



win with

# empathy



**Global Talent Trends | Retail** | Most employees (65%) believe their organization does not effectively balance economics and empathy when making decisions. Leading companies listen intently to their people and show they care by nudging them towards brighter futures.

## Focus on futures

Work together to ensure people thrive now and in the future



**88%** of executives agree that the purpose of an organization should extend beyond shareholder primacy

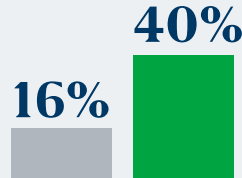
But only **37%** of organizations are delivering on this today

**55%** of employees feel at risk of burn out this year



## Sense with science

See ahead by augmenting AI with human intuition



Use of predictive analytics has increased (from 16% in 2019 to 40% today)



Just **17%** of companies use metrics to make buy, build, borrow decisions



And only **42%** use metrics to identify who is at risk of leaving

## Race to reskill

Transform the workforce by reskilling for a new world economy



HR leaders' **#2** transformation challenge is workforce capability

According to executives, only 40% of the workforce is able to adapt to the new world of work

But 82% of employees say they are ready to learn new skills



## Energize the experience

Inspire and invigorate people by redesigning their work experience



Just **3%** of HR Teams believe they deliver an exemplary employee experience today



But **58%** of companies are redesigning the organization to become more people-centric

Energized employees are **5x** more likely to report a healthy and inclusive workplace



Download the full Mercer Global Talent Trends Study at: [www.mercer.com/global-talent-trends](http://www.mercer.com/global-talent-trends)

Keen to know how companies win with empathy? **Speak to Mercer.**

welcome to brighter