

Future of HR Profession

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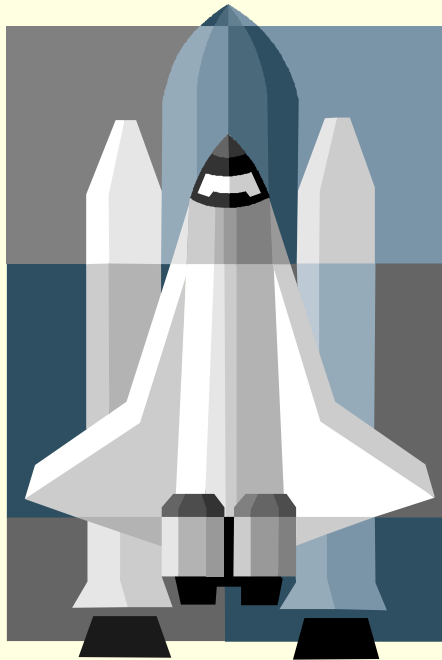
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Agenda

- Paradigm shifts in business scenario
- HR Research – Global
- Role of HR
- Competencies needed

Paradigm Shift in Business Scenario



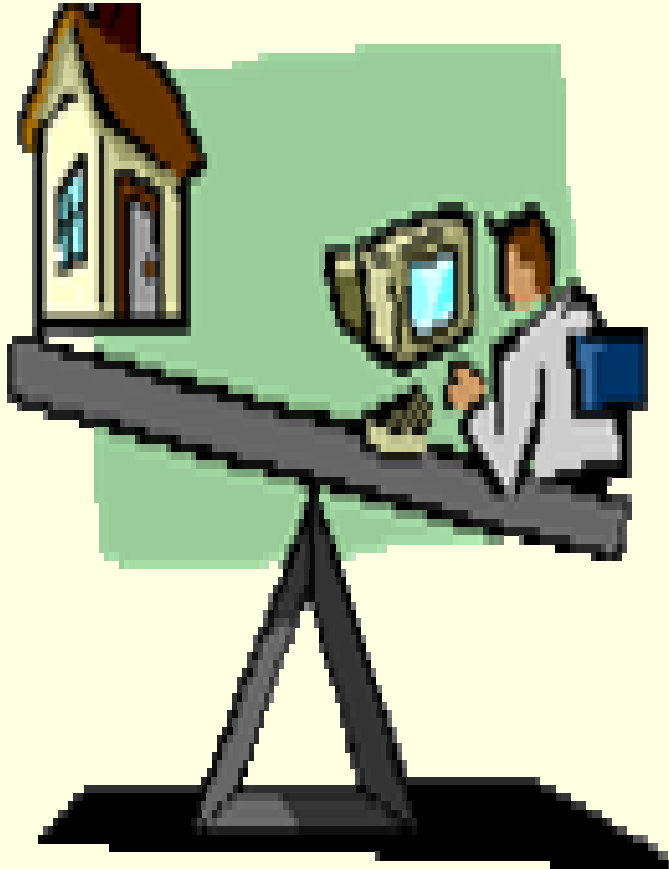
- Competition is Global
- Competencies are Global
- Technology and Finance will become lesser Issues
- Speed gives competitive advantage
- Global Outsourcing

Business Scenario

- Fast changes in structures
- Management Technology is within the reach of every one
- Knowledge improvements are high
- Intelligent Work Force
- Growing Customer Expectations
- Brands will disappear



Paradigm Shift



- New Business Models will emerge
- Implementation speed becomes critical
- Product Innovations will increase

