

Conectado al Recurso Humano con las Necesidades del Negocio

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Agenda

- **Tendencias y retos para la gestión del capital humano**
- **Cambios Generacionales: Convivencia Laboral**
- **Impacto en el negocio al utilizar una solución de gestión de la capacitación**
- **SuccessFactors LMS – Implementando una cultura mixta de aprendizaje**



Principales retos para la Gestión del Capital Humano en la actualidad

Macrotendencias

Tres Fuerzas que están definiendo el futuro del trabajo



Para el 2020: El acceso global a los mercados y talentos cambiará la forma de hacer negocios



Globalización

Para el 2020: 5 generaciones estarán trabajando codo-a-codo en organizaciones



Cambios Demográficos

Para el 2020: Redes Sociales conectarán a empleados, clientes y socios para una comunicación inmediata.



Redes Sociales

La Globalización está cambiando el mundo



Financial Times Location of Global 500 Headquarters – Top 15

Country	2005	2006	2007	2008	2009	2010	2005 to 2010 change
United States	219	197	184	169	181	139	-37%
Japan	43	60	49	39	49	71	
UK	33	36	41	35	32	31	
China	8	11	16	35	43	46	475%
Canada	22	22	23	24	27	11	-50%
France	28	30	32	31	23	39	
Germany	19	19	20	22	20	37	95%
Australia	8	8	11	11	14	8	
Spain	9	8	12	14	13	10	
India	5	4	8	13	10	8	60%
Switzerland	12	11	12	12	10	15	
Brazil	5	8	7	11	9	7	40%
Netherlands	9	8	10	8	8	13	
Italy	12	11	8	7	7	11	-8%
Russia	4	8	8	13	6	6	

La manera en que trabajamos está cambiando

A person wearing a tan jacket over a plaid shirt is holding a tablet computer. The background is a world map with a yellow and blue color scheme. The person's hands are visible, interacting with the tablet screen.

900 millones

de personas en Facebook

6.2 billones

Telefonos Celulares activos

91% de los empleados están esperando cambiar de trabajo

55%

De los líderes no están esperando esto

Macrotendencias y su Impacto en HR

Incremento en la demanda de Servicios HR



- Plataforma Global
- Adquisición y retención del talento
- Enfoque de proxima generación
- Sostenibilidad y responsabilidad social corporativa
- Cambios demográficos en la población

Aumento en Innovación tecnológica



- Movilidad
- Manejo de grandes cantidades de Información
- “Social networking” y ambientes colaborativos
- Opciones de entrega “Cloud-based”

Nuevos retos y oportunidades en cómo Recursos Humanos soporta al negocio

Análisis del gasto operacional de una Compañía Típica

% OPEX

40%

Fuerza
Laboral

Mejoras

???

60%

Mercadeo Admin
Depreciación Inmuebles
Gastos de Viaje
Servicios Externos TI

Business Process
Re-Engineering
ERP
Reducción de Costo

El Recurso Humano es Esencial para la Ejecución del Negocio

“

95% de la fuerza laboral no entiende la estrategia ni los objetivos de la compañía.

Norton & Kaplan

”

“

50% de la capacidad de la fuerza laboral se pierde en actividades no productivas.

*Corporate Strategy
Board Research:
Measures that Matter*

”

“

84% de las empresas no utilizan el potencial total de sus empleados.

