

Enabling HR in the new World

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Karunesh Prasad

- HR and Change Management professional
- Lean and Six sigma Master Black Belt & Quality Leader
- Design Thinking and Lean Start up trainer and facilitator.
- HR Tech enthusiast.

ChangeEt Al.
PEOPLE · PROCESS · CULTURE

Change Mgt Consulting



HR Tech Company

BHdge Et Al.

Freelance Marketplace

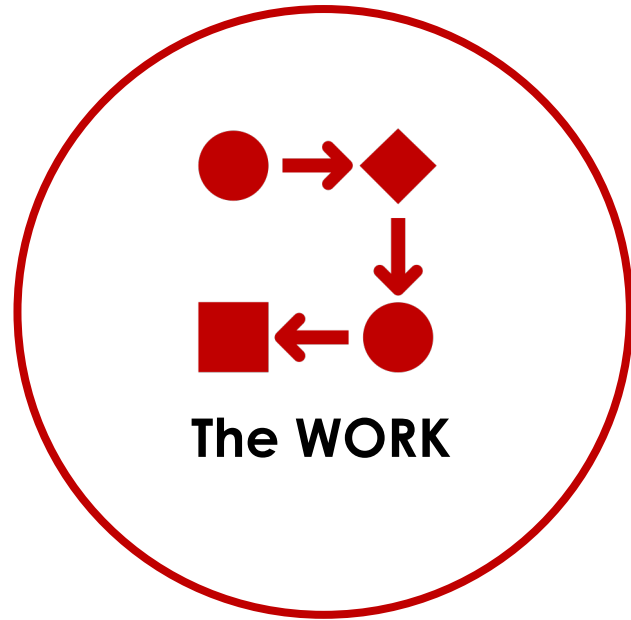


ChangeEt Al.
PEOPLE · PROCESS · CULTURE

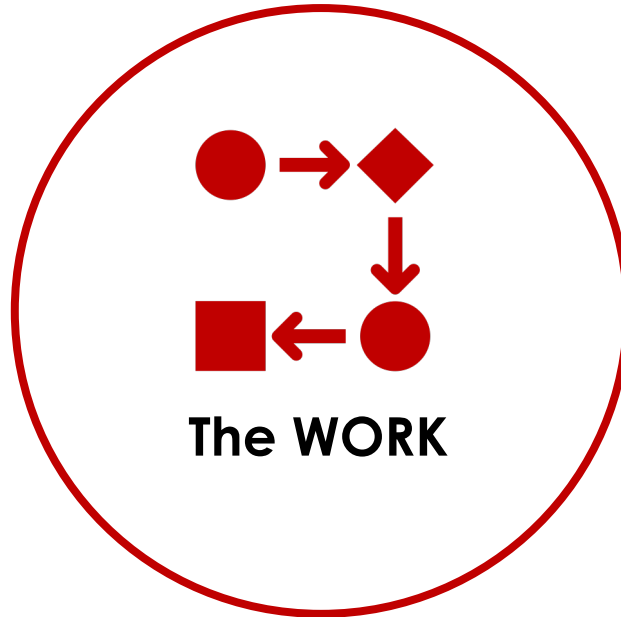
This is the best time to be in HR ...

- Hybrid workplace, Wellbeing and Talent Mgt.
- Talent Mgt has become the Strategy function of the org.
- Culture component is becoming bigger
- HR Role has evolved with different and new roles
- Org. Design, Culture, Strategy, Data and Digitization
- Huge impact across organisation

Top trends in HR 2021 and beyond ...



Top trends in HR 2021 and beyond ...



The Work



- The rise of HR Operations. Keep it smooth.
- Digitization and digital dependence
- Data privacy and regulatory challenges
- Managing and leveraging data
- New HR jobs – Data, Wellbeing, Compliance
- HR Transformation and change capability



