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Crown Promenade, Melbourne

Kickstarting People Data Literacy Across Your Organisation

Jelvie Grech

People Systems & Insights Lead, LRV8 Group

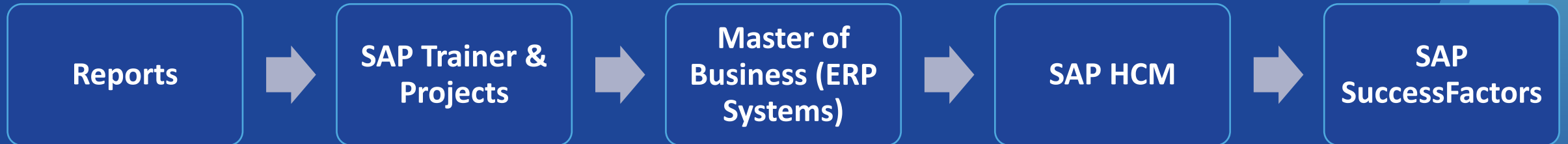
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Jelvie & SAP – Our Story



Jelvie Grech

People Systems & Insights Lead,
LRV8 Group



Experience



Aēsop®



REA Group



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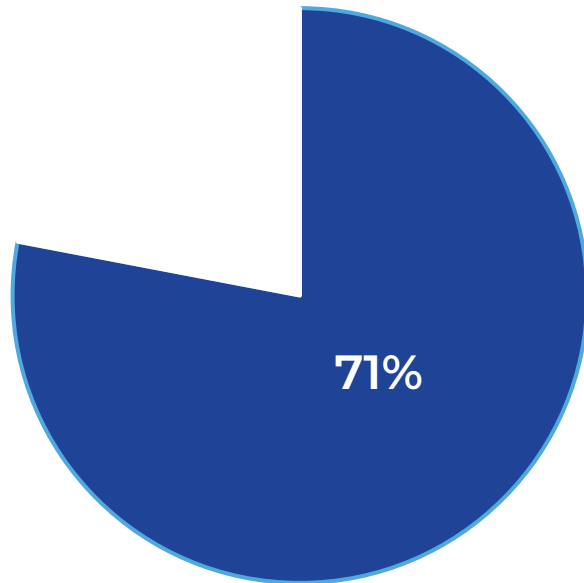


RMIT
UNIVERSITY



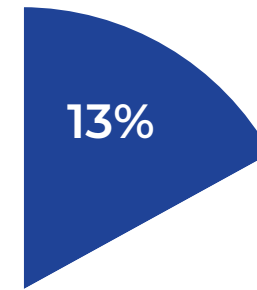
Organisations that...

Prioritise People Analytics



■ Yes No

Effectively Leverage People Data



■ Yes No

People Analytics Trends

- ✓ Dedicated people analytics roles and teams
- ✓ Increased investment in people systems and people analytics tools
- ✓ Alignment between people analytics and business goals
- ✓ Ethical and responsible AI

Common issues

- Fail to optimise technology
- Use data to report not gain insights for action
- HR is still transactional, not strategic
- Data quality is questionable
- Lack of skills & capabilities in teams responsible for systems, and reporting
- When designing systems, requirements are lacking due to insufficient knowledge
- Demotivating when progress is not made despite hard work

