



City HR Community Chat – 19th May

With Debrief and Slides from

Key HR Metrics for Crisis Management



Dear HR Colleague

Next Tuesday's webinar will be focussing on the **Returning to Work** theme, with an in depth look at latest announcements from the Government through the Employment Law lens of **Jill Naylor, Linklaters LLP**. Expert insight on employee safety in the workplace will be provided by **Kate Smith, Head of Workplace UK at CBRE** with the practitioner perspective on planning and implementation by **Rebecca Niddrie-Webb, Project Manager at Societe Generale**. City HR will also be sharing some themes from our recent Coronavirus Pulse Survey.

This week's City HR webinar on 12th May focussed on the theme of **Key HR Metrics crisis management and beyond** and featured insightful presentations from **Oracle and CIMA**. Kerry Nutley and Caroline Gladwin at Oracle discussed the people metrics which will identify how firms performed during this crisis, how our people were supported and what next for people analytics post COVID-19. In particular, Caroline shared her experience of how organisations had utilised technology to identify their immediate priorities, manage key risks and processes, undertake financial modelling, assess workforce location during and post lockdown and how to look after key workers now and in the future. Further insight was given on how the leadership and HR might look back on this unprecedented period and understand the impact on the business and its people. Sample metrics and dashboards were provided for all of these categories which are **attached in Oracle's fabulous presentation "HR Metrics during Crisis Management"**.

Rebecca McCaffry at CIMA followed the data collation and analysis with a perspective on what the Board or ExCom would want to know about the people aspects of Covid-19. At an overarching level this could be about the viability of the business in terms of operational resilience, financial wellbeing and reputation. There would also be some key performance indicators that the business would want to understand particularly about the impact on people and culture. This is captured in **"Beyond Survival: People Metrics for Boards" which is attached**.

You will also find attached a recent paper which Rebecca McCaffry has recently finalised with KPMG, entitled Finance Transformation: the human perspective. A recording of both presentations is available on request.

If you have not already signed up to these sessions and would like to, please email sambailey@cityhr.co.uk for joining instructions.

Stay safe and take care,

Kind regards,
Andrea and the City HR Team

Andrea

Andrea Eccles
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