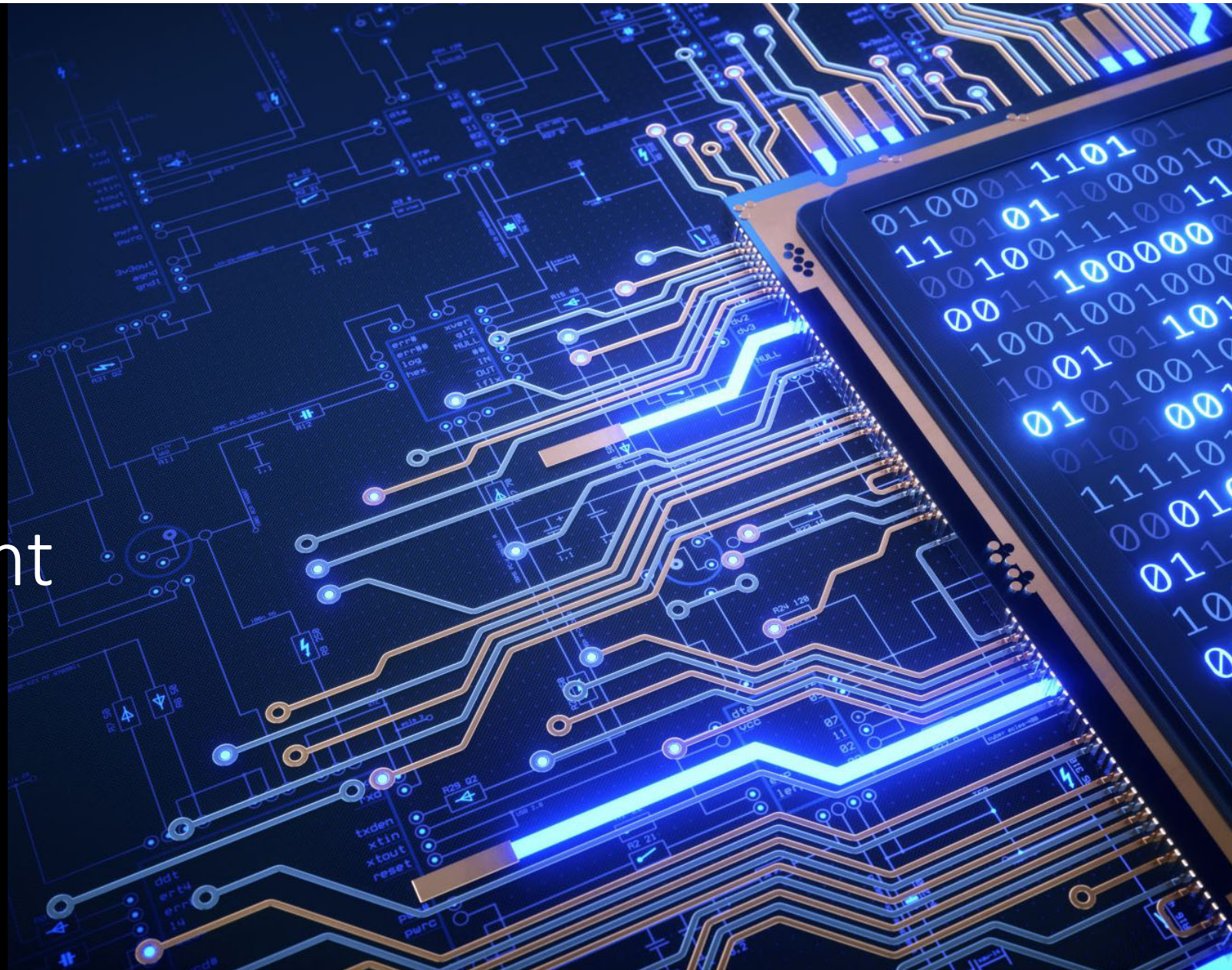# HR and Technology Management

Tech and Management

- disruptive
- one-size-fits-all
- address
- be (dis)engaged
- make
- performance
- empower
- achieve
- boost

- employees
- at work
- goal
- performance
- appraisal
- an issue
- approach
- progress
- technology

1. **Discuss the following points briefly.**

   - What kind of software do you use in your company to improve the management of teams/time/projects?
   - Which aspects of your work could be improved by using technology?
   - What are the benefits and drawbacks of applying technology for management purposes?

