

THE FAHR  
INTERNATIONAL  
CONFERENCE 2016



مؤتمر الموارد  
البشرية  
الدولي 2016

مستقبل الموارد البشرية ودورها في تطوير  
وتحويل الكفاءات الحكومية  
The Future of HR and its Role in Transforming  
Governmental Capabilities

أكبر حدث للموارد البشرية الحكومية في الشرق الأوسط  
The Middle East's Largest Government HR Event

Conference and Exhibition: **18 -19 April 2016**

Workshops: **17, 20 April 2016**

# Joe Chalouhi

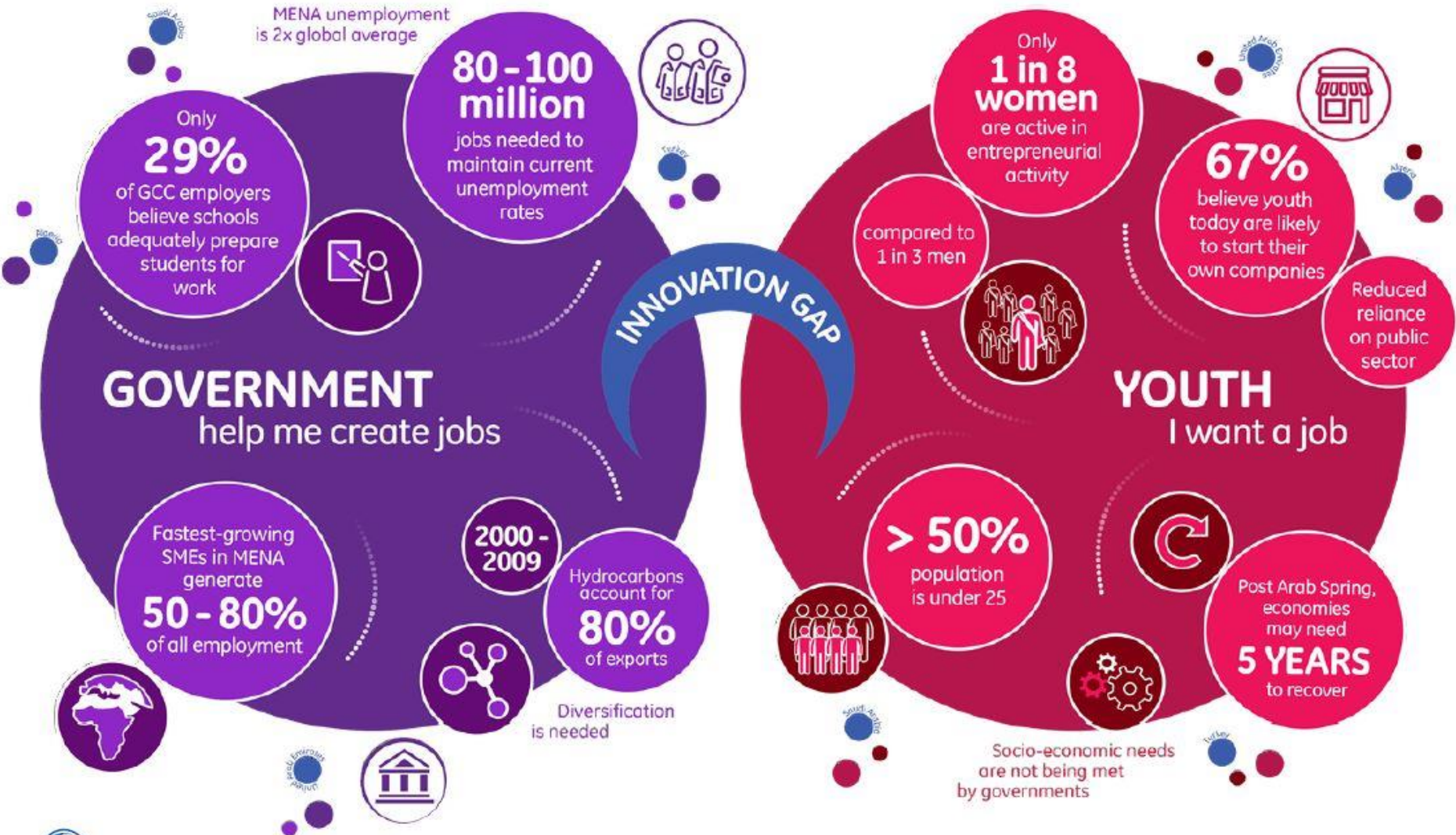
## Chief HR Officer

### GE

# The Future of Work - Video



# Why this matters...



What does the future of work look like in MENAT?