The Work- HR as Change Actvitisits



Solution Design



Lean, Six Sigma, Design thinking

Deployment



Project Mgt skills

Adoption

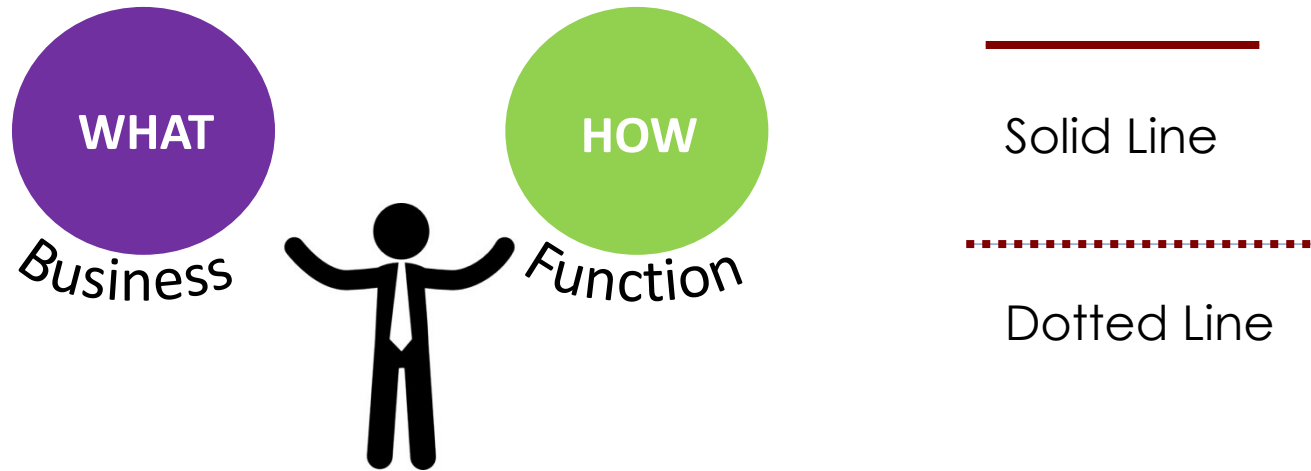


Helping people transition

The Work- The HR Paradox

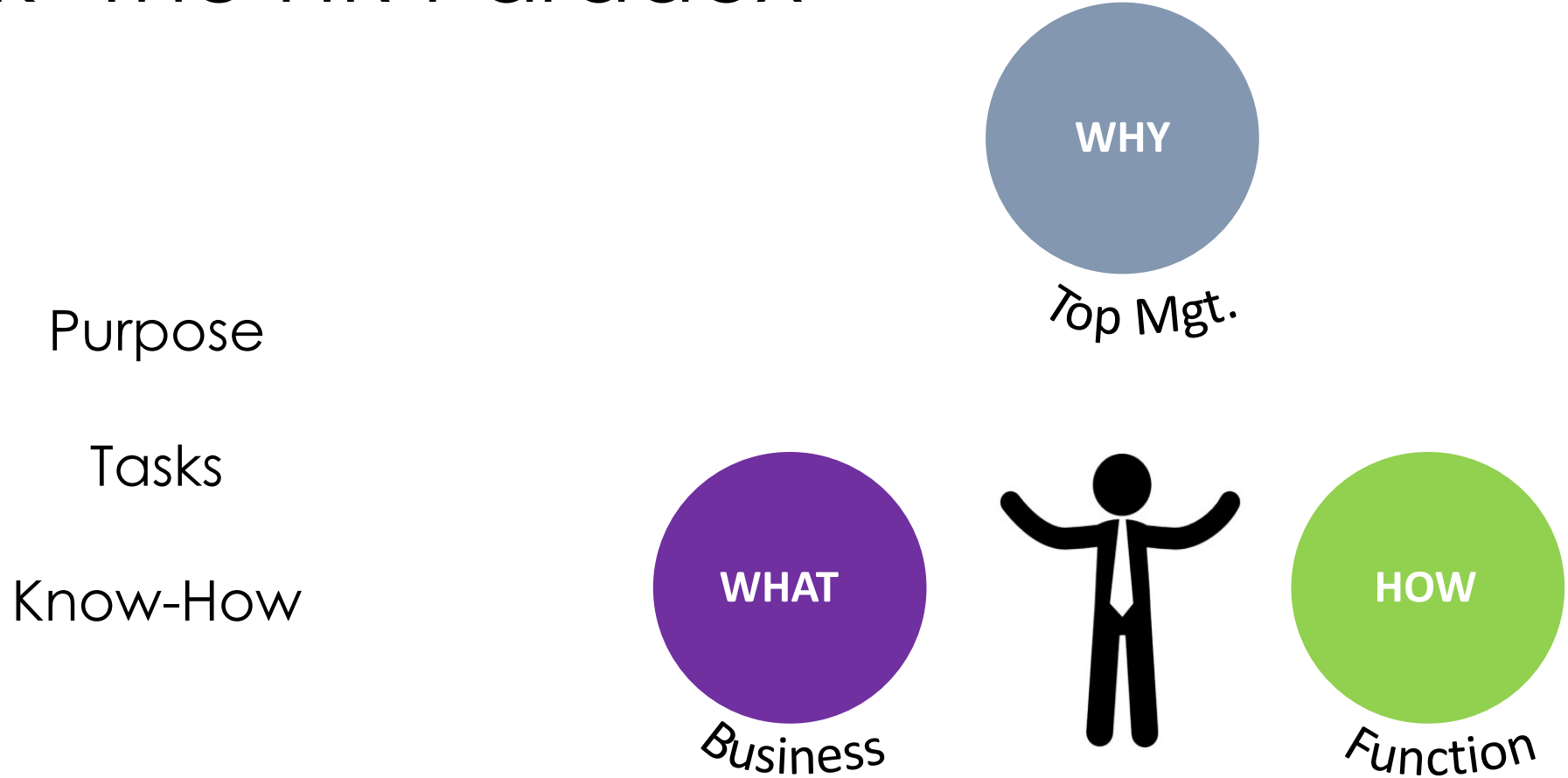
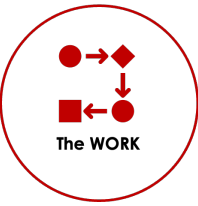