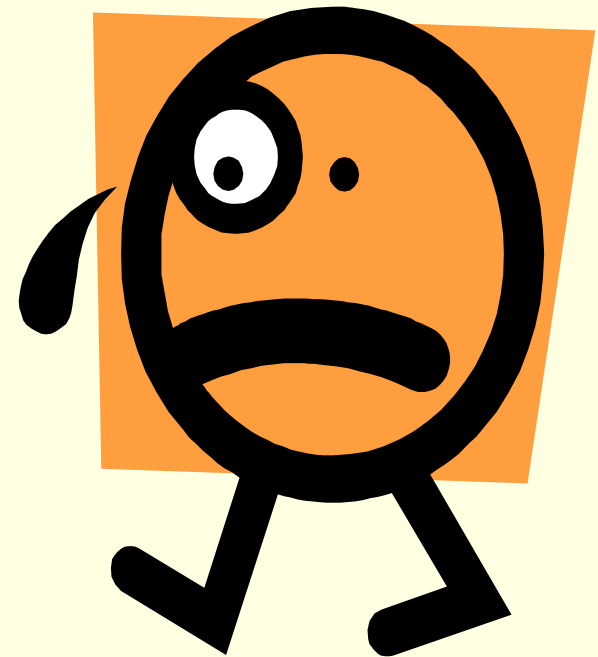
HR Research

- In seventy work teams across diverse industries the members who sat in meetings shared their moods either good or bad within two hours
- Moods influence tremendously the work output of the groups



Future of HR

- Percentage of time people feel positive emotions at work place determines the likelihood of their stay
- Cheerfulness and Warmth spreads most easily- Yale study
- In Asian Cultures the reverse is true???
- Research is needed



HR Research

- Every one percent increase in service climate results in a two percent increase in revenues
- Each project Leader has his credibility quotient (CQ). Your CQ decides the effectiveness of your team.
- How do you measure and enhance the CQ of our Project Leaders and Managers?



HR Research

- “At work do you have an opportunity to do what you what you do best every day ? “ is related to employee turn over and customer satisfaction (Gallup study of 198,000 employees)
- Only 20% of employees in large organizations feel that their strengths are in play every day (Marcus Buckingham)
- Most organizations operate at 20% capacity

HR Research

- Investment in employees has been found to be related to stock market performance of the firm
- HR Quality Index was found to be related to financial and market performance of the firms
- HR Practices and Employee attitudes were found to influence service levels and market performance of firms

HR Research: Some questions

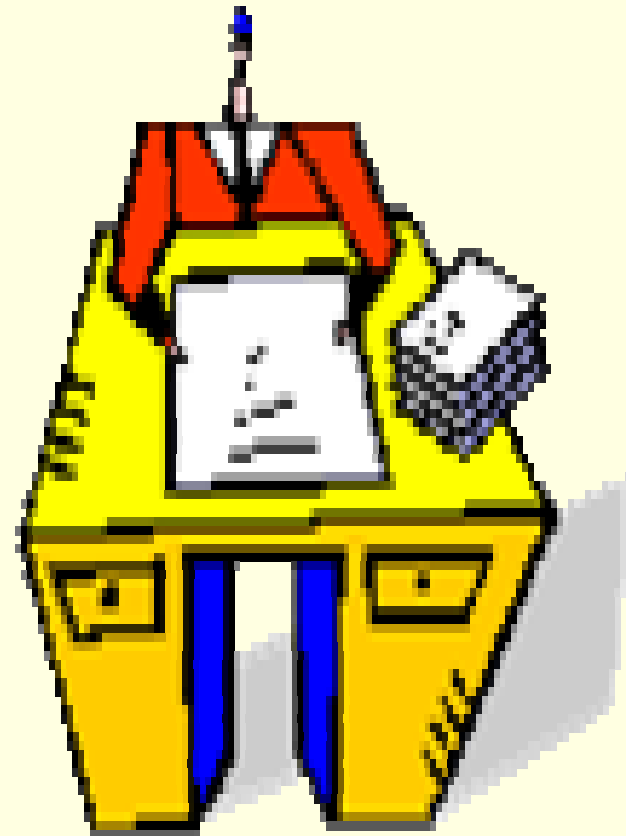
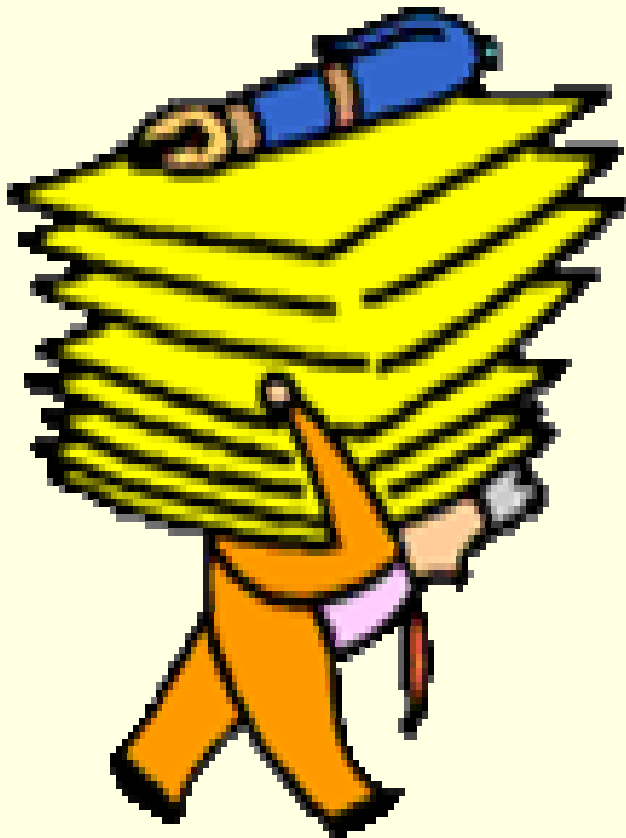


