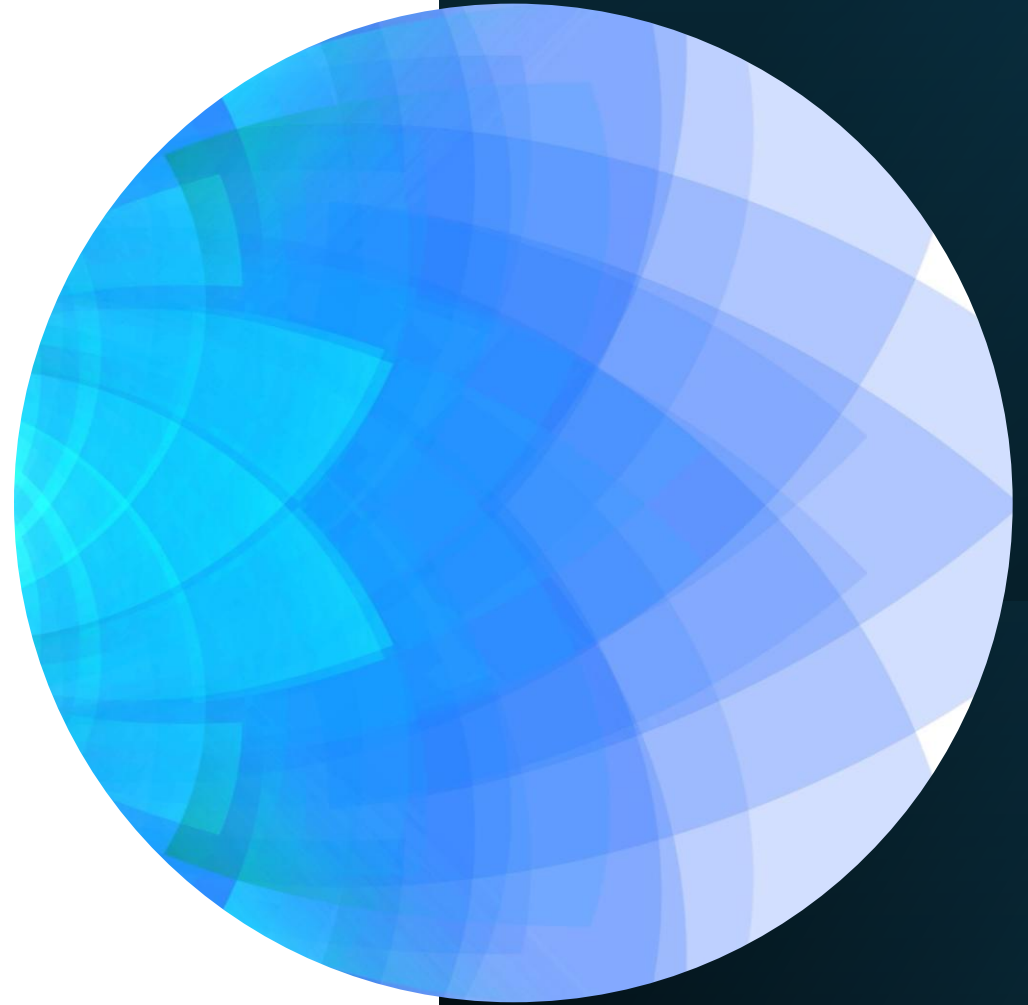


SHRM 2025 Experience Sharing

Aug 14, 2025

Wisarat Ruknapapong **Hin**



Latest Trend from SHRM2025

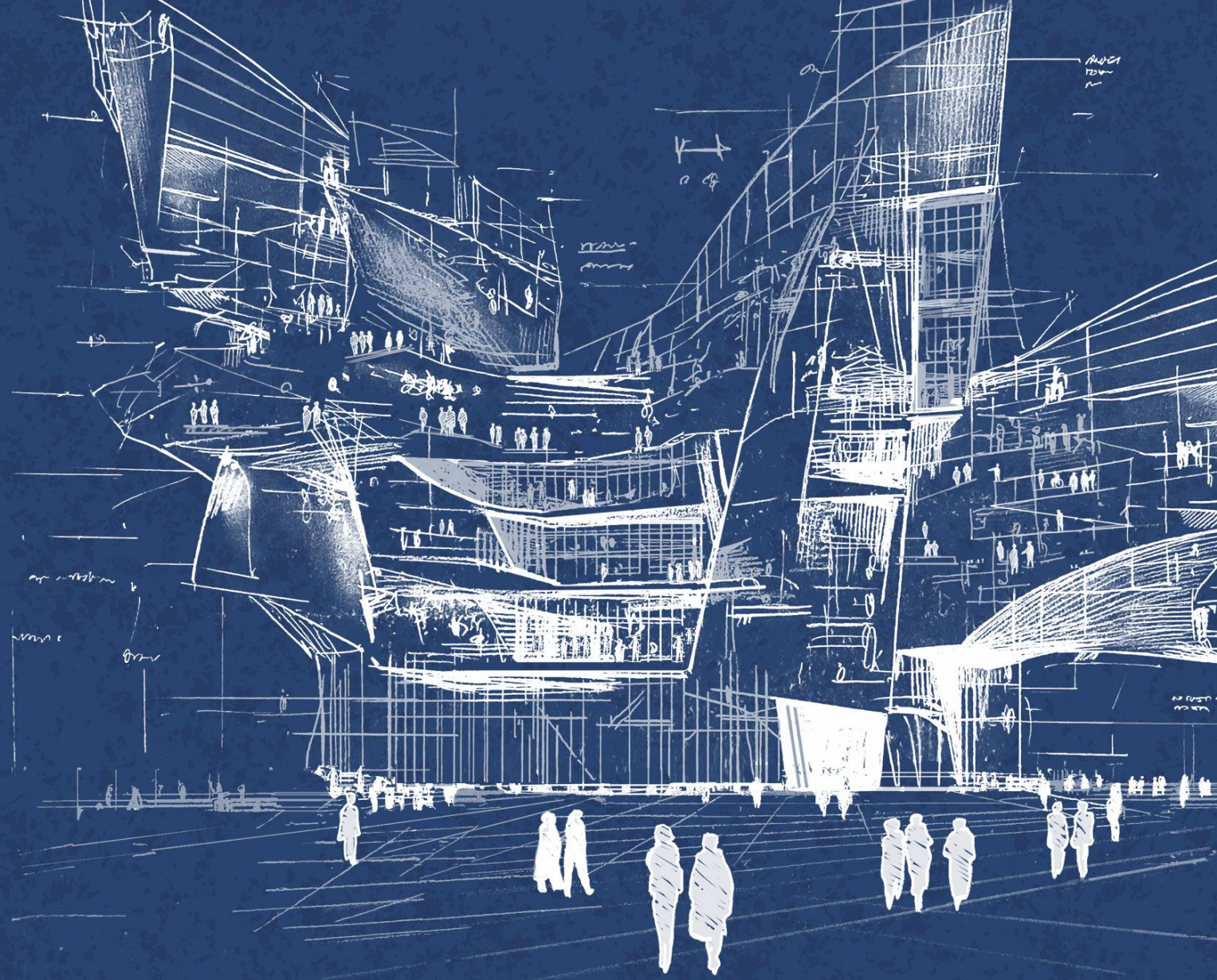
**Human & Agent
Workforce
Management**

Civility Culture

Benefit for New Gen :
SHRM Benefit Survey 2025

2025:

The Year the
Frontier Firm
Is Born



Journey to the Frontier Firm

Every organization's AI transformation will look different, but here's how we see it playing out over time.

Phase 1

Human with assistant



Every employee has an AI assistant that helps them work better and faster

Phase 2

Human-agent teams



Agents join teams as "digital colleagues," taking on specific tasks at human direction

Phase 3

Human-led, agent-operated



Humans set direction and agents execute business processes and workflows, checking in as needed

Dialing in the human-agent ratio

As leaders assemble human-agent teams, they'll need to get the balance right for each role, function, or project to ensure optimal performance on both sides of the equation.



