



Delivering People Power

Tackling Human Capital Challenges in the Postal Industry

The Postal Industry Moment

The workforce challenge is now the business challenge.

01



Rising Operational Demands

Volume is climbing alongside rising customer expectations

02



Shrinking Labor Pipeline

Fewer candidates, longer time-to-fill, tougher competition

03



Retirement Wave

Decades of expertise exiting as generations transition

04



Accelerating Technology

Rapid change is reshaping every role across the network

People Are Still the Advantage

People remain the engine of delivery — AI is here to strengthen People Power, not replace it.



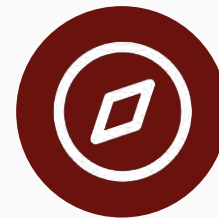
Pride in Service

Technology doesn't replace pride in service. People carry the standard every day.



Trust & Connection

Automation doesn't build trust. Relationships with customers and communities earn it.



Culture & Purpose

Software doesn't create culture. People shape the values that define the organization.

The New Reality: Hiring Is Harder Than Ever

Hiring itself has become an operational bottleneck.



Roles Stay Open Longer

Open roles now take weeks or months to fill as the pipeline thins



Candidate Drop-Off

Applicants ghost mid-process when response times and updates lag



HR Teams Stretched Thin

Recruiting teams juggle volume, compliance, and stakeholder demands



Fierce Competition

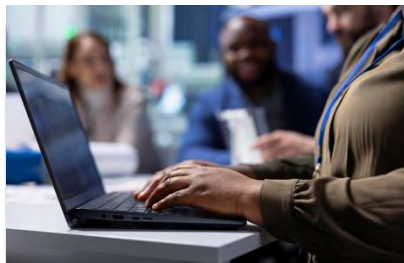
Logistics and tech sectors are actively competing for the same talent

The Modern Workforce Pipeline

Recruiting is no longer “post a job and wait” — technology supports every stage.



Attract



Screen



Engage



Interview



Hire



Onboard



Develop



Retain

What Is an HCM System?

Human Capital Management platforms turn workforce strategy into execution.



Recruiting & Hiring

Centralize applicants, automate workflows, and standardize every hiring decision



Onboarding & Training

Deliver digital onboarding, compliance tracking, and role-specific learning paths



Performance & Engagement

Set goals, measure engagement, and surface recognition and coaching moments



Retention Analytics

Predict turnover risk and connect workforce data to operational outcomes

Applicant Tracking Systems (ATS)

AI-enhanced ATS tools accelerate screening, matching, and compliance.

1



Centralize Applicants

Single system of record for every candidate and every role

2



Automate Job Postings

Publish to career sites, boards, and social channels from one click

3



Track Candidates by Stage

Visibility into where every applicant is and what action is next

4



Reduce Manual Follow-Up

Automated reminders, notifications, and status updates keep hiring moving

5



Improve Compliance & Reporting

Audit-ready records for EEO, accommodations, and retention reviews

AI Screening: Beyond the Resume

Resumes don't always identify the best postal worker — AI helps uncover hidden talent faster.



Transferable Skills

Surface experience from adjacent industries that maps to postal roles



Reliability Indicators

Identify patterns that predict attendance, consistency, and follow-through



Shift Availability Fit

Match candidates to operational calendars and shift requirements automatically



Certifications & Growth

Spot relevant training, licenses, and long-term growth potential early

Skills-Based Hiring Is the Future

Skills-based hiring expands the talent pool immediately.

FROM

“Do you have years of experience?”



TO

“Do you have the skills to succeed?”



Skills Assessments



Job Simulations



Competency Scoring



Role Alignment

Recruitment Marketing Technology

Top employers now recruit like they market services.



Targeted Job Advertising



Social Recruiting Platforms



Employer Branding Tools



Automated Outreach Campaigns

AI IMPROVES

Channel Performance

Real-time optimization across boards and social

Candidate Targeting

Reach the right audience for each role

Job Post Effectiveness

Smarter copy and layout, tested continuously

Candidate Engagement Tools

Speed and clarity win talent today — AI-powered engagement reduces drop-off.