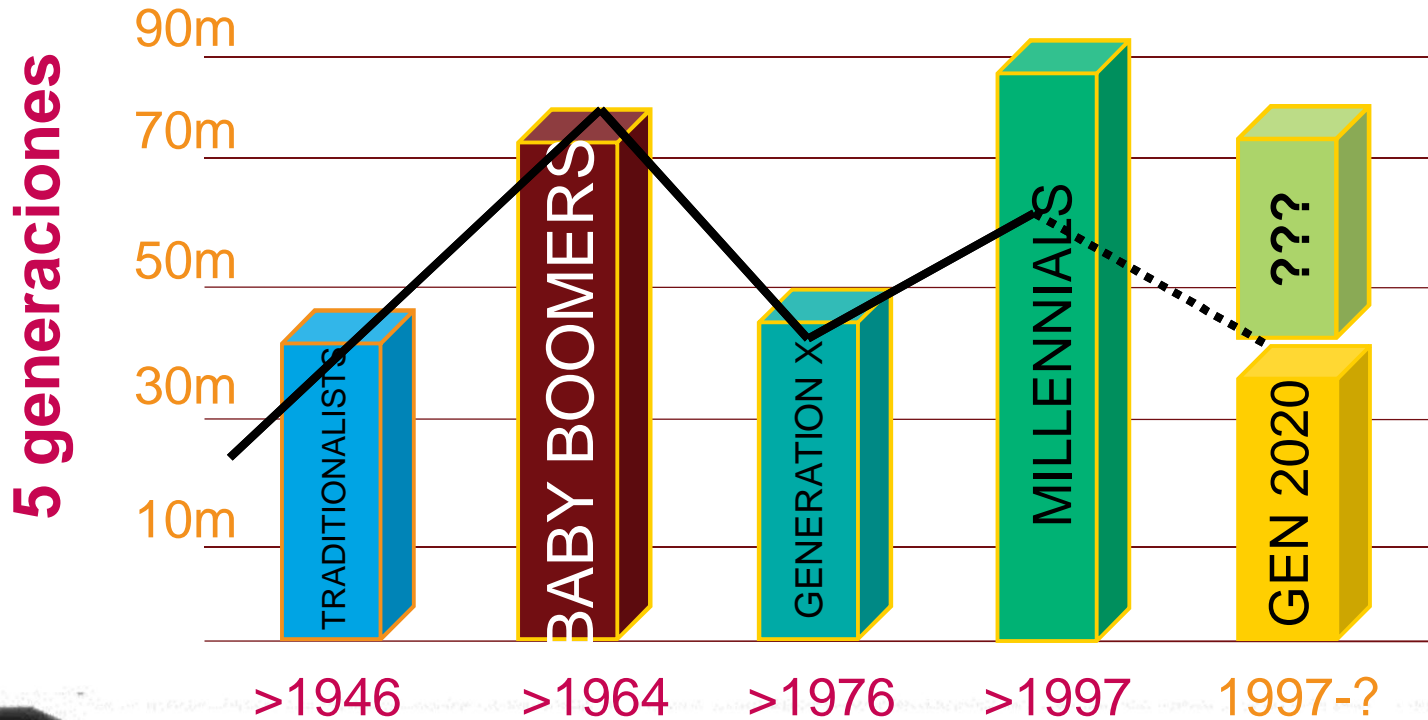
Saratoga Institute

”

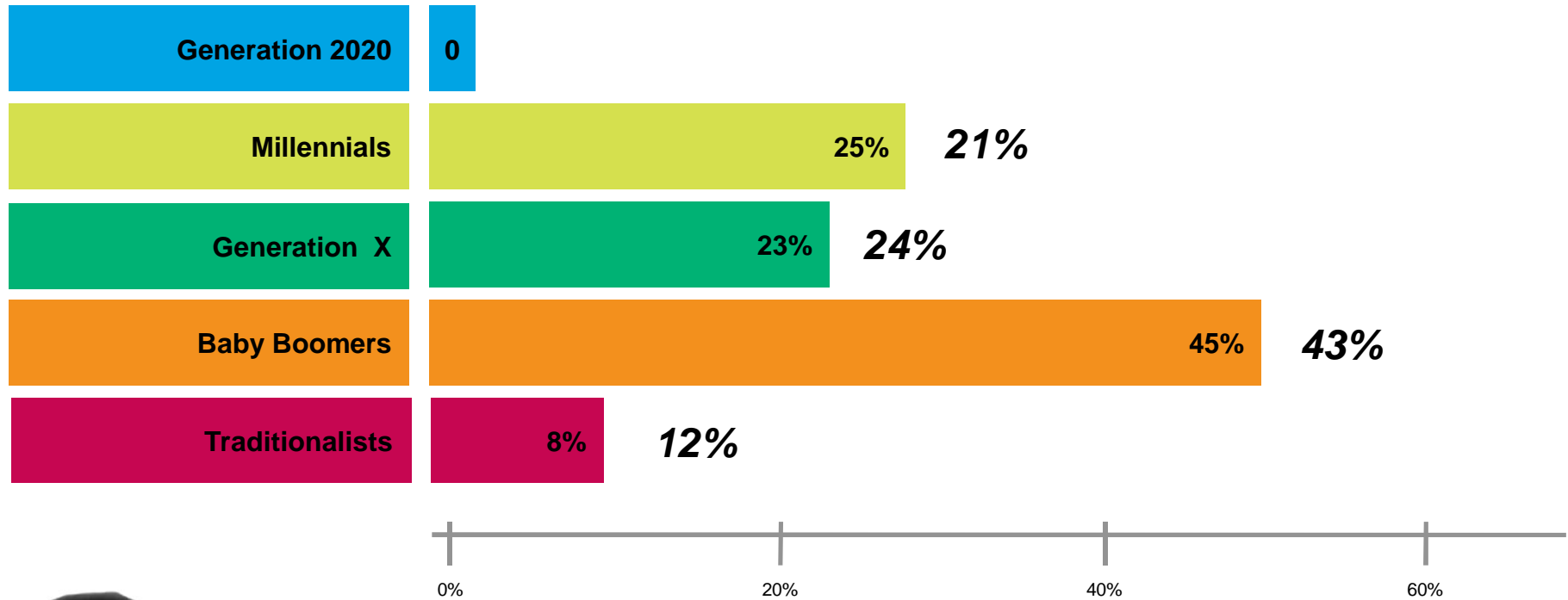
La Fuerza Laboral Representa un 40 – 60% de los gastos operacionales



