

HR's Digital GPS: Guiding Teams to the Right Information in Confluence



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Introduction

HR teams are responsible for managing a vast amount of content - ranging from onboarding guides and employee handbooks to policies, contracts, and compliance documents. As organizations grow and hybrid work has become the norm, the need for clear, secure, and accessible HR documentation has never been greater.

However, managing this information in Confluence can be a challenge. Without proper structure, content becomes hard to find. Without the right controls, outdated or unapproved documents can be mistakenly shared with employees - putting both trust and compliance at risk.

To overcome these challenges, HR teams need a solution that combines structured content governance with seamless navigation. By integrating approval workflows with intuitive content access, organizations can build scalable, compliant, and user-friendly HR Hubs in Confluence.

In this white paper, we explore how this solution can be achieved using tools purpose-built for Confluence. While each organization may have different tooling, we focus on the essential building blocks: structured workflows and smart navigation.

We explore the common challenges HR teams face in managing content, and how to deliver a scalable, secure, and user-friendly solution.

3 Common HR Content Management Challenges

Managing content in Confluence can be challenging, especially as teams and documentation grow. Common hurdles include:

Difficulty Finding Content: As spaces multiply, it becomes harder for users to locate the right information quickly. Without a clear navigation structure, even well-written content gets lost.

Manual Content Updates: Updating and approving content often involves repetitive, manual steps that consume time and delay publishing. This slows down communication and increases the risk of outdated information lingering.

Lack of Visibility on Changes: Teams struggle to track who made updates, when changes occurred, and whether content is still valid. Without transparency and contextual awareness, important edits can go unnoticed or unreviewed.



By addressing both structure and process - improving how content is organized and how it flows through the update lifecycle - teams can save time, reduce errors, and ensure everyone stays aligned.

Two Sides of the Same Solution: Governance and Navigation

Content governance and content navigation may seem like separate concerns - one focused on internal control, the other on external presentation. But in practice, they're deeply interconnected. When one is missing, the other suffers.

Think of them as two sides of the same coin, or two layers of the same experience:

- Content governance ensures that what can be seen is accurate, secure, and approved.
- Content navigation ensures that what should be seen is easy to find and understand.

Without governance, employees may access outdated, draft, or inconsistent documents - undermining trust and compliance. Without navigation, even the best-managed content stays buried - forcing HR to act as a manual search engine.

A great HR Hub requires both:

- Behind the scenes, HR teams use structured workflows to control visibility, manage approvals, and ensure documents are compliant and accurate.
- On the surface, employees interact with a clean, curated experience that helps them confidently find what they need without guesswork or extra requests.

Two Sides of the Same Solution: Governance and Navigation

For example:

- A policy update goes through a workflow: drafted, reviewed, approved - governance in action.
- Once published, it appears under the “Company Policies” menu, easily accessed by employees - navigation in action.

One enables control. The other delivers clarity. Together, they create trust.

In a growing organization with distributed teams and increasing compliance requirements, this dual approach isn't optional - it's essential. A smart HR Hub in Confluence doesn't just store documents. It delivers the right information to the right people at the right time - in the right way.

In the examples below we'll walk you through, we use:

- Workflows for Confluence by AppFox ensures that HR documents go through a structured approval process before being published, maintaining control, traceability, and compliance.
- SubSpace Navigation by Communardo helps HR teams create an intuitive and user-friendly navigation experience in Confluence, guiding employees effortlessly to the resources they need.

Together, these tools empower HR departments to build centralized, compliant, and easy-to-navigate HR Hubs within Confluence - ensuring the right people see the right content at the right time.

Managing Visible and Hidden HR Content

Managing HR content is like maintaining an iceberg. The employee sees only the visible tip - polished documents in the HR Hub. But below the surface, there's a complex system of reviews, revisions, and approvals that keeps everything compliant and up to date.



This “underwater” work is crucial for creating accurate, well-structured documents, but it’s not intended for broad visibility. What employees see is only the tip of the iceberg: the finalized, polished content that is approved and made accessible to them through the HR Hub.

Managing Visible and Hidden HR Content

In this metaphor, Workflows for Confluence plays a critical role in ensuring that only the right people have access to drafts. It helps streamline the approval process, guaranteeing that content moves through the necessary stages before it's ready for public viewing. This allows HR teams to maintain control over sensitive documents, ensuring they are reviewed and approved properly before being made accessible to a wider audience.

