



MUST-KNOW
HR TRENDS IN 2023
FOR HR MANAGERS



CONTENT

Must-Know HR Trends in 2023 for HR Managers	02
Employee power is a big thing right now	02
Workers still want (and demand) flexibility	03
Credentials are old news. Look at skills instead	03
If you're not upskilling your talent, you're missing out	04
Wellbeing and workplace culture	06
You need the digital aspect to stay ahead	07
Be digital-ready with altHR	07



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The digital era has, among other things, offered easy access to social media while quickly changing perceptions regarding how to approach careers — which has given business owners and bosses much to think about.

For key decision-makers in the HR space, it's hugely important to stay up to date with the latest trends and changes. This is a crucial element of the workforce planning process, and will play a key role in the success of HR deliverables, as well as overall business objectives. Here, we'll go over several of the most prominent HR trends in Malaysia and around the world for 2023 — and look at how they directly affect the way companies operate with regard to hiring, managing, and keeping employees happy.

EMPLOYEE POWER IS A BIG THING RIGHT NOW

The current crop of working professionals now finds themselves exposed to vastly more information and opinions about what constitutes good and bad workplace practices — no matter how subjective they may be, and it's hardly any surprise that there's been a shift in mentality among bosses towards making working life more enjoyable for their staff members.

The Talent Trends Report by Randstad Resources revealed that roughly four in five (84%) of business leaders now prefer to focus on talent experience, more so than ever before.

This can be attributed to the desire to avoid emerging trends among talent such as The Great Resignation and “quiet quitting”, in which staff members prefer not to bend over backwards, so to speak, for their companies, and instead prioritise their happiness and wellbeing above the demands of their jobs.

Do note that quiet quitting doesn't mean that employees are leaving, per se. Instead, quiet quitting happens when employees focus on the bare minimum at work, leaving work behind once they've “clocked out” — without ever going above and beyond. This could signify employee burnout, or simply unhappiness at their jobs.



WORKERS STILL WANT (AND DEMAND) FLEXIBILITY

Probably the most obvious talent trend right now is the overwhelming slant towards providing flexibility for employees at all levels of the corporate hierarchy. While this change was catalysed by the COVID-19 pandemic, innumerable businesses around the world have continued to maintain the operating practices introduced throughout 2020 to 2022 — and through 2023 and beyond.

These include things such as more adaptable in-office hours, provisions for remote working, and even allowances for work-from-home necessities. And encouragingly, the numbers have also shown that allowing for more flexible working arrangements can actually offer boosts to employee productivity while also better drawing the fresh talent your teams may need.

Of course, to embrace this trend, your company will want to tweak various HR practices, such as reviewing the expectations placed upon workers (now based on their new work arrangements), while you'll definitely require digital tools to help your teams transition smoothly in this regard (think about team messaging software, HR portals, and beefed-up server-side connectivity).

CREDENTIALS ARE OLD NEWS LOOK AT SKILLS INSTEAD



It's currently clear that there's been plenty of talk about how companies should move on from simply looking at degrees and diplomas, but instead demand proof of skills when making hiring decisions.

Despite seeming unorthodox, focusing on a candidate's practical skills and performances instead of formal paper qualifications isn't such a bad idea, especially when you factor in how learning and upskilling have changed throughout the last couple of years.

Again, thanks to the pandemic, many professionals found themselves out of jobs, while many fresh graduates equally found themselves lacking career opportunities in their chosen fields of study. This gave rise to new modes of education and upskilling/reskilling ala boot camps, short online courses, and self-initiated projects for career pivots.

As a result, this flooded the job market with a new breed of job seekers armed with new expertise and projects under their belt not usually categorised under the umbrella of traditional education.

Companies moving towards skills-based hiring will be more adapted to spot these skills quicker, and also enjoy many other underrated benefits such as quicker hiring times, better retention, and the opportunity for greater diversity all around. To do the same for your company, consider taking the following steps:

- Reviewing and rewriting your job descriptions.
- Introduce practical skill assessments early in your hiring process.
- Kick things off with your current vacancies.