# Digital technology is transforming the world



90%  
broadband  
coverage



Cars that  
know the  
road



Drones that  
save lives



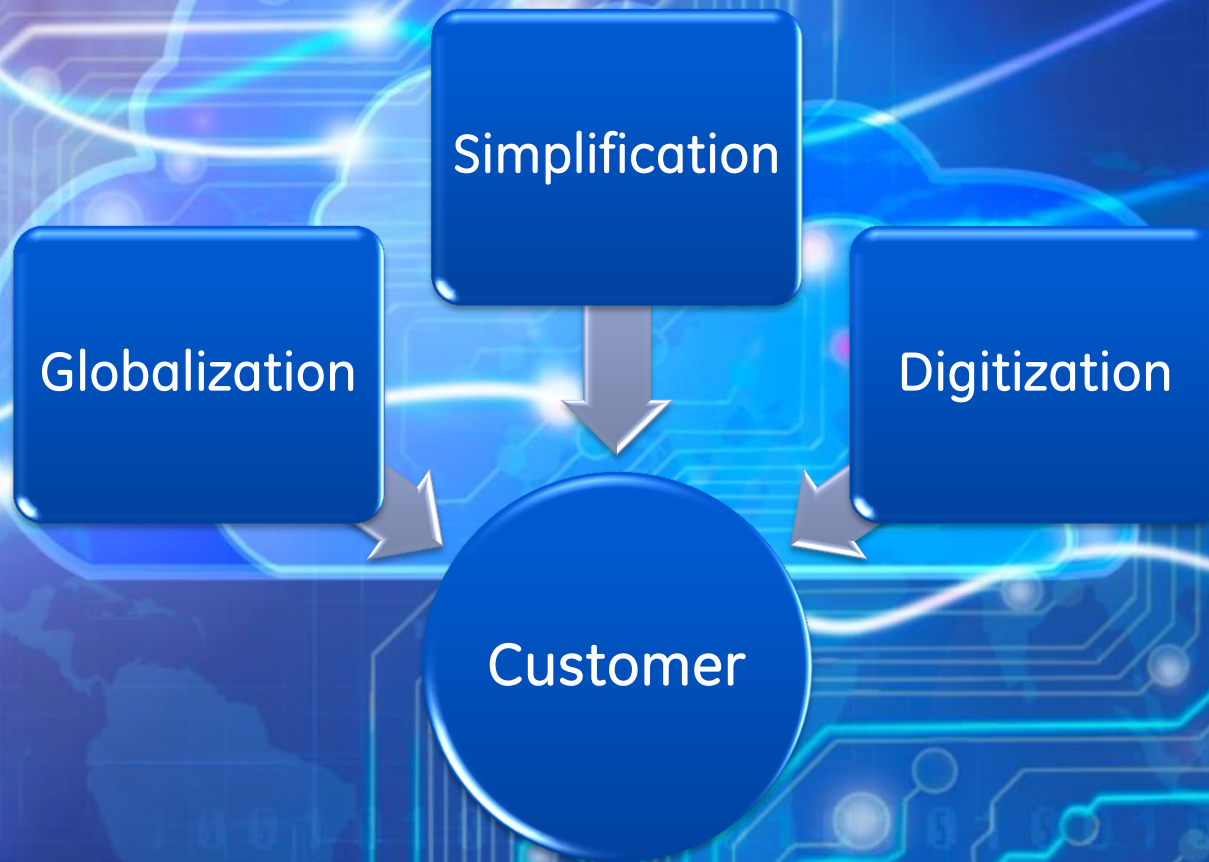
Technology that  
improves human  
condition



