



CEO's Corner: Collaboration, Trust, and Getting It Done

I lead a monthly call with our team to talk about what's happening in our business. Part of that call includes hearing from the team about what's happening in their world, on and off the field. In our most recent call, Cliff Stevenson, our Director of Research, made it a point to focus on the teamwork it took to get some of our biggest Q1 projects across the finish line. I decided to dig deeper and find out exactly why that was so important to him. Here's what I learned.

Cliff has a saying he comes back to often when talking about client relationships "Trust arrives on foot and flees on horseback." Trust takes a long time to build and can disappear in an instant. What struck me as we talked is that this truth lives just as much inside an organization as it does between a firm and its clients. At Sapient Insights Group, the trust our team has built with one another across roles, time zones and every late night push to meet a deadline. That trust is what drove our strongest outcomes in Q1.

This past quarter, our team delivered major research for a number of clients. One showed how automated compliance, done right, becomes part of the employee experience and drives real business outcomes like retention and customer satisfaction. We also completed a deep-dive strategy session that gave another client a clearer, more objective view of their own customer base than they'd ever had before. None of this happened in silos. Every deliverable was the result of our researchers, data scientists, designers, and client leads working in close coordination. Each person building on the last.

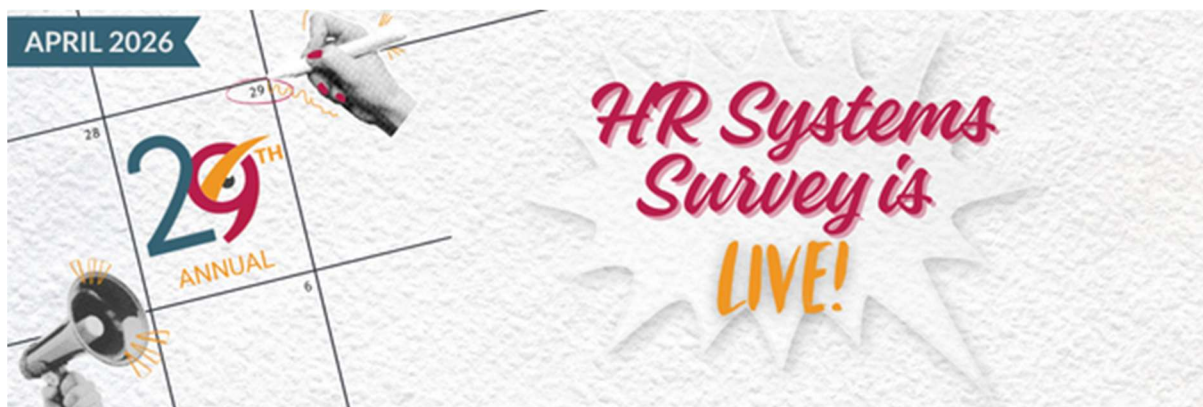
What Cliff said about collaboration stuck with me: the challenge is rarely people not pulling their weight. More often, it's people trying to do too much alone working hard, but in the wrong direction,

without enough communication or the opportunity to course-correct. The organizations we admire most and the ones our research consistently shows outperform their peers are the ones that have cracked this collaboration nut. They communicate early, they check in often, and they operate with the shared belief that everyone around the table wants the same outcome. The more we grow as a business, the more important this lesson becomes.

That's the standard we hold ourselves to at Sapient Insights Group, and we're showing what's possible when we live up to it. Are you and your teams collaborating in a meaningful way?

Teri CEO, Sapient Insights Group

Research & Survey Announcements



29th Annual HR Systems Survey — Now Open to the Public!

The 29th Annual HR Systems Survey is now open to the public!

The longest-running, most comprehensive study in HR tech is back... and we're going deeper than ever.

For nearly three decades, this research has helped HR and business leaders make sense of a constantly shifting technology landscape.

This year, we're focused on what's changing—and what's actually working.

We're exploring:

- The evolving power dynamic between the CHRO, CIO, and CFO across HR applications
- How AI for HR is being implemented, budgeted, used, and managed
- Work categorization in the age of AI: tasks, roles, projects, and programs
- Compliance as a strategic lever in a volatile regulatory environment
- Finance and expense systems: solutions in use, impact of AI, and plans for change
- Outcome reporting and multi-level value frameworks: what's holding us back from achieving long-term outcomes

As always, this study is vendor-agnostic, global in scope, and grounded in practitioner experience.

If you're shaping decisions in HR, finance, IT, or tech strategy, we'd like to hear from you

Take the survey here: <https://bit.ly/3QDsfiHW>

Interested in becoming a Distributor? You can sign up at any point during the survey period. Whether you are ready now or prefer to join later, we welcome your involvement from launch through close.