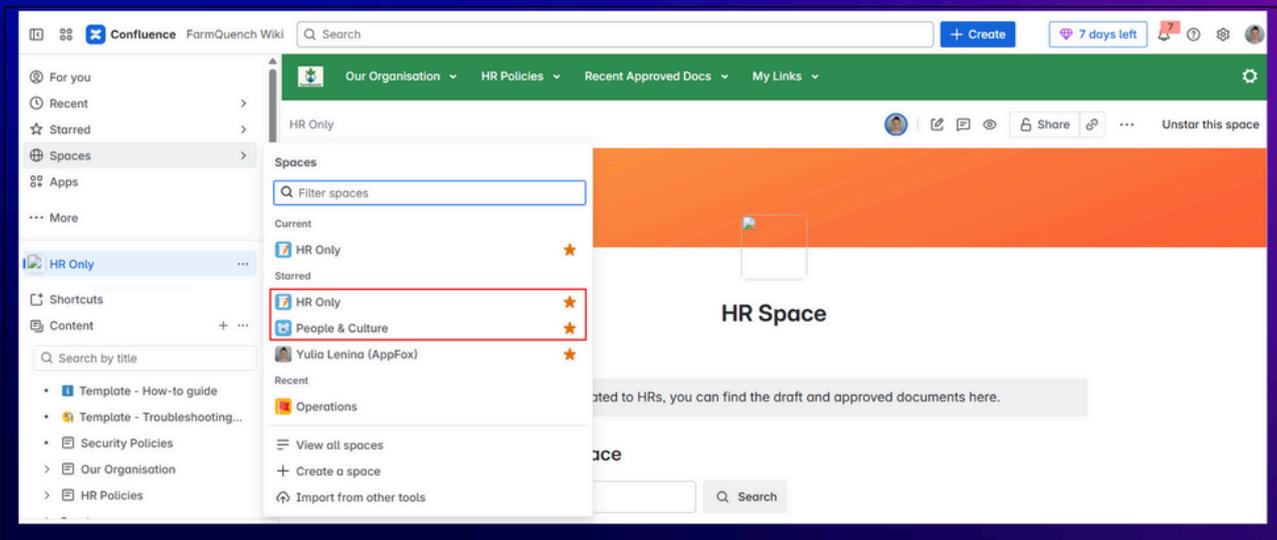


At the same time, SubSpace Navigation enhances the employee experience by making the approved content easy to find and navigate. It provides intuitive navigation between related HR documents across various Confluence spaces, helping employees quickly locate the information they need without getting lost in a sea of documents. While Workflows for Confluence ensures content is reviewed and approved behind the scenes, SubSpace Navigation ensures a seamless, user-friendly experience for employees once that content is made available to them. Together, these tools create an efficient and streamlined process for managing and accessing HR documentation.

Governance + Navigation Use Case: Implementation

In this section we will briefly outline how exactly you can implement our joint solution - create two spaces in Confluence, one for working with drafts and one for publishing documents accessible for all employees, setting up approval workflow and cross-space publishing and helping employees to navigate to the right place.