Cash will  
disappear



# Our strategic imperatives: Focusing on what matters most



GE is transforming itself into the world's leading digital industrial company



# Empowering employees through a culture of simplification



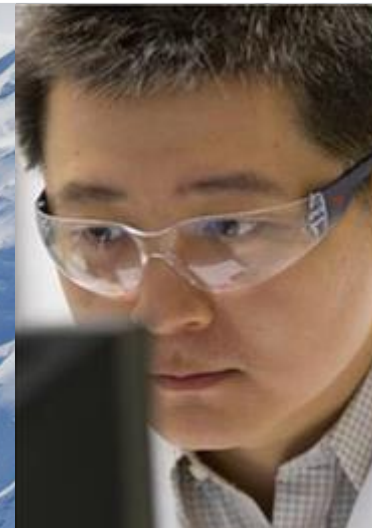
GE Beliefs

FastWorks

Learning &  
Development

Performance  
Development

Competitive  
Compensation



The way we act  
and lead

The way  
we work

The way we  
unleash leaders'  
intellect  
and imagination

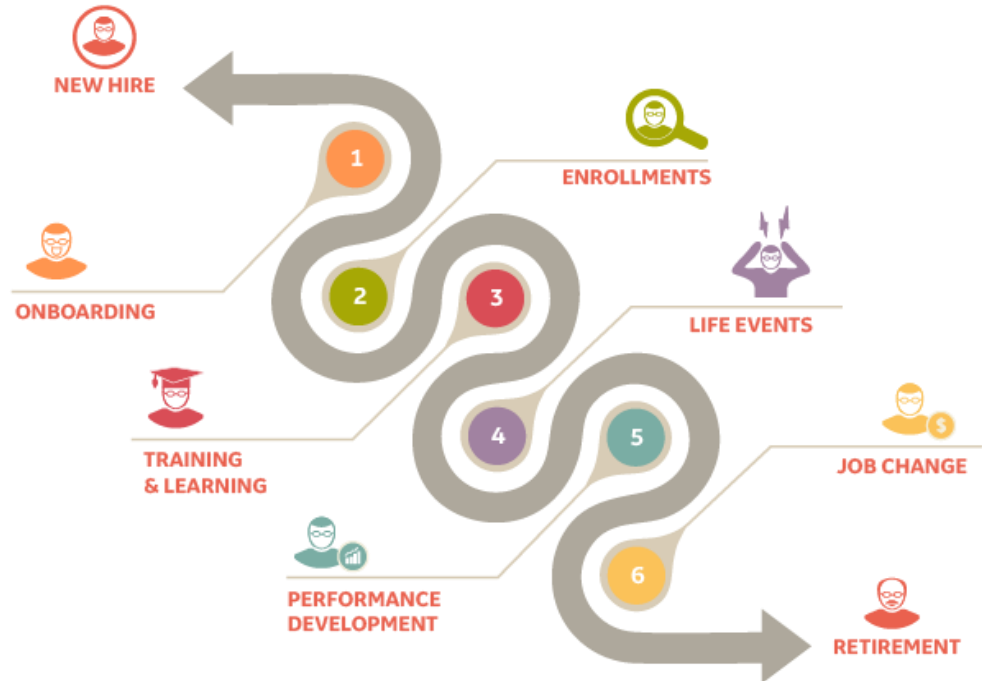
The way we grow  
as individuals  
and teams

The way we drive  
accountability,  
execution and  
results

# HR Digital Thread

Focus on our asset: the employee

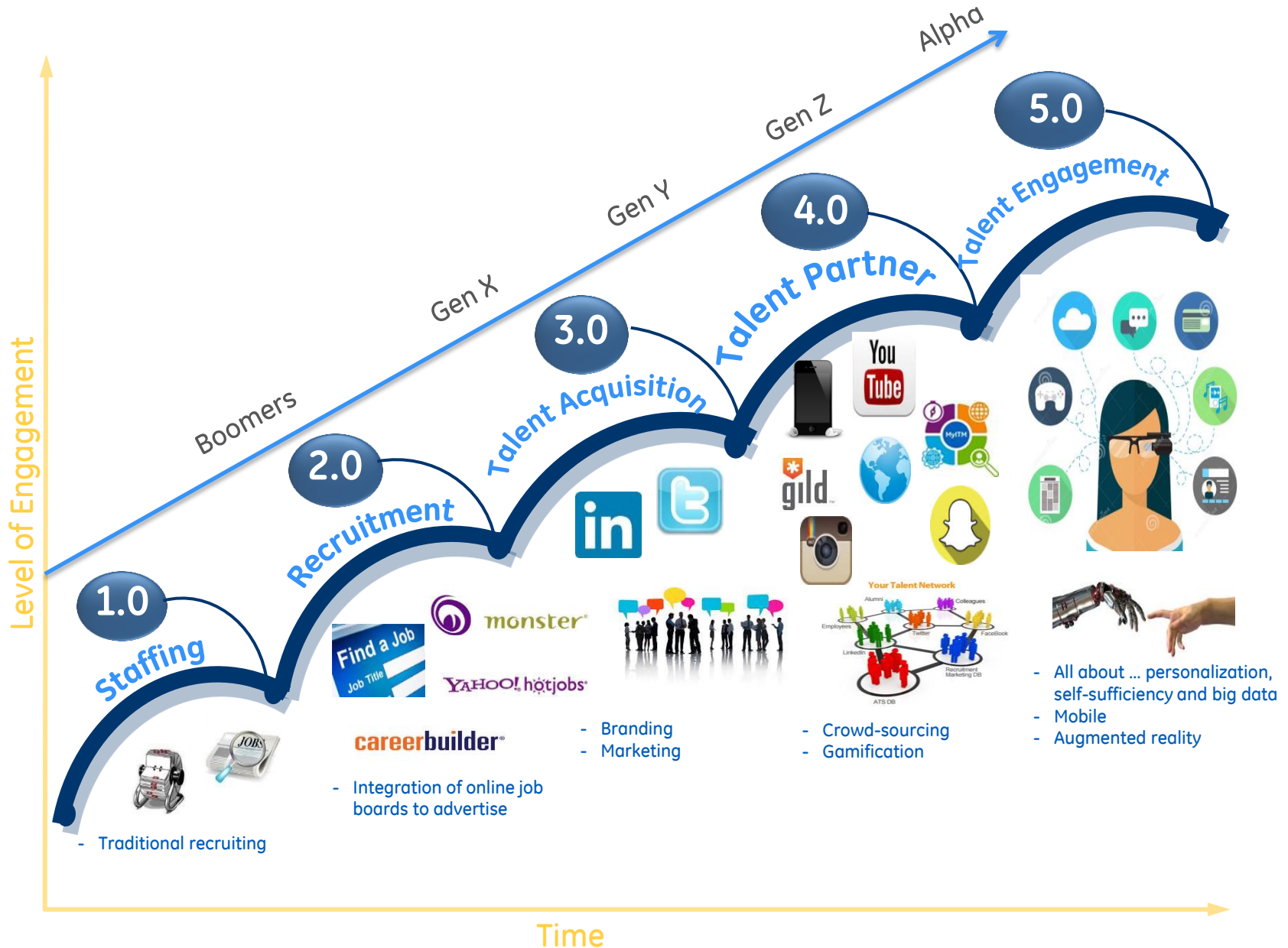
We are rethinking our HR ecosystem to orchestrate the best employee personal experience leveraging established verticals but connecting them horizontally through smart design and data.



