

Reporting Best Practices: Transform Your Organization with Employee Relations Analytics

At HR Acuity, we know that powerful analytics are essential at every stage of organizational growth. Transform your Employee Relations function with formidable insights into case and investigation data. We've curated the top reports you need, whether you're laying the foundation or aiming for the next level of excellence.

What is ER/Q?

ER/Q helps you gauge the maturity of your Employee Relations function based on your team's purpose, processes, and influence within the organization. Whether you're part of an HR team or have a dedicated ER function, the ER/Q maturity model establishes your baseline and offers actionable steps to achieve your vision. Below we outline the insights you need at each level of your organization's maturity.



ER/Q *Level 1*: Dedicated Defenders

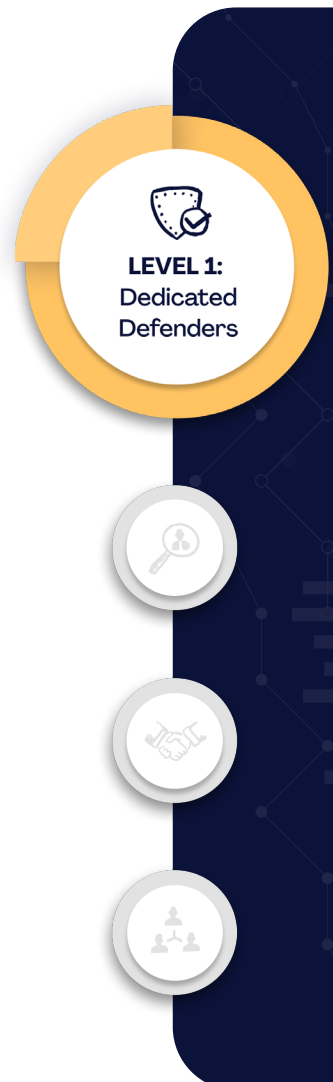
What the Guidance Says

With an ER/Q Level 1, you passionately protect your organization before, during, and after crisis moments but don't have time for much else including leveraging your ER data.

Establishing your operational groove and demonstrating value is crucial for any ER team. Is your Employee Relations function running efficiently? Do you have the right resources? Can you showcase your organizational value by capturing the total volume and breadth of issues handled? Is the volume of issues changing, and in which categories?

Insights You Need:

- Case and Investigation volume by issue type and notification method
- Caseload by owner
- Volume changes by issue category
- Top actions by group, location, and owner





ER/Q *Level 2*: Reliable Investigators

What the Guidance Says

With an ER/Q Level 2, your organization has great ER processes in place but lacks consistency.

Leverage the depth of your data to identify patterns and proactively mitigate issues. Does case volume, type, or severity point to any “hotspots”? Are policy changes creating or mitigating employee issues? What patterns indicate that intervention is needed at the team or manager level?

Insights You Need:

- Top groups and locations by volume
- Managers with the highest case volume in managER
- Case health by case owner
- Average case duration by issue type
- Case volume tied to world or organizational events





ER/Q *Level 3*: Trusted ER Veterans

What the Guidance Says

With an ER/Q Level 3, your organization proactively gathers insightful data and develops actionable steps to mitigate risk.

At this level, you're not just ahead of the curve; you're using insights to influence attitudes beyond HR. Does your function have sufficient trust from employees? Are people leaders identifying and documenting issues earlier? Are actions and outcomes equitable and consistent across teams? Are we reducing the percentage of investigations that involve legal?

Insights You Need:

- Attorney-client privilege investigations by status
- Substantiation rates by case type, employee demographics, case owners
- Involved party survey feedback scores
- Case and investigation volume by leader
- Retaliation monitoring
- Top actions by case type



LEVEL 3:
Trusted ER
Veterans





ER/Q *Level 4*: Strategic Advisors

What the Guidance Says

With an ER/Q Level 4, your organization already has seamless processes in place, with executives that have full confidence and trust in how you manage and shape HR processes.

Maximize the depth and breadth of your data, providing real-time feedback to your organization. Can scheduled, high-level reports give leaders insight into their divisions? Are brand risks assessed regularly? Can we bring in data from other systems?