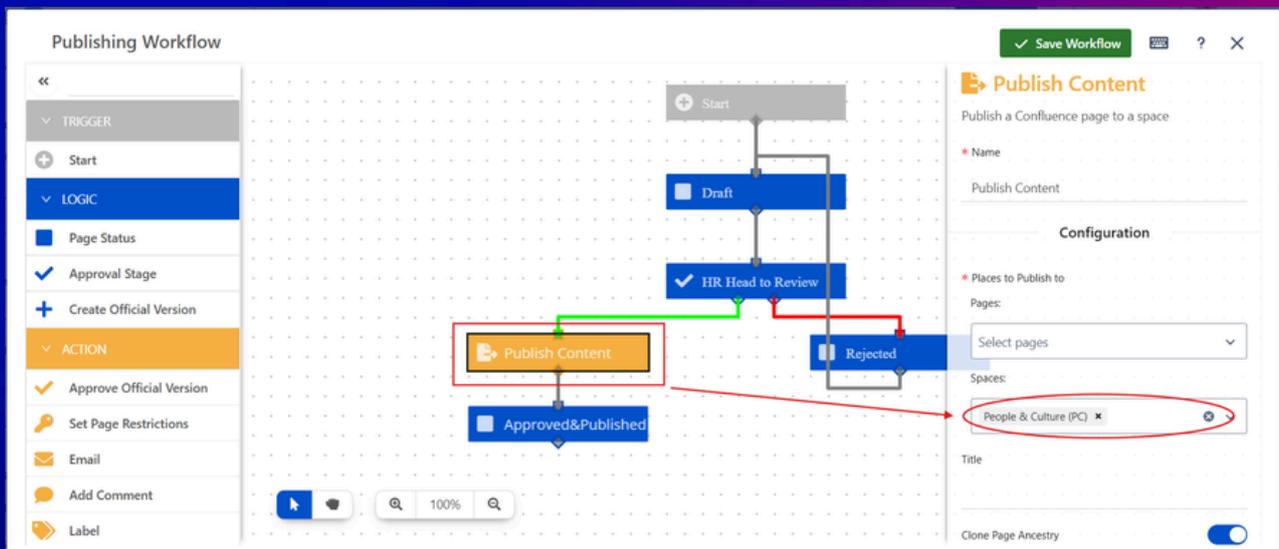
Step 1: Creating a Space for drafts (Source-Space) available for a restricted group of people (for example, the HR team and senior management) and Space for approved documents (Master Space) available for all employees.



Two separate spaces for drafts and approved documents

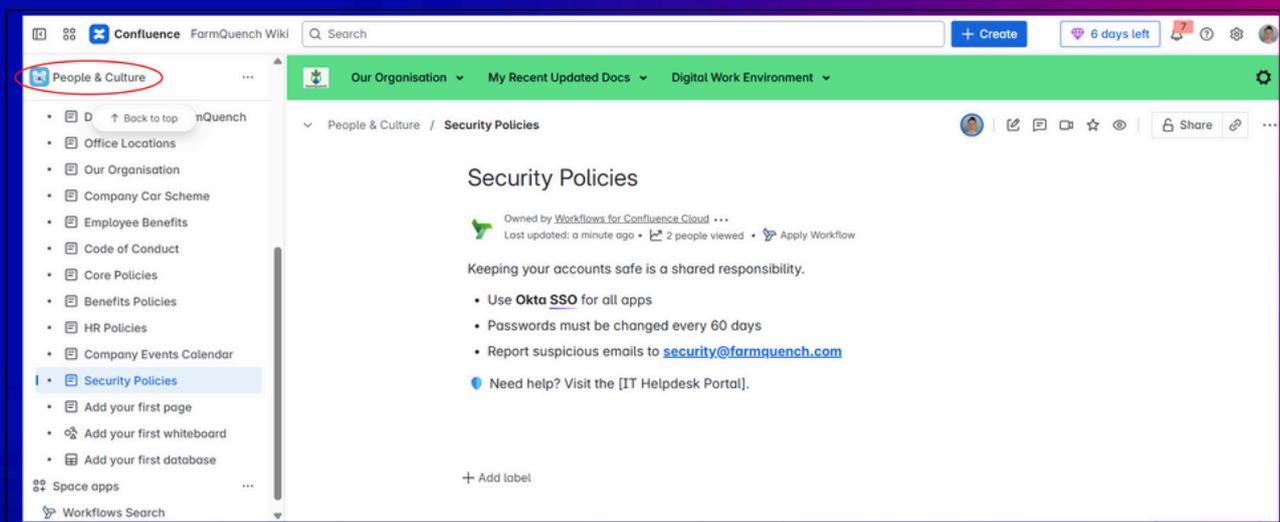
Governance + Navigation Use Case: Implementation

Step 2: Setting Up a Workflow: deciding on the number of stages and statuses, its names, adding approvers and configuring an automatic cross-space publishing from Source-Space to a Master-Space once a document is approved.



Governance + Navigation Use Case: Implementation

Step 3: Creating and approving the draft. Once it's approved, it automatically publishes in Master-Space to be visible to all employees.

