Business Beyond Bias: Harness All the Best and Available Talent with SAP® SuccessFactors® Solutions
Using Technology to **Drive Your Business Beyond Bias**

Every business leader wants to harness the best talent available. This means enabling each employee to **move beyond the constraints of unconscious bias** in how they lead, how they work, and how they execute the company’s people strategy.

Fostering diversity and inclusion in your business relies on three key pillars – business excellence, diverse talent, and an inclusive culture. As demonstrated in Figure 1, the strength of your business depends on your company’s reputation and your ability to find the best people to represent your brand, your mission, and your customers. Then you must ensure their voices are heard and their talents promoted within the organization.

**Figure 1: Three Pillars of Diversity and Inclusion**

<table>
<thead>
<tr>
<th>Business excellence</th>
<th>Diverse talent</th>
<th>Inclusive culture</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Business beyond bias</strong></td>
<td>Harnessing the best available talent</td>
<td></td>
</tr>
</tbody>
</table>

**WHY IS DIVERSITY IMPORTANT?**

**Business excellence.** Building a business beyond bias is crucial to making a business impact. To achieve top- and bottom-line financial success, to drive innovation that leads to market growth, and to become the brand of choice for customers, employees, and partners, companies must adapt to changing workforce demographics. This means adapting HR as well.

**WHAT DOES IT TAKE TO ACHIEVE DIVERSITY?**

**Diverse talent.** It is no secret that diversity at every level of the business – from leadership to product development, sales, and service – should reflect who buys and consumes what you are selling. Only through diverse thinking and approaches can innovation truly be cultivated.

**HOW CAN TECHNOLOGY HELP?**

**Inclusive culture.** Education programs, while well intentioned, are not enough to ensure equity in the workplace. Human capital management technology enhanced with machine learning and artificial intelligence interrupts key strategy and talent decisions made by HR, executives, line managers, and every member of the workforce. Technology enables businesses to move beyond bias and ensure all the best talent available is harnessed.

For a full overview of existing functionality within SAP® SuccessFactors® solutions that can move your business beyond bias, read our [e-book](#) or watch this [video](#).

Technology enables businesses to **move beyond bias** and ensure all the best talent available is harnessed.
Highlight Unconscious Bias in Decision-Making

SAP SuccessFactors solutions enable business leaders to make decisions beyond the constraints of unconscious bias. As Figure 2 shows, unconscious bias impacts key workforce decisions that inform how we lead and manage every member of the workforce, from hiring to promotion and everything in between.

Figure 2: Key Human Capital Management Decision Points Most Impacted by Unconscious Bias

**WHO APPLIES AND WHO IS HIRED**
- Improve job board ROI, track the sources of your most qualified candidates, and monitor the progress of open jobs with recruiting sourcing reports.
- Draw on the central job analyzer tool within the SAP SuccessFactors Recruiting Management solution to form a panel of interviewers, which can reduce individual bias.
- Conduct gender bias scans to identify and recommend language replacements and attract a gender-balanced applicant pool using the job analyzer.
- Determine recommended salaries based on machine learning analysis of salary data and the level of difficulty to fill roles with the salary analysis tool in the job analyzer.

**HOW PEOPLE ARE MANAGED**
- Use the writing assistant in the SAP SuccessFactors Performance & Goals solution to guide performance feedback that is equitable and actionable, regardless of employee demographic characteristics.
- Use the continuous performance management tool within SAP SuccessFactors Performance & Goals to promote more-frequent, job-related feedback based on accomplishments.

**WHO IS DEVELOPED**
- Train managers to work beyond unconscious bias with online learning courses using the SAP SuccessFactors Learning solution.
- Help ensure mentoring is available to everyone and matching is unbiased using mentoring programs within SAP SuccessFactors Learning that focus on skills and competencies to promote the best matches.

**HOW BUSINESS IS STRUCTURED**
- Configure employee name, address, and other country-specific fields in the SAP SuccessFactors Employee Central solution to ensure the right data is captured and displayed per local requirements and diversity and inclusion best practices.
- Focus on the most critical aspects of your company’s roles with the job profile builder, helping ensure HR processes such as recruiting, performance management, and development are based exclusively on job-relevant criteria.
WHO IS RECOGNIZED AND REWARDED
• Use the SAP SuccessFactors Compensation solution to encourage employees and managers to have effective discussions about pay.
• Highlight team compensation-ratio overviews and allow increases based on absolute values, reducing the impact of pay inequities.

WHO IS PROMOTED
• Prevent bias before it happens by enabling photoless calibration capabilities in SAP SuccessFactors Performance & Goals.
• Highlight possible bias by visualizing gender diversity to see how different genders have been rated.
• Utilize talent search capabilities in SAP SuccessFactors Performance & Goals to help ensure qualified talent is visible in your organization.

ENCOURAGE SOCIAL COLLABORATION
Use the SAP Jam™ collaboration platform to promote cross-organizational social collaboration and enable members of the workforce from diverse backgrounds to contribute.

MEASURE AND TRACK PROGRESS
• Use the SAP SuccessFactors Workforce Analytics solution to establish comprehensive diversity metrics and analyze progress using the investigate tool.
• Offer standard report templates that focus on key diversity analytics.
• Leverage benchmarking tools in SAP SuccessFactors Workforce Analytics to compare your results to industry percentiles.

Diversity is crucial to making business impact – and companies and their HR organizations must adapt to changing workforce demographics.

FIND OUT MORE
To learn how SAP SuccessFactors solutions can help in your diversity and inclusion goals, contact your SAP sales representative or visit us online.