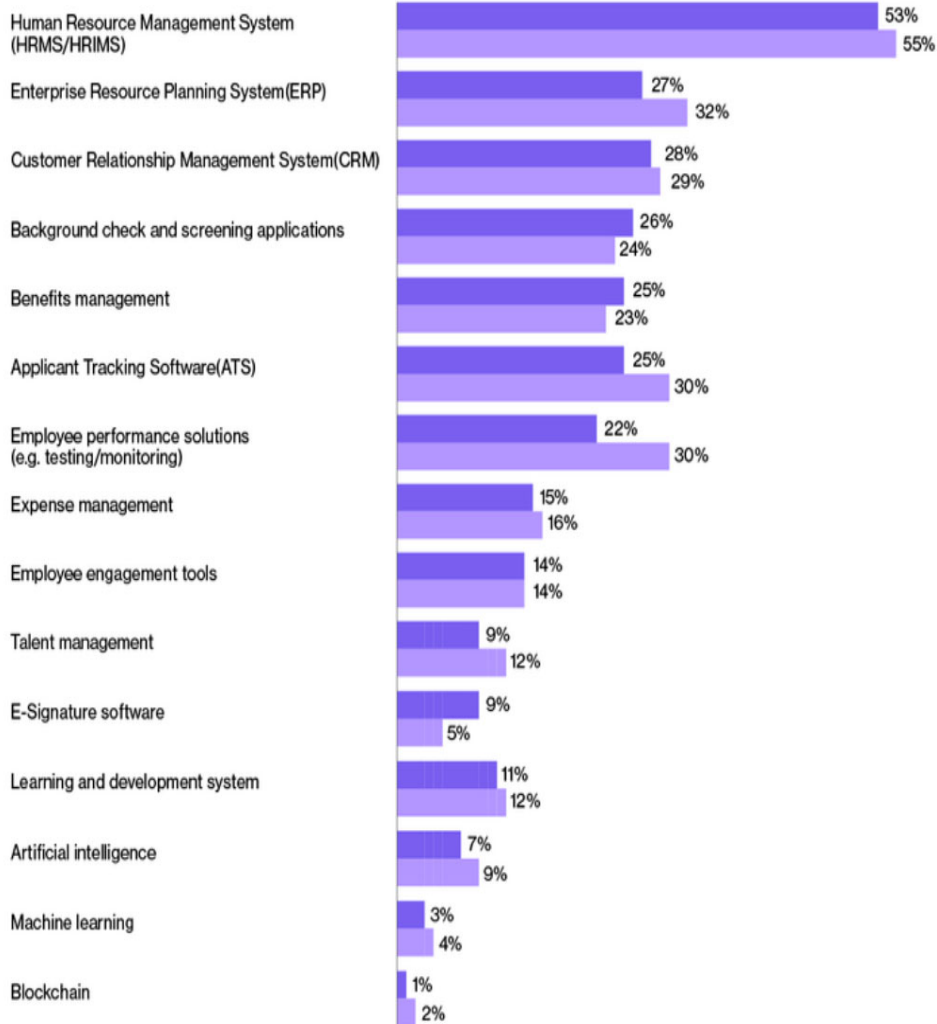**prevent   update   hold   adhere   rectify   address   whether (if)   keep up with**

GDPR and HR

There are numerous amounts of information and regulations that HR professionals must ……………………….in order to keep up with the new GDPR and employee data protection rules. Here are some of the main tasks HR needs to a………………:

•Recognize and ……………………cybersecurity attacks. This means choosing the appropriate cloud provider ,that have data protection as a priority.

•…………………………..and review privacy policies for all staff

•Always document the reason for the need to process personal information.

•Making sure employees understand their rights, particularly their right to access,…………………., and erase their own data if they wish

•Make sure that the only people that have access to personal information are the ones who require it.

•………………………..to timely document deletion. A company can only ………………………….onto its data for a predetermined amount of time, especially if it is not necessary for business practices.