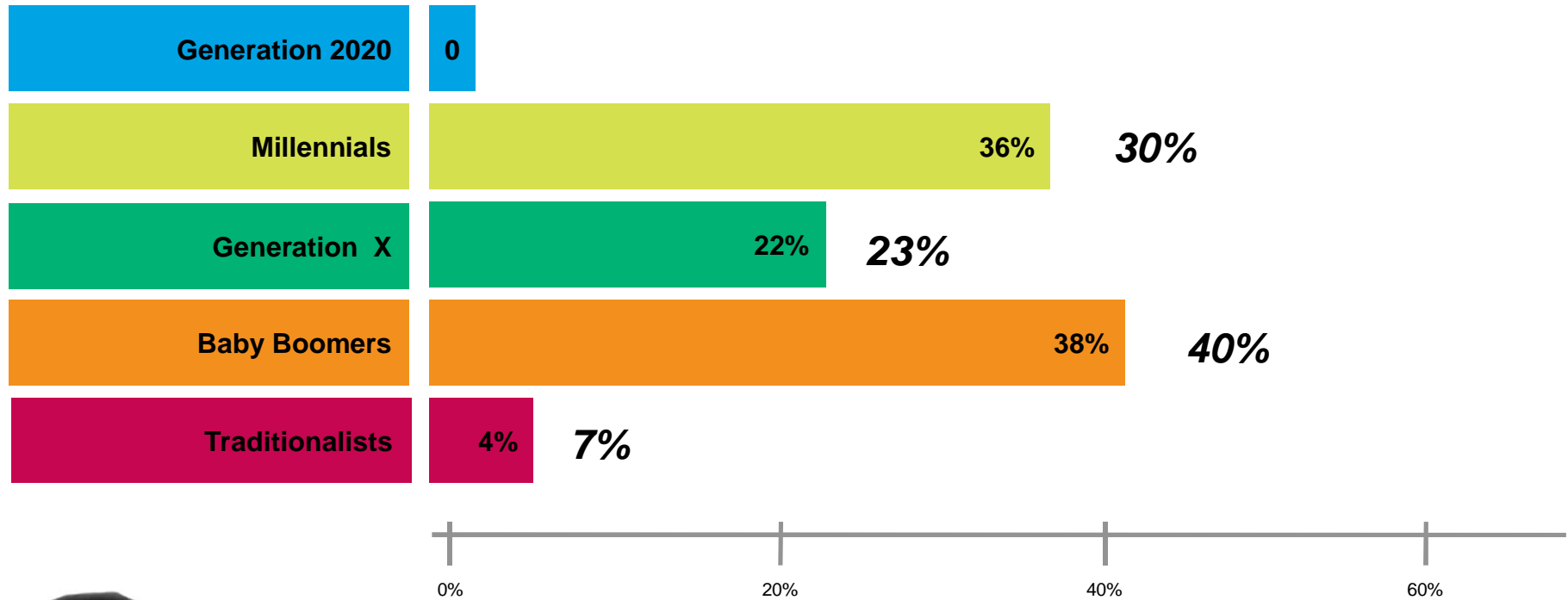
Tamaños de las Generaciones en este momento