IF YOU'RE NOT UPSKILLING YOUR TALENT, YOU'RE MISSING OUT

Pertinent to the previous point, it's now become abundantly clear that today's talents are eager to equip themselves with as much experience and skills as possible, which is why you will definitely want to consider adding upskilling programs to continuously upgrade your existing workforce.

Not only does this enable your business to remain competitive, but it also allows you to also regularly plug skills gaps that are almost guaranteed to appear in the future (so you don't need to unnecessarily hire for new roles).

Obviously, upskilling can come at quite a cost but can be extremely rewarding for both your business and employees when done right.



If you're planning to implement upskilling initiatives in your workplace, you can start off with the following:

Introduce small, bite-sized courses and activities.

Working schedules can be hectic, so go ahead and deploy micro-training sessions that can be completed within a few hours, which will make it easier for employees to attend. Also, making these sessions remote from time to time will also go a long way in increasing interest in such courses.

Specialised mentorships for high performers.

Staff members that you've identified with high potential for success should be given extra considered attention for growth. And one way you can accomplish this is by connecting them with mentors with valuable experience. Do make sure that your designated mentors are also made to dedicate enough time to satisfy their roles in addition to the regular responsibilities.

Provide incentives for self-learning.

An easy way to remain competitive is to give your staff members motivation to learn on their own by providing them with subsidies or benefits that let them study or attend courses and workshops (related to their job scopes) on their own time.

Develop a culture of learning.

A learning mindset from the top all the way to the bottom of the corporate structure is a sure and relatively cheap way to get your staff members to learn more. From the get-go, implement policies that encourage questions, open up learning opportunities to those from different departments, and ensure that managers and other leaders are also constantly improving and learning.

Offer opportunities to learn on the job

Allow your employees to explore new roles within the team, department, or even the overall organisation — while giving them the necessary time to build skills through the process. This, of course, will depend on the individual's aptitude and suitability for certain roles, so keep in mind that this won't be a one-size-fits-all solution.

WELLBEING AND WORKPLACE CULTURE

Nothing personifies the current demands of salaried professionals more than the desire for better well-being and balance between work and everything else outside the office.

Whoever you speak to, you'll probably hear about how companies must prioritise the overall physical and mental health of their staff members if they are to extract optimum levels of productivity, efficiency, and even loyalty.

We've previously covered how flexible work arrangements and upskilling opportunities can do a great deal for keeping workers at their best, but there are also a few extra things that you must consider when addressing the well-being and cultural aspect of your workplace:

- Do your employees have adequate access to health facilities (physical and mental)?
- Does your workplace employ practices that clamp down on unwanted behaviours (such as bullying, racism, sexism, truancy, etc)?
- Do your employees feel heard when it comes to their various needs and wants?
- Do you conduct regular reviews of your workplace culture to address problems such as unachieved objectives or high turnover rates?

When going through the various points above, always remember the reality that employees are all too human, with various needs and character differences that should be addressed as personally as possible.

YOU NEED THE DIGITAL ASPECT TO STAY AHEAD

Throughout what we've discussed above, you'll probably have noticed the constant mention of digital tools and their centrality to the new waves of HR trends. Without exaggerating, this is absolutely one aspect that all companies should consider as part of their continued growth strategies, near or distant.

The digital aspect we're referring to in this case has to do with an all-encompassing web of solutions – some your company may absolutely need, and others not so much. Depending on the nature of your industry and workforce, you'll want to think about whether your staff will benefit from the following:

- HR Software
- Analytics
- Productivity Suites

All the above will go to some lengths to improve the processes, productivity, and overall satisfaction of your employees, and the onus will be on you – via careful surveying and analysis – to determine which of the solutions above will provide the best bang for the buck in terms of raising the quality of life for all.

BE DIGITAL-READY WITH altHR

Now that you've got a better understanding of the current HR and workplace trends in Malaysia, the next step is to go ahead and implement the ones that you think are the most relevant and beneficial to your company.

We believe that the best place to begin is with digitalising your HR operations with an all-in-one management suite: altHR.

As experts in digital HR, we invite you to connect with us to discover how your business can be better prepared to deal with the challenges and demands of the post-pandemic digital era.

Find out more about our suite of intuitive digital HR solutions by contacting us at:

<https://althr.my>