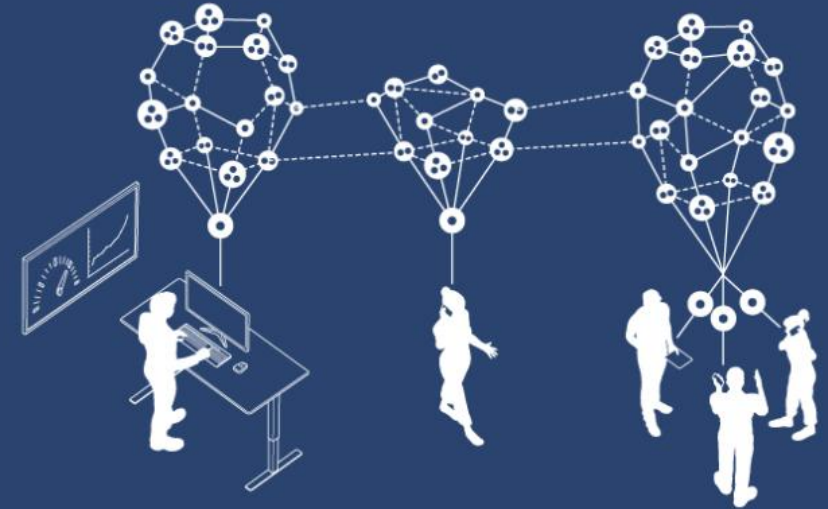
Too few agents per person

Underutilizes both agentic and human resources, leaving potential efficiencies on the table



Too many agents per person

Overwhelms the human capacity for applying judgment and decision making, introducing business risk and potential employee burnout



Optimal balance

Agents enhance productivity and innovation while humans provide robust guidance and oversight



Microsoft 365 Copilot

Introducing

Employee Self-Service Agent

Simplify IT and HR-related tasks with Microsoft 365 Copilot

Retrieve

Retrieve information from authoritative sources and deliver personalized responses based on employee context

Take Action

Take action on essential HR and IT tasks-in line without navigating multiple tools and workspaces

Customize

Customize with pre-configured, OOB templates, workflows, and connectors to 3P systems all in one place

Private preview



Search



New chat



Employee Self-Service

Preview

Check time off balance

How many vacation days do I have left this year?