Governance Role Vs. Customer Service



No One Size Fits All, Reporting lines are losing its value

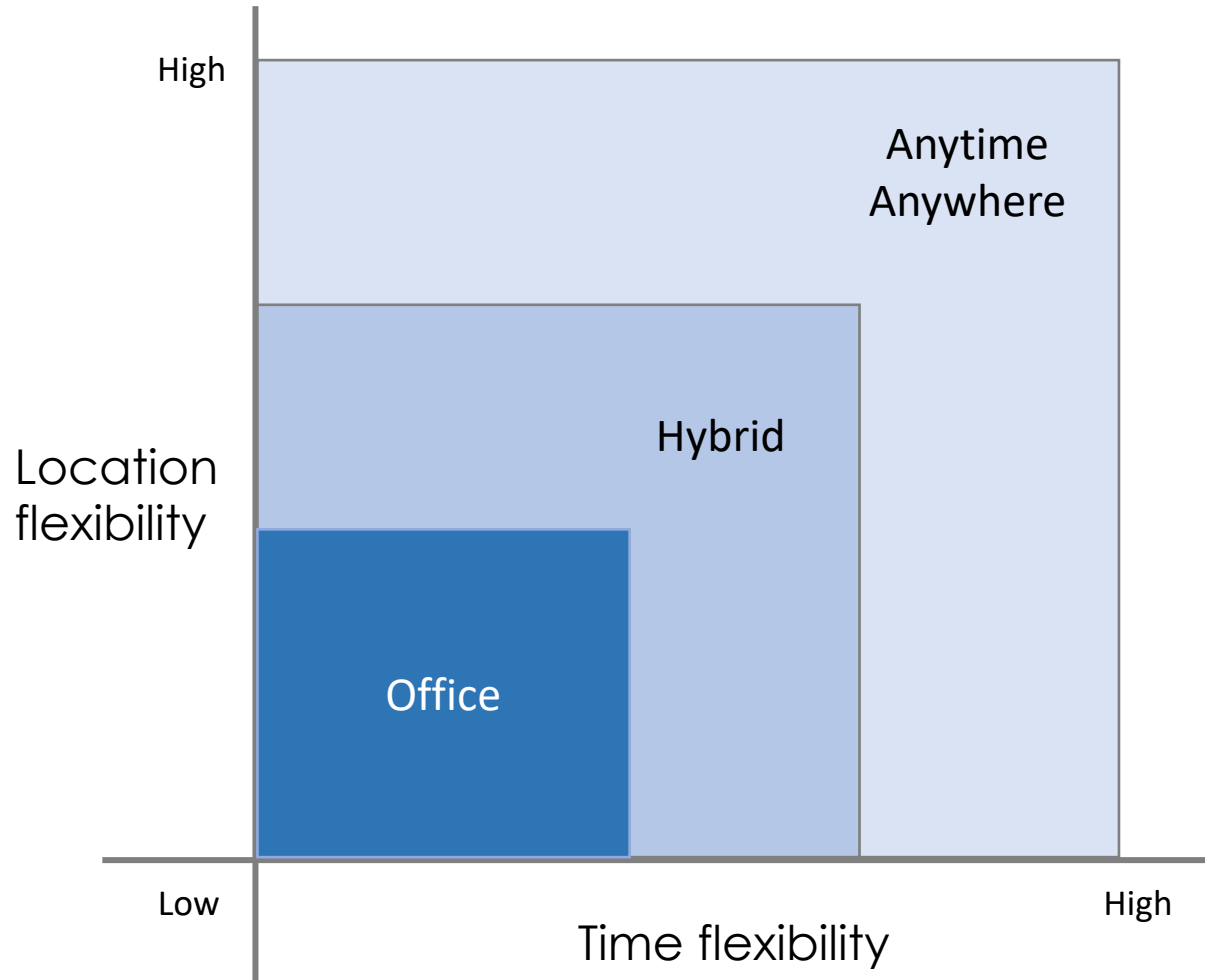
The Work- The HR Paradox



Top trends in HR 2021 and beyond ...



Workplace is changing and hence HR



- Dynamic workplace
- Bringing people back to work
- Aligning time and location
- Work will happen from home
- Workplace, the collaboration hub
- Inclusion ... WFH vs. Office employees

Employee Experience – Key Touch Points



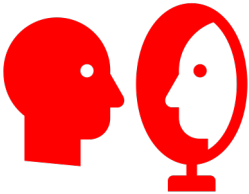
Employee Experience is a sum of all experience employees have with the organization

CULTURE PLAYS A BIG ROLE.

Going beyond Employee Experience ...



Society



Purpose



Country



HOME

Life experience it is...

Employee monitoring and privacy laws



- Tech companies creating products to monitor employee online activities.
- Push back and data privacy laws preventing excessive monitoring.
- People managers want higher engagement and attention.... Or bring employees back.
- Trust factor not very high.... Though everyone talks about it.

Wellbeing and mental health ...



Seventy-eight percent of participants in an American Psychological Association survey of 3,409 adults said the pandemic was a significant source of stress. Workers are feeling burned out, and cite multiple stressors, including the lack of separation between work and home, unmanageable workloads, and worries over job security.



Employees asserting rights and prioritizing wellbeing ...

Top trends in HR 2021 and beyond ...

