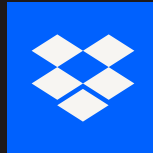


# The office is over.

Long live the new world of work.



## Introduction

The nature of work has changed—and so has the role that Human Resources plays within organizations. Forward-thinking HR is about empowering employees no matter where they work, leading reskilling and DEI initiatives, and having the right tools and technology to succeed in these varied efforts. Regardless of whether an organization is fully remote, hybrid, or in office, how people work—and what they need to thrive—is forever changed.

Welcome to the new world of HR.

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# A hybrid work story

## A hybrid work story

Picture this: An employee prepares to start a new job. This is an intimidating time. New people to meet, roles to understand, accounts to be set up, work to be done. If done correctly, it's the beginning of a successful work experience.

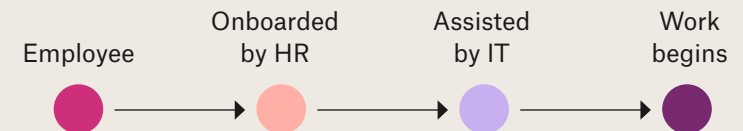
In the past, a new employee would have been onboarded by HR, set up by IT, and sent on their way. Now, however, collaboration between employees, HR, and IT is a constant conversation. HR teams need to ensure that they are not only meeting business goals and expectations but also employee goals and expectations.

A high-quality employee experience has never been more important than in today's world where competition with other employers is the No. 1 barrier to hiring. Forward-thinking HR organizations are leading the business in areas including:

- Employee wellness
- Remote work
- Upskilling
- Diversity efforts
- Mental health education
- Social justice initiatives
- Benefits structures
- Compensation issues

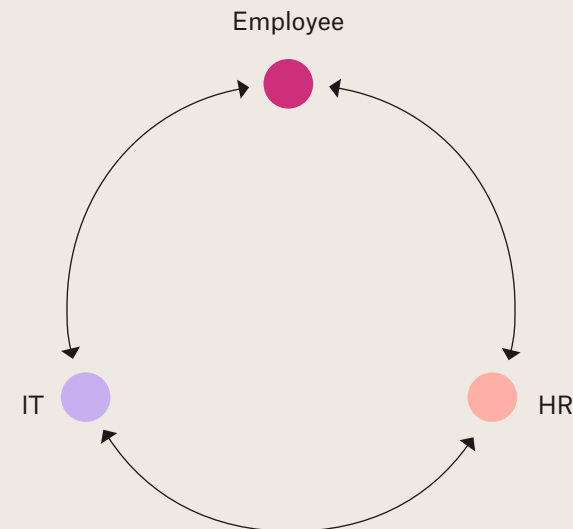
The new hire experience before:

### Set up and go



The new hire experience now:

### Constant communication and support



## A hybrid work story

According to recent research from PricewaterhouseCoopers, chief human resources officers say these are the top three workplace-related challenges:

1

Upskilling/retraining employees to help drive revenue

2

Maintaining employee productivity

3

Supporting remote work

## A hybrid work story

The most consequential trend affecting HR teams is the rise of [hybrid and remote work](#). Seventy-five percent of employers say they plan to increase their reliance on remote work in the future, according to the [VotE: Digital Pulse, Business Reinvention & Transformation 2021 survey](#). And allowing flexible working arrangements is a top strategy for [attracting and retaining employees](#).

HR teams should play a vital role in building a positive office culture in a remote work world. This includes ensuring that work schedules, locations, and benefits reflect the needs of employees. While organizations [know they need](#) to pursue this goal—86 percent say they are likely to recommit to corporate culture and values over the next 12 months—only slightly more than half have started to do so.



of employees had rarely or never worked remotely before 2020.



of employees now plan to incorporate working remotely into their work lives.



of SMBs say their employees will work either fully remote or in a hybrid arrangement in 2022.

“Half of our staff is in Singapore, while the other half is spread across 15 countries. Dropbox allows us to share information like there’s no distance between us.”

– Head of HR at Payswiff

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# The rise of reskilling and DEI



