up and contribute to corporate goals quickly. If it's time to redeploy resources to areas of greater need, you'll have help with internal cross-boarding. If you're forced to scale back, we'll support you through off-boarding – helping ensure that you can bring employees back when your business has recovered. If you need to rapidly ramp up, we can help with high-volume hiring. And, regardless of the changes you make, we'll help you make transitions as smooth as possible for every employee. Our cloud-based solution can help you offer a personalized onboarding experience that simplifies paperwork, secures compliance, connects employees to mentors and peers, and improves first-year retention.

- Engage early with new hires through an onboarding buddy process, enabling teammate success from their initial start at your company
- Identify goodness-of-fit based on capturing skill sets during the onboarding process and align employees with their best fit within your organization
- Create an onboarding page within the SAP Jam collaboration platform to get new hires associated with your organization's mission and vision
- Promote awareness of well-being programs and initiatives during the onboarding process
- Ensure the company mission and vision are holistically represented across all aspects of the organization, starting with the onboarding process
- Allow new hires to take a virtual tour of the entire office to become acclimated prior to day one
- Ensure a smooth transition through allowing employees to order equipment prior to their first day onsite at the office

Streamline the entire **talent acquisition** process.

CORE CAPABILITIES: ONBOARDING

- Engagement prior to day one
- Welcoming portal for new hires
- Mobile, electronic forms and e-signatures
- Support for cross-boarding and offboarding
- Aligned with learning and goal setting for new hires to be productive quickly

PERFORMANCE AND COMPENSATION

When organizations wish to raise the bar on achievement, a best practice is to take advantage of cloud-based performance and compensation management solutions that help inspire, motivate, and reward stellar employee performance. Accurately assess performance, provide continuous coaching and feedback, improve goal management, and create and manage competitive compensation programs. We can help you adapt performance reviews or goals, as well, to get teams focused on what the company needs now and what they need to tackle next. Organizational well-being is more than healthy choices, it includes how the employee is being treated, rewarded, and their perception of the support provided by your organization.

SAP SuccessFactors Performance and Goals solution

Develop an all-in workforce that clearly understands your business objectives. Our cloud-based performance and goal management software can help you align strategy and goals, improve workforce performance through ongoing coaching and feedback, and accurately evaluate and recognize top talent.

- Ensure team members voices are heard through effective peer feedback
- Celebrate successes and share opportunities for improvement and growth
- Cascade goals in order to create transparency and reduce misunderstandings about expectations that can often harm manager & employee relationships
- Set well-being goals for team members
- Support team members as they execute on work, provide resources when needed, and address factors preventing them from thriving at work
- Connect your company vision to each team's mission to ensure purpose driven work
- Work with team members in a personalized approach to maximize personal growth for individuals
- Monitor progress and provide ongoing feedback to further team members development
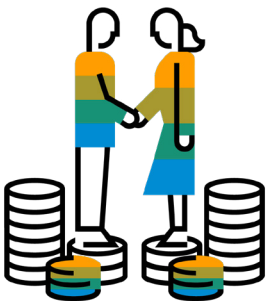
CORE CAPABILITIES:
PERFORMANCE AND GOALS

- Employee goal management
- Accurate employee performance assessments
- Effective coaching and feedback

- Utilize the writing assistant tool to assist managers in writing constructive feedback to improve well-being
- Lead by example through modeling psychological safety
- Bring purpose to life and integrate well-being into your company's strategy and day-to-day practices

SAP SuccessFactors Compensation solution
Attract and retain a highly skilled and global workforce with competitive compensation programs. We can help you deliver programs and policies with reliability and versatility, so you can make sure employees know they'll keep getting paid, but with flexible compensation and benefits processes that work for the business. Align compensation to business objectives – and motivate employees by showing them you value their contributions.
- Use spot bonuses as a tool for employee rewards and recognition
- Design attractive compensations programs that motivate and retain employees
- Create structure and processes around compensation cycles to ease access to information and enhance the employee experience

Attract and retain a highly skilled and global workforce **with competitive compensation** programs.