*Changing digital expectations...*

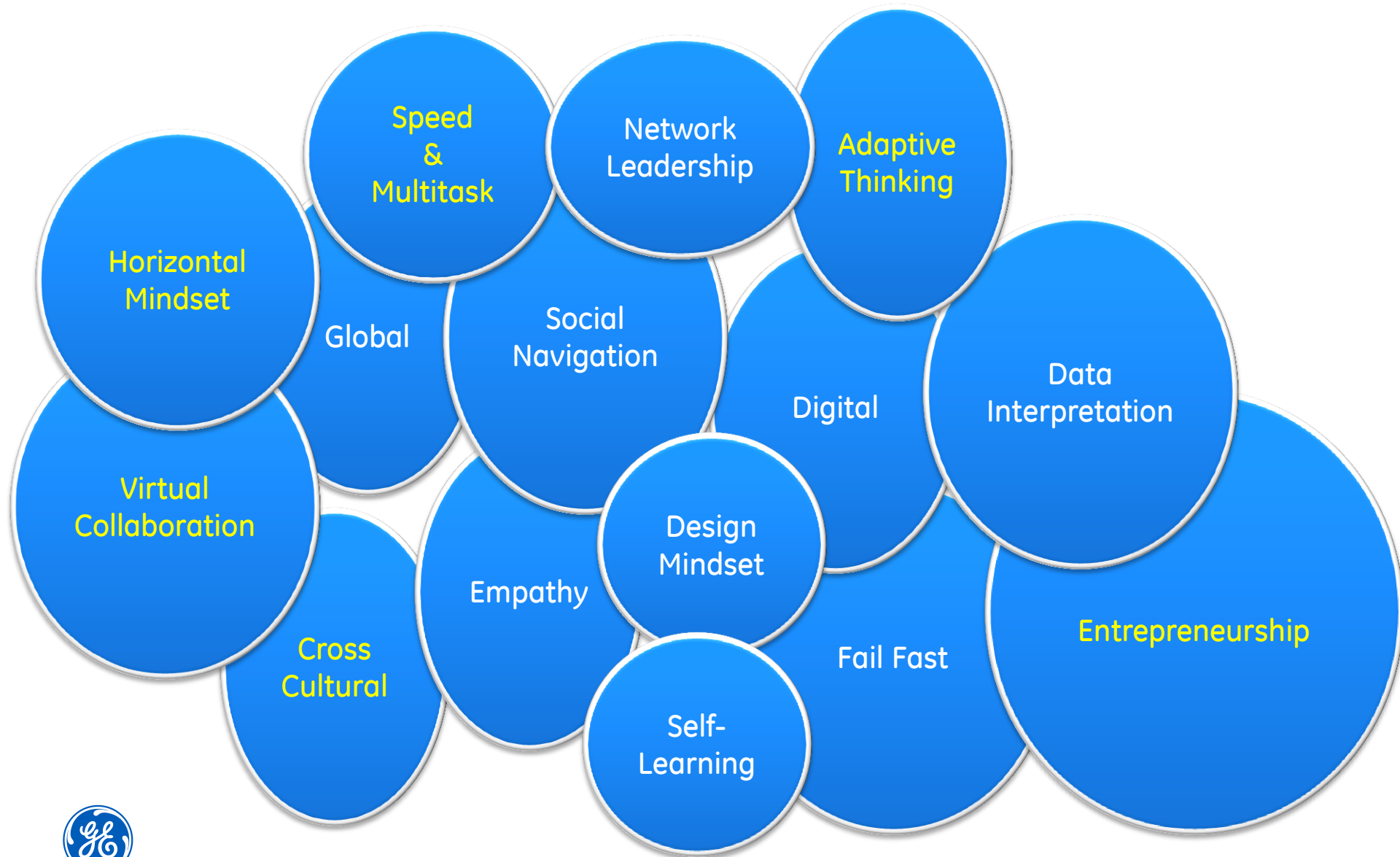
*Creating a connected personal experience is key to success*