Ask about policies

Tell me more about remote work

Look up payroll details

Show me my last paystub

Access company resources

How do I get company resources on my personal device?

Discover training opportunities

Help me find resources to grow new skills

Review open tickets

What's the status of my active tickets?

[Learn more](#) about the sources, accuracy of responses, and how your data is used.

Ask a work question or use / to reference people, files, and more



Copilot

Agents

Designer

Employee Self-Service

Sales

Planner

Eventify

Service

[See more](#)

Get Copilot agents

Create agents

Chats

What's my day look like? 8:03 AM

What's hot in my inbox? Yesterday

Northwest Traders Project 2 days ago

[See more](#)

Home

Copilot

Create

OneDrive

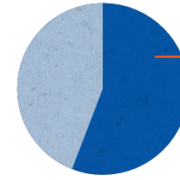
Pages

Apps

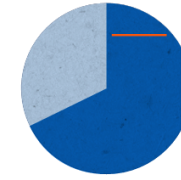
WORKPLACE CIVILITY HANDBOOK



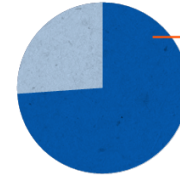
STATISTICS



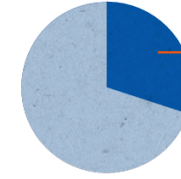
56%
of daily acts of incivility
occur in the workplace.



68%
of workers believe that their
manager cares more about business
objectives than how people are
treated in the workplace.



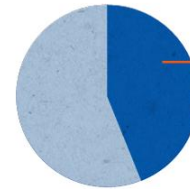
74%
of workers agree that their
manager or supervisor
could have done more to
prevent incivility at work.



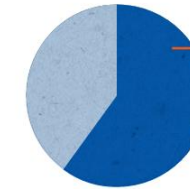
30%
of workers say they reported an
incident of incivility to HR or to
a manager.

OVER 50% of U.S. workers believe our society is uncivil.

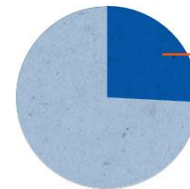
LOOKING FORWARD



44%
of U.S. workers believe
incivility in the U.S. will
worsen in 2025.



60%
of U.S. workers believe it's
important or very important for their
company to make efforts to address
civil discourse at work in 2025.



26%
of U.S. workers say it's likely
they will leave their job in
2025 because of incivility.

Source:
[SHRM Q1 2025 Civility Index, March 2025.](#)

