

# INNOVATION WITH MERCER

WHERE IDEAS BECOME SOLUTIONS THAT IMPROVE LIVES



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# MERCER INNOVATION

WHERE IDEAS BECOME SOLUTIONS THAT IMPROVE LIVES

**Innovation** is the way companies stay relevant, create new markets, and position themselves for growth in today's rapidly changing world.

Mercer is committed to innovation. It's a core part of our strategy. It's what sets us apart and how we leapfrog the competition. It's how we drive results and create a sustainable, thriving organization.

But innovation is about more than just meeting business goals. At Mercer, we innovate to solve the most critical issues of our time: our solutions help create affordable care, retirement readiness, and a future ready workforce. Our focus is on people - and on designing solutions that enrich their lives.

For us, it's not just a business - it's a mission.

## THE FUTURE OF WORK

An unprecedented number of complex challenges and opportunities lie ahead for human resource and benefits professionals. From changing worker demographics and technology advances to the war for talent, we are facing an increasingly complex and changing landscape.

## WHAT WE DO

We collaborate with clients, industry stakeholders, and market influencers to identify, explore, and stay ahead of the trends that are shaping our future. We use our insights to develop new solutions and strategies that address today's toughest health, retirement, and workforce challenges.

We use agile product-development practices and continuous feedback to innovate quickly and effectively. From start to finish, our process is completely client-focused - by involving our target audience throughout the development cycle, we make sure the final product meets the needs of the people it's intended to serve. Our solutions tackle real-life problems, for real people.



*Simply put, we innovate to improve people's lives. At Mercer, this passion fuels the work we do every day to transform life-changing ideas into powerful real-world solutions.*

MAKE TOMORROW, TODAY



# 1 Ideas 2 Innovation

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**Our Mission** is to be at the forefront of innovation so that we can anticipate client and marketplace needs. With sponsorship from Chief Executive Officer, Julio Portalatin, and senior leaders, we are eager to challenge the status quo and pioneer new ideas

**How We Work:** We integrate elements of “lean start-up” principles and the latest product development practices to help us innovate quickly and effectively. We learn from our clients and the marketplace. We partner with clients and customers to help us co-create and test solutions. Agility is integral to our success.

## WORK WITH OUR TEAM

Take time with us to better understand the important trends shaping the Future of Work. Work with our team to customize an agenda or select modules from the menu of topics to explore issues that mean the most to your workforce. You'll empower your team with the knowledge, tools and confidence to solve problems with an understanding of the latest innovations in the field. We'll share our research, our insights, and our ideas and gain valuable understanding from you on the problems you wish to solve, so we can collaborate to find solutions together and tailor the best approach for your organization's human capital needs.

### *ideas 2 innovation Workshop*

The purpose of the ideas 2 innovation (i2i) workshop is to work with you to generate new ideas, solutions, approaches to market trends, problems and human capital needs that your organization faces.



# 2 Workshop Details

## What are the key takeaways?

Upon conclusion of i2i, participants leave with a deepened understanding of:

- Macro trends driving change and the implications on your business
- Your selected HR topics through deep dive sessions with subject matter experts
- The latest cutting-edge technology, tools for people development, and solutions through hands-on experience with Mercer's Innovation team

## Who participates?

i2i focuses on topics, trends and problem-solving for leaders who manage human capital needs for their organization. The program is customizable for specific audiences, but is most ideal for HR Leadership Teams. i2i is designed to accommodate between 5 to 20 participants.

### You Choose the Format

- **Length:** Choose from a 3 hour or a 6 hour session
- **Location:** Workshops can be held at the Mercer Innovation Hub in Hoboken, NJ or at a site of your choosing. We can bring the session right to you

### You Choose the Content

- Choose your deep dive topics from the list below, or work with our team to customize content based on the needs of your organization.
- 3 Hour Module: 2 deep dive topics
- 6 Hour Module: 3 deep dive topics

### Diversity / Inclusion

Capitalize on world leading research to create a workplace that fosters sustainable diversity

### Financial Wellness

Recognize drivers behind your employees' behavior and identify solutions

### Consumerism

Workforce insights gained through the rise of the individual

### Data Analytics

Turning real-time insight into action

### Flex Work

The On-Demand Economy

### CareerView

The latest in career frameworks and performance mgmt.

### The War for Talent

Differentiating with cutting edge talent solutions

# 3 The Menu of i2i Modules



## The Future of Work

- Key drivers of change, an interactive debate on the implications, and a discussion on how your organization might approach the future



## Collaborative Discussion

- Explore your biggest “pain points.” What issues does your organization face?
- Your point of view on the Future of Work
- Your expectations and goals



## Introduction to Innovation

- What is Innovation and how does it relate to business success / ROI
- Collaborative methods, Disruptive Innovation, and Design Thinking
- Innovation at Mercer and our Point of View

*Choose 2-3 of the following topics, or work with us to further customize your session*



## Diversity & Inclusion

- Insights from Mercer’s world leading When Women Thrive research
- Leveraging analytics to assess the inclusiveness of your workforce and create a sustainable environment for diversity



## Financial Wellness

- Financial advice for employee decision-making in their wealth and career
- Understanding employee savings behaviors and retirement readiness
- Recognize the drivers behind financial decisions



## Winning the War for Talent

- Hold HR Insights in the palm of your hand. Explore new tools and techniques to facilitate greater mobility, interpret data, and make data-driven decisions linked to business objectives
- Leverage big data, machine learning algorithms, and predictive hiring
- Try out the latest gamification tools – see how the integration of game elements improves the effectiveness and engagement in knowledge transfer and employee engagement



## CareerView

- Leverage the latest research in career frameworks and performance management methodologies



## Data and Analytics

- Make proactive, data driven decisions across your workforce in an easy, cost-effective way
- The role of wearables in data collection and effectively using them to engage your workforce more actively in wellness initiatives



## Consumerism

- Individuals are transacting online more than ever before, using digital and social media to buy and shape their needs and demands.
- Has the world of work kept up with the changing world of consumerism, and is it time to start treating employees as customers?
- How can employers leverage the progress their marketing colleagues are making, what are the trends in the digital world of work, and how can we respond to the needs and skills of four generations at work?



## Flex Work

- By 2020 its expected that 50% of the workforce will be employed under flexible working arrangements.
- The on-demand economy has provided opportunities for flex workers, but legislation isn't always supportive
- How do you access flex workers? What employment options should you choose? How do you provide benefits?
- What are the issues you need to address; such as engagement, community, and other aspects we take for granted in the traditional world of work.

### *ideas 2 innovation workshop wrap-up*



#### Innovation in Action

- Re-visit your pain points in the context of the topics discussed
- Next steps



#### Workshop Conclusion

- Summary of the day's learnings
- Feedback. What can Mercer do better?