- How is the interpersonal personal and group chemistry formed
- How does it change?
- How does one make it more productive?
- How do we reduce the adjustment time of groups?

HR Managers of Today: Results from Self Renewal workshop

- Monitoring Performance appraisals (100 hours)
- Manpower planning (200 hours)
- Recruitment (400 hours)
- Leave rules (60 hours)
- Legal requirements (registration etc.) (200 hours)
- Administration (400 hours)
 - Transportation Management
 - Canteen
 - Grievance handling
- Finalizing company logo (70 hours)

HR Managers of Today



HR Managers of Today

- Self development (200 hours)
- Implementing technology and KM (120 hours)
- Multiskiling (150 hours)
- Change agent (plan organize inputs to employees) (70 hours)
- House magazine (100 hours)
- SAP implementation (300 hours)
- Reading Training catalogues (365 hours)

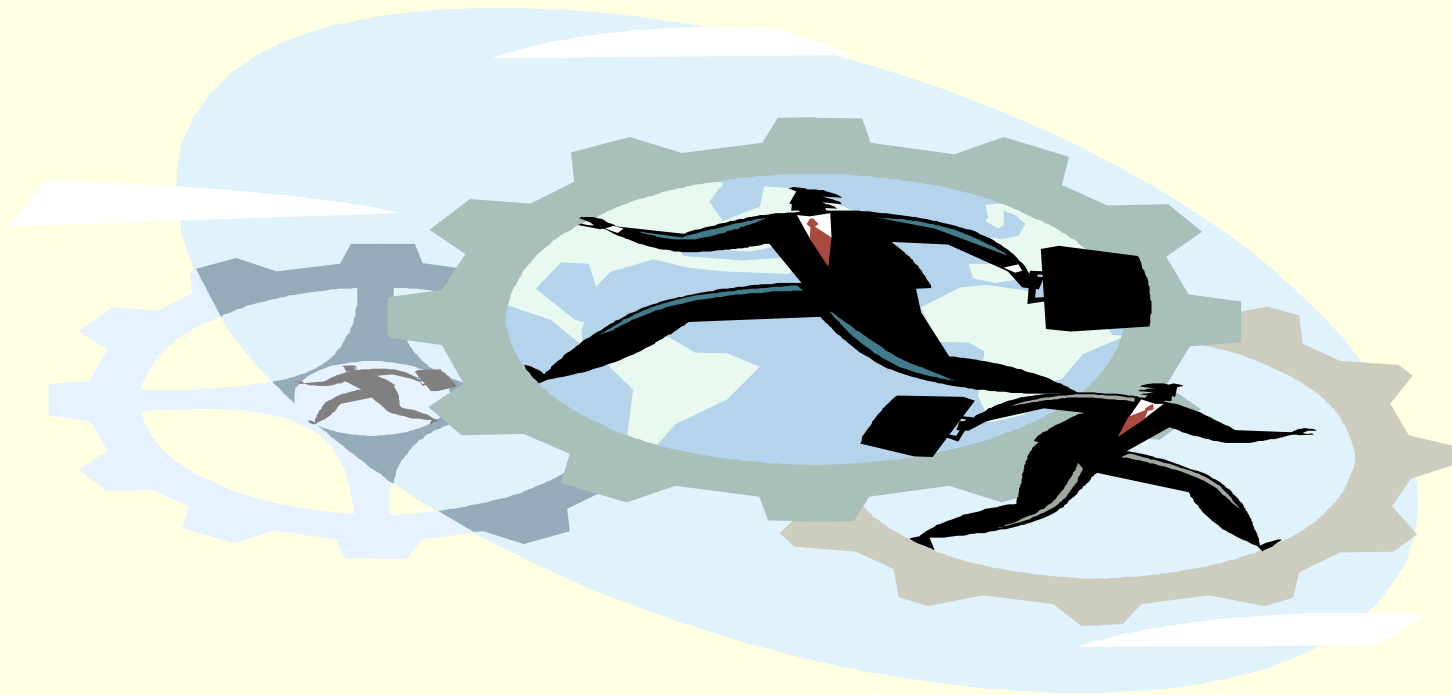
HR Roles of Today

- Industrial relations
- Administrative
- Personnel Management and Policy Formulation
- HRD Facilitation
- Change Management



Future of HR

- All the above will be outsourced



HR Roles of Future

- Business Partner
 - Strategist (people focused competitive strategies)
 - Business driver (new businesses and opportunities)
 - Entrepreneur (financial, marketing, technology parameters, cost controls, quality assurance)
- Change and OD Facilitator
 - Researcher
 - Diagnostician
 - Interventionist