2005 US & *European Union*

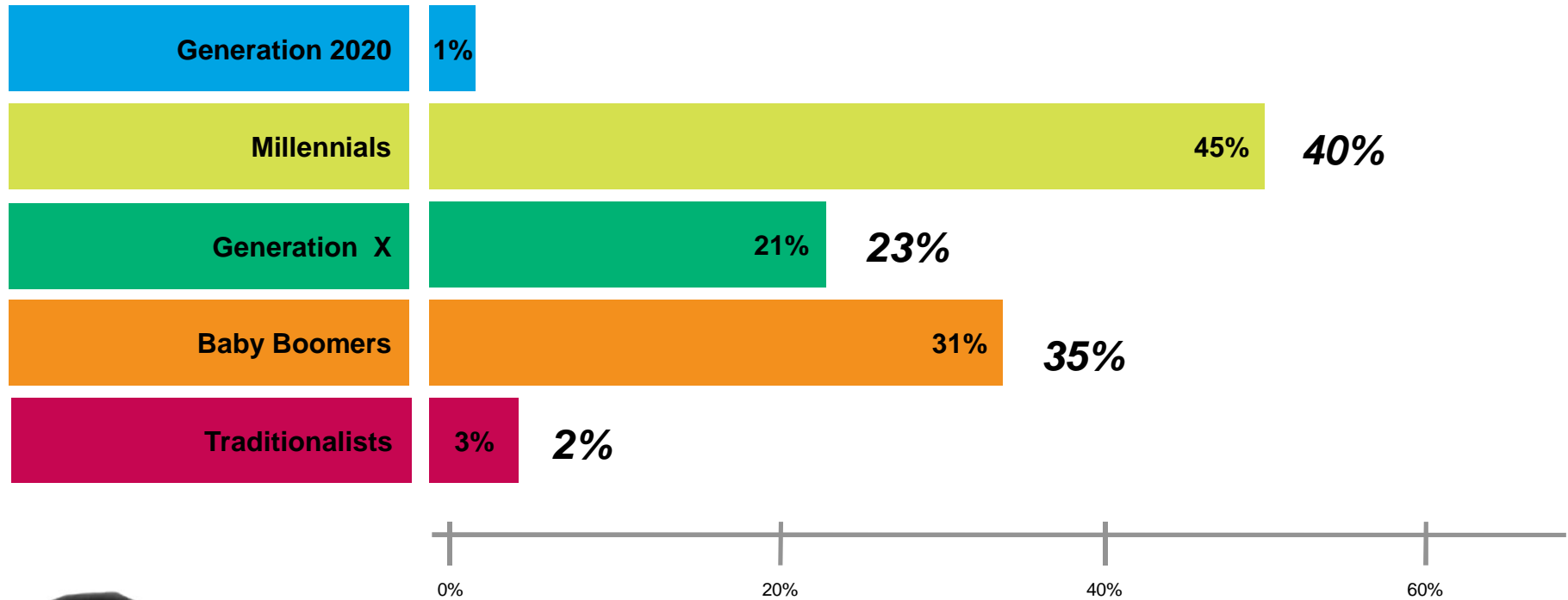


2010 US & *European Union*



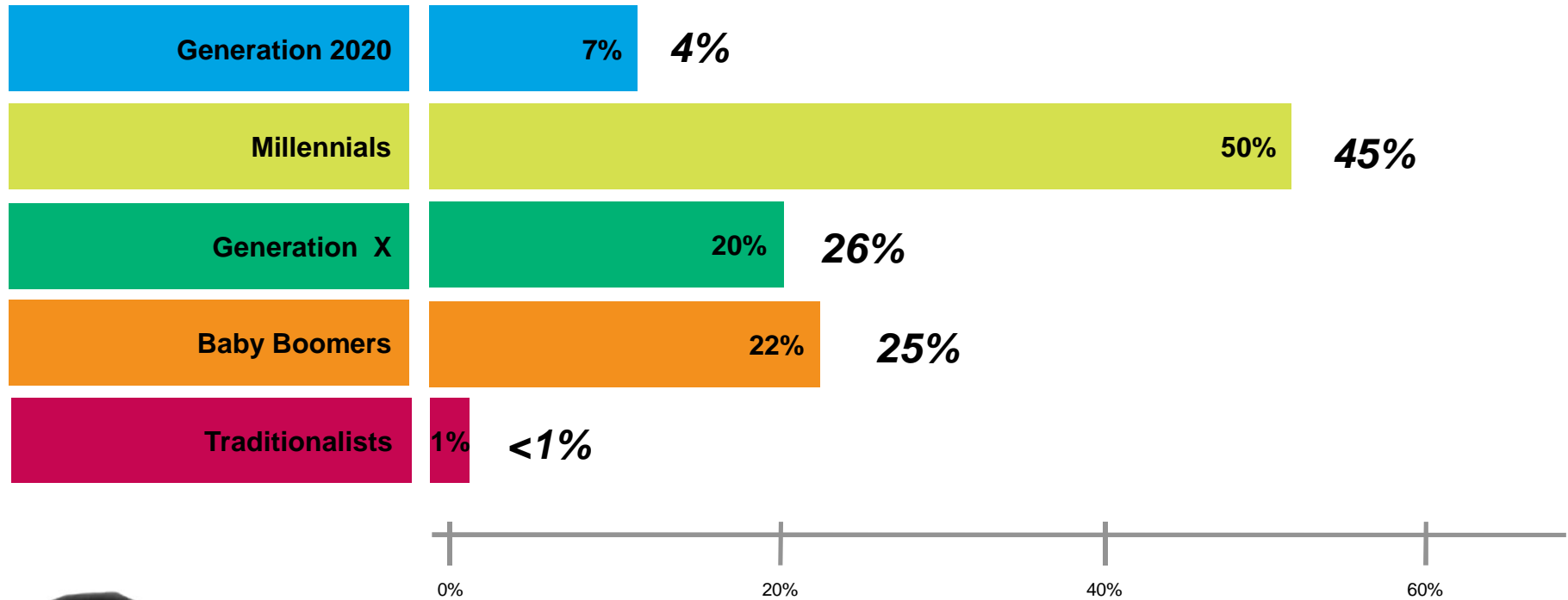


2015 US & *European Union*





2020 US & *European Union*



La Fuerza Laboral Ha Cambiado



Para el 2013, 47% de los empleados serán aquellos nacidos después de 1977.