# Evolution of Talent Acquisition





# Future work skills for 2020



# We are looking to build a learning store...

A series of topical areas - that allow you to find learning content easily (e.g. Digital, Trust, Conflict etc.)

Coming Soon

**Brilliant Partner Network:** An open market pay per view content model. First phase is 8 providers 40+ digital classes;

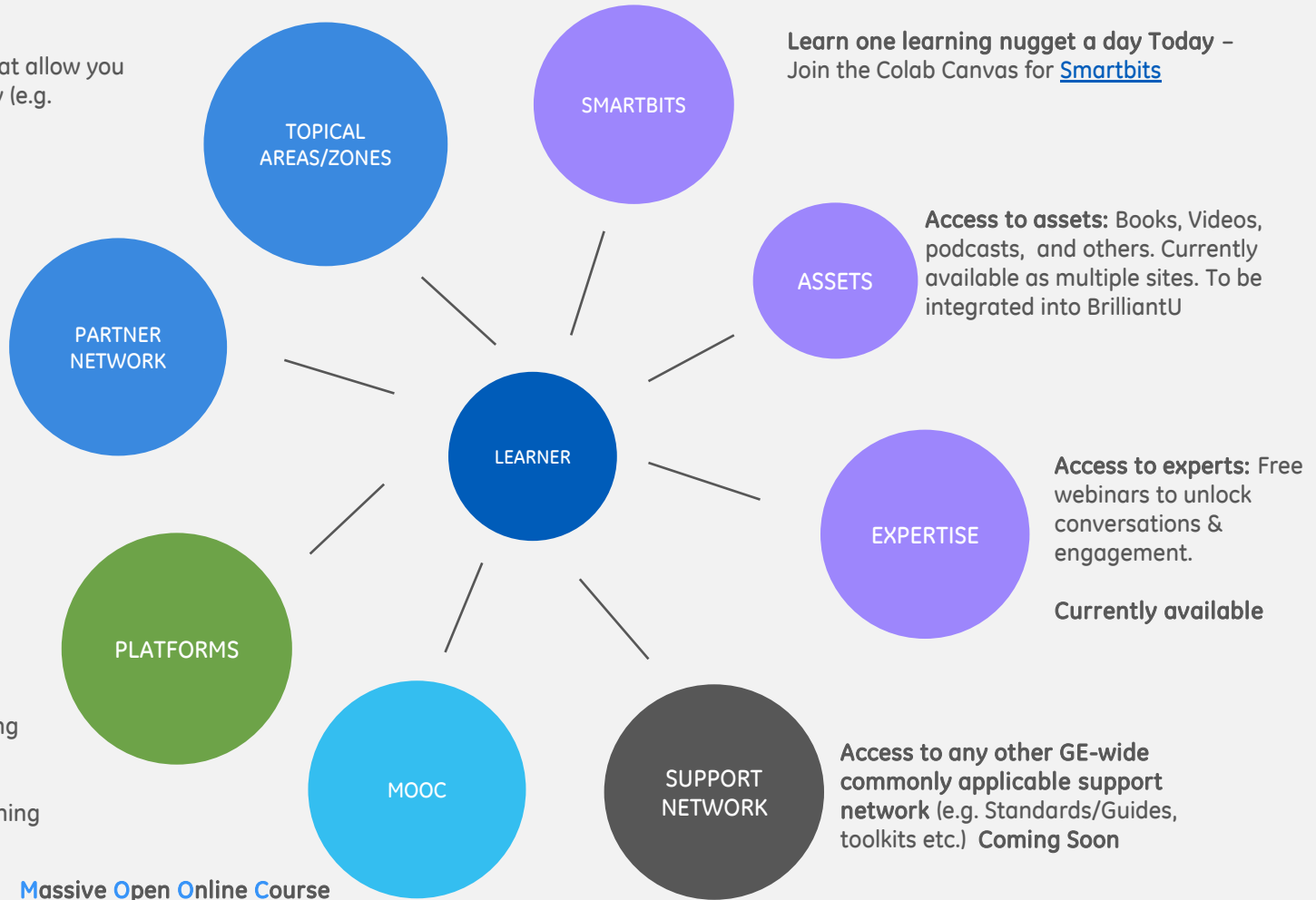
Looking to expand it to regional networks, coaches, universities, and others

