

FORTE 2021

School of Business and Management

RE-IMAGINING HR

**GET READY
FOR
PLACEMENT
SEASON!**

**HR TRENDS
SIP HIGHLIGHTS
TIPS & TRICKS FROM
MENTORS**

JITENDRA LAKHWANI



CHRIST (Deemed to be University)

VISION

Excellence and Service

MISSION

CHRIST (Deemed to be University) is a nurturing ground for an individual's holistic development to make effective contribution to the society in a dynamic environment.

SCHOOL OF BUSINESS AND MANAGEMENT

VISION

Our vision is to be an institution of excellence developing leaders serving enterprises and society globally

MISSION

Our mission is to develop socially responsible business leaders with the spirit of inquiry through academic and industry engagement

Programme Educational Objectives (PEOs)

- Graduates possessing subject knowledge, analytical ability and skills to manage business.
- Graduates exhibiting spirit of inquiry, innovation and ability to solve problems in dynamic business environment.
- Graduates with value based leadership skills, entrepreneurial capabilities and global awareness serving enterprises and society.

Master of Business Administration

Program Learning Goals (PLGs)

Program Outcomes (POs)

PLG1	Social Responsibility and Ethical Sensitivity	PO1	Apply knowledge of Management and Practices to solve business problems
		PO2	Foster Analytical and Critical abilities for data-based decision making
PLG2	Functional Knowledge and Application	PO3	Ability to develop value-based leadership ability
		PO4	Ability to understand, analyse, communicate global economic, legal and ethical aspects of business
PLG3	Communication	PO5	Ability to lead themselves and others in the achievement of organizational goals, contributing effectively to the team environment
PLG4	Critical Thinking	PO6	Identify business opportunities, design and implement innovations in the work environment
PLG5	Global Awareness	PO7	Enhance capabilities for generating research ideas in respective management domains
		PO8	Demonstrate sensitivity to sustainability issues and prepare for lifelong learning



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EDITORIAL

The expectations from the workforce and society at large about the way enterprises should operate in business and the world are vastly different from ever before. With advanced digital technologies, there are many opportunities for HR to rebuild and take the lead in driving organizational stability and strength, and become Fortified HR.

So the question that arises is “How will all of this change influence the future of enterprises and the workforce? How can HR take the lead in helping their enterprises accelerate sustained performance?”

With this issue of FORTE, we answer how HR will become more resilient, by addressing some of the most important areas of HR that are reworked and had led us to Reimagine HR. The magazine brings you the Experts’ opinions on the topic along with our dear students’ views.

To make you placement-ready, the magazine delivers SIP Highlights, Tips, and Tricks from our dear mentors, Hear it from Gen’Z, and A day in the life of a Corporate Leader.

To dignify the magazine, we also have an Alumni Corner and top HR business news for you. We would like to extend our gratitude to Dr. Jain Mathew, Dean, Institute of Management, CHRIST (Deemed to be University), Dr. Sathiyaseelan B., Head of Specialization – OB and HR, and Faculty Coordinators - Dr.Santosh Basavaraj for all their guidance in making this issue a success. To all the students and seniors who have contributed, their effort, time, and inputs are highly valuable to us.

Wishing you all a happy reading and excellent health,

Team Forte,

2020-22 Batch



THIS EDITION HR TRENDS

Take a look at them!



A.I in HR

HR Analytics



Virtual Team Building

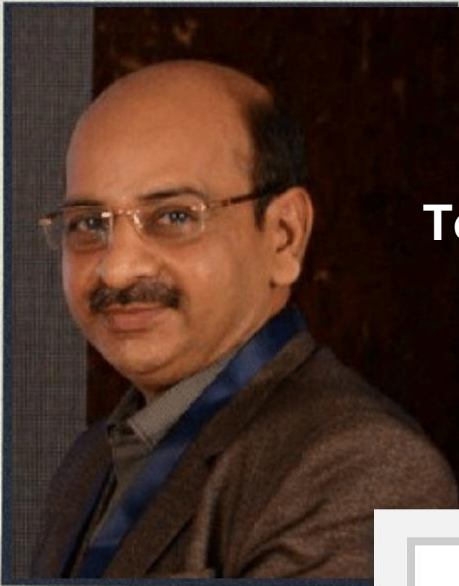
Diversity and Inclusion



Redefining Employee Experience 2

LET'S ASK THE EXPERTS





Santhosh Rao
Associate Vice President-HR ,
Toyota Industries Engine India

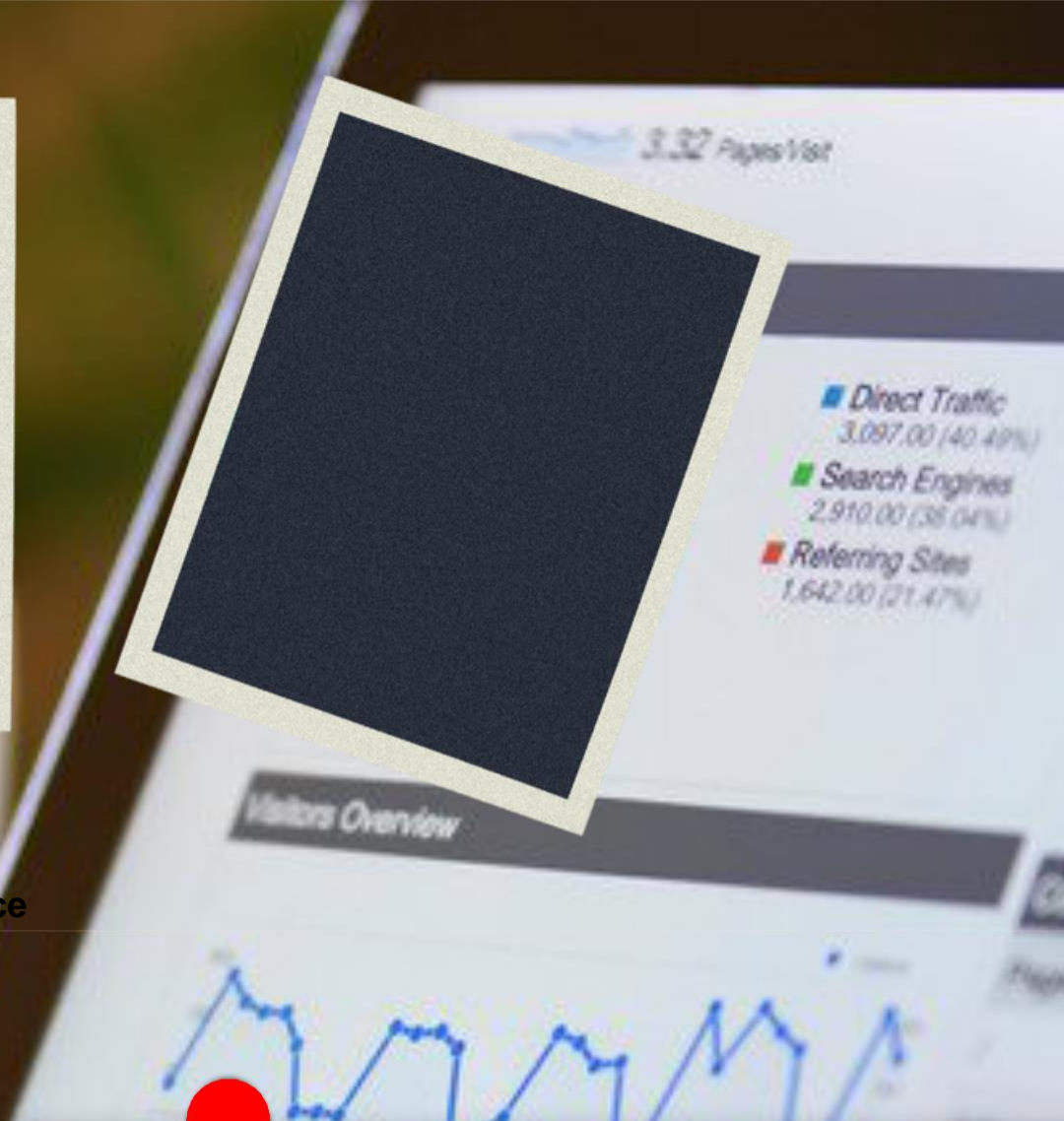


Technological disruption will surely impact the way we take care of our Human Resources in the coming days. The more concerned point will be the speed of change of technology which is rapid and HR professionals need to gear up quickly to compete with pace with upgrading the technology along with specific knowledge and skills. At the end of the day what matters is how we have the best employee experience by building good eco system of co-creation using the advanced technology.



Shajman M.A

**Zonal HR Manager ,
Aditya Birla Sun Life Insurance**



HR used to be seen as a function for hiring, attrition management, exit feedback, salary processing, maintain records or compliance, drive culture etc. However there is a transformation in HR function in the last couple of years. Post Covid, there are many changes indeed. HR is no more a support function to do transactional works. HR is more into business partnering and adding value to daily business activities.

1. An HR professional will look into the data insights and understands the trend and thereby plan workforce accordingly.
2. HR started looking into per employee productivity and ways to improve productivity basis past experience.
3. Constant focus on hiring demographics and thereby ensuring future talents in place.
4. Integrating AI and bots to resolve employee queries and designing performance management programmes.
5. Focus On identifying talent and training them as future leaders.