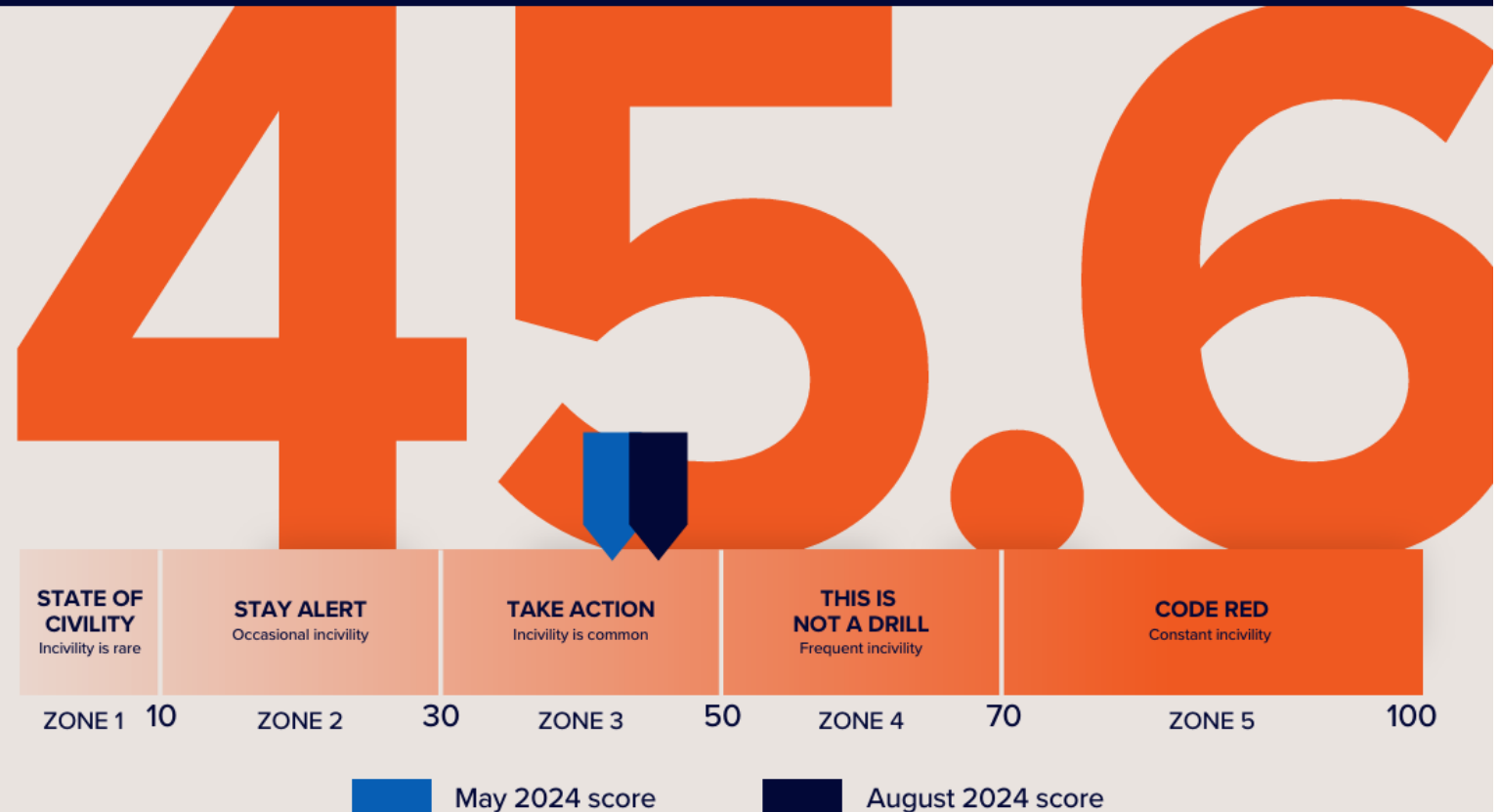


CIVILITY INDEX

At the start of 2024, SHRM launched the Civility Index to gauge the current climate of civility across the U.S. This pulse report is part of a continuous effort to track and understand trends in civility within U.S. society and workplaces.

CIVILITY INDEX SCORE

The current SHRM Civility Index score is **45.6**, marking a **three-point increase** since the May 2024 findings. This score indicates that incivility continues to be prevalent in the daily lives of U.S. workers. The rise underscores an urgent call to action for businesses and individuals to actively work toward preventing the escalation of incivility and to lead with empathy and respect.



INCIVILITY IS ON THE RISE

U.S. workers are experiencing more daily acts of incivility in their everyday lives.



PER SECOND



PER MINUTE



PER HOUR



PER DAY

THIS MARKS A 17.4% INCREASE SINCE SHRM'S MAY 2024 FINDINGS.

THE REAL COST OF INCIVILITY

Incivility carries a hefty price tag for businesses.

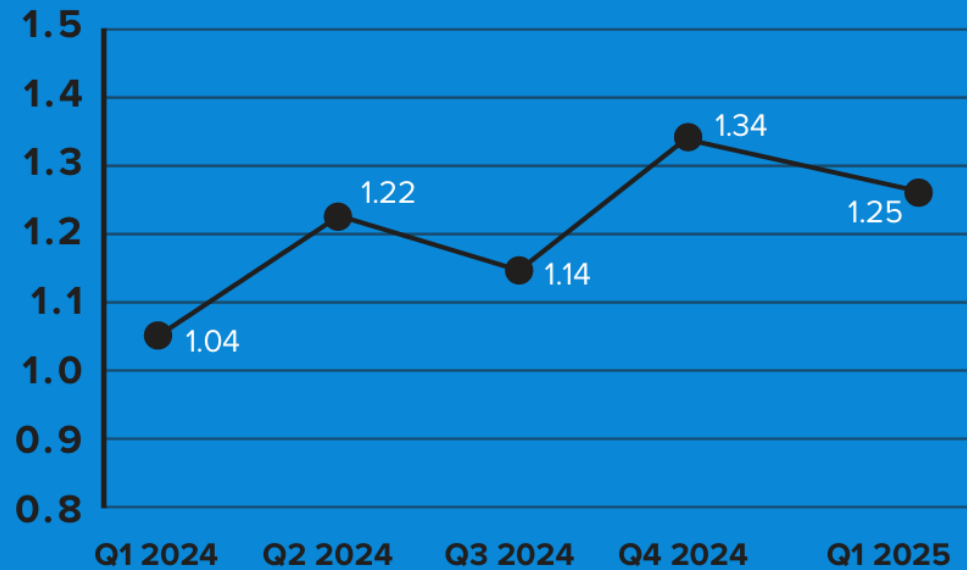
\$2,038,416,290

THE COLLECTIVE DAILY LOSS BY U.S.
ORGANIZATIONS FROM REDUCED PRODUCTIVITY
AND ABSENTEEISM DUE TO INCIVILITY



AVERAGE NUMBER OF UNCIVIL ACTS

experienced or witnessed per day in everyday life by U.S. workers



COLLECTIVE NUMBER OF UNCIVIL ACTS

experienced or witnessed per day in everyday life by U.S. workers





EXECUTIVE SUMMARY

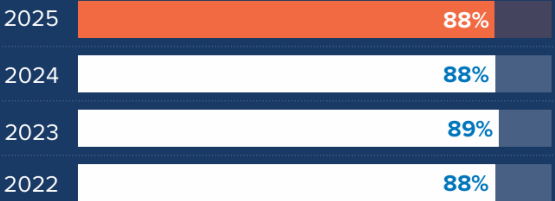
2025 EMPLOYEE BENEFITS SURVEY

EMPLOYER-RATED IMPORTANCE OF TOP BENEFITS CATEGORIES

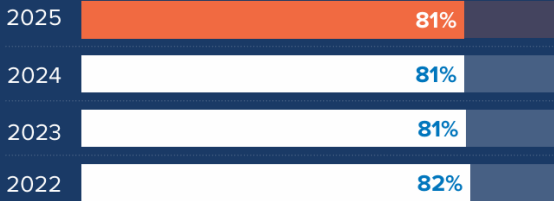


(Percentages show combined “very important” and “extremely important” ratings)