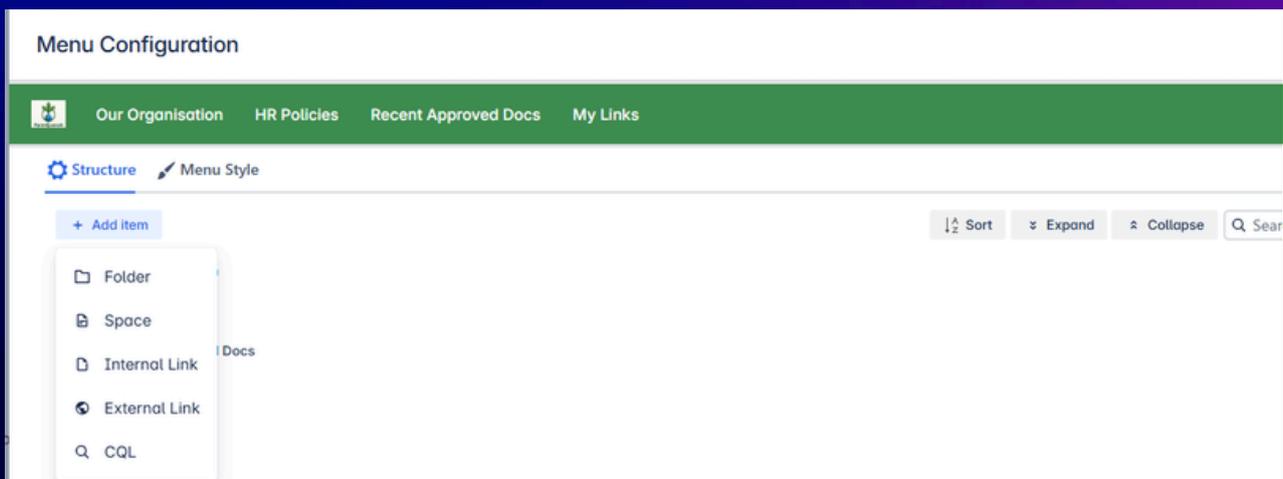


Once your content is approved, you can use SubSpace Navigation to build a structured, user-friendly menu that you can customise in style.

Governance + Navigation Use Case: Implementation

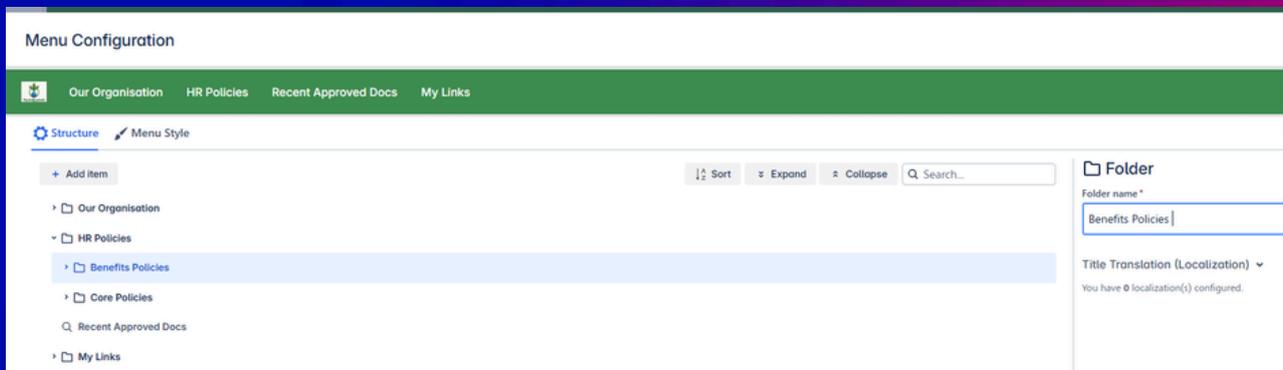
Step 4: Build central menus tailored for HR use cases like onboarding, benefits, recruitment, or training.

- Go to the settings on the top right corner and click to find the app name SubSpace Navigation for Confluence, then find “menu configuration”. You’ll see a configuration window unfold as below.
- By selecting “add item”, you can create and display different types of items on the menu. In our example, we can choose an HR space to be displayed here, and then folders are created for different purposes.
- You can take advantage of the [CQL feature](#) ([CQL Function Reference](#)) to configure the most recently reviewed documents and the most modified documents.



