

Traditional HR Vs. Modern People Operations

	<i>Traditional HR</i>	<i>Modern People Operations</i>
Focus	Administrative and compliance-driven	Strategic employee-centric business function
Organizational Role	Support or back office function	Integral part of business strategy with a seat at the executive table
Employee Experience	Transactional, such as payroll, compensation decisions, or tracking attendance	Holistic with personalized career plans, benefits packages, and 1:1 support
HR Functions	Siloed departments using manual processes, outdated HR systems, and legacy solutions for recruitment, training, and compensation	Integrated approach with cross-functional teams and automated workflows across a custom-built people tech stack
Data-Driven Decision Making	Manual collection of limited data sets and painstaking analysis of reports	Relies on auto-generated data and analytics for informed decision-making
Performance Management	Annual top-down performance reviews between a manager and a direct report	360-degree cycles incorporating peer reviews, self-appraisals, and manager performance coaching
Talent Acquisition	Reactive, focused on back-filling open roles	Proactive and culture-focused
Employee Engagement	Occasional events and programs	Continuous feedback, daily employee recognition programs, and growth opportunities
Organizational Design	Hierarchical and rigid	Agile and adaptable
Leadership Style	Top-down management	Empowers employees to voice opinions, provide feedback and engage in roundtable discussions
Communication	Formal and hierarchical	Transparent and open