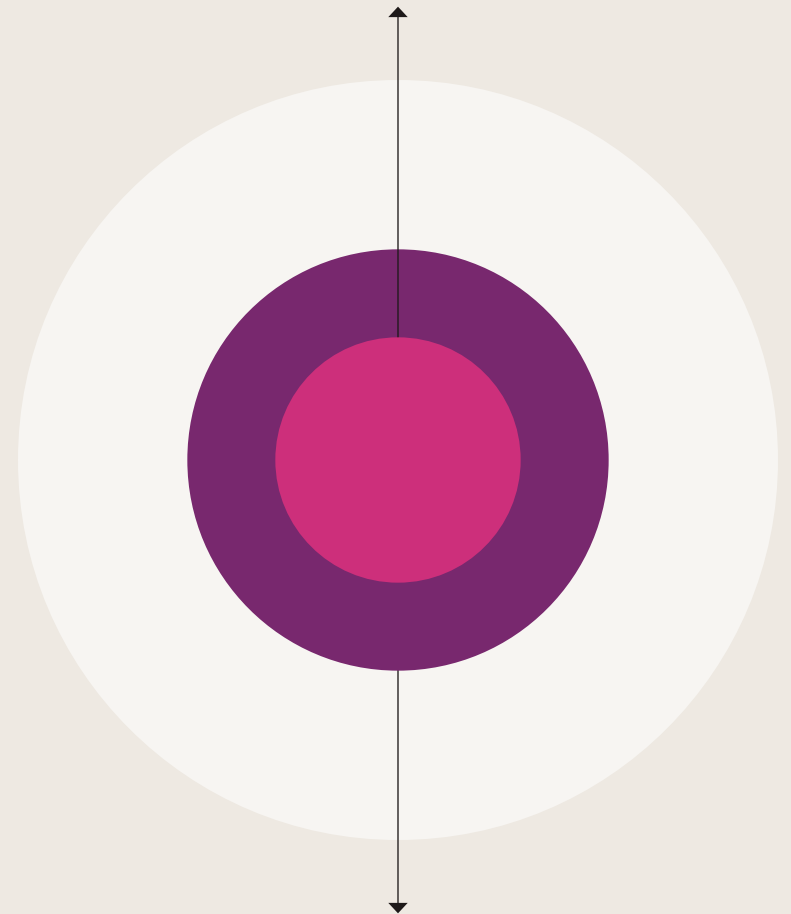
## The rise of reskilling and DEI

In the new economy, retraining and upskilling is vital, and development programs are needed. HR leaders can spearhead this process as employees and organizations future-proof themselves from further disruption. While between 2019 and 2020, those who said they were very confident in their team's ability to navigate future changes jumped from one-in-eight to one-in-four, there's still more work to be done.

A survey conducted by SHRM found that SMBs are significantly less likely to have apprenticeship programs than organizations with more than 2,500 employees. This isn't due to a lack of interest; it's a lack of resources. When deployed smartly and effectively, technological tools can help HR build out upskilling programs. For example, they can use data to conduct a SWOT analysis on an employee to help determine their proper upskilling path or use Dropbox Capture to record video memos for training purposes. By conducting the training session once and sharing the recording repeatedly, HR can accomplish more upskilling with less effort.

22%

percent of HR leaders in the United States say they are investing in reskilling programs in the next year.



38%

percent of HR leaders abroad say they are.

---

# 45%

percentage of  
revenue generated  
through innovation in  
organizations with  
above-average diversity.

# 26%

percentage of  
revenue generated  
through innovation in  
organizations with  
below-average diversity.

---

## The rise of reskilling and DEI

In 2022 and beyond, diversity isn't a nice-to-have, it's a must-have. Employees expect and demand their organizations work toward more diverse employee pools, and HR can lead this charge. Roughly half are already creating succession and development plans as part of their diversity efforts.

With the help of the right technology and tools, HR can launch surveys and compile data about internal diversity, equity, and inclusion efforts, build training programs and team-building exercises, and help identify areas of concern. Fair and equitable recruiting, hiring, onboarding, and retention practices are another area where technology can fuel inclusive practices.

Diversity is also a financial driver. According to Boston Consulting Group, organizations with above-average diversity produced 45 percent of their revenue from innovation, compared to just 26 percent of revenue from innovation for organizations with below-average diversity.

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# The tools of the trade

## The tools of the trade

Digital transformation isn't simply a helpful resource, it's an essential part of modern HR. SMBs need tools for fast and easy hiring, onboarding, and ongoing employee management, regardless of where candidates and staffers are in the world. These tools reflect a business' commitment to a human-centric and employee-centric environment, and more than a third of SMBs [plan on investing](#) in new HR technology in 2022. Investing in technological solutions can help small businesses save money on manual data entry, track time efficiently, create simple remote work plans, allow employees more self-service benefits, and more.

Additionally, many small businesses are looking to technology, and specifically automation, to help solve logistic and compliance challenges.

Options such as eSignatures, a secure and legal digital signature, can make onboarding an easy-to-navigate process for a new hire and improve the experience for current employees.

With employees working anywhere and everywhere, digital contracts are a priority. Their benefits include:

- Improved productivity
- Speed and accuracy
- Automated reviews
- Security
- Easy-to-implement templates
- Simple editing and change tracking
- Consistency in how agreements are imposed and enforced
- Maintain integrity of agreements

The Dropbox eSignature solution, HelloSign, helps simplify and automate onboarding processes and practices. HelloSign works with the tools you already use and love—from SharePoint, Google Workspace, and Slack to embedding in Greenhouse—

to frictionlessly request, sign, send, track, and save essential employee agreements. Signing has never been easier.

**[Learn more about Hello Sign](#)**

“The biggest benefit of using HelloSign is reducing the time-to-hire. Most of our offers get signed within 24 hours, and that includes getting it signed by the CEO.”

– Head of Talent at ZeroCater

The office is over.

Long live the new world of work.

# The future of HR is here

## The future of HR is here

Rather than passively watching, HR teams can play a key role in the re-architecting of work, transforming into a key cog that influences the direction of entire organizations. The time to become a part of the business transformation is now.

The future of HR lies in maximum flexibility. It's about assisting employees through their entire lifecycle at an organization from before they are hired through onboarding and employment, upskilling, and management training. Hires will be working in radically different ways—locations, time zones, remote, hybrid, on-premise, and more—and HR needs to provide a way to manage, support, and develop talent.

29%

of business and HR executives told Deloitte they were reimagining work in the next one to three years before COVID-19.



61%

of business and HR executives say that they are focused on doing so post-COVID.

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## Dropbox for HR

To help facilitate seamless and secure storage, sharing, editing, and approval of sensitive or confidential documents, HR organizations should assess their tech stack. With Dropbox, HR teams can ensure they meet regulatory and compliance standards—and can adapt to the rapidly changing demands and expectations of your unique business needs.

[Visit Dropbox for HR to learn more.](#)