Most employees (63%) believe their organisation 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

- **84%** of executives agree that the purpose of an organisation should extend beyond shareholder primacy
- But only **32%** of organisations are delivering on this today
- **64%** of employees feel at risk of burn out this year

**Sense with science**
See ahead by augmenting AI with human intuition

- **47%**
  - Use of predictive analytics has increased (from 9% in 2016 to 47% today)
- **9%**
  - Just **15%** of companies use metrics to make buy, build, borrow decisions
- **And only 48%** use metrics to identify who is at risk of leaving

**Race to reskill**
Transform the workforce by reskilling for a new world economy

- **73%**
  - HR leaders’ #1 transformation challenge is workforce capability
  - According to executives, only 48% of the workforce is able to adapt to the new world of work
  - But 73% of employees say they are ready to learn new skills

**Energize the experience**
Inspire and invigorate people by redesigning their work experience

- **5%** of HR Teams believe they deliver an exemplary employee experience today
- But **55%** of companies are redesigning the organisation to become more people-centric
- Energized employees are **3x** more likely to report a flexible, understanding and inclusive workplace

Download the full Mercer Global Talent Trends Study at: www.mercer.com/global-talent-trends

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