•Consider ………………………the company's employee monitoring is acceptable/necessary (such as email monitoring

Critical HR technology ● Most critical today ● Most critical in 5 years

Technology	Most critical today	Most critical in 5 years
Human Resource Management System (HRMS/HRIMS)	53%	55%
Enterprise Resource Planning System (ERP)	27%	32%
Customer Relationship Management System (CRM)	28%	29%
Background check and screening applications	26%	24%
Benefits management	25%	23%
Applicant Tracking Software (ATS)	25%	30%
Employee performance solutions (e.g. testing/monitoring)	22%	30%
Expense management	15%	16%
Employee engagement tools	14%	14%
Talent management	9%	12%
E-Signature software	9%	5%
Learning and development system	11%	12%
Artificial intelligence	7%	9%
Machine learning	3%	4%
Blockchain	1%	2%

Verbs to describe

rise
jump
grow
climb
go up
increase
soar

Verbs to describe

fall
drop
decline
decrease
go down
plunge
plummet

Adverbs to describe... HOW?

sharply   quickly
rapidly   steeply

considerably
significantly
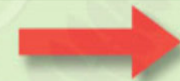substantially

steadily
gradually
moderately

slightly
slowly

How to describe

stay
remain

+

constant
steady
stable

What if companies understood their own employees better than they understand customers?

Look at the pie chart on the right and discuss whether your work life is similar or different and to what extent?

Are there too many processes at your place of work? How do they affect your work?

What kind of technological improvements could enhance management within your company?

"Office workers waste close to 57 minutes of their workday due to outdated technology and processes, and more than 30 % of global employees feel they waste half of their day or more performing tasks better suited to AI." AINHM

Discuss using the words in bold how tech can be used to improve productivity ?

Telefonica , has launched **a RESKILLING** and **UPSILLING** program . The purpose of this initiative is to make better use of existing **internal talent**.

Telefonica has set up the reskilling application **IN CONNJUNCTION WITH** a business partner,

SAP SuccessFactors Human Experience Management Suite .

Employees use the app to **FILL IN** their skills profiles, and then machine learning algorithms intelligently MATCH EMPLOYEE SKILLS with individual requirements for vacant positions . The app also **FACILITATES** more **TAILOR - MADE** career experience , by suggesting personalised **TRAINING RECOMMENDTIONS** to each employee based on needs.

- E-firing software is particularly helpful to managements IN THE EVENT OF a merger or acquisition (M&A), where part of the logic of the deal is that the combined businesses will need fewer staff.

- By using software, the process can be speeded up so that the best staff do not leave DUE TO uncertainty

- To illustrate, a one-month delay in closing a deal , could RESULT IN expected cost savings of $500m a year.

- But delays are common BECAUSE OF the difficulty and emotion involved in deciding who should be kept on and who should be fired.

.

- That is why human resources software is increasingly being used to help businesses align financial and organizational objectives : in situations in which they need to get rid of employees. These include mergers and acquisitions, redeployments, reductions and ordinary terminations. By linking to other business applications, such as payroll and the human resources database, this type of software can put all the important data in one place for senior managers to analyze.

What new skills and knowledge do senior management and executives need these days in order to lead a company effectively?

Key computer vocabulary

Match the words on the left to the definitions on the right.

1. ransomware
2. a cyber-attack
3. a domain name
4. malware
5. a virus
6. cybersecurity
7. a hacker

a. a computer program that makes copies of itself to stop a computer from working normally

b. an illegal attempt to damage a computer system using the internet

c. a person who gets access to a computer system illegally

d. computer programs designed to damage how a computer works

e. computer software that criminals use to demand money

f. the part of a web address that shows the name of the organisation, for example google.com

g. ways of protecting computer systems against attacks

- **What might happen, and what consequences might be seen, if your company suffered a cyber attack or even just a 24-hour system crash?**

- **What do you know about the cyber security and IT network safeguards that your company uses?**

Probability

There are a number of ways to express probability.

There are a small number of [1]*verbs/adjectives* (*sure, certain, likely* and *unlikely*) describing probability where we can change the word order to emphasise different things.

To emphasise the [2]*probability/subject*, start the sentence with 'it' as the subject.

It was highly unlikely *that they knew about it.*

It's highly likely *that the jobs our children do in the future don't exist yet.*

To emphasise the [3]*probability/subject*, bring it to the start of the sentence and use an infinitive.

They *were highly unlikely* **to have known** *about it.*

The jobs our children do in the future *are highly unlikely* **to exist** *yet.*

Put the words in the correct order to make sentences.

1 promoted / You're / to / next / likely / week / be
You're likely to be promoted next week.