- Optimize budgets and run what if scenarios with intelligent modeling
- Build strategic compensation programs
- Provide meaningful rewards recognition

LEARNING AND DEVELOPMENT

A flexible, versatile workforce is what will help your business overcome current challenges and define your new future. We can help you deliver personalized learning and development programs to upskill and cross-skill your team into the workforce that will lead you through recovery. Facilitate continuous corporate training and development – and put employees at the center of the process. Our learning management system (LMS) and solutions let your organization provide easy access to personalized e-learning content across your ecosystem. Improve talent management, align learning outcomes with performance goals, boost compliance, and have a pulse on your organization. The opportunities are endless when working to enable a robust well-being program that is supported by content and courses designed to truly help employees acting to meet their well-being goals.

SAP SuccessFactors Learning solution

Improve productivity and business outcomes with our cloud-based LMS. Use it to develop strong leadership, ensure compliance, and train all talent – including external workers.

- Match team needs with potential team member competencies to ensure maximized team productivity
- Promote well-being courses such as mindfulness or meditation
- Bring your company purpose to life by embedding it in your learning curriculum
- Leverage learning for onboarding and mentoring opportunities to provide positive working environment to employees

CORE CAPABILITIES: LEARNING

- Develop employee skills
- Manage certifications
- Train both internal and external audiences
- Link learning items directly to goals
- Enable virtual learning targeting skills that match new priorities

- Tailor training to your company's individual needs and deliver it seamlessly using the learning platform
- Create a comprehensive learning portfolio to support a full employee lifecycle

SAP SuccessFactors Succession and Development solution

Engage staff and cultivate the next generation of leadership. Our succession planning and development software provides the tools to make it easier so you can quickly fill critical positions, retain valuable employees, and promote career mobility.

- Empower employees to advocate for themselves and have a voice in their career path
- Provide mentoring and professional development opportunities
- Assemble the right team: hire the right roles, skills, and fit by filling roles starting from within
- Take an active role in the team's choice of career development
- Gain visibility and insights into employees who have a history of contributing to your organization
- Engage staff and cultivate the next generation of leadership.

Engage staff and **cultivate the next generation** of leadership.

- Real-time talent insights
- Strategic succession management
- Intelligent career development and mentoring
- Ongoing feedback and coaching dialogues

CROSS-SUITE SOLUTIONS

SAP Qualtrics Employee Engagement
During times of disruption, adapting quickly is critical to creating consistency for both employees and the business. Expectations influence experience, and expectations are likely to fundamentally change. We can help, and it starts with listening – frequently checking in to see how everyone is doing and if there's anything they need. Ensure you understand the issues affecting employee well-being and accelerate your feedback cycles to take action to ensure you can address concerns.
- Continuously listen to employees to capture feedback
- Identify and close employee experience gaps at key touch points
- Unite your employees around your company's cultural values
- Prioritize actions to address health and well-being
- Enable leaders with data and guided action planning

Continuously **listen** to employees to capture feedback

SAP Jam Collaboration

Deliver secure collaboration where you work – inside your applications, on your mobile device, or in SAP Jam Collaboration itself. Break down barriers between teams, eliminate information silos, and bring social tools into any business process.

- Foster team collaboration to maximize results by having employee and resource management in a centralized place
- Celebrate successes of team members, giving them recognition visible to other team members
- Connect broader corporate vision to the team's purpose through resource and collaboration management
- Provide a place where team members can share ideas and explore areas of interest
- Automatically connect employees to the relevant
- Jam grup when they move locations in order to help with the move
- Provide a hub to use as a shared resource for new hires and onboarding
- Incorporate well-being programs through availability of social collaboration rooms
- Provide a platform for corporate communications to spread content relevant in terms of strategy and vision
- Foster a strong, positive diversity environment with diversity and inclusivity management practices
- Build work community networks, including ones for support to unique-issues facing groups of employees (for example, working parents support group)

CORE CAPABILITIES: JAM

- Cloud deployment
- Structured collaboration
- Enterprise social networking
- Security and administration

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