OD ACTIVITIES

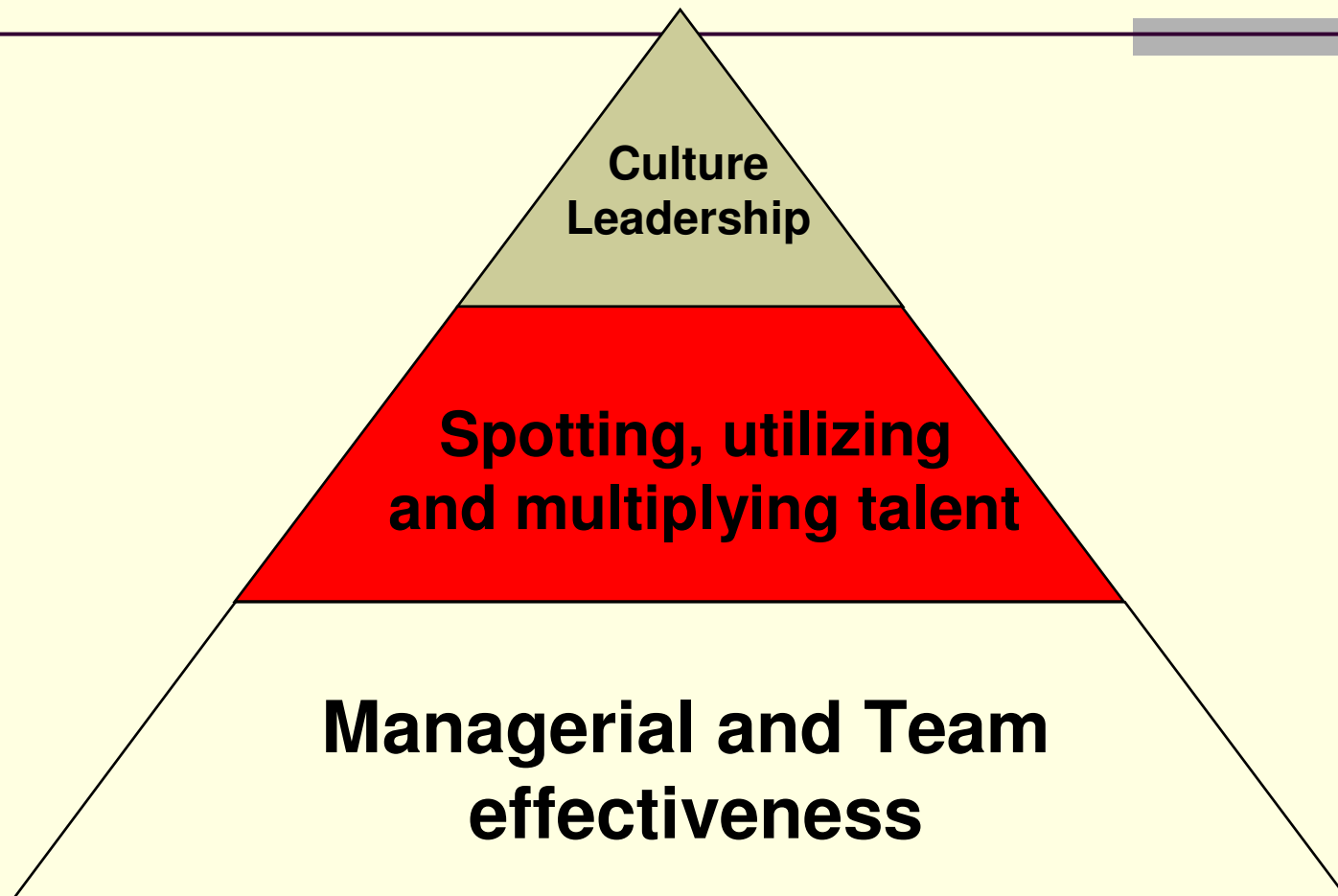
**PERSONAL
CONSULTANCY
FOR THE CEO'S**

**ORGANIZATIONAL
CLIMATE / EMPLOYEE
SATISFACTION SURVEYS**

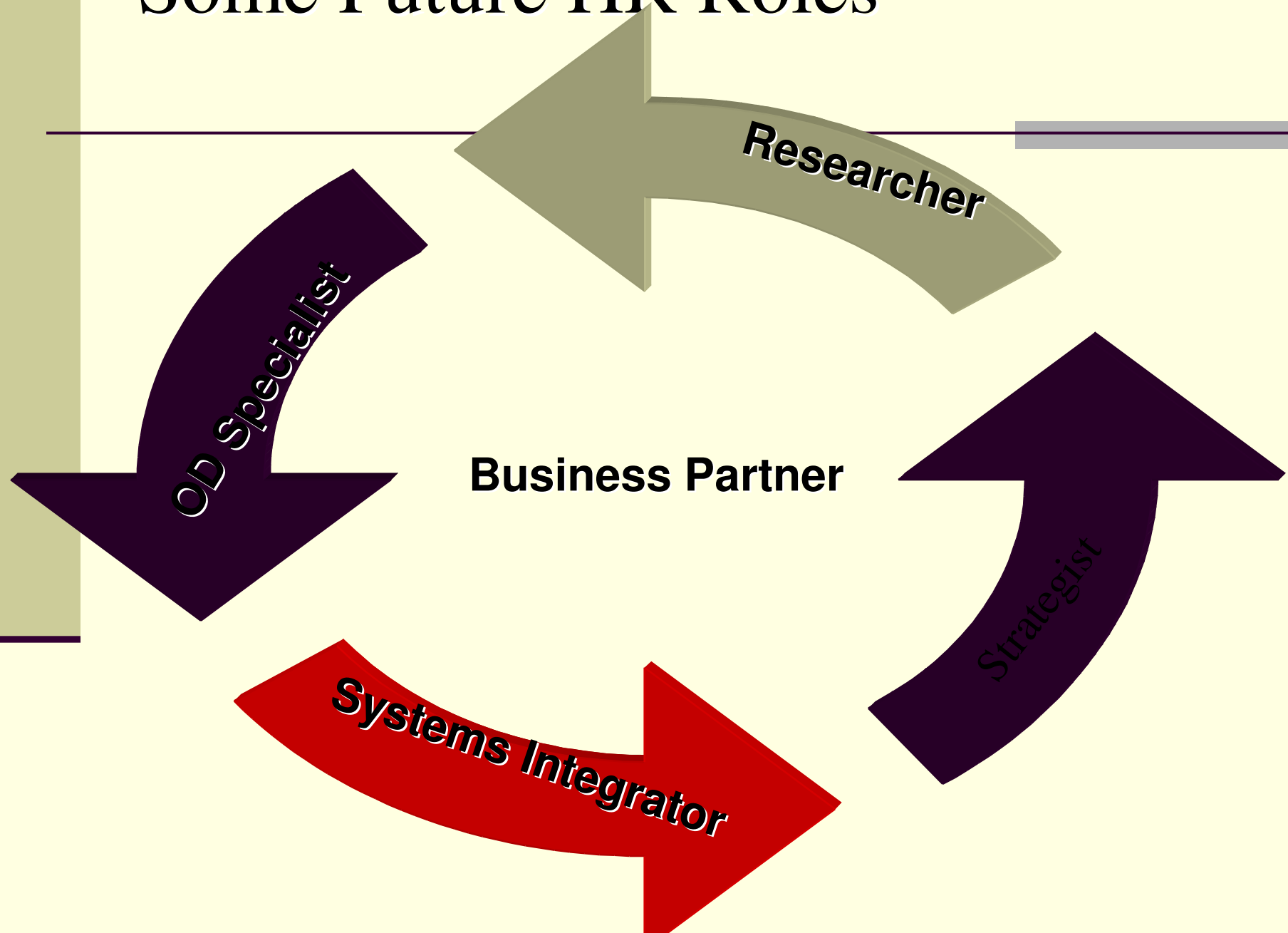
**ASSESSMENT/
DEVELOPMENT
CENTERS**

**360-DEGREE FEEDBACK/
APPRAISAL PROCESS**

Research



Some Future HR Roles



In Sum: Role of HR

- Strategic Business Driver