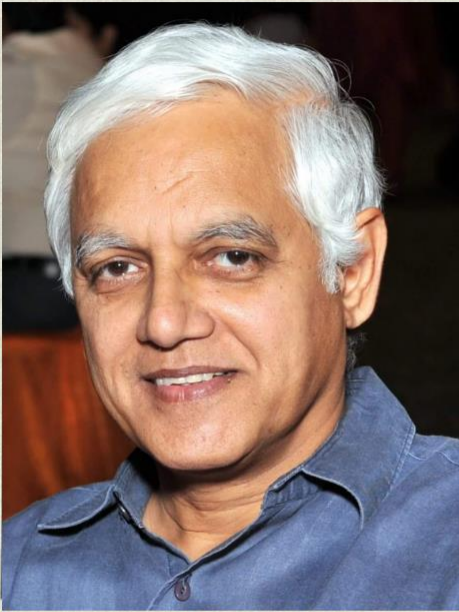


Kedarnath Mukherjee
State Head L&D Reliance Jio Ltd.



Re - Imagining HR means coming out of the shackle. Thinking and acting beyond the usual.

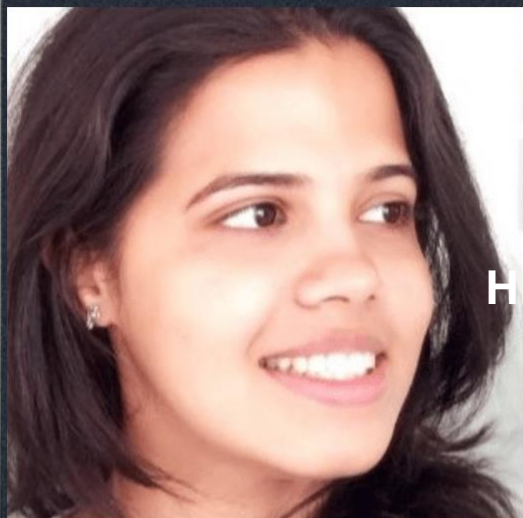
1. Understanding competencies of each roles and then hire people. Means hiring people should be on the fitment of competencies and not on the basis of grade of B-schools the candidate has passed out.
2. Walk the talk. Understanding of the business so very well that a HR professional can replace Business executives
3. Every HR professional should build a strong **organizational unbiased culture**, which will motivate people to work from within. It means creating always **WIIFM** for every employees in the organization.



Francis Rebello

Human Asset Consultant at "Developing People
- Nurturing Culture",,
Executive Coach at "Impossible Futures"

The New HR will be characterised by a return to our roots - to basic human values of relationships, what makes us humans - empathy, concern for others and sensitivity to each individuals needs. A move away from "COMPLIANCE" to "ENGAGEMENT", an emphasis on personal responsibility for outcomes rather than an emphasis on completion of tasks, a willingness to be accountable for ones contributions - these are some of the features of the NEW HR in the coming decade! Most of this will be driven by data analytics, artificial intelligence and machine learning taking care of all the compliance level jobs that HR so proudly flaunts leaving the people to attend to the aspects of Human Resources Management that requires humans, for humans by humans - **BEING HUMAN, BEING ALIVE** will be the New HR Mantra.



Rachel Ferreira
HR Business Partner at Oracle

ORACLE

**YOU ARE
NOT ALONE**

"Aspiring HR professionals, understand that "You" are in driving seat to the Future of work! HR has to steer organizations navigating through this journey by redefining the EVP, pushing the focus on upskilling and promoting the importance of well-being and mental health at the workplace."



Mihir Adhvaryu

Assistant Manager-HR (CEAT Ltd.)



D&I is a very apt theme to adapt as far as Human as a Resource is concerned in future. It is to be noted that D&I should not be limited to Gender Diversity or Inclusion of PWDs, but also extending our employability and Inclusion to LGBTQ persons too. Overall we are moving towards modernization, open mindedness and thus achieving acceptability of everyone in our team regardless of any ability, disability, gender or lack of gender. That is true D&I And it shouldn't be just attained at once, it should be integrated in our culture to an extent that it becomes a way of life rather than an achievement.

ARE YOU READY FOR PLACEMENT?





Tips and Tricks From Mentors

Campus Placement interview preparation tips:

- You should have a generic resume, but you should adapt your resume to the particular requirements of each company you apply to. Use the keywords, skills, and competencies from the job description when you design your resume. Although this may not guarantee you a job, it will increase your chances of getting shortlisted and being invited for an interview.
- If you are invited for an interview, read up on the company, its business, its values, and leadership in the links under 'About Us' on the company's website. It would be a good idea to look up the LinkedIn profile of the leadership team to get a better sense of the company. You can tailor your interview conversation based on this information.
- You may also want to refer to sites like Glassdoor.com to understand how the company conducts its interviews. It is likely the process in your specific case of campus hiring will vary, but at least you will get an idea of what to expect as a candidate.
- Make sure you review the interview questions that previous batches were asked during interviews - not just at the company you are applying to, but also at other companies. It will allow you to prepare for the interview comprehensively and be ready for every question.
- Project confidence (even if you aren't feeling it). Even if you're feeling a little nervous, remain calm.
- If you can't hide your nervousness and the interviewer brings it up, explain that you are eager to join the company and you wish to do well, and that is making you nervous. Most interviewers will appreciate that. If it doesn't earn you brownie points, it won't hurt your chances either. Rather, it will give the impression that you are honest and open.

- Prepare well for the topics that may come up - such as telling about your skills, competencies, strengths, and areas for improvement, what you are good at, what you are not good at, and recent developments related to the specific role or function that you are specializing in. You can begin by reading a recent well-received industry research report or study pertaining to the specific function (example, talent acquisition, learning and development, etc.). This will help you stay up-to-date on the industry's newest terminology and developments.
- Make sure you groom yourself well. It may not play a large role in your selection, but it will ensure you aren't rejected for it.
- On the interview day, as far as possible, plan your time so that you feel well-rested and can give your best during the interview.



Dr. Sathiyaseelan





Prof. Ananda Das Gupta



Few business functions are more important than allotting people to where they can do the most good. Get it right, and the business soars. Get it wrong, and the business pays dearly in reduced sales, profits, and productivity. Staffing the Contemporary Organization provides a comprehensive treatment of staffing procedures, policies, techniques, and problems. It includes a number of Human Resources topics not usually covered in one volume—HR planning, legal aspects of staffing, recruiting, selecting, performance appraisal, career development, and many others—in an integrated system.

Best wishes,

Prof. Ananda Das Gupta



Placement tips for MBA students



Placements are very important for MBA students. After two years of hard work and studying, finally, the placement season arrives. There are important tips to prepare for MBA campus placement.

Before The Interview:-

- **Lay your foundation in the subject** in such a way that others should not be in a position to question you, let the subject be of your choice. As there are instances, they give you the choice, to ask you questions about the subject of your choice.
- **Explore the Organization:** A job interview is an important phase of life for a PGDM/MBA aspirant as it decides their career path. Students should be aware of the profile being offered to them. They should know the vision and mission of the company and its history. Generally, the interviewer might also question the mission and vision of the organization.
- **Find out about the Package:** This step is very important because salary packages differ for various industries. When students face a job interview on campus, recruiters usually declare the expected band of salary that they will be entitled to receive.



- **Craft Good CV:** Students should craft a good CV. Your CV tells for yourself. There are some important things students should do to improve their CV – such as including industrial internships and live industrial projects in their core subject areas. These types of internships provide practical exposure to the concepts and content to talk about in their interviews. Students are advised to go for some certification courses and industry-oriented workshops. These will surely add more value to your CV.
- **Punctuality Counts:** The first impression is also likely to remain positive if you reach the venue on time or at least half an hour early than the allotted time.



Dr. Vijaya Chandran



"A SHIP IN HARBOR IS SAFE, BUT THAT'S NOT WHY SHIPS WERE BUILT" ; JOHN A SHEDD

The placement season would be a testing time for budding managers; students are eager to capture the best possible offer from prestigious companies across all the specializations. The rat race for the best offer brings a lot of pressure to students. Though the student was academically successful, it does not guarantee. The best offers from the corporate. Many times, the faculty, students, and even the recruiters were surprised by the selection decisions made. It leaves people wondering what made recruiters pick this candidate. In most cases, the selection decisions arrived based on the candidates suitability for the job rather than the candidates overall candidature. It was the match between candidate specification versus job specification. The better the match, the more would be chances of being selected. So, under this situation, a student must ensure that they get their dream jobs. The following few tips and tricks may help my student community to work on.

- 1 . The art of living: This is an art of compatibility with the environment and people. Art of living indicates that how well an individual adopts themselves to the changing conditions. The selection committee would look at this compatibility.
2. Understanding the organization culture: The new hires needs to make an effort to understand the type of organizational culture that is prevailing in the company.
3. Confidence in the basics of your specialization: Nothing could beat the core specialization knowledge that an individual learned during the course. Brushing them up during the placement season would help the participants.
4. Your aptitude and attitude are equally important: Along with attitude, the recruiter would be interested to see your performance in the aptitude test; a REGULAR practice on aptitude would help the student to clear the first round of the selection process.



5.Perseverance: Getting the best placement offer is like winning an Olympic medal (or even more than that); few students focus on one company and one specific job. They do not give up until they succeed in their efforts.

6.Projecting themselves as the best candidate: Students need to present themselves as the best possible candidate from the lot. For this, students could exhibit the certificates/documentary evidence to prove the claim.

7. Do not copycat: Never try to copy the best practices in the selection process; this may lead to loss of self-efficacy. An individual could lose their identity in the course of copycat.

The above few tricks may help students crack the selection process; it is difficult to tell which one is more important. Maybe the combinations work best for the students. So, it is better to have our own strategy.