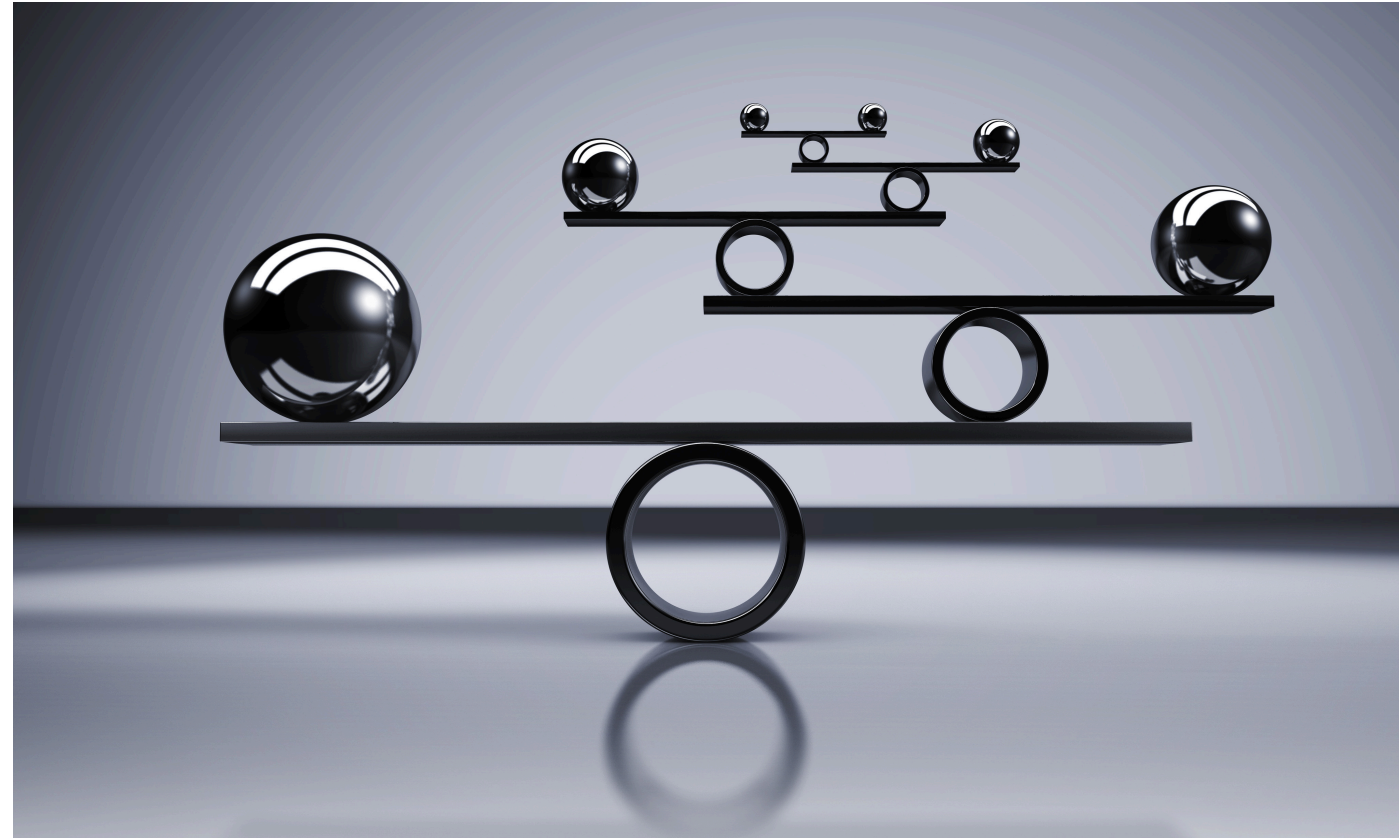


The Workforce ...



Research says that every 4 years employees will need to upskill to meet the demands of new and emerging roles & competencies.

- Digital / Data literacy
- Executive / online presence
- Deeper expertise
- Change management DNA
- Collaboration



The Workforce ... Organization Design



Vertically most Organizations are Strong but Horizontally Weak

No Organization Design is Perfect It's the Culture which makes it work.



But Two Principles

Is it becoming flat?

Is it more connected than before? Networked Organization.

The Workforce ... Open Talent Economy



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www.karuneshprasad.com
or
www.changetal.com

Consumerism in HR



Seeking attention of employees in between their busy schedule requires a different approach. This is giving rise to consumerism ...