2 the / received / unlikely / that / documents / yet / It's / they've

3 this / is / Maisy / certain / have / about / known / to

4 to / discussing / likely / be / the / now / They're / matter

5 Raj / the / certain / to / in / meeting / have / is / been

6 next / taken / to / highly / that / we're / It's / going / be / over / likely / year

7 given / unlikely / have / The / this / thought / much / CEO / is / to

Using the probability forms , what is the likelihood of a cyber attack at your company ?

Collocations

Match the adjectives on the left to the nouns on the right to make collocations from the talk.

1. complex
2. large
3. novel
4. electromagnetic
5. a high
6. business

a. radiation
b. risk
c. situations
d. strategy
e. tasks
f. volumes

Complete the sentences with the correct words.

academia   algorithm   audit   disruption
limitations   litigation   perspective

1. There was a lot of _____ in the office, as they were refurbishing the hallway.
2. He needed a fresh _____ , so he asked several other people for their opinion on his work.
3. This software has its _____ . There are some things that it's not able to do.
4. The website uses an _____ to work out what other TV shows you might be interested in.
5. Scientists in _____ have been studying the effect that machines will have on industry.
6. There will be an _____ soon. Please make sure your accounts are in order.
7. Robots can't handle complicated _____ . Taking a case to court is not an easy process.

Choose the correct answer for each question below, then check your answers by reading the transcript.

1. How many jobs have a high risk of being automated in the future?

    a.   one in every two   b.   one in every three   c.   one in every four

2. When did machine learning first start to be used in industry?

    a.   the early '80s
    b.   the early '90s
    c.   early in the 21st century ('00s)

3. What doesn't the speaker say we can use machine learning for now?

    a.   grading high-school essays
    b.   writing novels
    c.   diagnosing eye diseases

4. How many essays might a teacher read in a 40-year career?

    a.   1,000   b.   10,000   c.   50,000

5. What can humans do better than machines?

    a.   routine tasks
    b.   process large volumes of data
    c.   tackle novel situations

6. What was the man who invented the microwave working on during WWII?

    a.   radar   b.   breaking code   c.   how to reduce radiation

7. Which professionals will find it more difficult to get jobs in the future because of machine learning?

    a.   teachers   b.   lawyers   c.   business strategists

- Using the future forms , what do you think are likely future trends of work ?

FUTURE FORMS
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will

predictions (we think something will happen)
→ He will be a good doctor.
→ I believe they will win this match.

instant decisions (taken while speaking)
→ A: "We don't have sugar" B: "I'll buy some then."

promises and refusals
→ I will help you but I won't lend you any money.

offers
→ I'll carry your bag. / Shall I carry your bag?

suggestions
→ Shall we eat out today?

requests
→ Will you open the door please?

be going to

predictions (we see - present evidence)
→ Slow down! We're going to have an accident!
→ Look at the clouds. It's going to rain.

decisions (taken before now – intentions/plans)
→ Are you going to watch the game tonight?

present continuous

plans (arrangements have been made)
→ I'm flying to New York tomorrow morning.
→ I'm seeing the dentist at 6.
→ We are getting married next week.

present simple

timetabled events
→ The train leaves at 4 o'clock.
→ The exams start next week.

future time clauses (when/ as soon as/until, etc.)
→ I'll retire when I am 70. (NOT when I'll be 70).
→ Call me as soon as you arrive.

may / might

Use may or might to talk about future possibility
→ I might go to the party tomorrow; I'm not sure.
→ Temperatures might go up next week

test-english.com

A. How do the four companies (Amazon/Facebook/Spotify/Netflix) help their customers?
....

B. How is the home environment different from the work environment?
....

C. How has the technology of management changed work?
....

D. What examples of technology that help us did the speaker list?
....

E. What are the benefits of the Orion system that UPS implemented?
....

F. What did Henry Ford say a hundred years ago?
....

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People Analytics

~~Ex~~ample 1

Subsidiary of large retailer

Effects of training and development on business results

Positive effect of training on financial performance

Consistency between characteristics of training and effect

Example 2

- PostNL
- Research into ideal mail deliverer employee profile
- Recruitment process optimized
- More and higher-quality applicants
- Recruitment cost reduced

Example 3

- Shoe store Clarks
- Research into the relationship between engagement and organizational performance
- Positive relationship between engagement and performance
- Insight into factors that positively influence engagement and performance