- Generating Entrepreneurs and Enhancing Entrepreneurship
- Employees as Entrepreneurs and Business Partners
- Knowledge Generators and Disseminators

Role OF HR



- Synergiser
- Team Builder
- Culture Builder
- Firms Performance Manager
- No more Systems Developer (Systems will be outsourced)

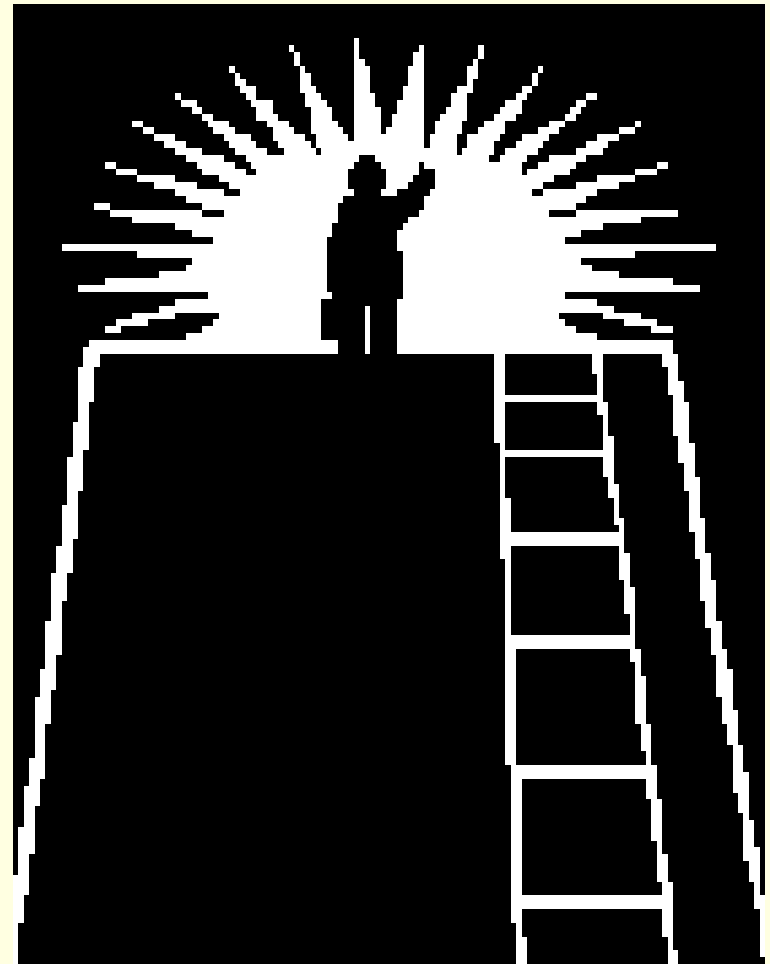
Role of HR

- Motivation and Retention becomes lesser issues
- People Management will disappear
- Line Managers and outsourced systems will manage



Future HR Manager

- Strategic Thinker
- Leader
- Entrepreneur
- Technological Familiarity
- Global Benchmarking
- Initiative
- Visionary
- All Rounder
- Researcher
- Behavior Systems Creator



Competencies Needed

- Global Networking
- Technology Savvy
- Fast Changing
- Entrepreneurial