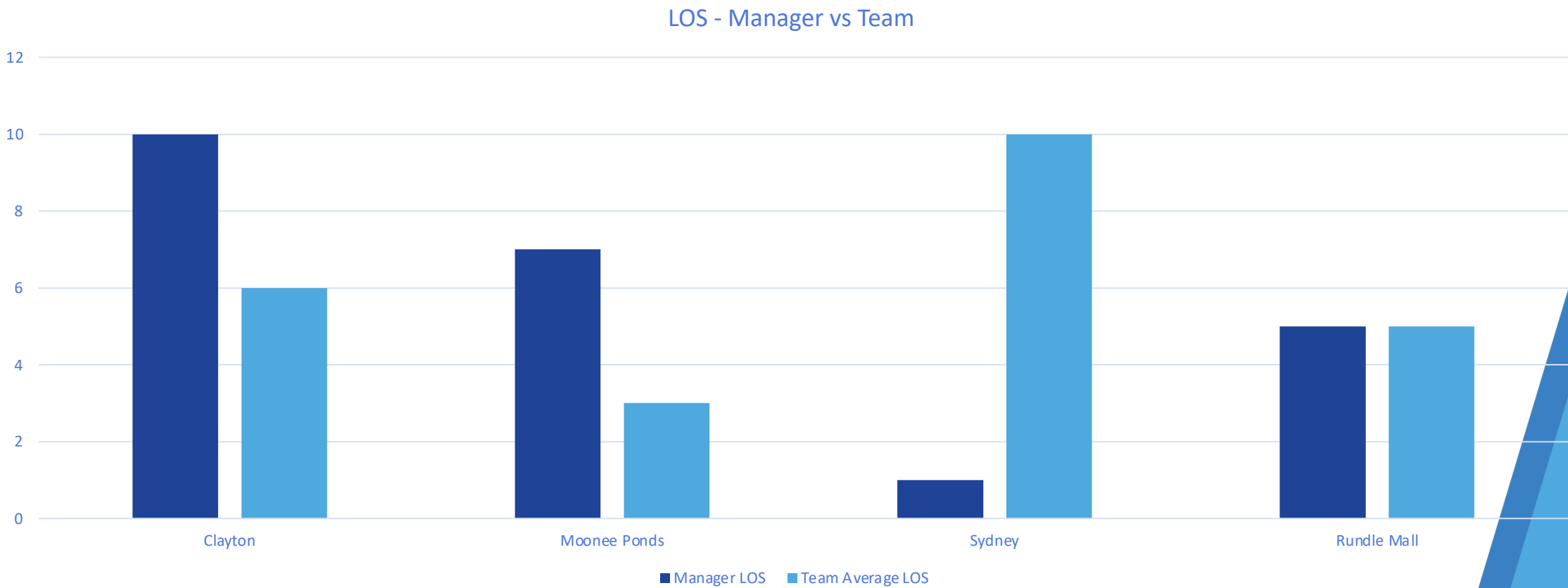
“We don’t know what we don’t know!”

Why this matters...



Insights from Data

What does this chart show?



Data Literacy

Data literacy is the ability to explore, understand, and communicate with data in a meaningful way, with consideration of ethical use of data. This can be on different levels: technically and advanced, or on a much more basic level.

Agenda

- **Understanding** attitudes towards people systems and data
- **Relating** the individual's data set to enterprise-wide insights
- **Embedding** people data in conversations, meetings, and townhalls
- **Realising the impact of data-considered interactions**
- **Audience Discussion – What's holding you back from kickstarting people data literacy across your organization? What will you start doing tomorrow?**



Understanding attitudes towards people systems and data

“I'm studying HR because I love people, I'm **not good with** technology or data”

“Shouldn't People Systems and Analytics sit with **IT, not HR?**”

“Why can't I just update **my** spreadsheet?”

How do we do this...

- Relationship literacy
- Family literacy
- Familiarity
- Spending the time to understand
- Trial and error
- Validation
- Vulnerability

Types of People Data

Personal	Employment	Position
<ul style="list-style-type: none">• Name• Contact details• Date of birth• Bank details• Religion• Gender• Race	<ul style="list-style-type: none">• Original Hire Date• Continuous Service Date• Termination Date• Time Type• Employee Type• Scheduled Weekly Hours• Performance Reviews• Talent Reviews• Succession	<ul style="list-style-type: none">• Position• Business Title• Date commenced in position• Job Profile• Location• Compensation• Organisations• Management Level

Relating the individual's data set to enterprise-wide insights

Date of Birth	Hire & Termination Dates
<ul style="list-style-type: none">• Age demographics• Generation analysis• Personalisation of services	<ul style="list-style-type: none">• Tenure• Attrition and retention• Training and development

Work Location	Position data
<ul style="list-style-type: none">• Geographic distribution analysis• Compliance and legal requirements• Workforce planning	<ul style="list-style-type: none">• Career pathing and development• Organisational structure analysis• Recruitment

Embedding people data in your interactions

- Update yourself with key metrics and insights so that **conversations** can be opportunities to share what the data shows, not just assumptions
- Prepare for **meetings** by taking a deep dive into your stakeholder and what they may be interested to know about their team
- Share valuable people insights in **townhalls**. Don't just talk about the process but share the results. Don't be limited to Engagement Surveys and Performance Review completion rates.