👉 Sign up to be a Distributor: <https://bit.ly/4aq55w2>

Prefer to learn more first? Reach out to our research team to schedule a 30-minute informational call before RSVPing: research@sapientinsights.com



AI ambition is everywhere. AI readiness is not.

Organizations aren't failing at AI because they chose the wrong model. They're failing because of data gaps, weak governance, security risks, and teams that aren't prepared to act on AI-driven decisions. The result is wasted investment, eroded trust, and initiatives that stall before they scale.

The problem isn't the technology. It's the readiness gap the distance between what leaders are asking AI to do and what their data, governance, and culture are actually equipped to support.

Our research shows that organizations that assess readiness before deploying AI don't just implement faster they reduce risk, increase ROI, and build the kind of institutional trust that lets them scale confidently across talent, performance, and workforce planning.

The **AI Readiness Pulse** was developed specifically to give HR, people analytics, and data leaders a fast, structured way to jumpstart their AI action plan. We evaluate your function, organization, or platform across six critical dimensions: data quality, coverage and representativeness, metadata and lineage, access controls and security, governance and accountability, and function-specific readiness. The output is a clear score out of 100, an executive-ready summary, and a prioritized set of actions to close the gaps that matter most. No technical jargon, just what's working, what's not, and why it matters.

Whether you're a CHRO, CIO, or an executive funding AI initiatives, this assessment replaces guesswork with clarity and gives you a safe, actionable path from AI ambition to real business impact. See where you stand and get started here: [AI Readiness Assessment - Sapient Insights Group](#)



Why did the HR manager bring a ladder to the meeting?

Because they heard collaboration means taking teamwork to the next level!



Date	Event	Attendees
May 2026		
May 19 th	Compensation Tour Salary.com & Visier Raleigh, NC	Teri Zipper, CEO Tammy Smith, Senior Manager Data Science
May 19 th	Cornerstone Analyst Day New York, NY	Cliff Stevenson, Director of Research
May 20 th	Compensation Tour Salary.com & Visier Charlotte, NC	Teri Zipper, CEO

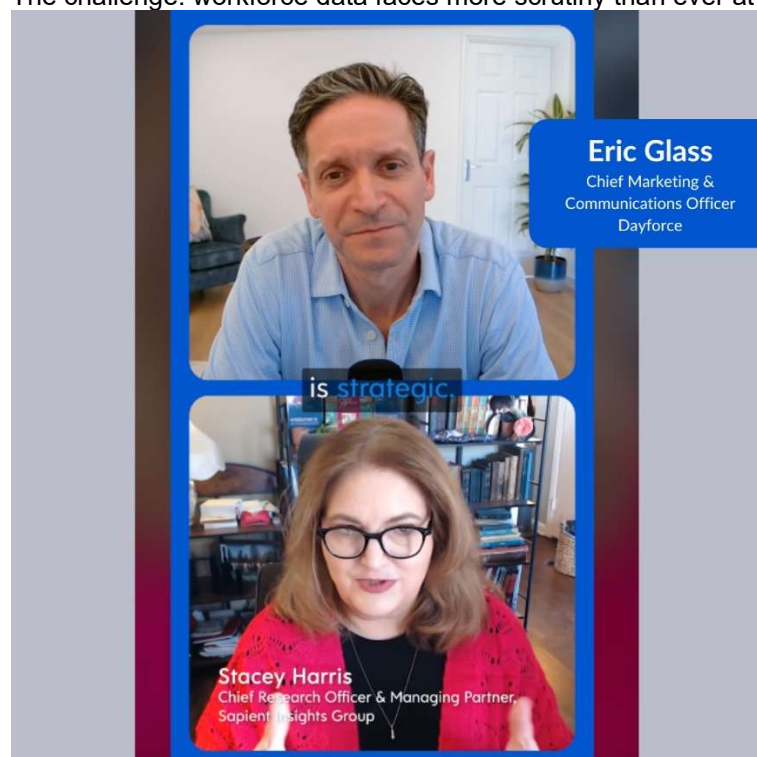
June 2026

June 22 nd -26 th	AI Readiness Tour Atlanta, GA	Susan Richards, Founder Teri Zipper, CEO
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If you are attending and interested in connecting at one of these events reach out to info@sapientinsights.com

CEOs are more likely than anyone else to see HR as strategic – even more than HR itself.

The challenge: workforce data faces more scrutiny than ever at the executive table.



Stacey Harris has a great conversation with [Eric Glass](#) on the Season 2 premiere of Piece of Work: A [Dayforce](#) Podcast exploring why HR's influence comes under pressure when people data is inconsistent, fragmented, or difficult to defend in the moments that matter most.

Listen in for the insights shaping executive conversations on workforce data, trust, and strategy.

 Listen now wherever you get your podcasts

<https://bit.ly/4fjFzvb>



North Carolina HR & Compensation Leaders—join us for an upcoming deep dive on HR Analytics.