A one stop shop for learning - currently available

A GE only university like learning environment - coming soon

A way to individualize our learning catalog - coming soon

Massive Open Online Course



# Introducing BrilliantU

The screenshot shows the BrilliantU website interface. At the top, there is a navigation bar with the BrilliantU logo, a user profile for 'Manigandan Gopalakrishnan', and a search bar. Below the navigation bar is a 'Browse Our Offerings' section. On the left, there is a 'Select Category' sidebar with options for 'All', 'Functional', and 'Leadership'. Below this, there is a 'Topic' section with options for 'Technology', 'Product Management', 'Legal', 'Commercial', and 'Show more'. At the bottom of the sidebar, there is a 'Format' section with options for 'E-learning and Guest Speaker Series', 'GE Classroom', and 'Online'. The main content area displays a grid of course cards. Each card includes a title, provider, price, and a star rating. The courses shown are: 'Advanced Discovery Tool..' (Provider: NovoEd, \$395, 2 stars), 'Coaching and Mentorship.' (Provider: NovoEd, \$225, 3 stars), 'Design Thinking for Innovative Problem S...' (Provider: NovoEd, \$395, 4 stars), 'Design Thinking for Innovative Problem S...' (Provider: University of Virginia, \$395, 4 stars), 'Giving and Receiving Feedback' (Provider: Next Step Partners, \$225, 3 stars), and 'Introduction to Negotiation' (Provider: Next Step Partners, \$225, 3 stars).

A collage of partner logos for BrilliantU. The logos include: McKinsey Academy, Massachusetts Innovation & Technology Exchange (MITX), NovoEd, Institute for Personal Leadership (ipl), EXECONLINE, Harvard Business School, HBX, simplilearn, LAUREATE ONLINE EDUCATION, and Quiet Revolution.

*A learning exchange that creates a one-stop shop for learning within the company. ([www.gebrilliantu.com](http://www.gebrilliantu.com))*

- Partner catalog of 40+ new courses
- Core GE, business and functional catalogs
- Browse, search, rate & online registration capabilities

## Illustrative topical areas

Business Strategy  
Coaching  
Communications  
Design & Innovation  
Emotional Intelligence  
Finance