Answer Applicant Questions 24/7

AI chat assistants handle FAQs, eligibility, and timelines around the clock



Real-Time Status Updates

Candidates always know where they stand — no more silent black boxes



Reduce Ghosting

Prompt, personalized nudges keep momentum alive through every stage



Improve Candidate Experience

A better process becomes a competitive advantage for hiring and brand

Interview Scheduling Automation

The faster you move, the more talent you secure.



Coordinate Calendars Instantly

Match candidate availability to hiring managers in seconds, not days



Reduce Back-and-Forth Emails

Self-service booking replaces email chains and phone tag



Shorten Time-to-Interview

Move from application to interview in hours instead of weeks



Improve Hiring Velocity

Fewer scheduling gaps means faster decisions and stronger offers

Structured Interview Technology

AI doesn't decide — it helps standardize.



Standardized Interview Guides

Every interviewer asks the right questions for the role, every time



Scorecards for Evaluation

Consistent scoring criteria replace gut-feel with comparable data



Team Collaboration

Shared notes, scores, and recommendations streamline hiring committees



Reduced Bias Through Structure

Structured process limits drift and supports fairer outcomes

Digital Onboarding: Retention Starts Day One

The first experience is the retention experience.



Productive Faster

Employees get up to speed in days, not weeks, with guided ramp-up



Training Delivered Day One

Role-specific learning launches before the first shift even begins



Compliance Completion

Automated tracking ensures every required form and certification lands



Reduced 90-Day Turnover

A strong first 90 days cuts early exits and protects hiring investment

Workforce Analytics & Forecasting

Organizations can plan instead of react.