HEALTH CARE



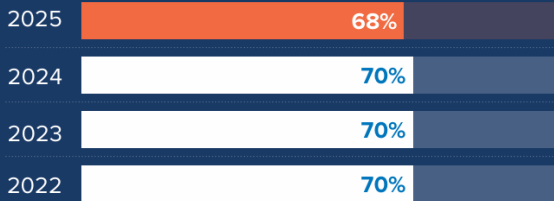
RETIREMENT SAVINGS AND PLANNING



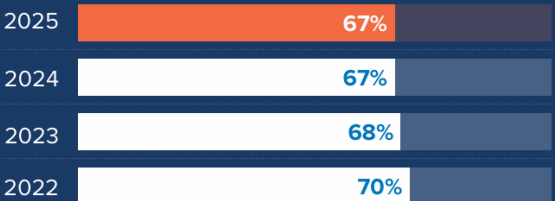
LEAVE



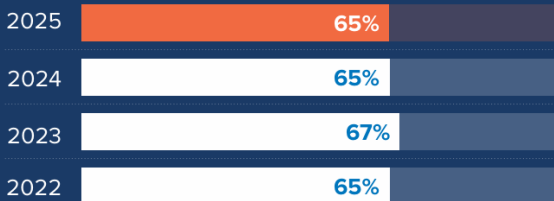
FLEXIBLE WORK



FAMILY CARE



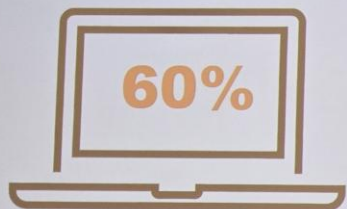
PROFESSIONAL AND CAREER DEVELOPMENT



SOURCE: 2025 EMPLOYEE BENEFITS SURVEY, SHRM, 2025. VISIT [SHRM.ORG/BENEFITS](https://www.shrm.org/benefits) TO LEARN MORE.

Hybrid Work

Employers that offer hybrid work opportunities



Provide or subsidize costs for remote work

55%

Of those who provide costs:
Average amount provided for at-home equipment



Development

87%

Professional memberships

78%

Certification / recertification fees

47%

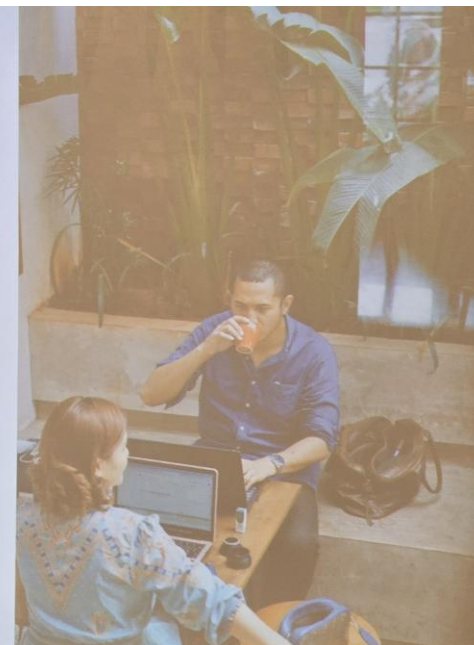
Executive or leadership coaching

26%

Formal mentoring program



SOURCE: 2025 EMPLOYEE BENEFITS SURVEY, SHRM, 2025. VISIT [SHRM.ORG/BENEFITS](https://shrm.org/benefits) TO LEARN MORE.



Flexibility

51%

Flextime during core business hours

30%

Flextime outside of core business hours

27%

Compressed workweek

8%

4-day workweek (32 hours or less)



The Advent of AI

According to SHRM's January 2025 Current Events Pulse Survey

61%

of HR professionals believe HR should actively contribute or take the lead in training employees to use AI tools.

16%

of organizations provide subscriptions to AI chatbots

SOURCE: 2025 EMPLOYEE BENEFITS SURVEY, SHRM, 2025. VISIT [SHRM.ORG/BENEFITS](https://shrm.org/benefits) TO LEARN MORE.

MORE THAN HALF OF EMPLOYERS (55%) PROVIDE AT-HOME OFFICE EQUIPMENT OR SUBSIDIZE THE COST.



What are they most likely to cover?



