

e-business forum - Athens, 2 October 2008

European HR Trends and Perspectives

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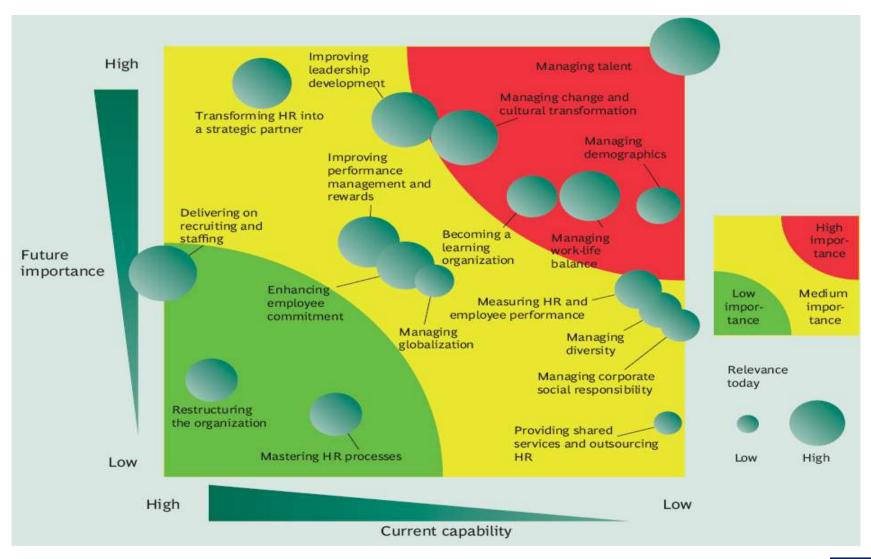
CEOs Concerns in Europe

Europe N = 170		
1	Excellence in execution	39.6%
2	Sustained and steady top-line growth	38.3
3	Speed, flexibility, adaptability to change	32.9
4	Consistent execution of strategy by top management	30.5
5	Profit growth	29.2
6	Finding qualified managerial talent	27.4
7	Customer loyalty/retention	26.6
8	Corporate reputation	26.5
9	Speed to market	22.6
10	Stimulating innovation/creativity/enabling entrepreneurship	22.3