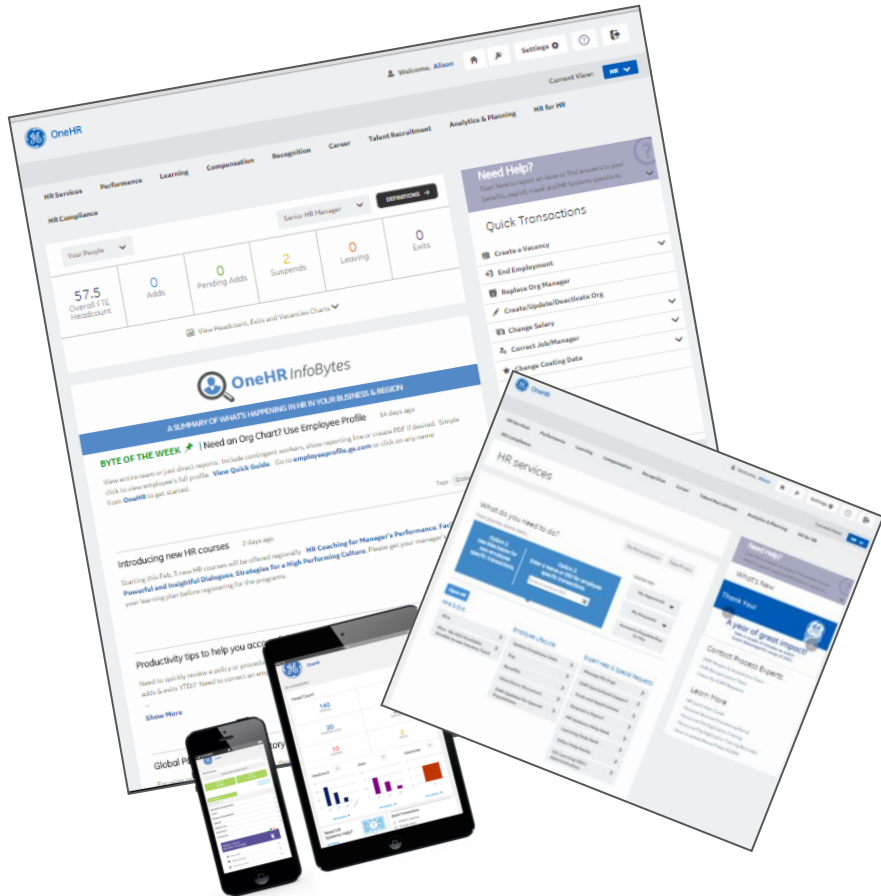
Innovation  
Leading Teams  
Operational Excellence  
Personal Productivity  
Project Management





# OneHR.ge.com

One place to learn, ask & take action



## Key features

- ✓ *One stop* for HR, Managers & Employees
- ✓ *Integrated* tools, training, metrics & help
- ✓ *Targeted* content
- ✓ *Prompt response* (within 24 hrs.)
- ✓ Contemporary design - *mobile enabled*