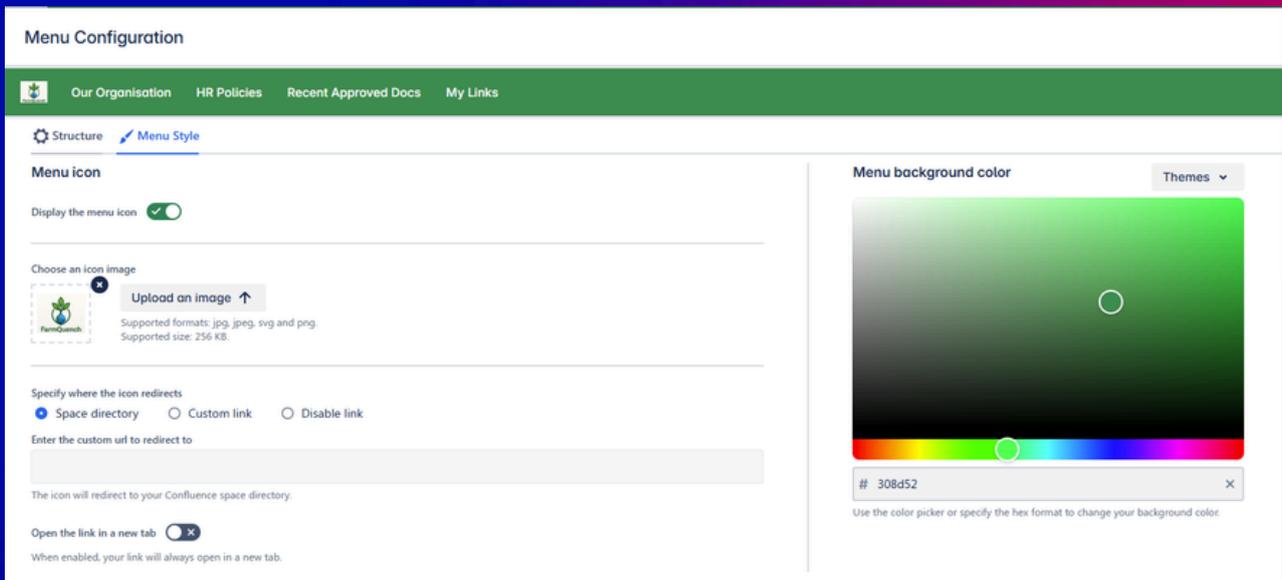
Governance + Navigation Use Case: Implementation

Step 5: Create multiple level menus for various subjects. You can add folders, internal and external links, and CQL to the menu structure. The menu also supports title translations for international team collaboration.



Governance + Navigation Use Case: Implementation

Step 6: Customize the colour and the logo of the menu to align with your identity.



Step 7: Configure which spaces the menu is available in and work with other menu collaborators.



Other HR Use Cases

Structured Document Governance with Workflows for Confluence

1. Streamlining E-Signatures for Compliance

Before

HR teams often rely on manual signature collection, which can involve printing, signing, scanning, and emailing documents. This process is time-consuming, prone to errors, and difficult to track, especially when dealing with multiple stakeholders or compliance requirements.



After

With integrated e-signatures, HR teams can easily collect digital signatures from relevant stakeholders. The entire process is automated and streamlined, ensuring compliance with legal requirements. E-signatures are securely recorded, providing an audit trail that simplifies compliance reporting and reduces the risk of missing signatures or delays.

Other HR Use Cases

Structured Document Governance with Workflows for Confluence

2. Gaining Full Control Over Document Revisions and Versions

Before

HR teams may struggle to keep track of document changes, often relying on email threads or manual logs to track edits and revisions. This lack of visibility can lead to confusion, making it hard to determine which version of a document is the most current and approved.



