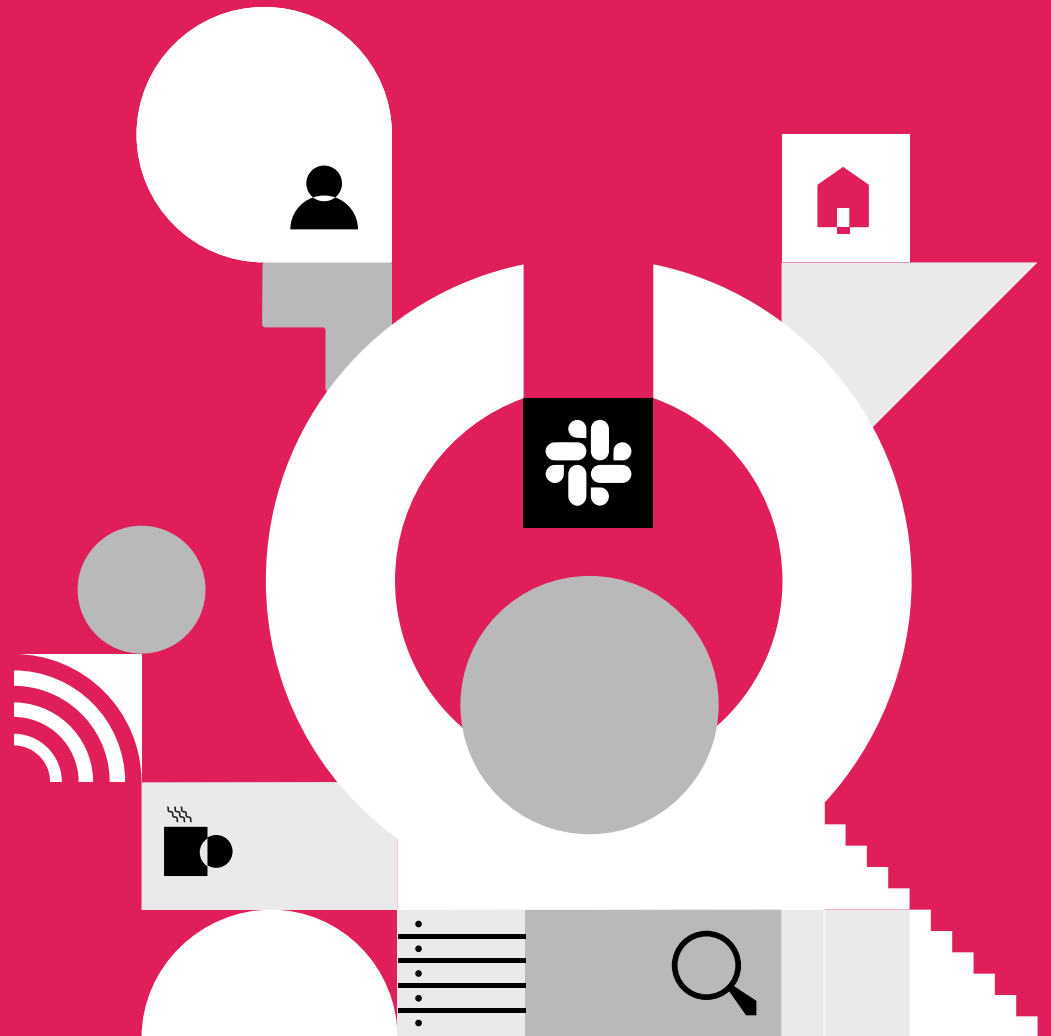


HR

HR and the adaptive collaboration hub

A new approach to the work of HR



 slack

HR: The collaborative profession

HR is a good candidate for the single most collaborative discipline in the business world. Success or failure in HR depends almost entirely on how well your people work with every other part of the business and with each other.

This guide is about the challenges that come with being such a collaborative discipline in our increasingly complex, fragmented world of work.

It's also about a new way of working that some of the most progressive HR departments all over the world have discovered. It's based on a new kind of software—an adaptive collaboration hub—that streamlines and accelerates the most important processes in HR.

Slack pioneered the new kind of collaboration hub as a response to our own frustrations with existing teamwork applications. And it kind of...took off. We'll show you why.

We'll also run through the big ideas behind the adaptive collaboration hub and show you how it's making such a big impact on HR.

Let's go!