I wish you all the best.

Dr.Santosh Basavaraj



Dr. Santosh Basavaraj

“Successful and unsuccessful people do not vary greatly in their abilities. They vary in their desires to reach their potential.”–John Maxwell.



Dr. Rekha Aranha



1.3 R's- Research, Research, and Research about the company, about the job profile, about customer and employee reviews. This will help you get an idea about the company's brand image.

2.Be prepared- Practice the mock aptitude tests available online, mock group discussions, mock interviews. Practice in front of the mirror as it seldom lies. Prepare for all types of interviews.

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3. Use STAR approach- While answering the questions always focus on the Situation, Task accomplished, Action was taken and Result obtained. This helps you get the confidence of the recruiter while answering the questions.

4. Brush up your technical and general knowledge- Organizations look for candidates with a good blend of technical and general knowledge, so stay current and updated about the nuances in your domain and area of interest.

5. Develop marketable skills- Organizations seek candidates who have a good mix of technical, general, and marketable skills. MBA course helps you develop and nurture skills like adaptability, communication, and confidentiality which helps perform daily tasks more productively.

6. Leverage your strengths- Be thorough with the summer internship project, live projects, additional skills acquired during the MBA course. This helps you perform better and drive the interview to your advantage.

7. Get enough sleep – Don't worry about the future so much that, you stop living in the present. Get good sleep the previous night of your big day, it makes you think clearly and keeps you better focused.

All the best to each one of you!

Best wishes,

Dr. Rekha Aranha

Ever Wondered How a day would be
for a corporate leader?



A DAY IN THE LIFE OF A CORPORATE LEADER



-JITENDRA LAKHWANI

**Co-Founder & CEO
Mantras2Success**

I wake up early, I wake up at around 4:15, get freshen up, and do a prayer for half an hour. Post which I go for a morning walk for around half an hour and complete a 4 Km walk. Recently I have added Yoga to my routine due to some health issues after Covid-19. I take tea and breakfast with my family and read the newspaper i.e. Economic Times, every day and Times of India, rarely. Then, I leave the home and visit a temple in a way to my office.

I'll log on to my laptop and usually begin my office day at 8:30 am and I think it's true that for most HR professionals no two days are the same. My days are preplanned, I maintain a Journal and Calendar in the morning looking up for the activities to be addressed for the day. I spend 10 to 15 minutes in Journalling.

My day is divided into four parts, first is for New Business Development where we contact new clients or take a call with the already existing clients. The second part on analyzing and working on Current Challenges. In these we see the payment status, work on customer grievances or any obstacles to be removed in the service, we also look for client feedbacks and followups. Third on Marketing and Strategic initiatives. For this, I everyday work on things that are helpful to better optimize the business. Working on a marketing plan, content plan, and taking care of GST, taxes, or compliances. Lastly fourth on creating Contingency planning. So, this includes addressing issues that take place at the workplace (if any). So, this is how my day is planned in four parts.

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NON

I love cooking, but I keep them for the weekends. I like to have a normal Indian Gujrati food like dal, rice, vegetables, chapati added with salads and buttermilk. As time goes, one needs to be conscious about their health and thus I prefer less sugar intake so, sweets, chocolates, or fries all of them I eat very occasionally. But I feel a little need to drink tea thrice a day, I prefer to take it without sugar. But I enjoy Chai-Pakoda it when it is raining.

So, anything that I consume, I try to eat in less quantity so that I can keep myself full of energy and not making myself go into a dizzy state.

The afternoon is packed with the scheduled works. I try making out most of the things during the time. However, I like to listen to Instrumental music during the afternoon so it helps me to concentrate more on work but I listen to it on earphones only. This also gives a little break at High-tea and makes me freshen up for further work. Not only me, but the employees are also free to do it during the High tea time. The main thing is we've got a workforce that's dedicated and passionate about what they do. So, we try to create a healthy workspace environment by giving conscious freedom to the employees. I would also like to bring in one thing that I don't spend time on social media Instagram, Facebook, Twitter, I use neither of them for more than 15 mins in a day. LinkedIn I use it for business purposes only. Neither do I follow any news channel, I just read the newspaper. This is because I am very cautious about the information that I am consuming. Also, there is a difference between consuming news and consuming content. Newspaper allows us to select the news that we want more information on but a news channel it is more for entertainment purpose I believe. So, I refuse any news channel for news.

AFTERNOON

EVENING

I reach home by 8 o'clock since I get to sleep by 10 pm. I make myself home, freshen up and spend time with my spouse, family watching a little TV

whatever they are interested in. I spend half an hour reading. Not necessarily reading every day but sometimes I watch some content also. I don't watch some series or use Netflix but I watch tutorials, and corporate person/leaders talks like Seth Giden is someone I love listening to. So, usually, I like to read more blogs and books. Lights are switched off by 9:45 because waking up early and a night of sound

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sleep is important to remain energized for the next day.

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SIP HIGHLIGHTS

M.B.A-H.R 2021



SIP at PATH

(Program for Appropriate Technology in Health)



Shiphi Akshita Singh
2027460



India was going through its second wave of Covid-19 in the month of May 2021. India was suffering from the catastrophe of its health infrastructure collapse with thousands of people dying each day due to a lack of oxygen cylinders and beds availability. People were declared deceased at a high rate which has never been witnessed before.

It was during this time, global corporate enterprises like Google and well-known NGOs like GiveIndia had lend a hand of assistance to India through their grants for the implementation of oxygen plants in India. PATH is a global non-profit health organization that is best known for developing and adapting technologies to protect the health of low- and middle-income countries, such as improved vaccination devices and new tools to prevent cervical cancer. It was due to their several prior successful projects that they were given an opportunity to claim these grants to deliver sustainable solutions around our country.

In order to allocate these grants PATH had to recruit human resources comprising of Health coordinators, Monitoring and Evaluation Heads and State Leads around the country. My Summer Internship Project was on the topic, "Human Resources: Roles And Challenges In A Global Non-Profit Healthcare Organisation During A Pandemic". This captured the whole process of implementing solutions to critical problems during the hiring process amidst Covid-19. This report involves the role of strategic HR by using agile HR techniques to grasp and take over situations during the uncertain times of Covid-19. There were ample challenges faced by global health organizations due to the lack of proper resources and time to combat the disastrous situation in our country.

LEARNING AND DEVELOPMENT MEASURES TAKEN AT SPARK MINDA CORPORATION



Sumanasa Bhat
2027309



This summer as a part of my academic criteria, I got an opportunity to do my internship through the Interior Plastic Division of Spark Minda Corporation Limited. It is an auto components manufacturer situated in Greater Noida. Two of the areas I could work on were the Employee engagement initiatives and Identification of training needs. Through the first project, I and my co-intern were able to draft engagement activities for a period of two months. All the activities were carried out virtually.

The second project related to Learning and development (L&D) is one of the most important aspects of HRM. Through this project, we investigated the need to train employees, how to assess L&D performance in a manufacturing organization and the various jobs that benefit from it. It is a systematic procedure for improving an employee's skills, knowledge, and competency so that they can perform better at work. There were two kinds of training focused on this project.

- a. Behavioural training.
- b. Technical training.

The objectives of the study were to comprehensively study the training needs of the organization and to frame suitable policies. Employees were included in the process through a feedback system,. We had to utilize the allocated budget in the most efficient way possible. The data collection was done in consultation with the ideas and insights of department heads of the Interior Plastic Division. There were 50 people in this particular department. As with the outcome our team was able to design a primary draft for the L&D program of the company and deliver an outline for the present and future training needs of the company. It was an enriching experience in terms of knowledge and exposure.



S.I.P AT BOSCH LIMITED

RE-DESIGNING EMPLOYEE EXPERIENCE USING GREAT PLACE TO WORK MODEL

The term employee experience has moved a long way from what employees need to work (utility) to how can we create a company where people want to show up to v/s the need of people to show up to the organization. This leads to an urgent need in the way organizations and HR think about re-designing their long-term goals and outlooks towards their employees so as to put human resources in the frontline.

Gone are those days when employees used to look only into the compensation part of the job. The need for creating a great employee experience at the workplace which includes prioritizing the work culture, growth and development, inclusive leadership, acceptance, meaningful work, and many more has earned a lot of significance in recent times. However, since the job market is highly competitive, organizations are doing their best to ensure that the best talents are attracted to the organization and they bag all the industry best practices home.

One such globally accepted certification is Great Place to Work model, where they find the best organizations that are committed to being a great place to work. The GPTW survey which is carried out in 2 phases assess the current workplace practices and employee experience delivered. It enables cross-functional teams to work together and build the best practices, providing coaching and certifying people managers to deliver the best employee experience. The 2 months internship period at Bosch opened up a new gateway for me to dwell into GPTW model, the need for gift work at workplace, the need for change in perspectives among people managers and in ensuring that employees are felt happy at workplace.



Aiswarya Lakshmi S
2027351



SIP Experience



Interning at ManpowerGroup was an enriching and exciting experience. I had the privilege of working with ManpowerGroup, one of the top companies providing innovative workforce solutions. I was a Recruitment Intern in the Recruitment Processing Outsourcing Unit. Recruitment Process Outsourcing (RPO) is used in the recruitment business to describe when an employer outsources all or part of its recruitment process to an external partner. Being a part of the RPO unit helped me understand different companies hiring requirements and challenges in various industries such as Banking, Ed-Tech, Packaging, BPO, Information Technology, and Medical. I worked for clients; Axis Bank, IBM, Atos, e-Clerx, Cuemath, AGS Medicals, Bobst India, Deutsche Bank, and Orchids International School. I was given a platform to understand and be part of the end-to-end recruitment process, from sourcing candidates through job and social media portals to onboarding candidates by the client company. We, interns, were assigned a target of 12 hires each to achieve within the internship duration. On completing the target, I was given a recommendation letter. Apart from the daily tasks and duties, ManpowerGroup offered several training sessions on Recruitment Portals, SAP Fieldglass (Payroll), Client Connect, HR Compliance, and HR Operations. Even in tough times like the lockdown, ManpowerGroup manages to attain its targets with positivity, dedication, and teamwork.