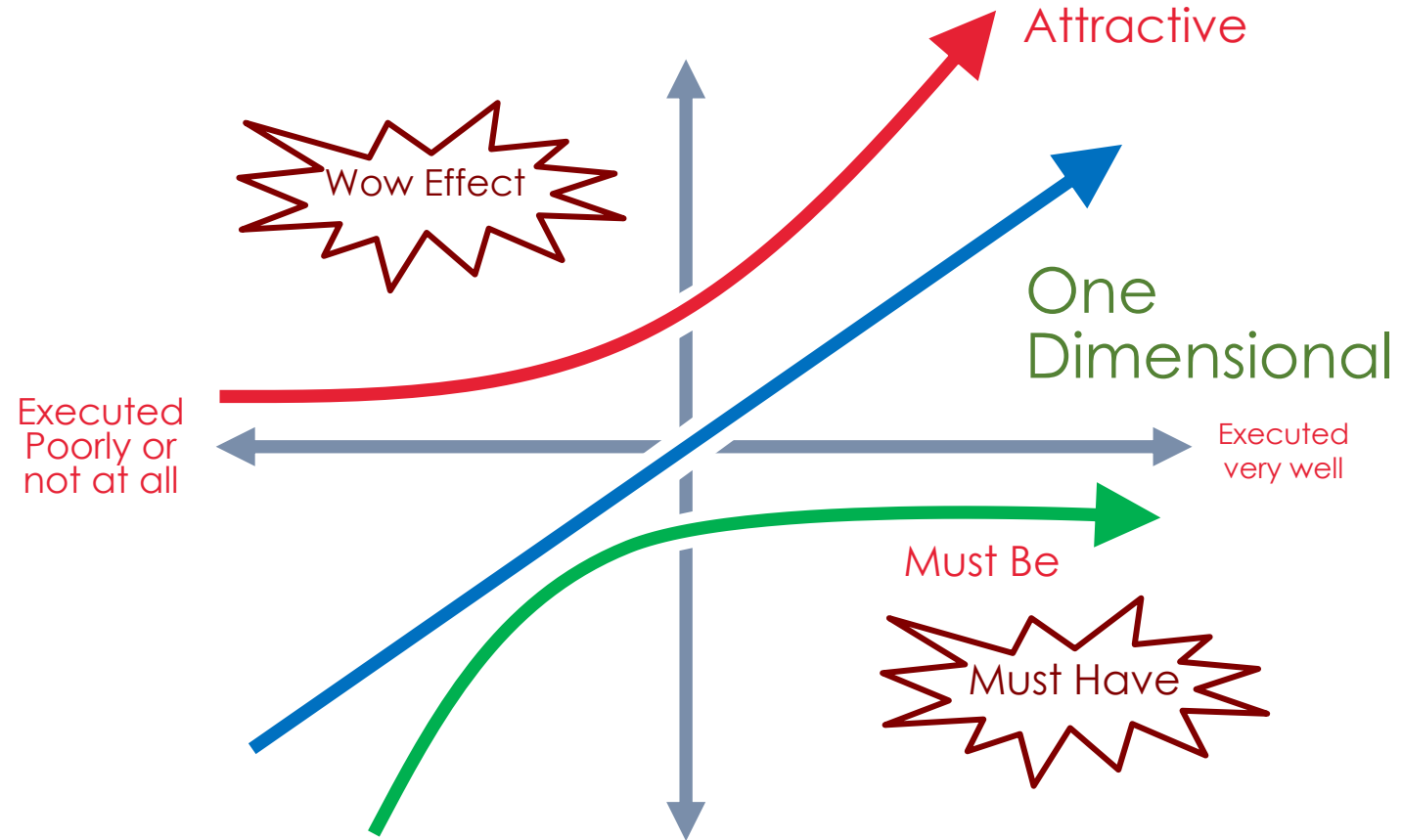


- Compliance
- EHS
- Learning Team
- Apps download
- Leadership



KANO

Model of Customer Satisfaction





What gets measured, gets done.

But are we measuring the right metrics?

Define Adoption Metrics

Role of Vanity Metrics

Competencies for HR

Specialist
Foundation

Influence
like a
marketer

Empathy
with