Ethical & Legal Considerations

Access

Handle

Use

Share

Realising the impact of data-considered interactions

Informed decision-making

Improved collaboration and alignment

Enhanced problem solving

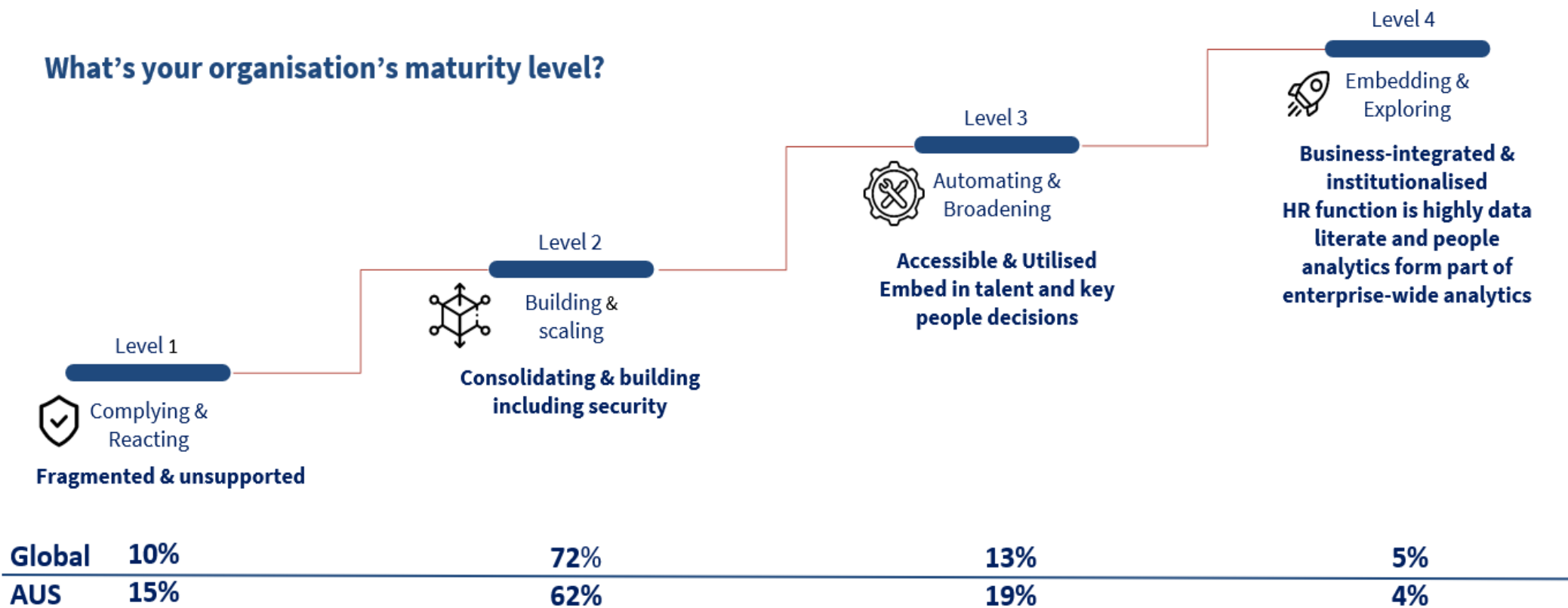
Continuous improvement and learning

Increased accuracy & efficiency

Increased trust and transparency

People Analytics Maturity

What's your organisation's maturity level?



Source: Deloitte Australian People Analytics Maturity Survey AUGUST 2022

Lack of People Data Literacy

- Busy dealing with issues instead of identifying its source.
- Know about data gaps but cannot identify how they can be prevented
- Gaps in system design due to lack of understanding about data required for insights
- Disregard for security due to lack of understanding about legal and ethical considerations

Remember

- Don't get stuck searching for a safety pin, and miss out on the earring – people data literacy helps define the problem so you can get to the solution faster
- Understand until they understand – everyone's attitude towards systems and data may not be at your level, understand whilst providing support, until they get it
- It takes familiarity, trial and error, validation, and vulnerability – learning is a huge part of it

How to Connect with Me

Li: <https://www.linkedin.com/in/jelvie-grech/>

**People Data
Literacy course**



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