The learnings that I have gained are a foundation for my HR career and will always guide me throughout the journey ahead. My SIP experience at ManpowerGroup was significantly illuminating, and it provided me with a glimpse of how the recruitment and staffing industry works.



Krishnapriya
Manojkumar
2027253

AI IN HR

The cover art features a dark blue background. On the left, a wireframe profile of a human head is composed of glowing blue nodes and connecting lines. Inside the head, the letters 'AI' are prominently displayed in a large, glowing blue font. In the top right corner, the text 'AI IN HR' is written in a bold, glowing blue font. The overall aesthetic is futuristic and technological.

AI

AI: FROM RECRUITMENT TO RETENTION



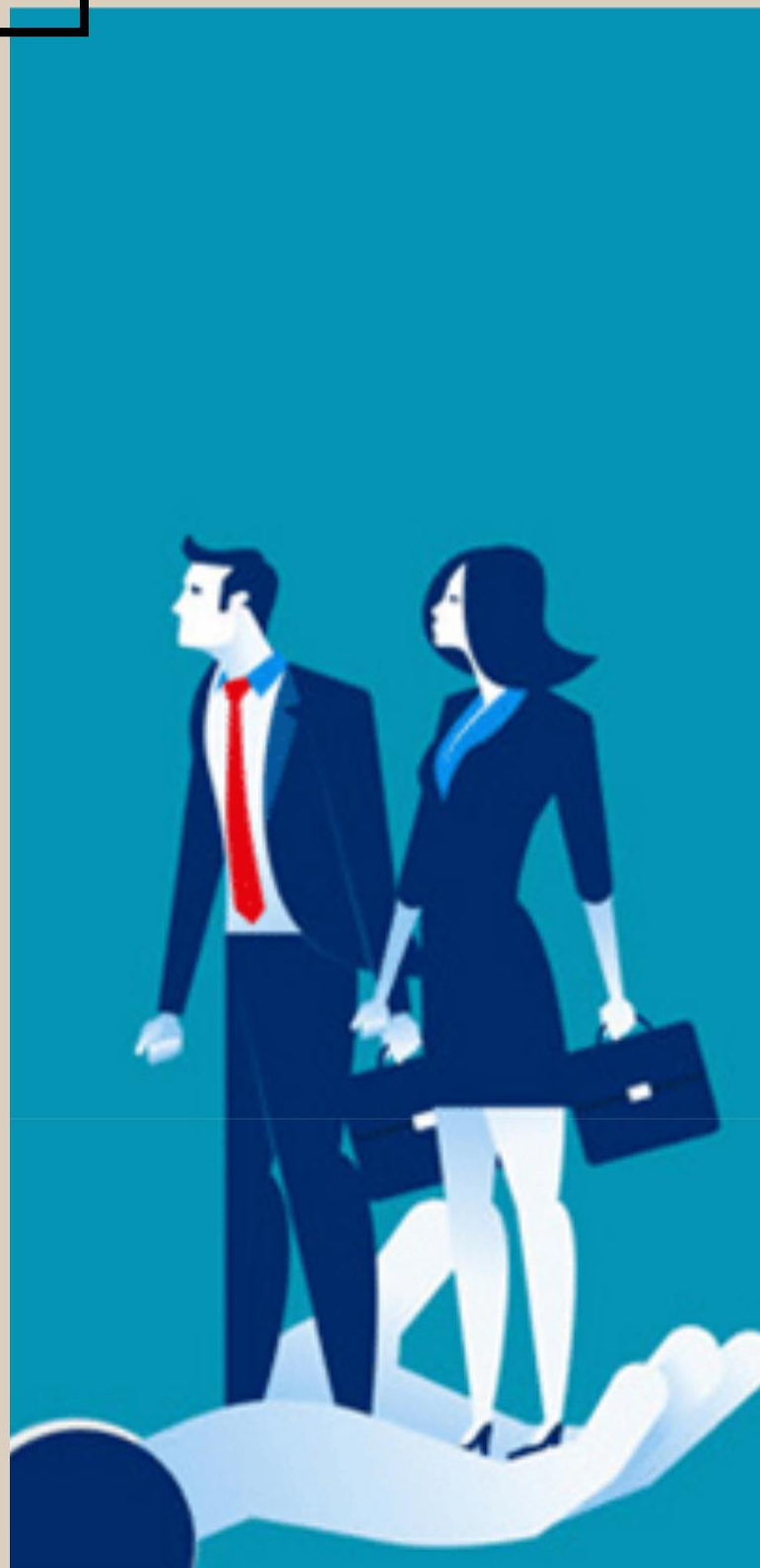
Charu Gupta

2027046

Artificial Intelligence is rapidly revolutionizing so many industries at such an alarming rate that one such advanced AI robot, Sophia, joined the panel and was pitched questions during the United Nations Convention on sustainable development. AI is producing multiple solutions for hiring managers including basic recruiting tools, intermediate applications, and advanced AI solutions. These tools are creating a more effective way for HR to predict a candidate's future success with their company. The time of spending hundreds of man-hours filtering through thousands of CVs and online job-board profiles for new employees is coming to an end. Also, having access to a wider array of data means one has the ability to make the employees' overall experience better by applying the gathered data and making relevant adjustments to the workplace atmosphere or internal processes.

AI platforms are also designed to single out employees that may be heading for the exit door. It tracks employee computer activity like emails, keystrokes, internet browsing, etc. Based on that knowledge, it flags outliers and reports them to the employer, and also detects changes in the overall tone of employees' communications to predict when employees might be thinking of leaving.

AI removes bias from assessment, recruitment and training processes and can save businesses significant time and resources as well as improve the cultural fit and diversity of their recruits. There is a balance to be struck, though, as the systems used are only as good as the science supporting the selection and humans must ultimately retain the role of decision-makers.



INTELLIGENT ALGORITHMS AND HUMAN INTELLIGENCE



Shaba Bano

2027441

AI is great for running intelligent algorithms on massive data in order to make decisions based on the timely analysis provided by some of the best and most powerful computing technologies today. In HR, recruitment, onboarding, and employee development are all areas where AI is already being used. These tools assist talent teams in freeing up resources, making smarter decisions, and, most importantly, providing the type of experience that attracts top individuals to stick around. Corporations use intelligent systems to track employee performance and identify employee behavioral patterns in the workplace. HR management uses predictive analytics and machine learning for talent attrition and acquisition and many other HR functions.

AI for HR companies are:

- Chatbots are used to check for information like business policies and benefits.
- Providing recommendations for learning and training to employees.
- Using Chatbots to interact with candidates during the hiring process.

What's Next?

Knowing that your employer can predict whether or not you'll quit the job, with 95% accuracy can be indeed frightening. However, these methods alter how managers give rewards and bonuses and how they choose whom to promote and train for specific jobs.

In the world of HR, the use of intelligent software reduces human bias and automates time-consuming tasks, freeing up time for greater human engagement. Overall, AI in HR can only be beneficial if it is used with care and regard for both the employee and the firm.





Sahana B
2127342

A.I TO REVOLUTIONIZE THE H.R FUNCTION

Artificial intelligence (AI) technologies integration into HR operations will help HR practitioners make better decisions by evaluating, anticipating, and diagnosing. By offering digital support in the form of automated workflows, AI may improve applicant engagement and experience with the recruiting process. By assisting with the application, pre-screening, scheduling interviews, conducting video interviews, and offering answers to typical questions, AI can improve the experience of both recruiters and candidates., scheduling interviews, conducting video interviews, and offering answers to typical questions, AI can improve the experience of both recruiters and candidates.

Data points/attributes such as tenure in the company, performance assessments, the number of promotions/promotion duration, or salary can all be utilized to forecast attrition using AI models. HR can be proactive by resolving employee issues and reducing turnover costs. AI has the potential to revolutionize the HR function. AI techniques may surely help boost HR department productivity and performance and contribute to increasing its role as a strategic partner in a business through automation, operational analysis, and predictive analysis.