advocacy

Problem
solving

Data
proficiency

Digital
acumen

Dealing with
ambiguity

Change
Leadership

Learner's
mindset



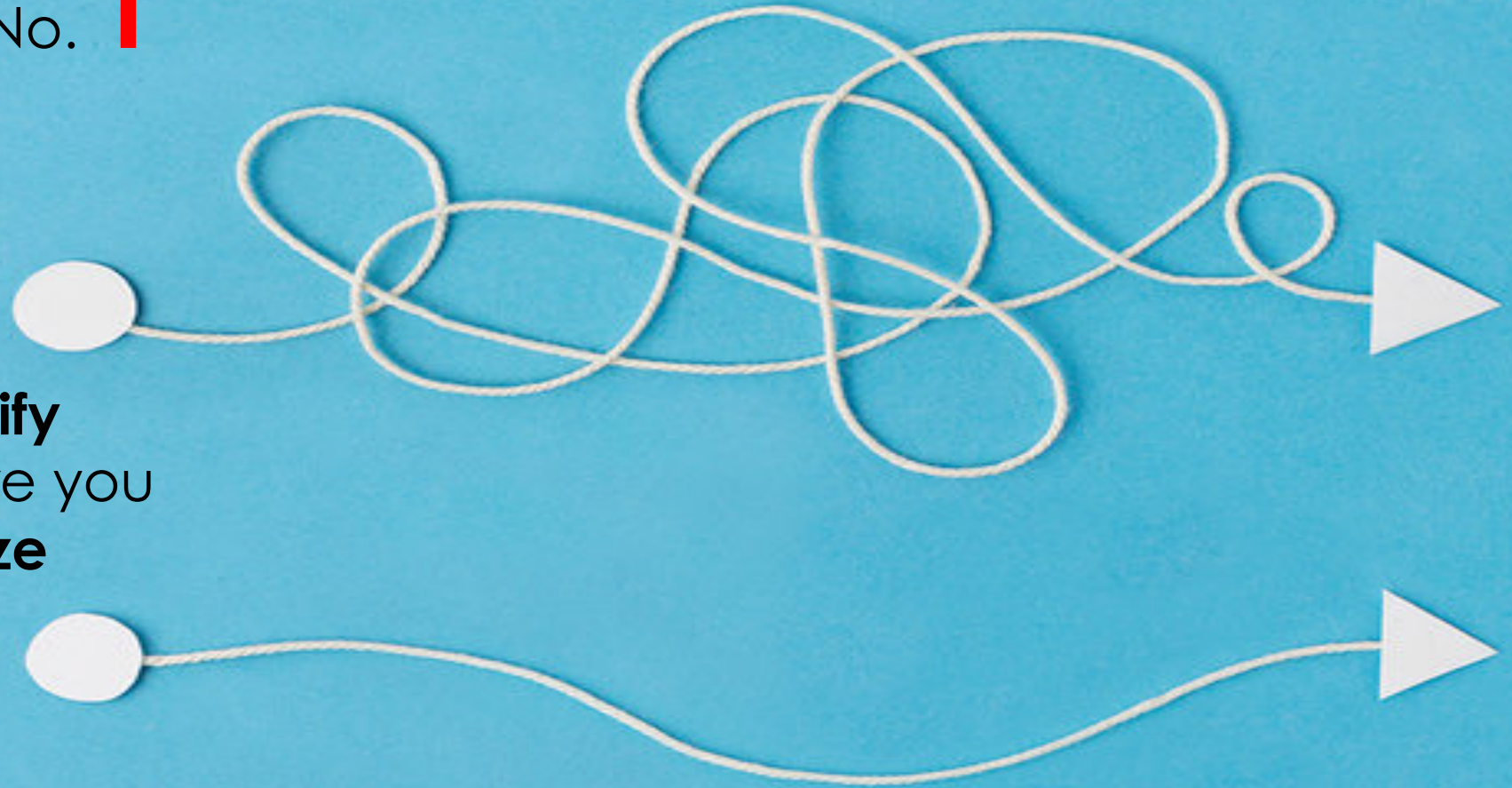
The background of the slide is a pattern of fingerprints. Most are in shades of grey, but one prominent fingerprint in the upper-left quadrant is colored red. The text is overlaid on this background.