UN Census 2011

success



5 principales Cosas que un “Millennials” Quiere...



De un Jefe:

- 1. Apoyo en la navegación de su ruta de carrera**
- 2. Que le de retroalimentación directa**
- 3. Que actúe como un mentor y le de coaching**
- 4. Que lo patrocine para programas de desarrollo formales**
- 5. Se siente cómodo manejando horarios flexibles**

5 principales Cosas que un “Millennials” Quiere...



De su Proxima Organización:

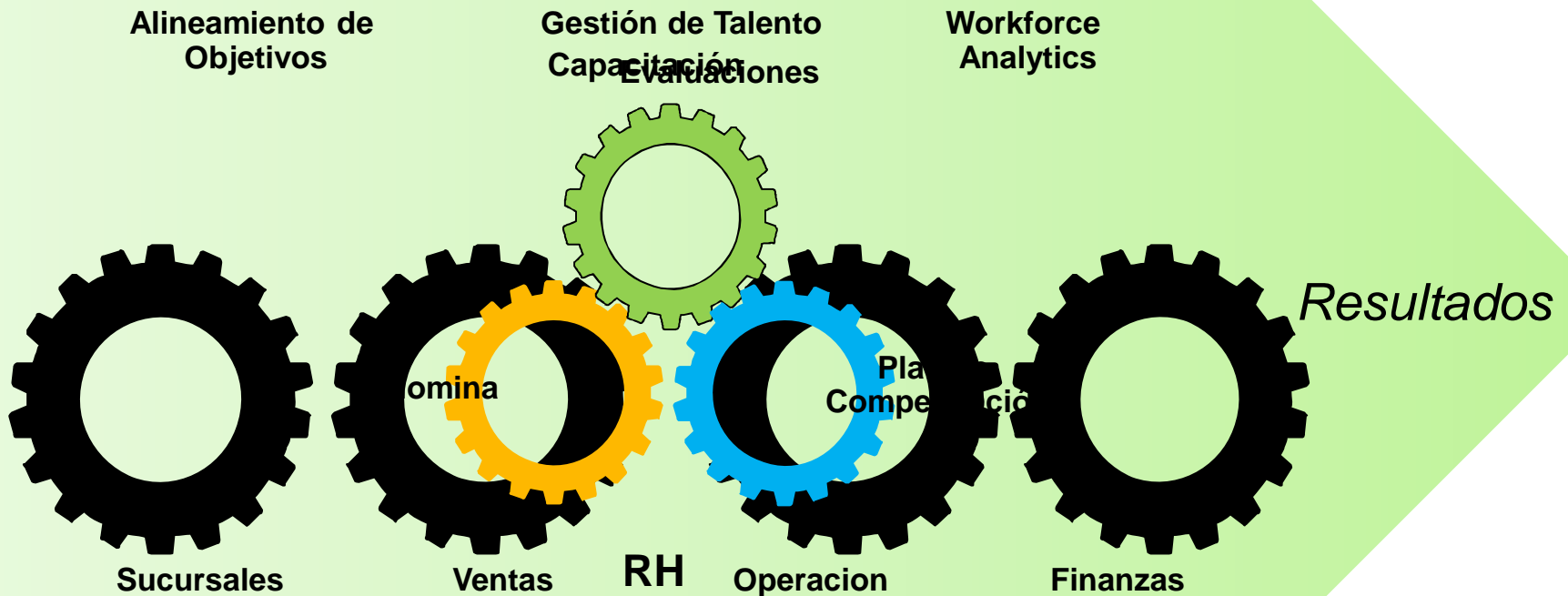
- 1. Desarrollara mis competencias para el futuro**
- 2. Que tenga valores arraigados**
- 3. Ofrece opciones configurables en los paquetes de compensación**
- 4. Permite tener una buena relación entre el trabajo y su vida personal**
- 5. Ofrece una ruta clara de carrera**