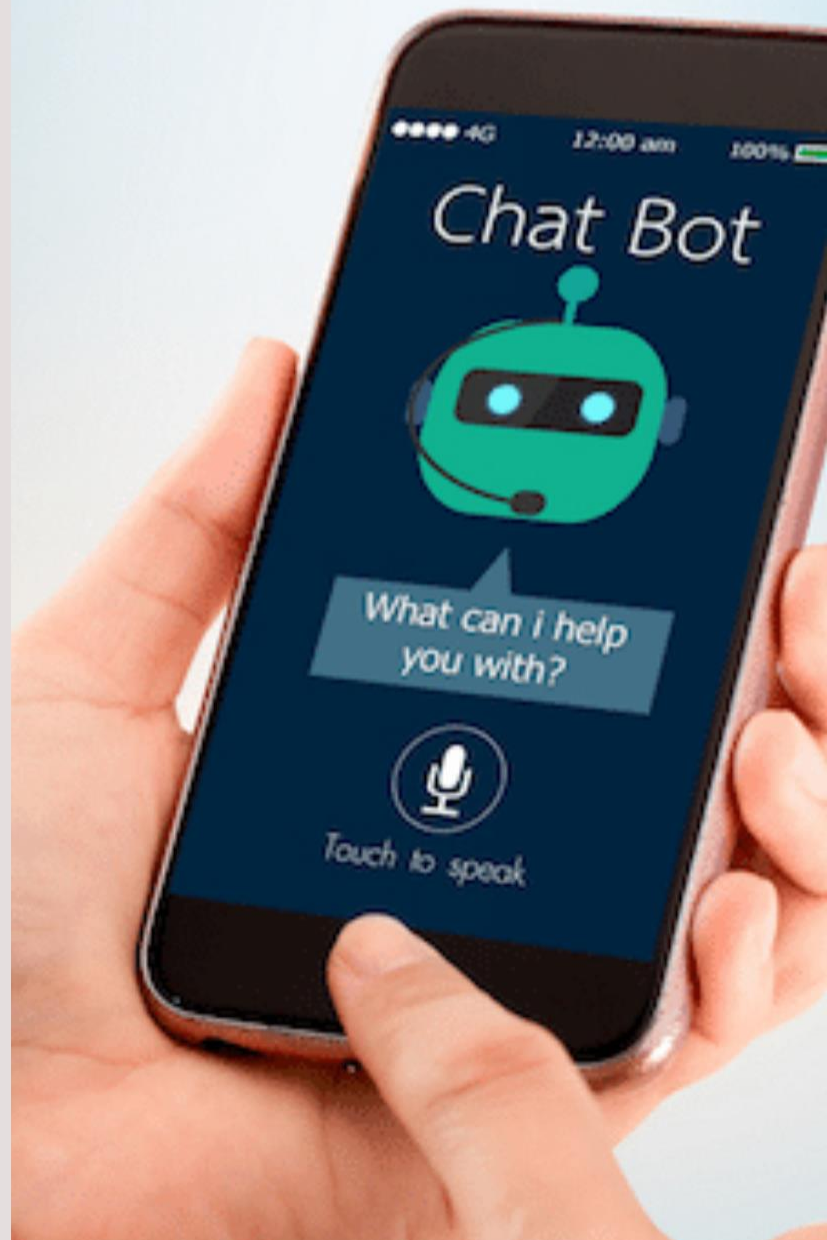
A.I IS THE FUTURE IN H . R



Kanika Mendiratta

2027239

Nowadays, Artificial intelligence is on the edge of probing every segment from health care to investment, law, logistics, teaching, including HR Service, which isn't a surprise anymore. The development of technology has brought a significant change in the last decade, especially in HR functions which enable HR to perform and deliver the best by eliminating repetitive tasks, reducing employee attrition, speeding up the talent search, and improving people engagement. AI can be described as machine learning, where applications can recommend decisions based on the data collected. Advanced data-driven technology helps businesses to advance their operations as they are now focusing on employee-oriented corporate culture. Organizations are investing in AI and psychological processing for their HR work processes. No area has more complex information on the board and scientific necessities than HR. Computer-based intelligence innovation can support any division's capacity to accumulate and handle data and make primer gauges dependent on evolving conditions. It acts a vital role in the organization and its processes by reducing administrative burden, AI-driven HRIS, and estimating workplace morale. Hence, the two crucial tech trends that should be willingly accepted for decision-making and influential people management are AI and ML. Organizations should train their HR departments to work with advanced technologies and realize the power of robotics.



H.R ANALYTICS



RE-DEFINING BOUNDARIES USING H.R ANALYTICS



M. Sreekala Anand

2027247

Human Resource Management was a domain strictly bound to subjective, qualitative and people-oriented approaches. Primitive human resource management revolved around recruitment and training the new hires to match the organizational goals. With further development in the domain, various unique aspects such as HR planning, talent management, retention strategies, and L&D were incorporated into the typical HR responsibilities. A need for quantifying and estimating numerical values attributing to HR elements became important, also known as workforce analytics. The drastic shift of HR from an operational discipline to a strategic tool required the domain to be more specific, reliable and measurable. This shift could only be transformed into a competitive advantage through HR metrics and analytics. The ability to understand the efficiency and effectiveness of the human resource policies adopted by the company was facilitated by metrics and analytics. Areas that greatly benefitted from HR metrics include turnover, training, employee expenses, costs of labour, ROI on human resources, etc.

The future of HR analytics pushes the domain boundaries by predicting employees behaviour and performance patterns to determine the best human resource to complete a task. This is achieved through predictive analytics and NLP. AI and analytics would facilitate the identification of the right people at the right time and allocation of the right tasks to these human resources.



A.I BOOSTING PEOPLE ANALYTICS

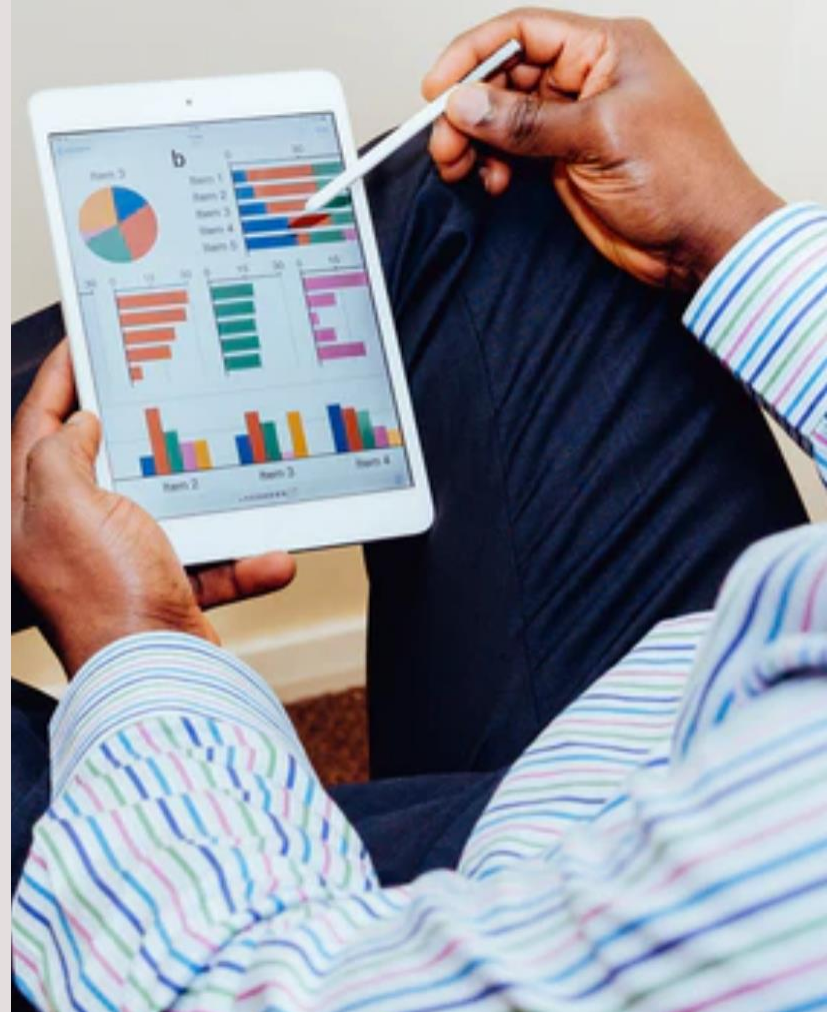


S. Sandra

2027050

Parallel advancements in the Human Resources (HR) industry are occurring, with advancements in Artificial intelligence boosting people analytics and better methods of reacting to the challenges of recruiting and managing the modern workforce. It's past time for HR to take a close look at these trends.

Only until AI is securely incorporated into humane, ethical frameworks of inspection and control has come to its most potent. Humans must continue to function as guardians and must take the last say in decision-making. The underlying challenge for HR may be the concurrent socio-economic shifts that we are experiencing. Call them the "3 Cs" -curiosity, creativity, and critical thinking – because digital automation is altering work and shifting the centre of gravity towards a different skill set that is crucial for the success of developed economies. HR must become inquisitive and inventive to stay afloat. This is where AI can help. HR directors can now better understand what their employees are doing and, more crucially, how they feel grateful to artificial intelligence. People analytics software can show how important employee themes like engagement influence critical behaviours like attrition, absenteeism, and productivity. There is every reason to welcome AI if HR is aware of the shift and innovation in its reaction.



THE TECHNOLOGICAL OBJECTIVE



Divya Jyoti

2027045

Technology has empowered HR to affect two urgent components in an organization's development – one, empowering workers to adjust and use the staggering openness technology ; and second, to make significant roads for representatives to overhaul their abilities to meet the quickly changing requirements of the New Normal.

Going ahead, it will become basic for HR to be data-driven, to assemble stories and trends out of bits of knowledge that information can bring. It is ought to be in a situation to anticipate who is bound to stop or conjecture a spike in work inflow. Data analytics can likewise empower HR groups to evaluate leadership styles by basically projecting participation data of workers in a specific group. The space of Talent Analytics presents incalculable potential outcomes. HR should be more all right with technology to further this reason. Consolidating in-house examination instruments in learning procedures, for example, has given us tremendous perceivability in assessing the learning examples of our representatives, which has thus empowered us to presciently recommend pertinent modules.



VIRTUAL TEAM BUILDING



WHICH GROUP DO YOU BELONG TO?