95% OFFICE TECHNOLOGY
(e.g., monitors, keyboards)



62% GENERAL OFFICE SUPPLIES



35% CELLPHONE SERVICE



22% WELL-BEING ITEMS



22% OFFICE CHAIRS

Paid Leave

SHRM25
JUNE 29 - JULY 2, 2025

99%

Paid vacation leave

95%

Paid sick leave

68%

PTO, including both
vacation and sick leave

6%

Paid open/unlimited
leave



Average amount of paid time off granted to full time employees by service time to organization

	Service Time				
	< 1 Year	1 Year	5 Years	10 Years	20 Years
Paid Vacation Leave	9 Days	11 Days	15 Days	18 Days	21 Days
Paid Sick Leave	9 Days	10 Days	11 Days	12 Days	12 Days
Paid Time off (PTO) Including both vacation and sick time	12 Days	14 Days	19 Days	22 Days	26 Days



Well-being Leave

SHRM25
JUNE 29 - JULY 2, 2025

17%

Paid mental health days
Separate from regular sick days

89%

Paid bereavement leave
40% of which include loss of pregnancy, failed
surrogacy, and failed adoption processes

6%

Paid sabbatical leave

9%

Unpaid sabbatical leave



Additional Health Coverage

SHRM25
JUNE 29 - JULY 2, 2025



Dental insurance

99%



Vision insurance

96%



Prescription drug coverage

93%



Mental Health Coverage

SHRM25
JUNE 29 - JULY 2, 2025

Mental health coverage
remains high

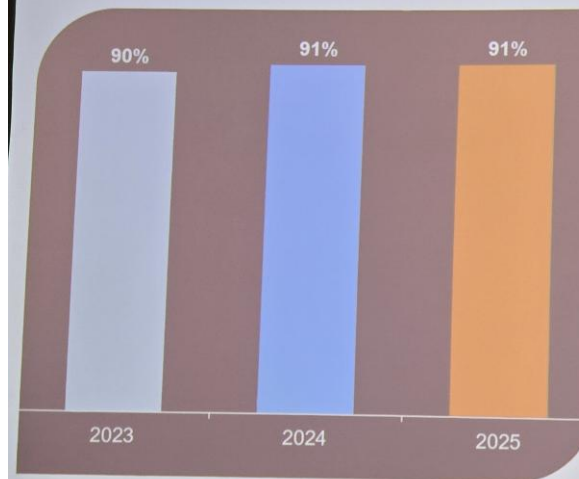


SHRM

Telemedicine or Telehealth

SHRM25
JUNE 29 - JULY 2, 2025

For the third year in a row,
9 in 10 organizations offer
telehealth



SHRM

Premium Percentage Covered by Employers

SHRM25
JUNE 29 - JULY 2, 2025

Plan type	Individual-only premium % coverage	Family premium % coverage
Preferred provider organization (PPO)	75.2%	52.7%
High-deductible health plan (HDHP) that is linked with a health savings/spending account	75.2%	56.6%
Health maintenance organization (HMO)	74.2%	49.9%

For a preferred provider organization (PPO)...

\$300 individual premium paid every 2 weeks	\$500 family premium paid every 2 weeks
Employer pays: \$225.60 Employee pays: \$74.40	Employer pays: \$263.50 Employee pays: \$236.50

SHRM

SOURCE: 2025 EMPLOYEE BENEFITS SURVEY, SHRM, 2025. VISIT SHRM.ORG/BENEFITS TO LEARN MORE.

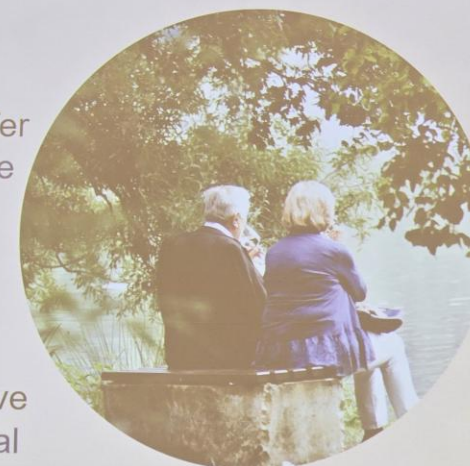
Elderly Caregiving

7%

of organizations offer
access to elder care
services and
information

13%

of organizations have
an elder care referral
service



1%

of organizations offer
subsidies for elder or
adult dependent care

SHRM

Some employers have pulled back from these benefits over a multiyear period, at least as standalone offerings.

Benefit prevalence in 2025 compared with 2021:



Smoking cessation programs:
20% (down from 34%)



