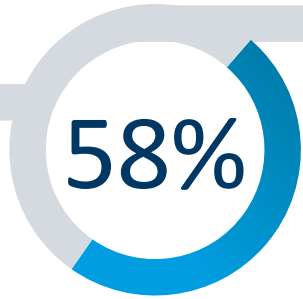


Mercer Global Talent Trends 2021: Retail

01/ Focus on futures

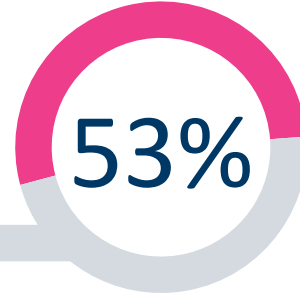


of organizations report ESG (environmental, social and governance) as a crucial focus for 2021

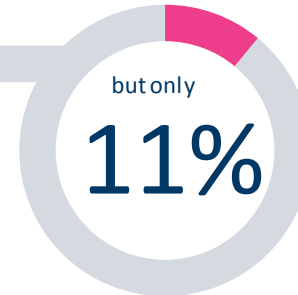


will be investing sustainably.

02/ Race to reskill



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

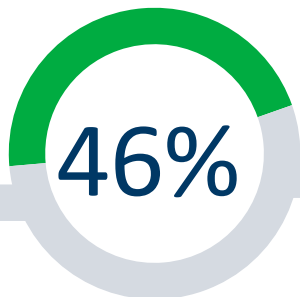


have started their "pay for skills" journey.

04/ Energize the experience

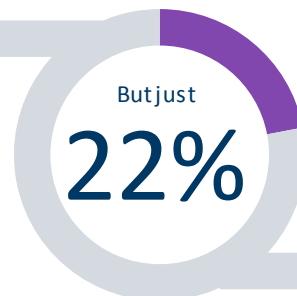


are open to phased retirement — a critical aspect of lifestyle flexibility.

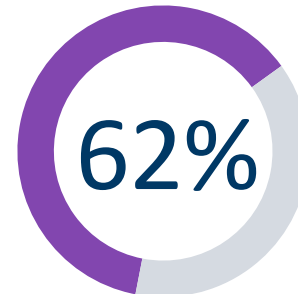


of companies plan to reinvent flexibility — a core part of transforming the employee experience.

03/ Sense with science



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



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