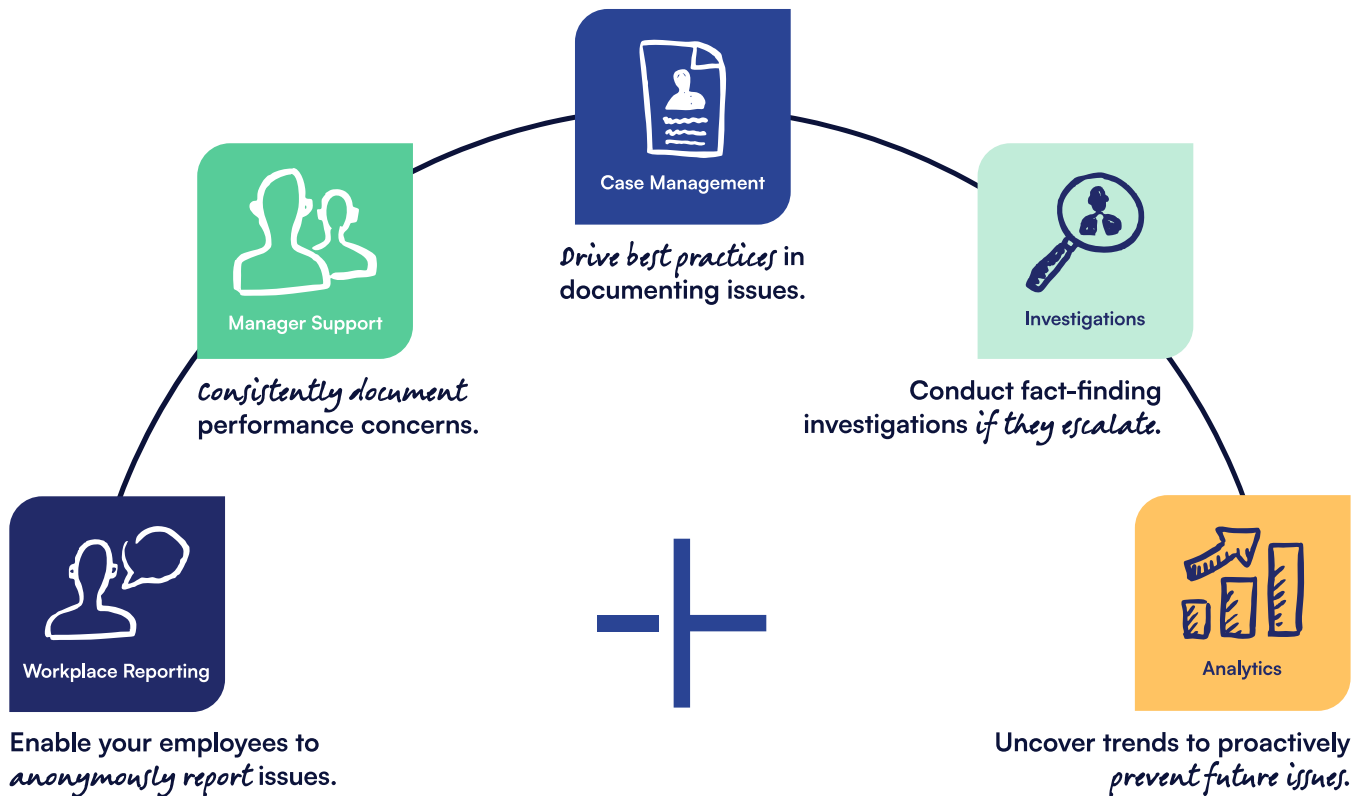
Insights You Need:

- Regular, comprehensive reports by group or location
- Investigation volume and risk segmented by custom demographic data
- Corrective action and no action segmented by custom demographic data
- Volume changes in cases post-interventions or actions taken
- Aftercare actions taken by involved party



Harness the power of data today.

Elevate your Employee Relations function with these critical insights. Contact us to learn how HR Acuity can help you harness the power of analytics to drive transformation in your organization.



Welcome to the *next generation* of employee relations.

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