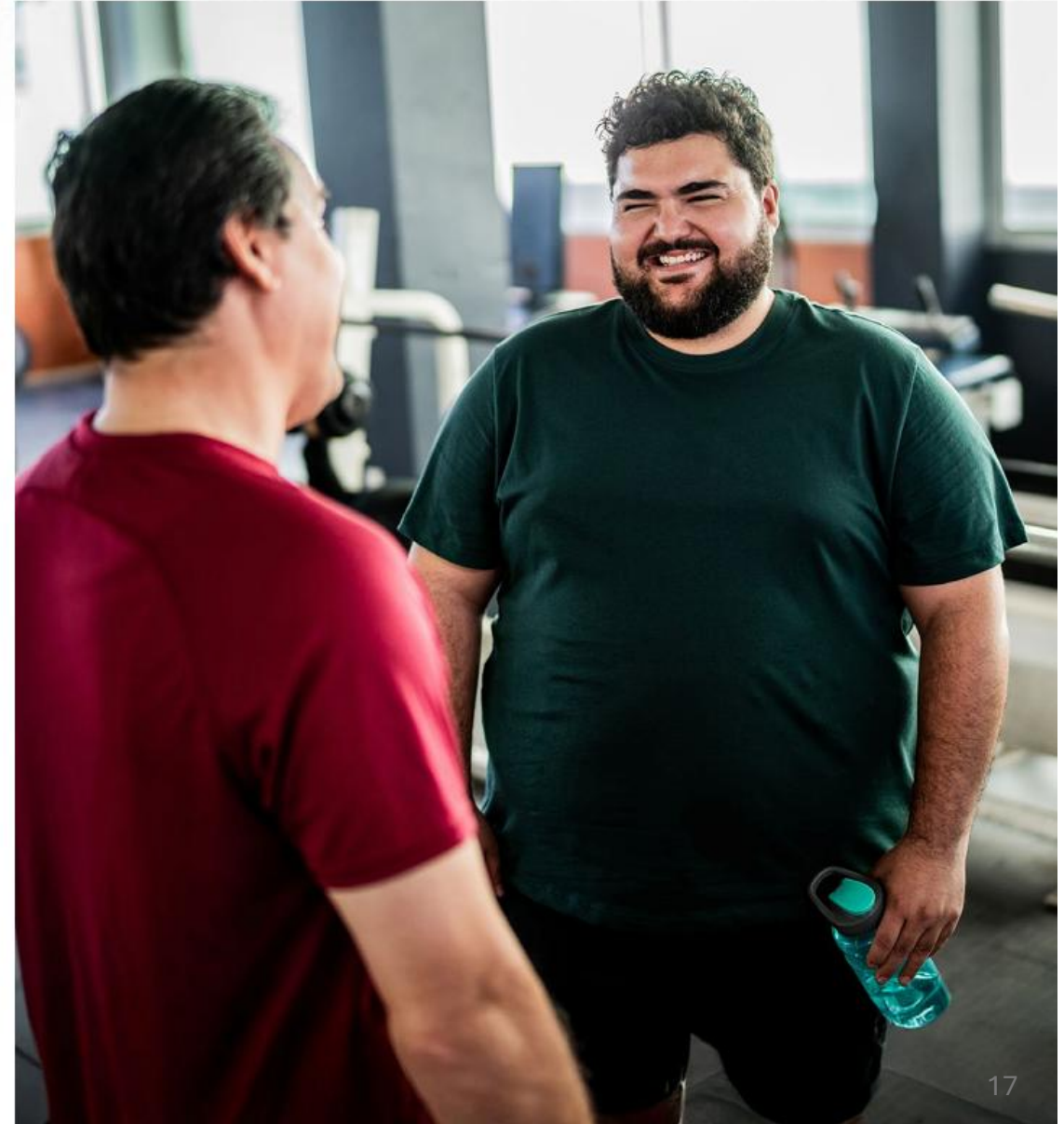
Onsite stress management programs:
17% (down from 26%)



Weight loss programs:
16% (down from 25%)



Preventive programs specifically targeting employees with chronic health conditions:
15% (down from 24%)



2025 WORKPLACE EVOLUTION MARKET REPORT

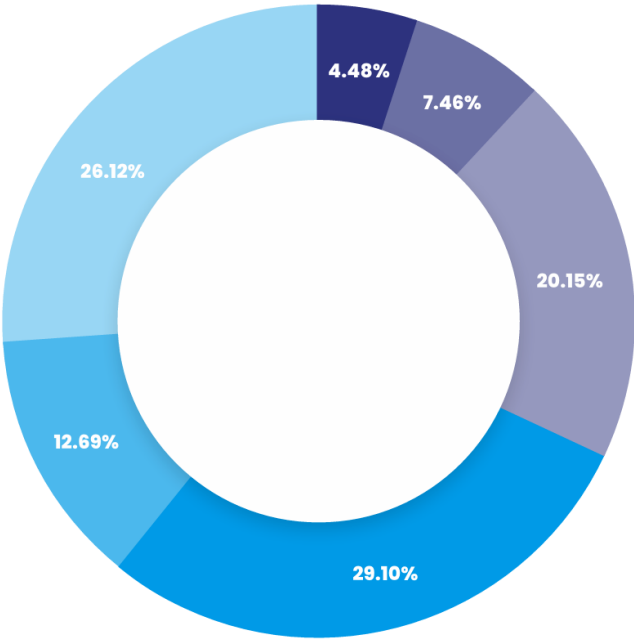
Trends & Insights into cutting-edge design, tech, and real-estate strategy



How many days on average do your employees spend in the office (whether mandated or not)?

