HR's Journey Toward Meaningful Transformation

HR is central to today's dynamic workplace, sparking transformation at every level. Backed by research from 5,000+ HR professionals, discover how HR's priorities have evolved, which skills matter most at each job level, and the capabilities vital for tomorrow's success.

Mapping HR's evolution

HR remains one of the most complex professions in business, and one that is undergoing constant change.

2020

Crisis navigators

- Crisis and change management
- Employee wellbeing
- Remote workforce management
- Diversity and inclusion

2025

Transformation enablers

- Strategic workforce planning
- Al and automation proficiency
- · Agile HR practices
- Upskilling and reskilling

2030

Adaptive workforce architects

- Human-Al collaboration
- Change adaptability
- Flexible workforce strategies
- Sustainability

Skills that shape each job-level

Our research identified four key skills that define success across each job level.



Future-proofing HR for 2030 and beyond

These two capabilities stood out as essential for HR teams of the future.

Critical thinking

Understand workplace issues, evaluate information, and draw conclusions to develop effective people solutions and strategies.

Developing critical thinking requires practice in:

- Asking questions and challenging assumptions
- Engaging in active real-world problem-solving
- Reflecting on decisions and biases
- Training with structured tools that provide datadriven talent insights

Creativity and innovation

Generate new ideas, reimagine processes, and drive transformation to build a dynamic culture that can navigate change.

Developing a culture of innovation can be done through:

- Creating time and space for inclusive idea sharing
- Encouraging cross-functional collaboration to leverage diverse expertise
- Exploring new tech and tools to help improve practices
- Recognizing and rewarding innovative efforts