The new digital workplace

Rule of thumb

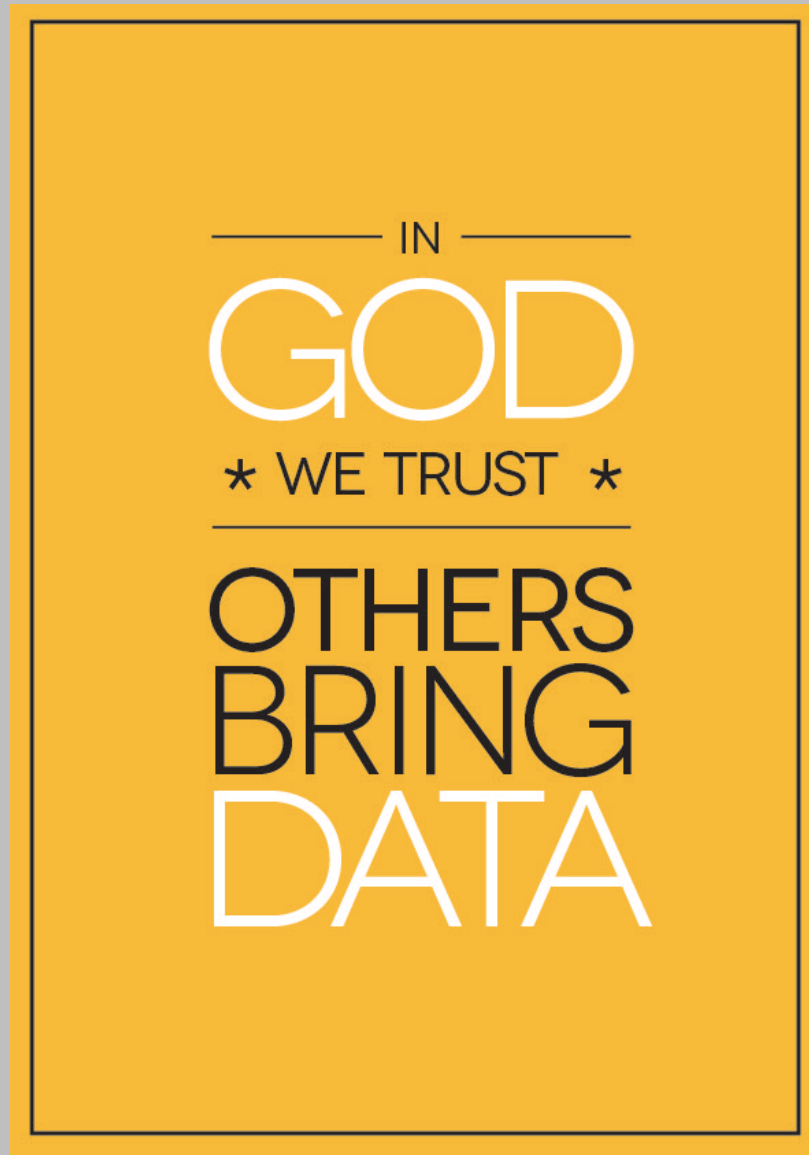
Rule No. **1**

Simplify
before you
Digitize

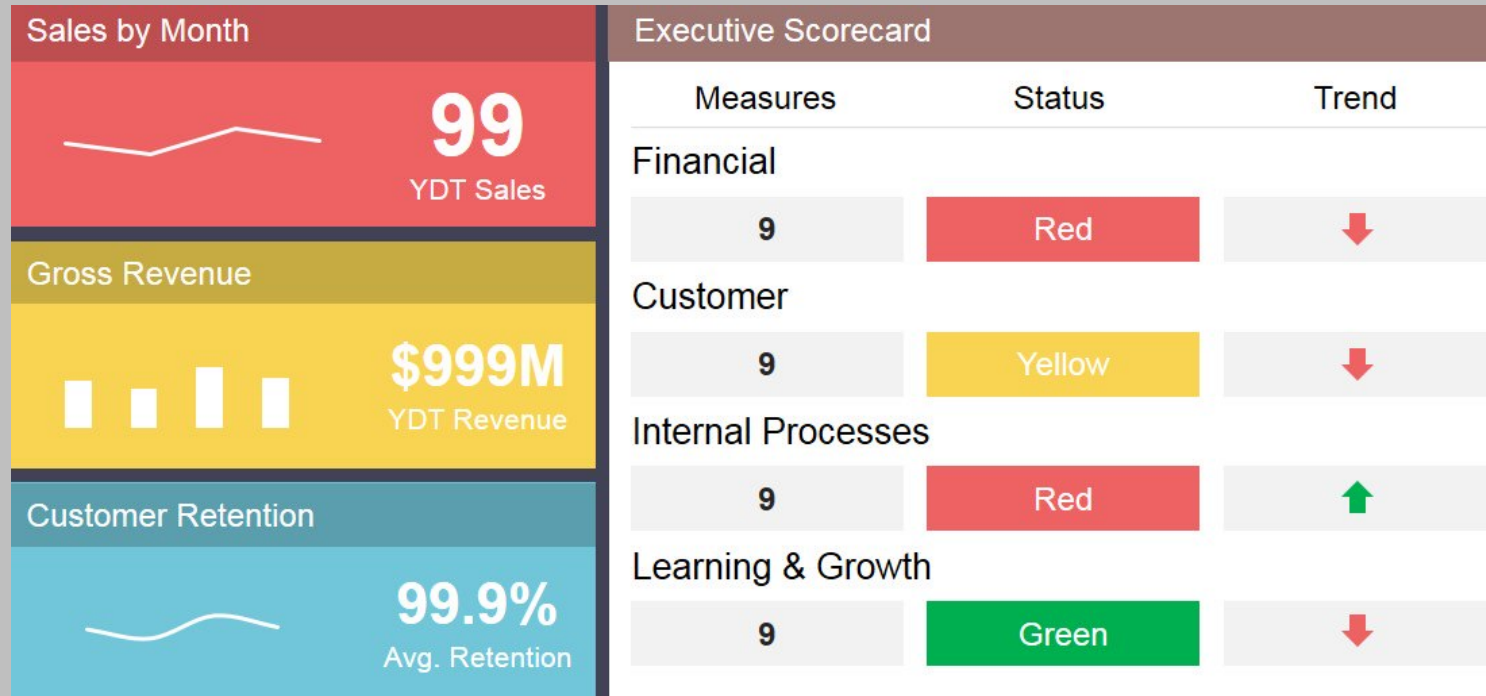


Rule No. **2**

Let your
Data speak



Rule No. 3



Business Scorecard is HR Scorecard

Rule No. **4**



CULTURE is your Operating System

Rule No. **5**

Having an expensive Piano at home does not make me a great musician





Any Questions ?

Thank You

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