DAYS

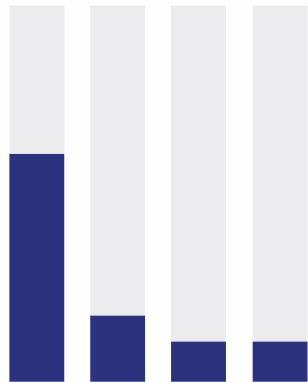
- 0
- 1
- 2
- 3
- 4
- 5



What percentage of your workforce operates in remote, hybrid or on site models?

REMOTE

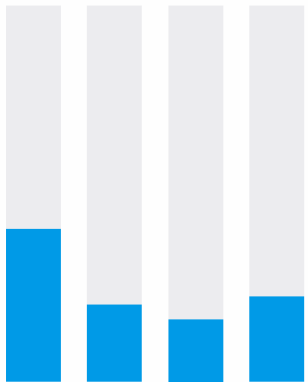
60.20% 17.35% 11.22% 11.22%



0-25% 26-50% 51-75% 76-100%

HYBRID

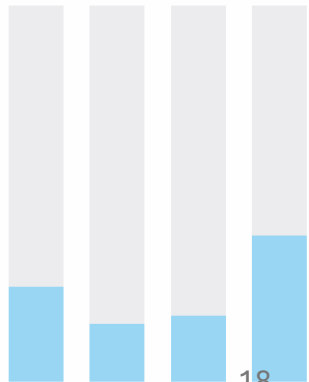
40.52% 20.69% 17.24% 21.55%



0-25% 26-50% 51-75% 76-100%

ON-SITE

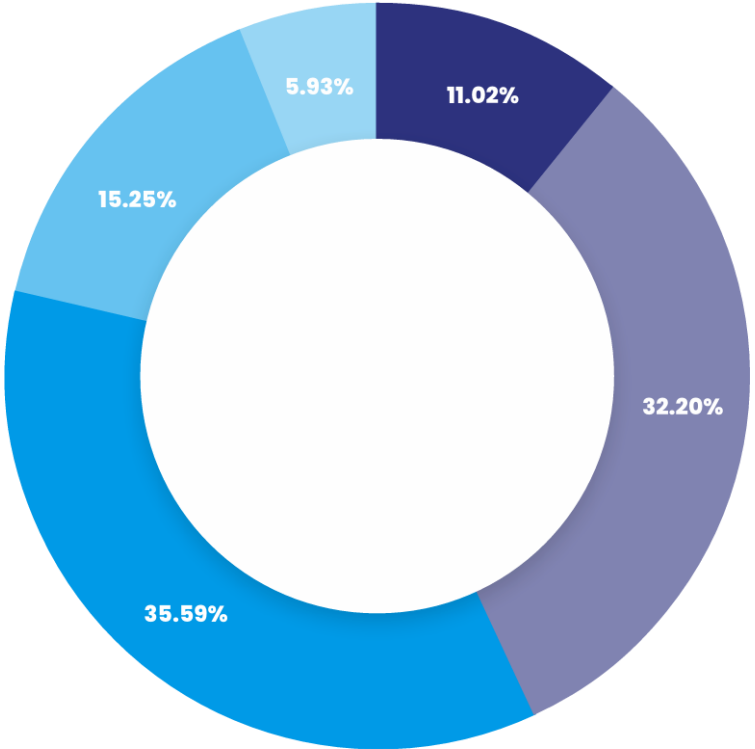
25.81% 16.13% 18.28% 39.78%



0-25% 26-50% 51-75% 76-100%

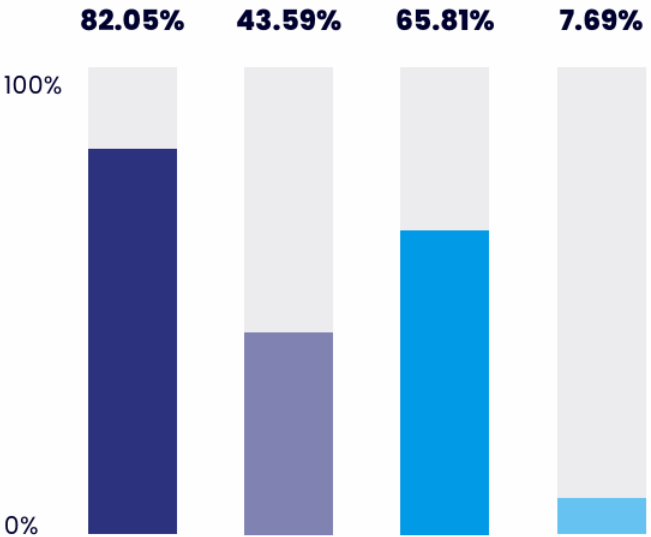
How prepared is your workforce to adapt to AI and Automation in their roles?

- Not prepared at all
- Slightly prepared
- Somewhat prepared
- Well Prepared
- Very well prepared



Which technologies or tools have had the most impact on your team's productivity? *(Select all that apply)*

- Collaboration platforms (e.g. teams, Slack)
- AI tools and automation software
- Cloud-based document management systems
- Other



Thank You

Human Intellectual Management Co., Ltd.

Subscribe us : People Lab

Visit us at : <http://www.him.co.th>



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