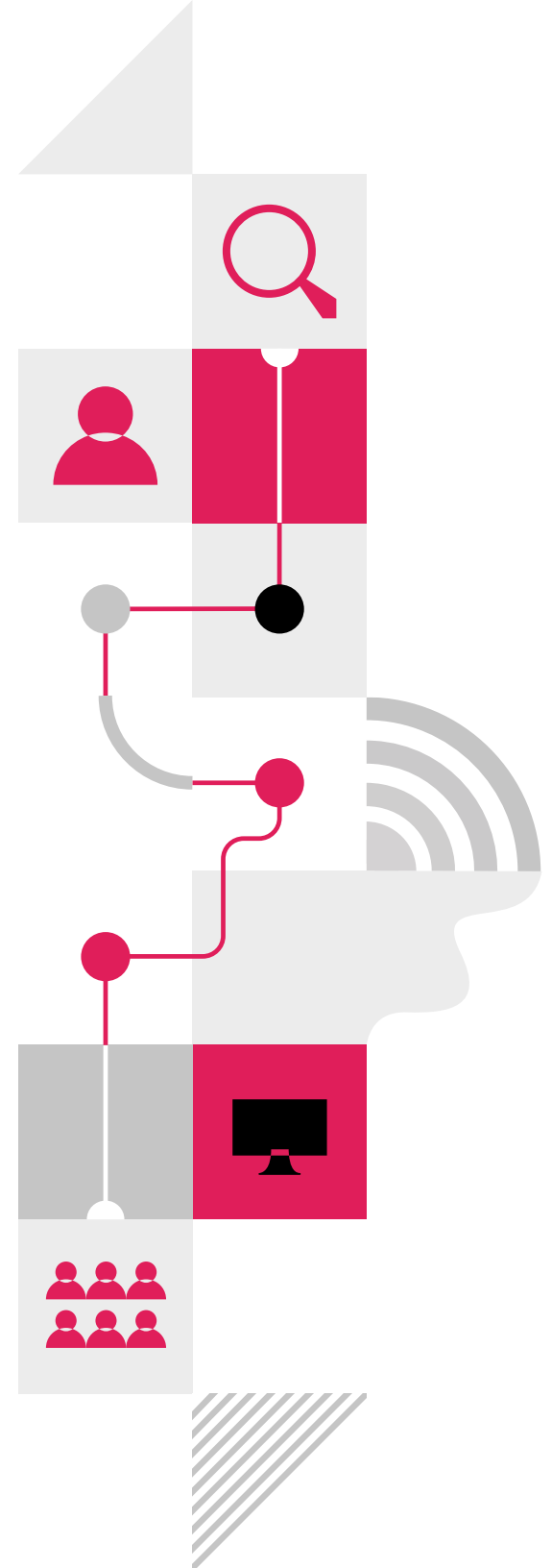
The most important HR processes

Think about the most important functions of HR: recruiting and hiring; new hire onboarding; learning and development; internal comms; benefits administration; employee experience...

As different as each of these categories may seem, they actually have a lot in common.

- **They all cross silos, disciplines, and departments**
They're applicable to colleagues in every part of the business.
- **They're all highly interactive**
They're rarely one-way communications. They almost all require a lot of back and forth between HR team members and employees beyond the team.
- **They all depend on various technological systems**
From broad HR management platforms to highly specialized applications, file stores, and cloud services.
- **They're all high-stakes**
Getting any of them wrong leads to big problems, from losing your best talent to breaking the law. Excellence in HR is not a "nice to have."

In short, your success or failure depends on how well you connect your teams to the people, knowledge, and software they need to do their jobs—and on their ability to collaborate effectively across departments, offices, and time zones.



The big HR collaboration inhibitors

As important as collaboration is to HR departments, it faces some big obstacles.

In a small company and a simpler world, keeping everyone aligned, informed, and enabled might not be such a big challenge. In a global enterprise, it's crazy-hard.

Here are some of the reasons why:

Fragmentation

- HR teams use dozens of applications
- Work is done across multiple departments and time zones
- Critical data lives in many places
- Knowledge and expertise are spread around the company

Friction

- Switching between apps
- Searching for files or information in many places
- Arranging meetings; capturing and sharing decisions
- Answers hidden in email threads, out-of-date wikis, and intranet pages

Bottlenecks

- Slow, manual processes
- Workflow choke-points and backlogs
- Busy approvers and contributors

These obstacles to efficient collaboration cause real problems all over the HR department. As “admin drag” accumulates, day-to-day productivity suffers and critical HR processes slow down, including everything from recruiting and onboarding to internal comms, benefits administration and performance reviews. These are major business inhibitors that few enterprises can afford to bear.

The limitations of old-school HR tools

Few HR leaders would disagree: The technology of work hasn't kept pace with the new demands on HR departments.

Emails, meetings, and conference calls each have their place in the communications and collaboration landscape. But they're nowhere near up to the challenges of today's HR.