A single destination for all HR services



e-Retiree Service Enhancements

Enrollment Enhancements

Brazil Digital Voucher

Mexico GE Hire

On-Demand Letters

Tableau

HR DATA

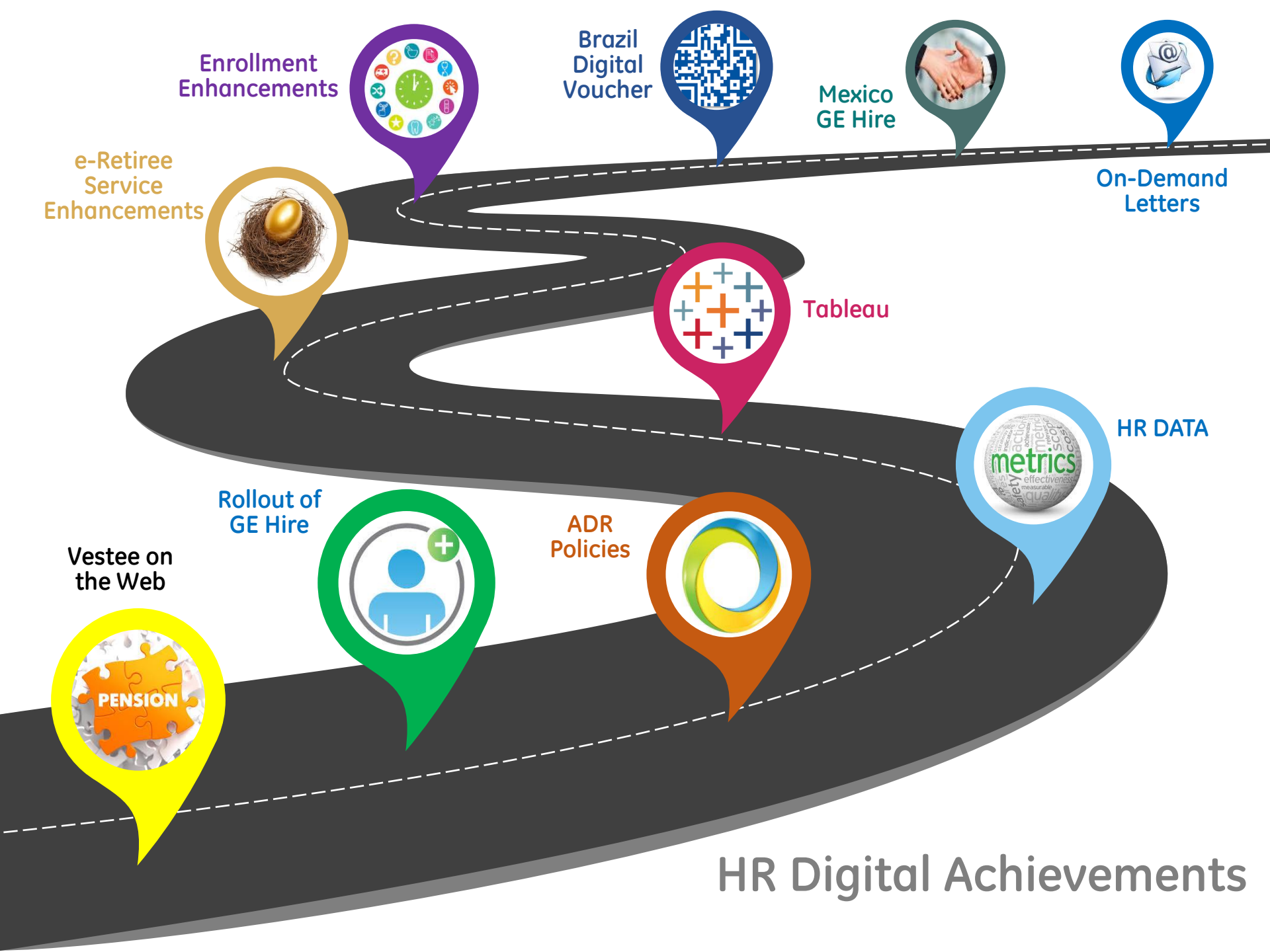
Rollout of GE Hire

ADR Policies

Vestee on the Web

PENSION

# HR Digital Achievements

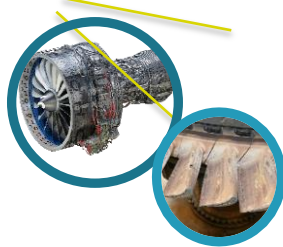


# Digital Twin for HR

Data models that continuously increase insights in each asset to deliver specific business outcomes

Digital Twin  
industrial  
company

Physical



S1 Blade;  
TB Coating



Digital



Prior damage/inspection history;  
Actual Flight Data;  
Environmental conditions;  
Engine Operating Data



Outcome



Inspections scheduled;  
Optimized shop time;  
Increased aircraft availability

Digital Twin  
Global Ops - HR

Physical



- Ex. Manager
- Too many places to go
  - Working nights and weekends to keep up with emails
  - Always on the go and traveling



Persona (Digital)



Personas validated by VOE  
Data science to predict / model  
behaviour & inform design



Outcome



Simplified processes;  
automated actions  
Increased productivity  
Employee retained and  
frustrations reduced!



GE has revolutionized and defined modern productivity.



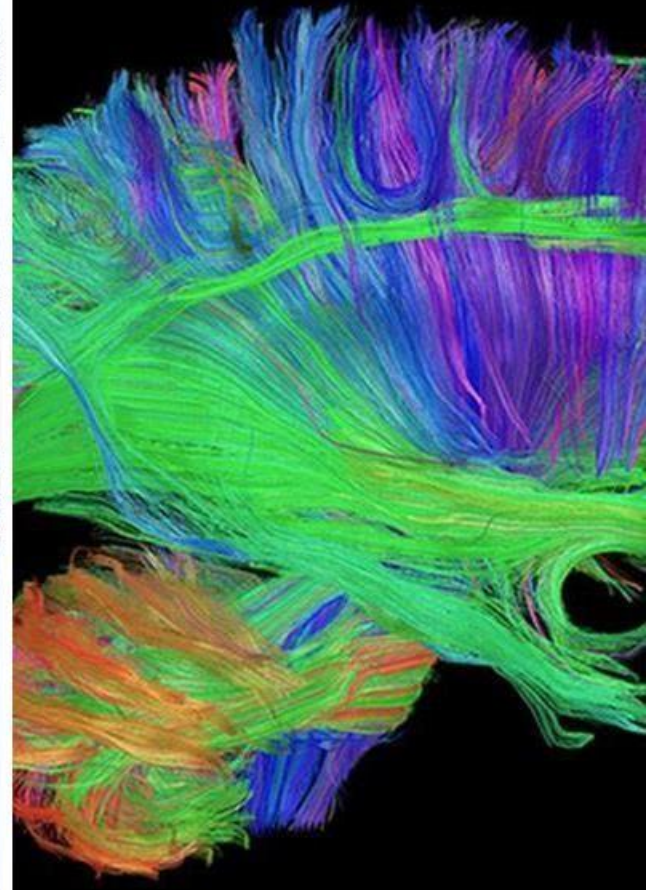
1892: It all started with the light bulb.

Built things that others couldn't.



1942: GE's engineers launched America into the Jet Age.

And delivered outcomes that transformed the world at a personal level.



1971: GE opened a new frontier in medicine with our MRI technology.