

Mercer Global Talent Trends 2021: Professional Services

01/ Focus on futures

54%

of organizations report ESG (environmental, social and governance) as a crucial focus for 2021

but only
34%

will be investing sustainably.

02/ Race to reskill

55%

of organizations are identifying new skills needed for their post-COVID operations,

but only
20%

have started their "pay for skills" journey.

04/ Energize the experience

Yet only
15%

are open to phased retirement — a critical aspect of lifestyle flexibility.

58%

of companies plan to reinvent flexibility — a core part of transforming the employee experience.

03/ Sense with science

But just
26%

help executives balance economics and empathy by sharing data on the impact cost decisions have on health and engagement.

70%

of organizations already use or plan to improve employee health and well-being analytics.

Top 3 HR priorities



Enhance programs enabling employees to adapt to new ways of working



Transform the HR operating model to be more agile



Accelerate HR digital transformation