- **Email** is only available to the people in the thread. And emails are easily missed, forgotten, or buried deep in inboxes.
- **Meetings** aren't always possible with distributed teams and are often inefficient (if not interminable) and hard to schedule.
- **Conference calls** are rarely the best use of every participant's time and they leave no searchable records.

As frustrating as these practices are to everyone involved, they survive because the attempts to replace them didn't take hold. Intranets become stale and unused (often needing full-time community managers and curators). Social chat tools invariably devolve into...just that: places to gossip instead of places to get work done.

The proof is in the adoption: The first wave of comms/messaging apps may serve niche applications, but they haven't worked their way into the actual fabric of day-to-day work.

But, a few years ago, a new kind of collaboration platform emerged to change all that: the adaptive collaboration hub.



The adaptive collaboration hub as HR accelerator

An adaptive collaboration hub combines three capabilities in one place.



A place for people to communicate

Not through simple messaging or chat, but with channel-based communications organized by project, topic, or team.

For HR, that means a separate channel for new hires, for feedback, for exec communications, for reviewing candidates...the list goes on and on.



A searchable knowledge base

A repository for plans, resources, decisions, reports, and expertise. All discoverable with a single search.

For HR, that means one place for self-service answers to benefits questions, or to find the CV of that stellar candidate, or check on the training status of all direct reports...



A hub for your most important HR apps

One workspace that integrates with your HRMS (like Workday), your payroll system (like ADP), and your cloud recruitment services, learning management systems, and productivity tools (like Google Drive or Dropbox).

For HR, that means accessing the services you need without leaving the hub, getting an alert when an exec has signed the privacy policy, or querying a dashboard that lives in another system.

On their own, each of these three capabilities is enormously powerful. But when brought together into a single hub, the impact is exponential.

For the first time, all HR professionals can access the people, knowledge, and applications they need to get work done right now. Friction is reduced. Fragmentation turns into unification. And choke points get cleared.



The key features of an adaptive collaboration hub

These are the things that make an adaptive collaboration hub different from earlier tools:

- **User-driven**
Managed by and for users
- **Fluid and organic**
Supports the way each team wants to work on each project
- **Open**
Sharing is the default setting (with airtight privacy and security)
- **Channel-based**
Organized logically into project, team, or topic channels
- **Searchable**
So company knowledge becomes available and discoverable
- **Integrated**
Unites all your HR and productivity apps in one place
- **Easy to adopt**
So users take to it spontaneously and effortlessly

Unlike top-down, command-and-control approaches that lock down prescribed workflows, this kind of collaboration lets your teams fully customize and configure their workspaces to reflect your structure, organization, and culture.

A new collaboration layer

An adaptive collaboration hub unites and runs across your existing HR and productivity applications. Moving the collaboration function from each individual software silo and bringing it together in one place has significant benefits, including:

- Simplifying access to existing software, so it gets used more often
- Bringing information and alerts into team conversations
- Outlining workflows to inform decisions and drive action
- Integrating everyday tools and data into the team's workflow to reduce context switching, without compromising enterprise security standards

It naturally becomes the central place where HR work happens. Importantly, it's where conversations about work come together with the work itself.

The new collaboration at work for HR

An adaptive collaboration hub streamlines and accelerates all the core processes of HR, including:

Recruitment and hiring

Bring HR and business colleagues together in one place to spec the job, find the candidates, manage the interviews, collate internal feedback, and make hiring decisions faster.

- **The ROI:**
Faster job fills; quicker offers; lower management overhead; and a better hiring experience.

New hire onboarding

One place for the new hire to get up to speed fast, on the company, the culture, and the projects they'll be working on.

- **The ROI:**
A personal, professional welcome; faster ramp to productivity; and higher retention through better employee experiences.

Internal comms

A shared, searchable space for all team or companywide announcements, executive Q&As, and efficient benefits administration.

- **The ROI:**
A better-informed workforce; closer alignment on strategic direction; happier people through better connections and deeper relationships.

Employee engagement

One place for employees to ask questions, offer feedback, and contribute to performance and peer reviews.