Encuesta de Social Media de Cisco's acerca de los Millennials

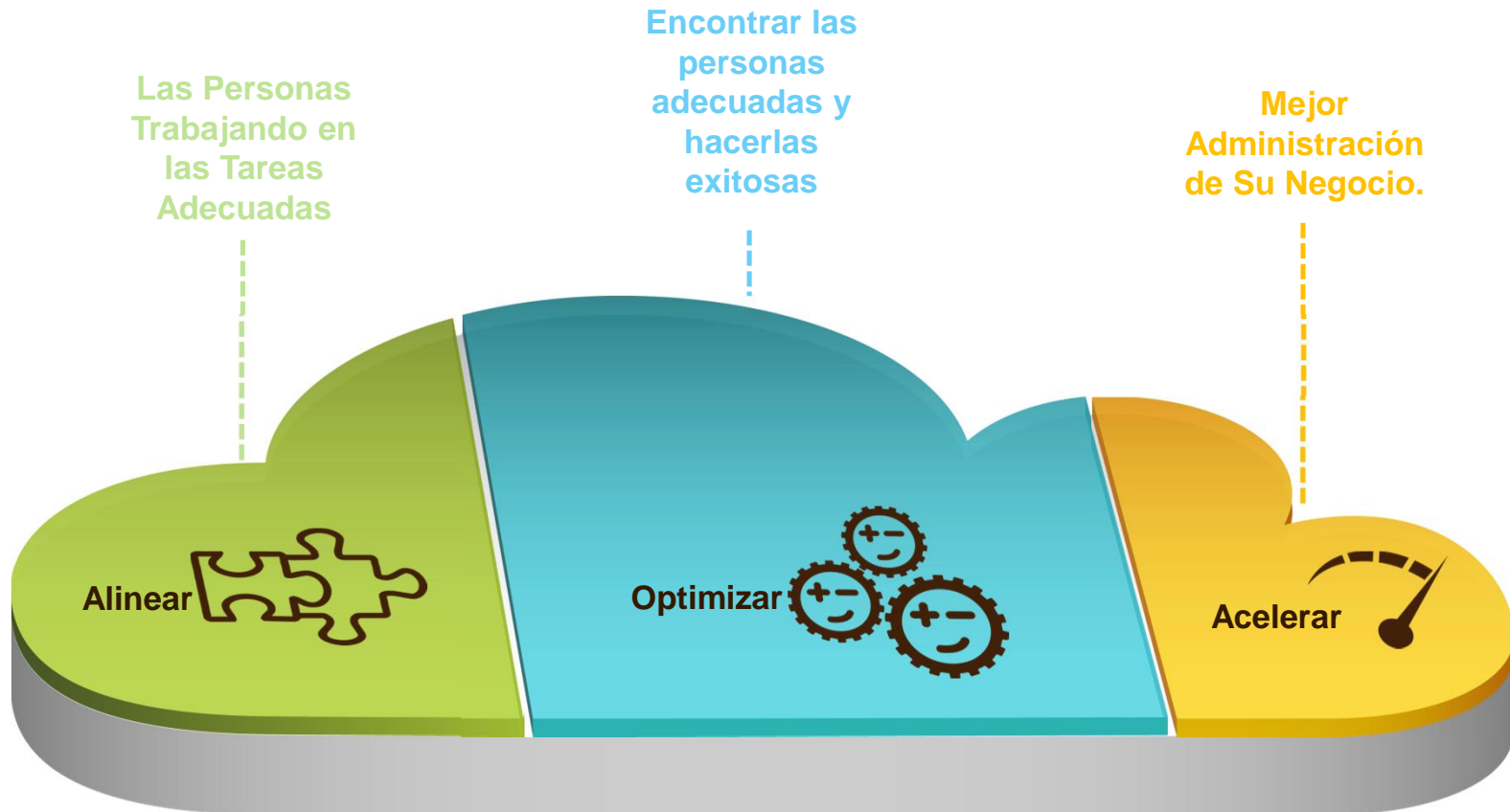


- 2/3 preguntará acerca de social media durante la entrevista de trabajo
- Un 56% tomara un trabajo en una empresa que prohíbe las redes sociales, o que van a trabajar en torno a dicha prohibición
- 1/3 priorizara el acceso a las redes sociales o tener libertad en dispositivos de movilidad sobre el salario
- 41% fue alguna vez reclutado a través de redes sociales
- 68% cree que los dispositivos moviles corporativos se deben utilizar para medios de comunicación social y uso personal
- 50% preferiría perder su billetera o cartera de teléfonos inteligentes
- 70% cree que no es necesario estar en una oficina

Pero, esta HR moviéndose mas allá de la eficiencia para lograr resultados?