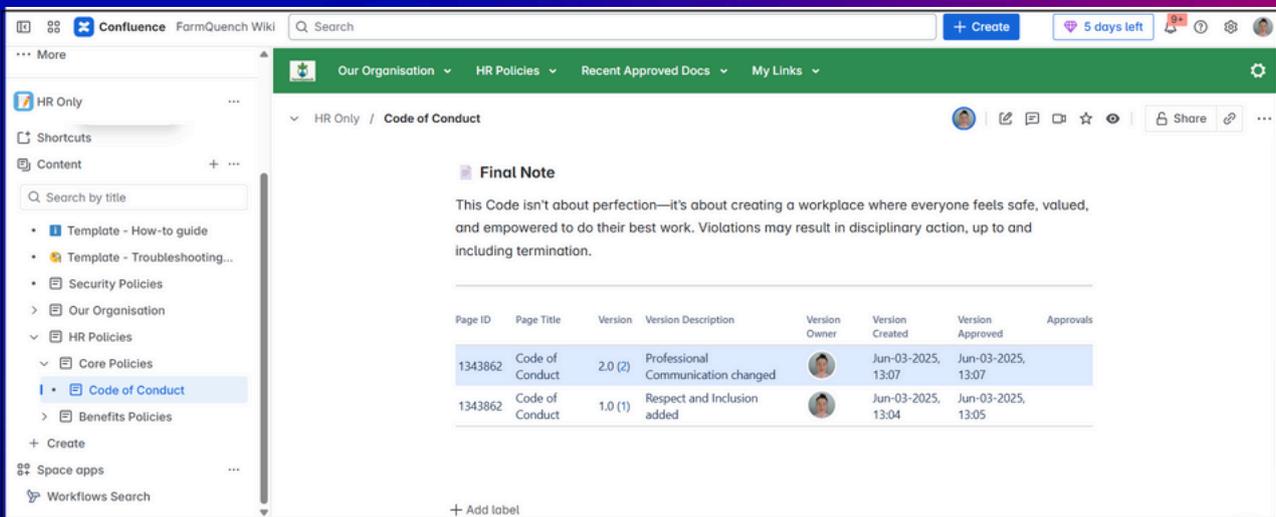
After

Version control provides a clear, organized history of document changes, allowing HR teams to track every revision, who made it, and when. This feature ensures transparency, making it easy to reference past versions and providing an audit trail for compliance purposes.

Other HR Use Cases

Structured Document Governance with Workflows for Confluence

2. Gaining Full Control Over Document Revisions and Versions



Official versioning

Other HR Use Cases

Structured Document Governance with Workflows for Confluence

3. Ensuring Clear Task Assignment for Document Reviews

Before

Without a clear structure, HR teams rely on manual task assignment and often have to chase colleagues for document reviews or approvals. This can lead to missed steps, confusion over who's responsible, and delays in finalizing important documents.



After

Task assignment allows HR managers to designate specific team members to handle particular tasks, such as document review or approval. This clear delegation ensures that each step in the process is completed on time and by the right person, reducing the chances of delays and mistakes.

Other HR Use Cases

Structured Document Governance with Workflows for Confluence

3. Ensuring Clear Task Assignment for Document Reviews

The screenshot displays the 'Workflows Search' interface in Confluence. It features a table of document workflows and a sidebar with various filters. The table columns are Title, Page Version, Status, Workflow, Space, and Last Transition Date. The filters sidebar includes Workflow, Status, Spaces, Status Transition Date, Approval Filters, and Users.

Title	Page Version	Status	Workflow	Space	Last Transition Date
Code of Conduct	2	APPROVED&PUBLISHED	Official Versioning	HS	Jun-03-2025, 13:07
Security Policies	5	DRAFT	Publishing Workflow	HS	Jun-02-2025, 13:43
Office Locations	4	APPROVED&PUBLISHED	Publishing Workflow	HS	May-12-2025, 18:42
Company Events Calendar	2	PUBLISHED	Publish w/o approval	HS	May-12-2025, 18:33
Departments at FarmQuench	2	APPROVED&PUBLISHED	Publishing Workflow	HS	May-12-2025, 18:29
Our Organisation	1	APPROVED&PUBLISHED	Publishing Workflow	HS	May-12-2025, 18:27
Company Car Scheme	3	APPROVED&PUBLISHED	Official Versioning	HS	May-12-2025, 18:25

Filters

Workflow: Any Workflow

Status: Any Status

Spaces: Any Space

Status Transition Date: 2/18/1993

Approval Filters

Approval Status: Any Filter

Users: Users

Note: these filters only apply to Approval nodes in your workflow. [Learn more](#)

Apply Filters

Guided Content Navigation with SubSpace Navigation for Confluence

As an HR professional, are you familiar with the question, “Where do I find this?”