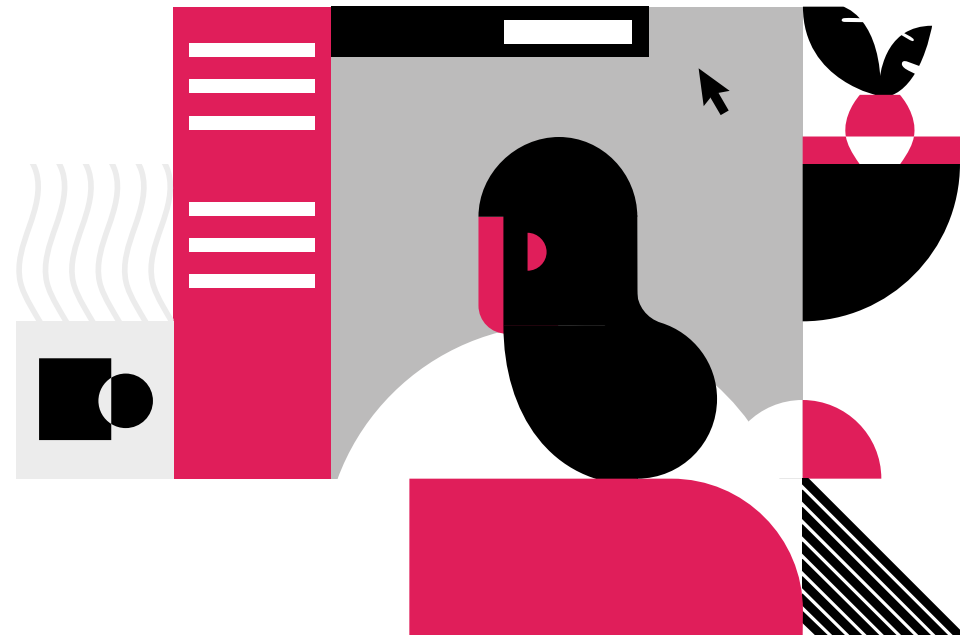
- **The ROI:**
A better employee experience; better-informed management teams; early alerts to potential HR issues and opportunities.

How you know it's working

The success or failure of any collaboration platform comes down to one thing: user love and the adoption numbers that prove it.

Unlike the vast majority of intranet initiatives or well-meaning wikis, this new kind of collaboration hub invariably sees more user engagement.

People love it, so they use it more...
and the value keeps growing.



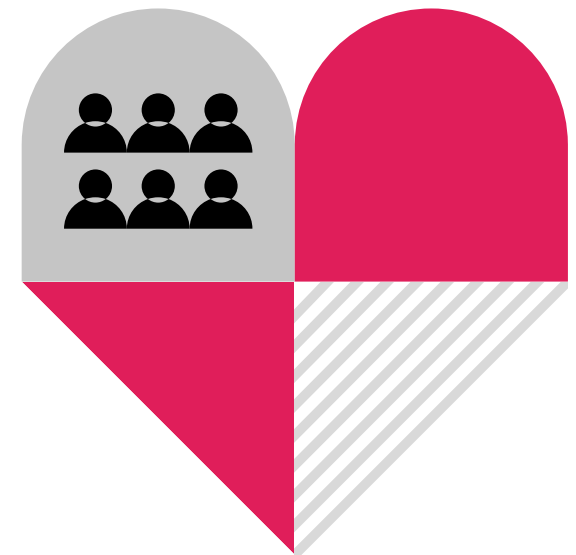
Slack is the collaboration hub that HR teams love

Slack is springing up in large enterprises all over the world, first in a single department, then two or three, then...everywhere.

HR teams are among the most enthusiastic Slack users because it improves so many of their core internal processes while helping them support the entire organization.

While it's often users who lead the movement, IT departments appreciate that Slack is an enterprise-grade platform for security, compliance, scalability, and manageability.

In addition to transforming how HR works, Slack also helps HR to model this new collaborative approach for the entire enterprise. The result: an even richer, more unified workspace as different departments join in. That leads to better employee engagement and alignment across the organization. Win, win, repeat...



Connect with the tech your people use every day

Some of the HR applications and platforms
that Slack integrates with:



HR accelerated

This is a hugely exciting time for HR leaders.

The business imperative is clear

C-level execs are seeing the value of a great employee experience and an empowered HR department.

The vision is proven

HR pioneers have shown that an engaged, aligned workforce drives measurable business impact.

The technology is in place

Including powerful HR platforms and apps for every process.

All that's needed is a better way to collaborate, integrate, connect and share knowledge.

That's what Slack brings to the table.

Companies using Slack reach full employee productivity 24% faster.

"The Business Value of Slack," IDC Research, 2017

Learn more

[The Slack-Powered HR Department](#)

A quick guide to some of the most important ways Slack can help

[What great employee onboarding looks like today](#)

An example of how an adaptive collaboration hub makes a real difference

[Integrations for HR and team culture](#)

Check out our App Directory

We should probably talk.
Schedule time with our team.

LET'S GO

About Slack

Slack is a layer of the business technology stack that brings together people, data and applications—a single place where people can effectively work together, find important information, and access hundreds of thousands of critical applications and services to do their best work.

From global Fortune 100 companies to corner markets, businesses and teams of all kinds use Slack to bring the right people together with all the right information.