Harsh Mohan

2027212

By mutating similar to a chameleon, changing colors, the virus had made us more unsure if things would ever return to the “old normal”! However, adapting to the new normal wasn’t easy either. The long nights of work made us lose track of time and sometimes made us forget the perks of work-from-home completely. The world realized the importance of personnel in an organization and what every individual was worth, not forgetting the impact they made at every stage in an organization. The nightmare for the HR’s had taken the form of risk vs. productivity in the manufacturing industries. In contrast, the IT and Service industries were head-over-heels with the very fact of working online and in virtual groups.

We, being university students, found it pretty challenging to work with the ‘unknown’. The very idea of having to deal with people who might or might not respect your boundaries in your group, or in one phrase, “having a backbencher,” was no less than an ordeal. Now, imagine having that at work, maintaining professionalism in every move, having to please some while fending off the others, and avoiding the heavy text misinterpretation on the office WhatsApp group. You get the picture, don’t you? Well, all we can do now is wait with our fingers crossed and hope things get back to what it was like before.



KEY TO NEW HR - VIRTUAL TEAM BUILDING



Mahek Dugar

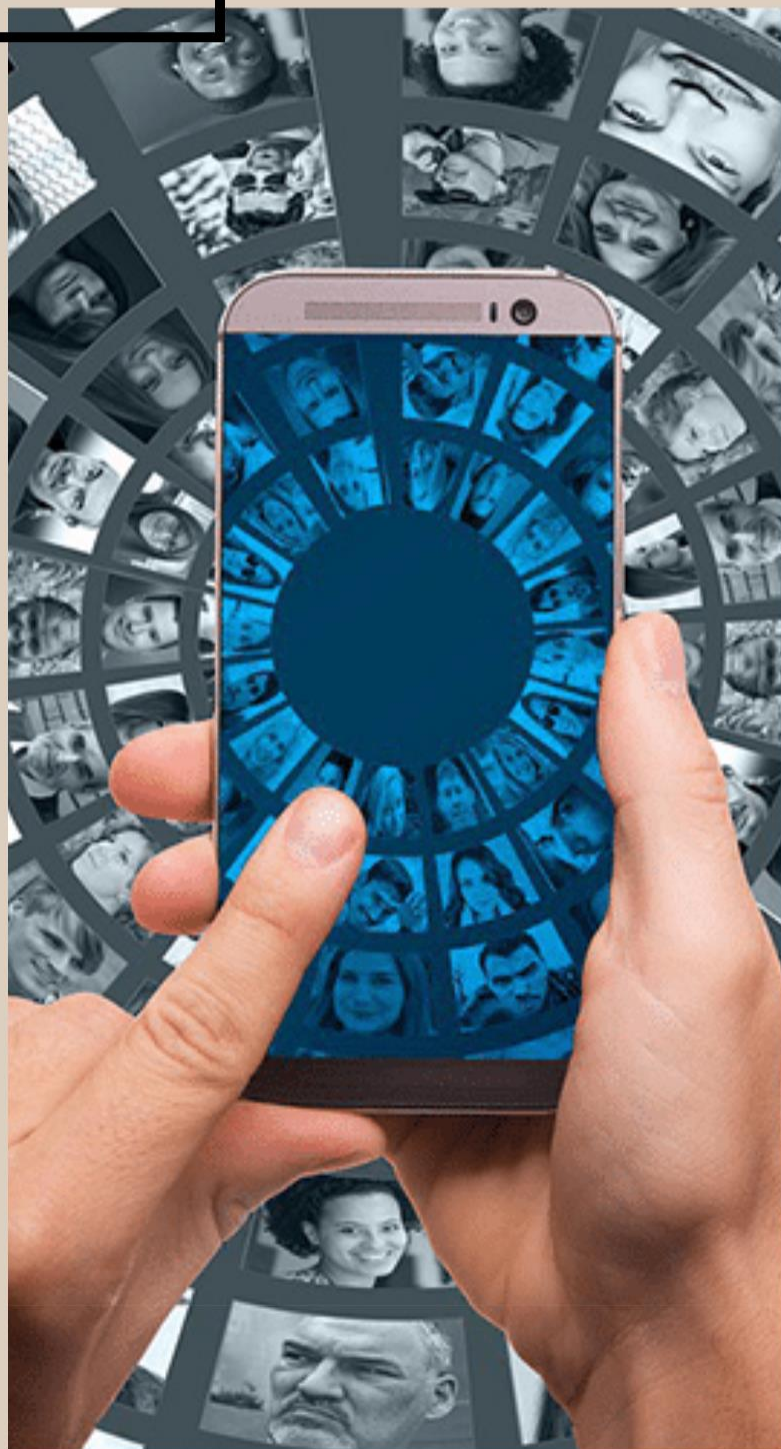
2127329

With the new “waves” every few months, we live in unprecedented times, and predicting what’s next is very challenging. As humans, we can, however, adapt to the changing times. Two years back, who would’ve imagined, we’d practically be living on our screens. But we’ve been partially successful in doing that. From school-going to working individuals, everyone has adapted to the “new normal” pretty well.

We have spent pretty much time and effort putting together the best work team ever and now it's at the edge of becoming a virtual team in trouble.

In the work-from-home environment, managers and HR professionals can assist virtual teams in re-building or maintaining high levels of collaboration, inventive small chat, healthy conflict etc. As a result, some organizations have integrated social and virtual team- building activities into their communication platforms. Facebook employs the Workplace app to provide everyone with context for what's going on in the company. They provide weekly live Q&A, educational sessions, and FYI group with strategy, product, and community work updates. In addition, there is a People FYI group; where an employee group can communicate with company leaders.

I believe that learning is anchored when we have a shared experience about which we think, share insights with one another, and reflect. Building a virtual team makes this possible.



TEAM BUILDING ACTIVITIES IN VIRTUAL WORLD



Latika Lunani

2027141

Work from home has become a mere compulsion for the teams to build their strength through the new normal mode(virtual mode) Teams consist of people from different geographies. The crucial aspect of virtual team building is to have good bandwidth and network connections and the ability to communicate among themselves.

The disadvantage lies at not knowing who all are willing to be a part of the same. People often say, “Can you hear me now? Am I audible? Am I visible? Is my screen visible?” It also brings fatigue, stress as the members must sit in front of the system for a long period of time. It is crucial to make sure that introverts are involved during the team building sessions to make sure they also feel the belongingness to the group.

The efforts kept by the employees is more important here than anything else. Few interesting virtual team building activities can be conducted such as:

1. Online office games
2. War of Wizards
3. Online team building BINGO
4. Petri: Online Social Engagement Platform (Large Groups)
5. Remote Storytelling Workshops & Training (With Experts)
6. Typing speed race (Competitive)
7. Never have I ever : Rated E Edition
8. Ice breaker questions (5 min activity)
9. Virtual book club
10. Remote team dinner (fun for foodies)



STRENGTHENING BUSINESS CULTURE THROUGH NEW NORMAL



Parismita Baruah

2127331

Who does not want to work in a planned open office, with colorful bean bag seats, a well-organized desk and facilities all designed to drive the most creative working experience? We all like to socialize over a cup of our favorite hot beverage in the office canteen. This pandemic has taught us how trends change really quickly and we try to adjust to the situation. Companies are trying to ensure that their virtual teams are productive while also adhering to company culture. Just sharing instances during my work experience. My team used to organize departmental and inter-departmental fun-filled activities like virtual scavenger hunts, short video competitions, virtual ice-breaking sessions, place food orders from online delivery platforms and enjoy the meal together virtually. All these activities kept me and my colleagues motivated during that difficult period of time. And slowly we got adjusted to it. These events are designed to help teams grow stronger while also adding to an individual's overall well-being especially during this pandemic. According to Gallup's research, "Virtual team-building exercise leads to an increase in employee performance rate, claims 41% lower absenteeism and 21% higher profitability." (ADAM HICKMAN 2020). Integrating team building into a remote workforce will pay huge returns in terms of strengthening business culture and lifting spirits which in turn will help achieve organizational goals.



TEAMWORK AND INTELLIGENCE TO WIN CHAMPIONSHIPS



Vankadari Prasanthi

2127452

As they say “Talent wins games but teamwork and intelligence wins championships”, it is important for any employee to build rapport with co-workers in any organization. The world has been hit by pandemic and virtual team building has become the biggest challenge.

As times change, we should change too and the responsibility to tackle this problem is in the hands of managers. But it isn't a piece of cake, because it is the foundation for building communication, trust among the employees. Managers of every organization started the hunt for virtual team-building activities. Few such activities are ice-breaking sessions, spreadsheet wars, virtual fitness classes, etc. Just like a coin had two sides, virtual team building also has drawbacks like employees won't be able to know the clear intentions of co-workers or connectivity issues. But it is the only way to come out of loneliness and contribute their best to the team. So every organization should come up with good initiatives to develop the bond between employees and the Human Resource managers plays a key role in this process as they are the ones who have put in a lot of effort in maintaining culture in the organization and acts as a support system for employees.



THE NEW AGE TEAMS MEETING



Muskan Sharma

2127055

HR is the heart of an organization. As we know, it has multiple roles to play & serve its people. To make your organization have an inclusive & open culture, it's most important to have weekly or monthly sessions to loosen up the teams across verticals & regions. An ice breaker session or be it an informal virtual lunchtime. The main focus here is to loosen up those 24x7 WFH stress clouds & provides an informal session while understanding employees' moods help in the future to determine policies. While focusing on the well-being of employees, it also provides the chance for employees to feel safe & have security about their roles. In return, coming up with refreshing performances & goals. Virtual employee engagement activities are great to bring employees together in a comfortable setup to interact as well as to enjoy a shared experience just like they could have at the office cafe chats. There are few factors to be kept in mind. An ice breaker, special host as per the event format, live polling and answering boots & mandatory option to send in suggestions to the firm through VC (Video Conferencing) sessions. Interpersonal & managerial skills have never been so substantial before this pandemic era. After all, human is a social animal.