We're heading to Raleigh and Charlotte for an engaging panel discussion focused on how HR teams can move beyond reporting and start using data to shape real business outcomes. If you're looking to elevate your analytics strategy, this session is designed with you in mind.

What to expect:

- Practical approaches to advancing pay equity through data
- Insights on staying competitive in a rapidly shifting market
- Strategies for using analytics to strengthen retention

You'll hear from a panel of experienced practitioners representing RTI International, Sapient Insights Group, Salary.com, and Visier—bringing a range

of perspectives and real-world examples.

Reserve your spot:

- Raleigh/Durham: <https://luma.com/pfdxunjik>
- Charlotte: <https://luma.com/exgy2w9o>

Space is limited, and we'd love to have you there.

Automation. Rising productivity expectations. Expanding security demands. The pressure on HR and IT has intensified — yet too many organizations are still operating with disconnected workflows and fragmented IT systems.



BREAKING DOWN HR-IT SILOS TO POWER A PRODUCTIVE WORKFORCE

Thursday, May 28 | 1:00-2:00pm EST

This session will help leaders:

- Identify and eliminate workflow gaps between HR and IT that slow productivity
- Clarify shared ownership across workforce technology, automation and security
- Reduce system fragmentation that impacts employee engagement and retention
- Implement practical steps to deliver a seamless employee journey — from onboarding through offboarding
- Build a stronger HR-IT partnership that supports long-term growth

Register Today

It's time to rethink how HR and IT work together.

Join [ADP](#) and Sapient Insights Group for a focused, action-driven session on how leading organizations are aligning HR and IT to simplify operations, reduce risk and deliver a seamless employee experience.

Featuring:

[Stacey Harris](#), Sapient Insights Group

[Naomi E. L.](#), ADP
[Steve McDonell](#)

Thursday, May 28th | 1:00 PM ET

💡 Ready to connect the dots, cut the chaos, and build smarter systems together? Save your spot today!
Register here: <https://bit.ly/4uaRC2e>

Making the Business Case:

How to Quantify the ROI of Integrated HR Systems

June 3rd, 2026 @ 11am (AEST)

Featuring:



Cliff Stevenson
Director of Research
Sapient Insights Group



Kenneth Matos
Director of Market Insights - HCM
HiBob



As EOFY approaches, HR leaders are under growing pressure to justify technology investments with clear business impact. Budgets are tightening, priorities are shifting, and leadership teams are looking for measurable outcomes tied to every decision.

In partnership with [HiBob](#), this webinar explores how HR teams can build a finance-ready case for HR system investment. The session will unpack the hidden costs of fragmented HR processes, including compliance risk, manual administration, slower hiring, and employee disengagement, while highlighting how integrated systems can help reduce inefficiencies and support business growth.

Using industry benchmarks and real-world insights, attendees will learn how organizations evaluate ROI at different stages of maturity and how successful HR leaders navigate internal investment conversations with confidence.

Featuring:

[Cliff Stevenson](#), Sapient Insights Group

[Kenneth Matos](#), HiBob

Wednesday, June 3rd | 11am (AEST)

Join in the conversation! Register here: <https://bit.ly/4dlLnSg>



By: ME Cladgett

Designing the right environment for collaboration is essential — but a well-designed ecosystem still depends on the people inside it choosing to show up openly. The structures a leader builds only come alive when individuals are willing to reach across, ask for input, and let others' thinking change their own.

That truth hit me personally while writing this very article. I opened my laptop — and nothing came. Ten minutes passed, then thirty. The harder I chased an original idea, the more the blank screen stared back.

Eventually the lightbulb went on. I texted my team— asked for a single word or phrase that might spark something. Their responses came quickly, and with them, a floodgate of possibilities opened. Topics I hadn't considered. Angles I'd overlooked. The fog lifted almost immediately.

My first instinct was a familiar one: *Why am I so much less creative than others?* But sitting with it, I recognized something more useful — I don't generate ideas best in isolation. My thinking comes alive in exchange. I love brainstorming, building on someone else's thread, finding the idea hidden inside someone else's idea. A rising tide lifts all boats, and I'd been standing on shore waiting for inspiration to find me.

This is what sits beneath every collaborative ecosystem: the self-awareness and personal habits that determine whether a person actually uses the environment that's been built for them. Leaders can design the conditions — open channels, psychological safety, cross-functional rituals — but individuals have to know themselves well enough to lean in when they need to, and ask when they're stuck.

Understanding what genuinely brings out your best thinking is not a soft skill. It's a leadership competency. Knowing when to push through alone and when to open the door to other voices — and having the humility to act on that — shapes not just your own output, but the culture around you. Every time you model asking for input, you give others permission to do the same.

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