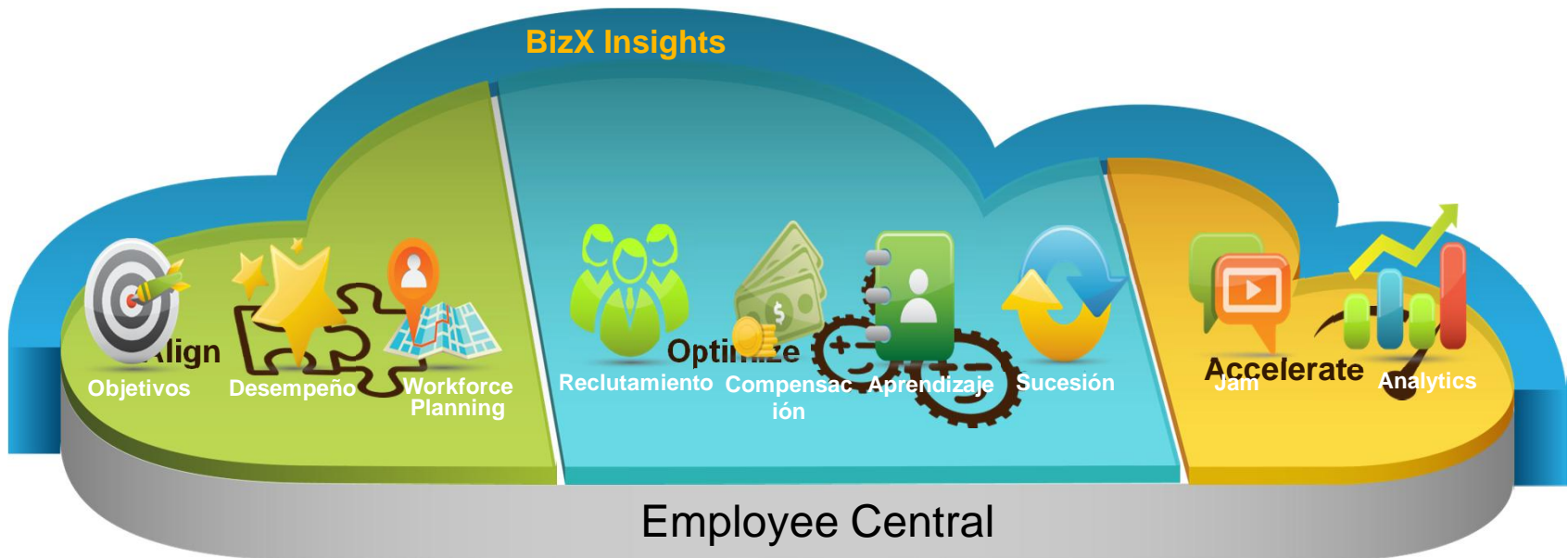


SuccessFactors puede Ayudar



SuccessFactors BizX

Solución para Ejecución de Estrategia de Negocio



The Most Comprehensive, Innovative Learning Solution Available...



SuccessFactors Learning +

Learning Metrics & Analytics



Social Learning via SuccessFactors Jam

- Mentoring/development
- Concept oriented OJT
- Near real-time knowledge objects from SMEs
- Collaborative groups and communities



Learning Management System (LMS)

- Instructor Led Training (ILT)
- eLearning
- Exams/assessments
- Extended Enterprise/
eCommerce



iContent Content-as-a-Service

- Portal for eLearning content acquisition
- Content testing and distribution via Akamai Content Distribution Network
- Content updates and maintenance

Mobile Learning via BizX Mobile Platform

Incorporando aprendizaje informal se habilita la nueva generación de “Blending Learning”



Blended Learning: The ‘Sweet Spot’ for Accelerating Performance and Learning ROI

Aprendizaje Informal/
Self-Directed
y Social

Aprendizaje
Formal

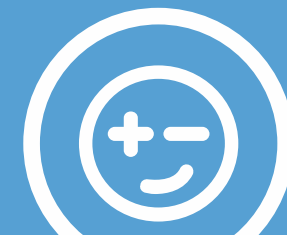


Corporate Learning Continuum

“ *Aprendizaje Mixto es la vía de mayor impacto para ejecutar aprendizaje corporativo para iniciativas de negocio de misión crítica... El ROI para alguno de estos programas ha sido de mas del 700%.* ”



Resultados del Negocio de una fuerte cultura de Aprendizaje



Organizaciones con una fuerte cultura de aprendizaje superan **Significativamente** a sus pares...

Innovación

46%

Mas probable que sea el primero en el mercado

Productividad

37%

Mas productividad por empleado

Time to Market

34%

Mejor respuesta al cliente

Calidad

26%

Meyor habilidad para entregar "productos de calidad"

Destrezas para el futuro

58%

Mejor preparado para cumplir demandas futuras

Rentabilidad

17%

Mas probable de ser el líder en participación del mercado



Learning Analytics - Dashboards

successfactors™
BUSINESS EXECUTION SOFTWARE

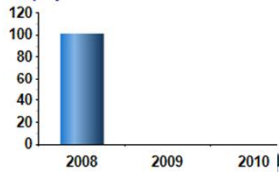
Compliance Measurement

All Organizational Units

The following measures should pro that requires compliance training to

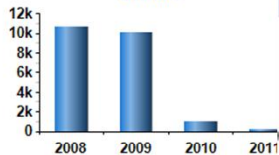
How many employees do we have that have overdue accreditations?

Employees with Overdue Accreditation



How are we progressing towards our goal of ZERO overdue compliance requirements?