MODERN TOGETHERNESS! -THE CORPORATE VERSION



Ria Renjith

2127338

People would have laughed at you a year ago if you had suggested you'd be recruiting and engaging staff using online platforms. Till the pandemic hit, the idea of engaging teams virtually seemed strange and unique. It left us with no choice but to adapt our working methods, and as they say, necessity is the mother of invention, new tactics of engagement and team building emerged as a result.

Virtual onboarding sessions featured a lot of team interactions and activities that helped us to understand the organization as a whole when I was employed as an HR Analyst in an MNC. Every month, the company held an all-hands call with employees in the US and Indian associates which was a fantastic learning opportunity. An hour was set out every Friday for non-work activities among the team. Fests and birthdays were celebrated with much grandeur.

HR professionals and managers all over the world have tried a variety of activities to keep their workers motivated. It reduces the negative consequences of online workplace cultures, such as the inability to distinguish between work and personal time, mental health, and the increased stress of working from home. It aids in the development of employee trust, a sense of loyalty, and connection with the company which is critical in these unpredictable times. These would also aid in resolving minor problems and assisting new recruits in adjusting to their new surroundings.



DIVERSITY & INCLUSION



THE TRUE MEANING OF INCLUSION AND DIVERSITY AT WORKPLACE



MituMitali

2027445

Diversity without inclusion may lead to a toxic culture, while inclusion without diversity can lead to a business that is stale and uncreative. Companies are now giving greater emphasis on diversity, but many are overlooking the importance of inclusion. Your employees will feel out of place and unsupported if you don't make a serious effort to promote both inclusiveness and diversity.

Let us look into the benefits of having diversity and inclusion in any workplace.

- **Bigger Talent Pool:** Diversity benefits your existing firm, and 67 percent of workers think about while looking for jobs.
- **Increased Employee Engagement and Trust:** People who work in inclusive environments also have better physical and emotional health and use fewer sick days. A staggering 83 percent of firms support D&I efforts.
- **Innovative Thinking and New Insight:** According to the Harvard Business Review, there is a statistically significant link between diversity and innovation results.

A strong platform approaches D&I from a variety of perspectives; it supports ERGs, pays workers who work on D&I projects, provides public and inclusive acknowledgment, and even incorporates particular D&I principles into your program. The platform should also make employees feel heard and give managers the tools they need to collect and act on input, particularly in the areas of diversity and inclusion. The Achievers platform succeeds on every level.



SHIFTING FROM DIVERSITY AND INCLUSION TO DIVERSITY,EQUITY, AND INCLUSION



Shyamli Singh

2027254

In 2021, emphasis on D&I is becoming increasingly necessary for corporate leaders outside of the HR department, both as an organizing principle of workplace culture and as a competitive business advantage. Leaders must intentionally concentrate on the organizational culture, employee engagement, and satisfaction. Methods for promoting workplace diversity and inclusion:

Be aware of unconscious bias: Encourage every employee to study, challenge, and discuss their prejudices and assumptions as a way to raise awareness and counter implicit bias.

Develop a strategic training program: Diversity training helps employees understand how cultural differences can impact people. It might range from time conceptions and communication techniques to self-identity and conflict resolution. Diversity training that is made optional is more successful than training that is made necessary.

Acknowledge holidays of all cultures: Recognizing the religious and cultural holidays is one method to raise awareness of diversity and encourage better inclusion. If the audience isn't too high, towards the end of a team call or meeting, ask how people plan to celebrate the holiday.

Facilitate ongoing feedback: Organizations should encourage their employees to provide feedback in order to fully understand what is going on behind the surface. Deploying pulse surveys across the workforce will provide leaders with the knowledge they need to make better decisions while eliminating any patterns of bias inside business.



DIVERSITY AND INCLUSION – A CORPORATE TREND OR BUSINESS IMPERATIVE



Akansha Uprety

2027042

To understand these fancy words, first, we should know the meaning behind 'diversity' and 'inclusion'. Diversity is about the representation or make-up of an entity. Whereas Diversity is workplace employing people from different backgrounds, from different backgrounds of society. Inclusion refers to how successfully different groups of people's contributions, presence, and opinions are appreciated and incorporated into an area. The concept is attracting many employees as it has become a deciding factor in choosing their employer. Diversity and inclusion also help to build trust in employees, give higher productivity, greater readiness to innovate, 5.4 times employee retention.

Some of the slogans used by top companies are;

1. A person without the knowledge of their history, origin, and culture is like a tree without roots.
2. All for one and one for all, Diversity is good for all.
3. Alone we can do much but together we can do so much.
4. Always maintain unity to enhance power.
5. Be careful who you hate, it could be someone you love.

Amazon, Google, Apple, etc. these are some big companies that believe in Diversity and Inclusion at workplace making them best places to work for. Diversity and Inclusion are very important for a company as it gives equal representation to every sector, people feel recognized and feel free to express themselves, this helps the company to bring in more innovations.



THE SPIRIT OF INCLUSIVENESS



Rhea Mariam Roby

2127337

The pay and education disparity between men and women provides solid proof that workplace diversity obstacles continue to impede fair chances. There has been a gradual but consistent acceptance that the world is a vastly diverse battlefield.

People slowly recognize individuals of diverse backgrounds (diversity based on race, culture, religion, age, gender, and disability) and their immense contribution to problem-solving – primarily in organizations. The varied perspectives and ideas that these individuals bring to the table add refreshing and powerful dimensions to circumstances. The faster the world recognizes and appreciates this fact, the more significant the progress in exchange for brilliance, increased productivity, and healthier and happier work environments. Accepting individualism and the process of thinking differently together calls for inclusion amidst diversity.

The spirit of inclusiveness brings a sense of trust, safety, and belonging to the workplace despite varied talents and emotions. As the world strives towards embracing change, we as individuals must first give credit to our very own diverse identities. In doing so, we must welcome the beauty that comes with uniqueness – a simple but essential step towards oneness with the self, our organizations, and the world.



REDIFINING EMPLOYEE EXPERIENCE



TIME FOR EX. SHIFT!



P. Sanjanaa

2027457

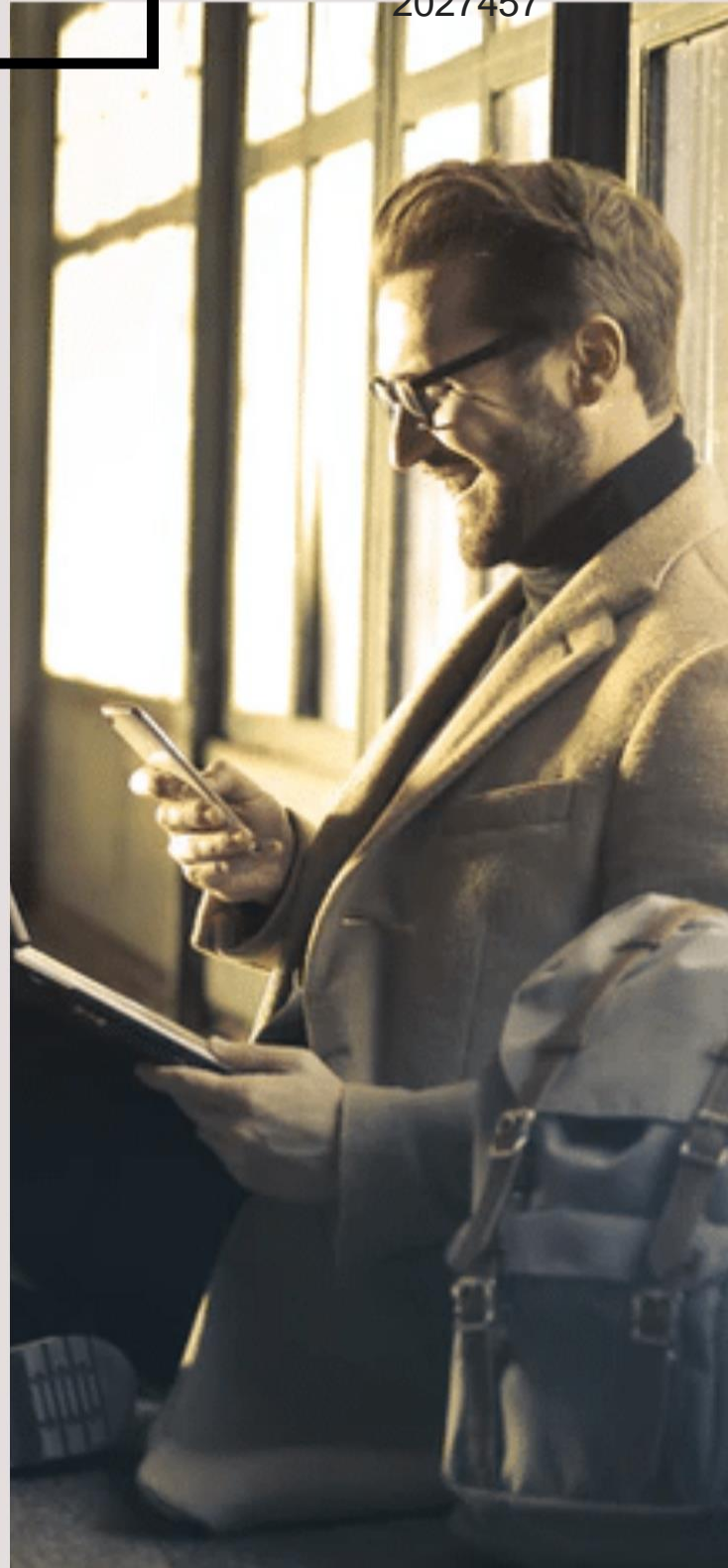
The VUCA world of business demands agility from both organizations and individuals. One such shift in recent times is Employee experience. As today business leadership has a shift from survival to resilience, for the long-term benefit of an organization, so should be the change of Employee Experience as human capital is a new asset and competitive advantage in an organization. To succeed through the changes, one has to create an integration and redesign the employee experience. This benefits in revenue, customer experience for the organization, and a sense of purpose and satisfaction.