Instead of focusing on strategic HR initiatives, sticking digging through Confluence, sending links, and redirecting employees to the right pages is a real time waste.

Let’s explore real-world HR challenges and how SubSpace Navigation for Confluence transforms the way HR teams manage information.



Guided Content Navigation with SubSpace Navigation for Confluence

1. Simplifying HR's Internal Processes

Before

HR teams rely on manual navigation, bookmarks, and search functions to find critical information. Job postings, candidate tracking, employee records, and compliance policies are stored in separate spaces. Want to onboard a new employee? That's a scavenger hunt involving HR, IT, and multiple follow-up emails.



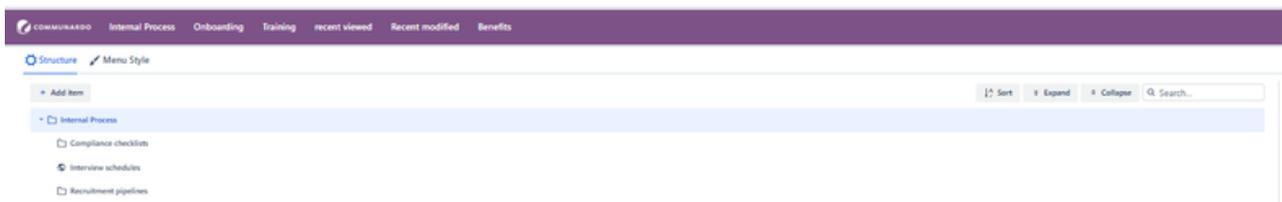
After

With a structured HR Team Menu, all essential resources—recruitment pipelines, interview schedules, compliance checklists—are accessible with one click. You can also access the recent modified documents after configuring the CQL. Relevant stakeholders, such as hiring managers, can be granted visibility, ensuring seamless collaboration without back-and-forth requests. If the documents is only for internal purpose, you can also disable the menu to guest users.

Guided Content Navigation with SubSpace Navigation for Confluence

1. Simplifying HR's Internal Processes

Example HR Team Menu Structure:



Set up the internal process menu



Preview

Guided Content Navigation with SubSpace Navigation for Confluence

2. A Smarter Way to Onboard New Employees

Before

A new hire logs into Confluence for their first day. Their welcome email tells them to review company policies, complete IT setup, and sign up for benefits. But where are these documents?

They waste time searching, ping HR for help, and delay their onboarding process because the information is scattered across multiple Confluence pages.



After

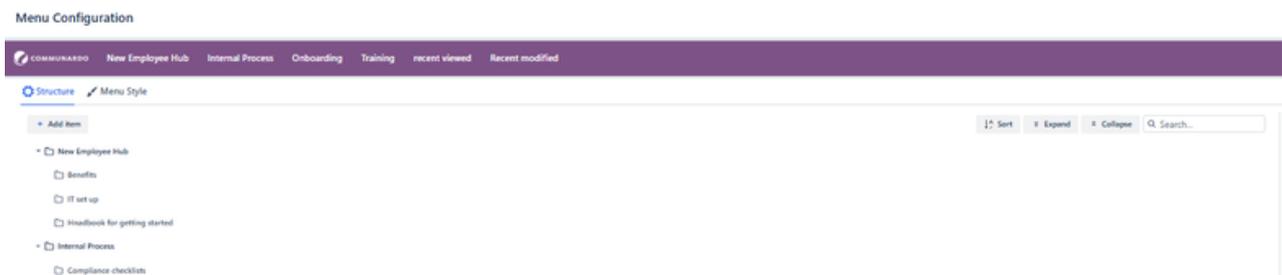
The "New Employee Hub" menu gives them one-click access to everything they need—handbooks, IT setup, benefits, training—all neatly organized in one place.

Example New Employee Hub Menu Structure

Guided Content Navigation with SubSpace Navigation for Confluence

2. A Smarter Way to Onboard New Employees

Example New Employee Hub Menu Structure:



Set up the New Employee Hub



Preview

Guided Content Navigation with SubSpace Navigation for Confluence

3. Elevating Employee Learning & Development

Before

An employee wants to enrol in professional development training but doesn't know where to look. They ask HR, HR sends them multiple links, and they still struggle to track required courses and training deadlines.