Source: The Conference Board, October 2007



What Keeps European HR Managers Awake



Source: BCG/WFPMA, July 2007



Change, Labour and Productivity Gaps Drive HR

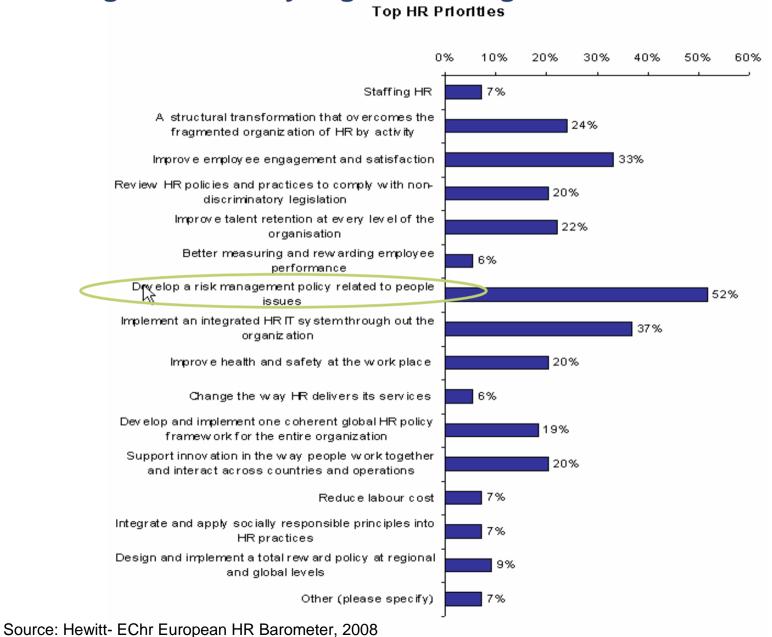


Least Influencing Factors

Most Influencing Factors

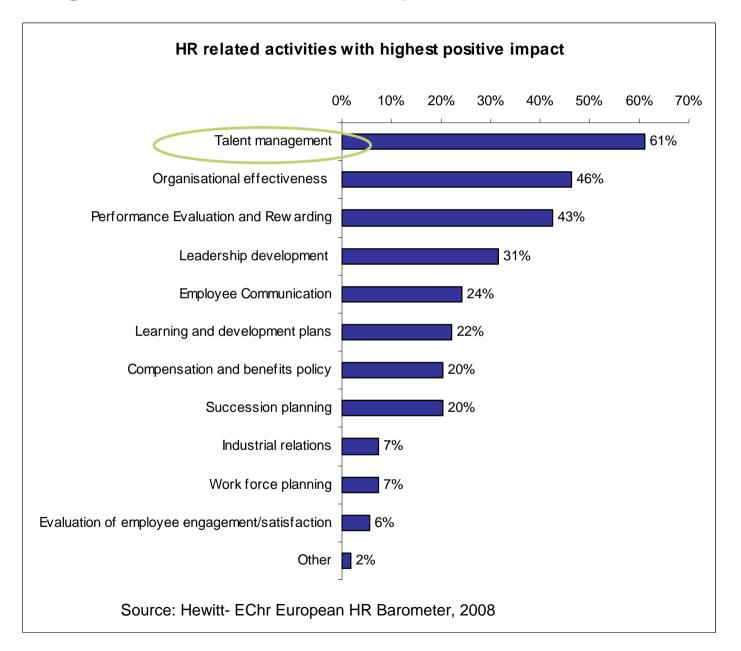


Risk Management Policy High on HR Agenda





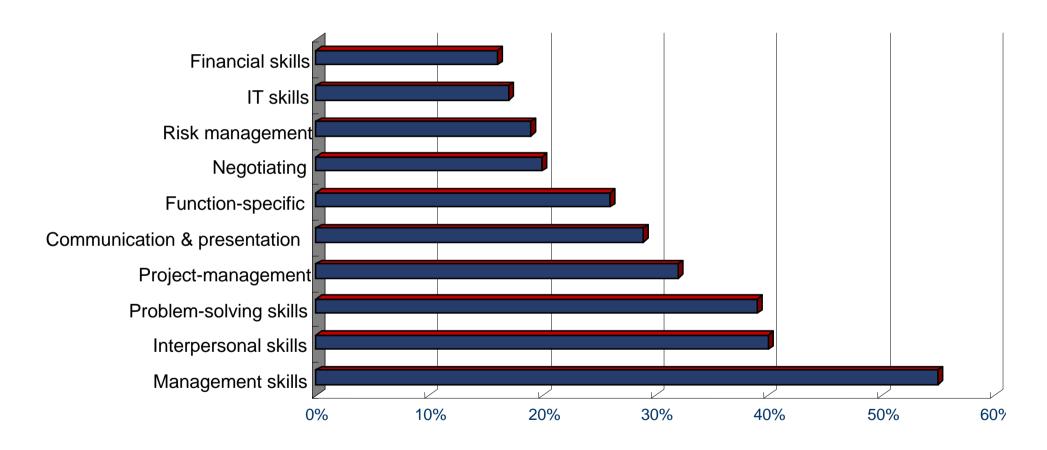
Talent Management and OE Most Impactful HR Activities





Skill Requirements for the Future

Ranking of top three issues by each respondent





Some ways in which Hewitt employs new technologies

- Online HR AnalyzerTM, tool to improve HR efficiency
- Transaction ManagerTM, online Corporate Restructuring & Change tool
- Online Total Compensation MeasurementTM
- Web-based employee engagement studies
- Online Culture Audits
- Online assessment instruments
- e learning, including online courses, business simulations, etc.