Predict

Retirement Risk

Forecast exits before they cascade into staffing gaps

Spot

Staffing Shortages

See where the pipeline is thin before roles go unfilled

Plan

Seasonal Surges

Match hiring and training to peaks across the calendar

Detect

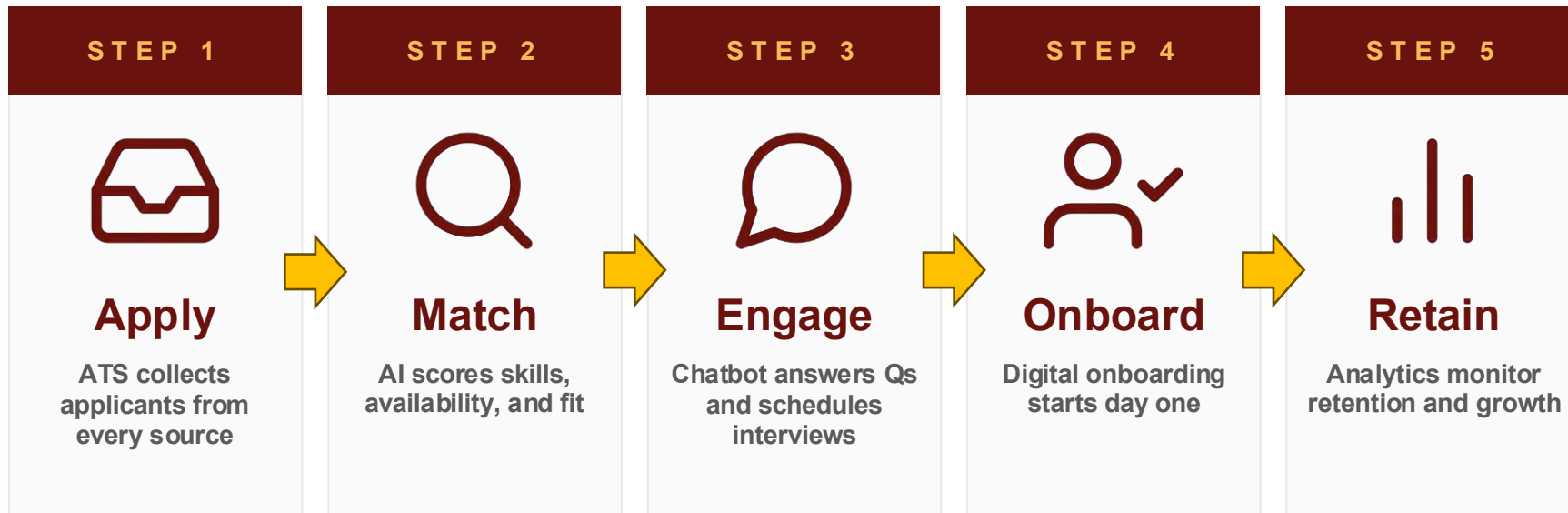
Turnover Hotspots

Identify locations and roles where retention is slipping

AI-powered workforce planning turns reactive staffing into forward-looking strategy, predicting training demand before shortages hit.

Postal Hiring Use Case: End-to-End Tech-Enabled

Faster hire, better fit, stronger retention.



RESULT: Faster hire • Better fit • Stronger retention

Training & Upskilling

The knowledge transfer crisis — AI turns decades of experience into an accessible system.



SOP Knowledge

Standard operating procedures captured and searchable when needed



Best Practices

Veteran know-how documented so it outlasts individual tenure



Compliance Workflows

Regulatory steps encoded into learning paths and daily routines



Troubleshooting

Step-by-step guidance for the issues frontline workers actually face

AI as a Frontline Coach

Ramp-up time decreases dramatically when help is always on.



Instant Answers for New Hires

Context-aware help replaces waiting for a manager between shifts



Step-by-Step Process Guidance

On-demand walkthroughs for complex or infrequent tasks



Safety Reminders

Proactive prompts keep PPE, lifting, and hazard awareness top of mind



Continuous Microlearning

Short, targeted lessons keep skills sharp without pulling time from work

Engagement & Retention Technology

Retention is built through support, not just pay.



Measure Engagement

Regular pulses surface issues while there is still time to act



Improve Recognition

Make appreciation systematic, timely, and visible across teams



Track Career Pathways

Show employees the next step — not just the current role



Identify Burnout Early

Workload, schedule, and sentiment signals flag risk before exits



Safety, Wellbeing & Sustainability Tools

A resilient workforce is a healthy workforce.



Smarter Scheduling

Balance coverage, preferences, and fatigue with data-driven shift design



Fatigue Reduction

Detect overload patterns and give supervisors tools to intervene early



Ergonomic Monitoring

Wearables and workstation analysis prevent repetitive-strain injuries



Incident Reporting

Fast, mobile reporting improves response time and learning across sites

Balancing Innovation with Trust

Innovation succeeds when people feel included.



I Transparency

Be clear about what automation does, what it doesn't, and why it's in place



II Reskilling Commitments

Invest in growth so employees advance with the work, not away from it



III Workforce Involvement

Bring frontline voices into the design — not just the rollout



IV Human-Centered Change

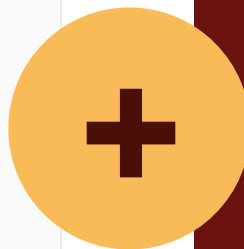
Lead every transition with clear communication and steady support

The Future Model: People + Technology

People Power remains the differentiator.

AI & TECHNOLOGY

- ✓ **Handles routine tasks**
Repetitive, high-volume work at scale
- ✓ **Increases efficiency**
Faster cycles, fewer errors, better data
- ✓ **Scales consistency**
Standardized processes across every site



PEOPLE

- ★ **Relationships & judgment**
Trust, nuance, and accountability
- ★ **Culture & resilience**
Values people live, not just words on a wall
- ★ **Purpose & pride**
The reason service gets delivered every day

Closing Takeaway

Delivering People Power is how we deliver the future.



Strong Talent Pipelines

Attract, screen, and nurture candidates with intention at every stage



Modern Hiring Technology

ATS, AI screening, and automation make hiring faster and fairer



Continuous Training & Upskilling

Turn experience into accessible knowledge; never stop learning



Engagement & Wellbeing Support

Recognition, growth, and safety build the retention advantage



Smart Innovation with Trust

Lead change with transparency, involvement, and human-centered design



Final Question

“What is one step in your hiring process today that technology could improve immediately?”

Thank You

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