After

A dedicated Learning & Training menu makes it effortless for employees to access learning materials, enrol in courses, and track their progress—without any HR intervention.

Guided Content Navigation with SubSpace Navigation for Confluence

3. Elevating Employee Learning & Development

Example Learning & Training Menu Structure

Training & Development

- Course Catalog
- Mandatory Training
- Skills Development Resources

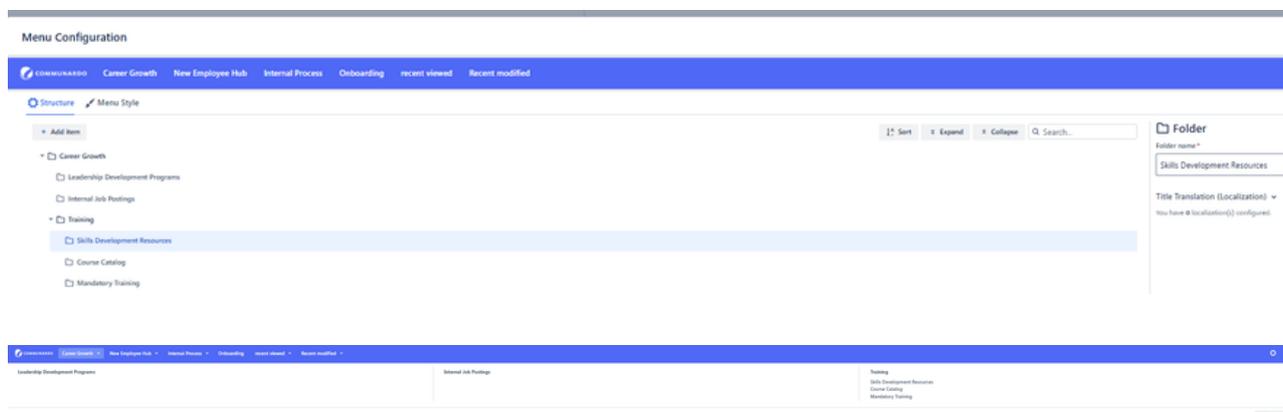
Compliance & Certifications

- Security Training
- Legal & Compliance Courses

Career Growth

- Internal Job Postings
- Leadership Development Programs

By empowering employees to manage their own learning journeys, HR can focus on strategic initiatives instead of fielding endless training inquiries.



Preview

Conclusion

In today's hybrid work environments, HR teams are under increasing pressure to deliver seamless, compliant, and user-friendly access to information. Yet many still struggle with outdated processes, scattered content, and a lack of visibility in platforms like Confluence.

This white paper has explored how smart structuring, automation, and intuitive navigation can transform Confluence from a content repository into a powerful HR hub. By combining Communardo's SubSpace Navigation and AppFox's Workflows for Confluence, organizations can address common pain points — from unclear ownership and missed reviews to disorganized content and poor user experience.

Together, our apps offer a streamlined, scalable solution that empowers HR teams to:

- Maintain control over critical content
- Automate and track approvals with ease
- Provide employees with fast, logical access to the information they need

- ✓ Better structure.
- ✓ Clearer accountability.
- ✓ A more confident, productive HR team.

If your organization is ready to take the next step in optimizing HR operations in Confluence, we're here to help.

Ready to Take Action?

If you're looking to streamline HR processes, improve compliance, and make Confluence truly work for your team — we're here to help.

 [Evaluate Workflows for Confluence](#) on the Atlassian Marketplace

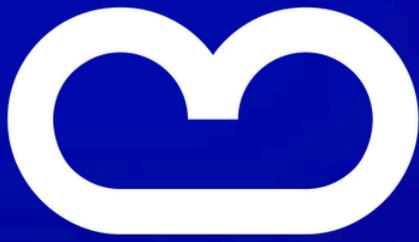
 [Book a personalized demo](#) for workflows to see how it can fit your specific needs

 [Evaluate SubSpace Navigation for Confluence](#) on the Atlassian Marketplace

 [Book a personalized demo](#) for SubSpace Navigation for Confluence



Start transforming your Confluence spaces today — with powerful workflows and intuitive navigation your team will actually enjoy using.



AppFox