Total Compliance Accreditations Overdue



successfactors™
BUSINESS EXECUTION SOFTWARE

Query Workspace | Report Designer | Data Highlighting

Benchmark Scorecard

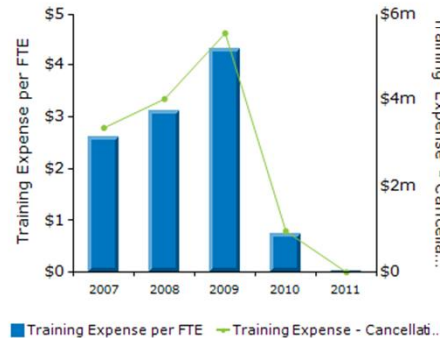
Learning Report Library

- Compliance Reporting
- Training Expense Management
- Kirkpatrick Evaluation
- Training Key Metrics Report
- ROI Reporting

Training Expense Management

successfactors™
BUSINESS EXECUTION SOFTWARE

Training Expense Management



Data as of: August 31, 2011

Your LMS Team Working with YOU



Metrics in focus this month

Results for:

Training Expense per FTE

Average costs of providing formal off the job training per FTE for the period.

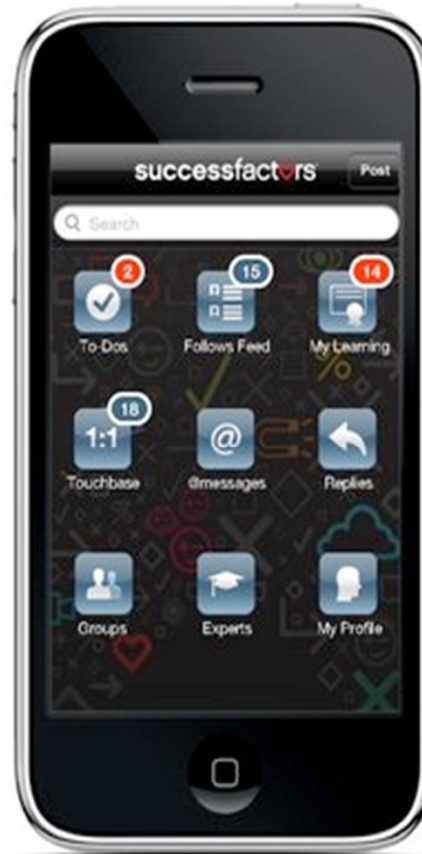
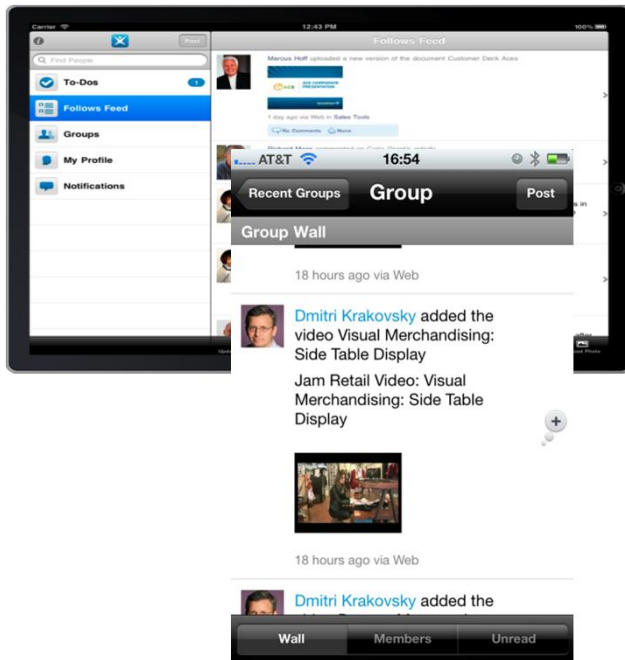
$$\text{Training Expense per FTE} = \frac{\text{Training Expense}}{\text{FTE}}$$



Base Numbers

		2008	2009	2010	2011
Training Expense	Core Dataset	\$18,000			
	Corporate	\$14,577,000	\$22,143,000	\$3,645,000	\$3,000
	External Enterprise	\$43,500	\$3,000	\$51,000	
	Other - Historical Org Units	\$1,416,000		\$109,500	
Training Expense - Cancellations	Core Dataset	4,500			
	Corporate	3,644,250	5,535,750	911,250	750
	External Enterprise	10,875	750	12,750	
	Other - Historical Org Units	354,000		27,375	
Total Training Spending Actual	Core Dataset	\$18,000			
	Corporate	\$14,577,000	\$22,143,000	\$3,645,000	\$3,000
	External Enterprise	\$43,500	\$3,000	\$51,000	
	Other - Historical Org Units	\$1,416,000		\$109,500	
Total Training Spending Budget	Core Dataset	\$8,000	\$2,000	\$22,000	
	Corporate	\$2,218,000	\$42,000		
	External Enterprise			\$26,000	
	Other - Historical Org Units		\$22,000		

Mobile Learning



success = strategy + executionTM



successfactorsTM
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¡Gracias! Thanks!

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