Ms. Pooja Behl Luthra, Member of Trident Group, has rightly identified the best three practices one has seen in employee experience in various areas. To begin with, the ace at the nuances of hybrid workspace has been the key to employee experience, where organizations had agile policies to create a better employee experience. Following is

the balance in employee's life as the line between personal and professional life has been blurred. Finally, organizations are empathetic in product/service development by giving employees space, patience, and bandwidth to conclude the work.

Bhushan Sethi and Jean-Francois Marti suggest three key actions to control employee experience: Concentrating intensely on Safety and Well-being, deepening relation between employer and employee, and reconsidering the definition of 'success.'

To conclude, for the future of employee experience, which would be digitally enabled and intensely collaborative, design thinking with creativity and innovation will help succeed.



HOW ABOUT INCULCATING BETTER WORK EXPERIENCE?

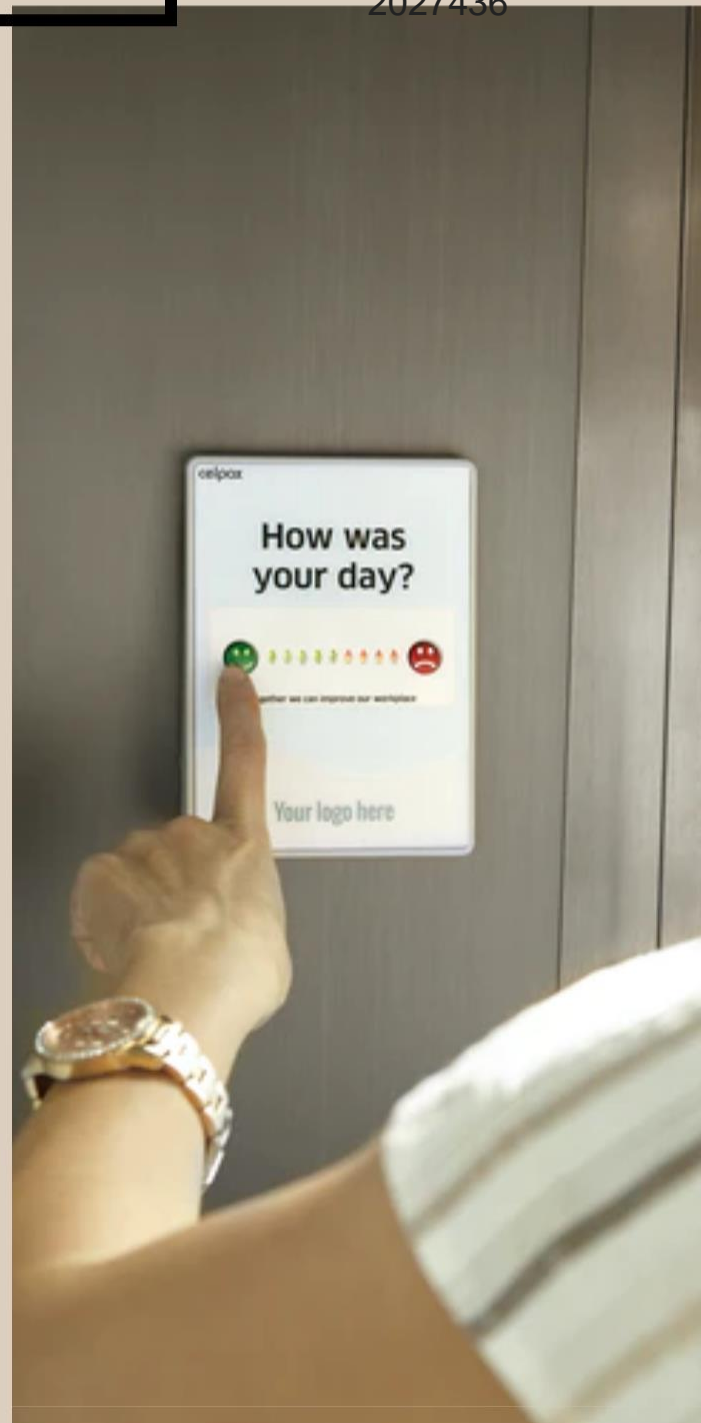


Sohini Sarkar

2027436

In this new digital era and rapidly developing economies, employees and organizations have to cope up with the 'new normal' and keep up with the recent trends and changes in the industry. Human resource managers are trying to ensure that employees feel involved in the working of the organizations even while working from home. New and redefined employee experience plans can set the stage for HR managers to help employees feel connected and involved in their work. Work from home has changed the concept of employee experience, and hence HR managers need to work on redefining the activities responsible for building employee experience. Employers need to incorporate a larger social purpose into every employee's experience to keep up with the growing millennial workforce and the threat of employee turnover. Since employees interact via digital tools, HR managers can utilize this and create better interactive sessions to get them more connected with their co-workers.

During this pandemic, many remote workers felt disconnected and were unable to bond with their colleagues. Creating interactive sessions that can foster and encourage social connections and collaborations will help to enhance their performance. Creating a good employee experience leads to a better customer experience that inculcates a sense of satisfaction among employees and gives rise to the creation of a virtuous circle.



THE TIME TO FACE, REDEFINE AND BOLSTER THE DISRUPTED EMPLOYEE EXPERIENCE IS NOW



Shreya Karn

2027446

Organizations had to reprioritize initiatives and make rapid changes given the prolonged pandemic. Thus, it's not difficult for organizations, at times like these, to set Employee Experience aside and "Do what's most important right now". Organizations that are allowing Employees Experience to fall to the bottom of their priorities and setting it aside until things get back to normal is a big mistake. Employee Experience is to be viewed as a strategic business approach that would encompass all aspects of an employee's interaction with the company. Organizations that had a healthy work culture before the pandemic, can't expect the same wellness programs to work for remote working as many of those were focused on the physical office space which is no longer relevant today. The need of the hour is to create a more lasting and meaningful connection with the employees as companies would undoubtedly struggle to keep employees motivated and focused. The way employees get treated during these times defines their loyalty, motivation, and satisfaction. This is the time for the organizations to support them and understand the mental stresses they go through during these uncertain times. Thus, what organizations should and shouldn't do could have a huge impact on their workforce, and that has become a part of the Employee Experience now, including how they handle employee well-being, which is an area where HR can really step up.



REDEFINING EMPLOYEE EXPERIENCE



Shilpa S.

2027453

Work-life balance with opportunities for professional and personal growth are as essential to the new generation of employees as financial stability. Providing a tailored employee experience is important in a changing environment to keep employees productive, dedicated, and motivated. The way companies construct their compensation programs will have a big impact on how employees feel at work. The organization should maintain transparency and raise awareness of the employee benefit investments. Employees are more productive and creative at work when they trust their managers and believe they are treated fairly. Managers must develop a culture of openness from the top down in order to build trust. As a result of management practices, transparency is exhibited when employees are provided with information, context, and logic that affect the company's vision. Alternatively, if employees believe choices are made in 'black box' they might become dissatisfied and demoralized. Some of the actions when executives turn inward to assess the openness of their operations and culture are:

- 1) Review business procedures, methods of operation, and processes on a regular basis to verify alignment with the company's stated values.
- 2) Establish a communication pattern in which employees believe that required information will be given consistently. These simple, yet important, actions will set organization on the way to creating an employee experience that encourages long-term employee happiness and enhanced productivity.

THINK POSITIVELY
NETWORK WELL
EXERCISE DAILY
EAT HEALTHY
WORK HARD
STAY STRONG
BUILD FAITH
WORRY LESS
READ MORE
BE HAPPY
VOLUNTEER FREELY
RELAX OFTEN
LOVE ALWAYS
LIVE FOREVER

IS EMPLOYER BRANDING A MAJOR HR FUNCTION?



Bharat S.
2027420

Employer Branding or HR Branding is a way to attract and retain the best talent in the organization. In this digital era, the potential skills for the organization give more importance to the organization's values and how they impact the local community. The HR department implements the different policies and various activities that promote better employee well-being and create better job-life balance is noticed as much as the other factors of a successful company.

Primarily branding has been a marketing concept, but it has also become a functional role for the HR department in the past decade. The objective of the employer branding initiatives has been to attract the best talent in the market and help retain them. A decade before, companies usually marketed their product and their position in the industry. Now that the scenario has changed, the areas of interest for promoting a brand are directly related to the HR activities, such as compensation system, employee experience, recruitment process, L&D initiatives, etc. Companies use these as their Employee Value Propositions to promote their brand. In this age of Work from Home, every company has established a robust online presence irrespective of their industry. To differentiate themselves from the pack, they develop out-of-the-box HR initiatives, such as Netflix introducing a movie theater for its employees to enjoy the premiere of its shows and movies.



DETOURING FROM THE CONVENTIONAL WAYS



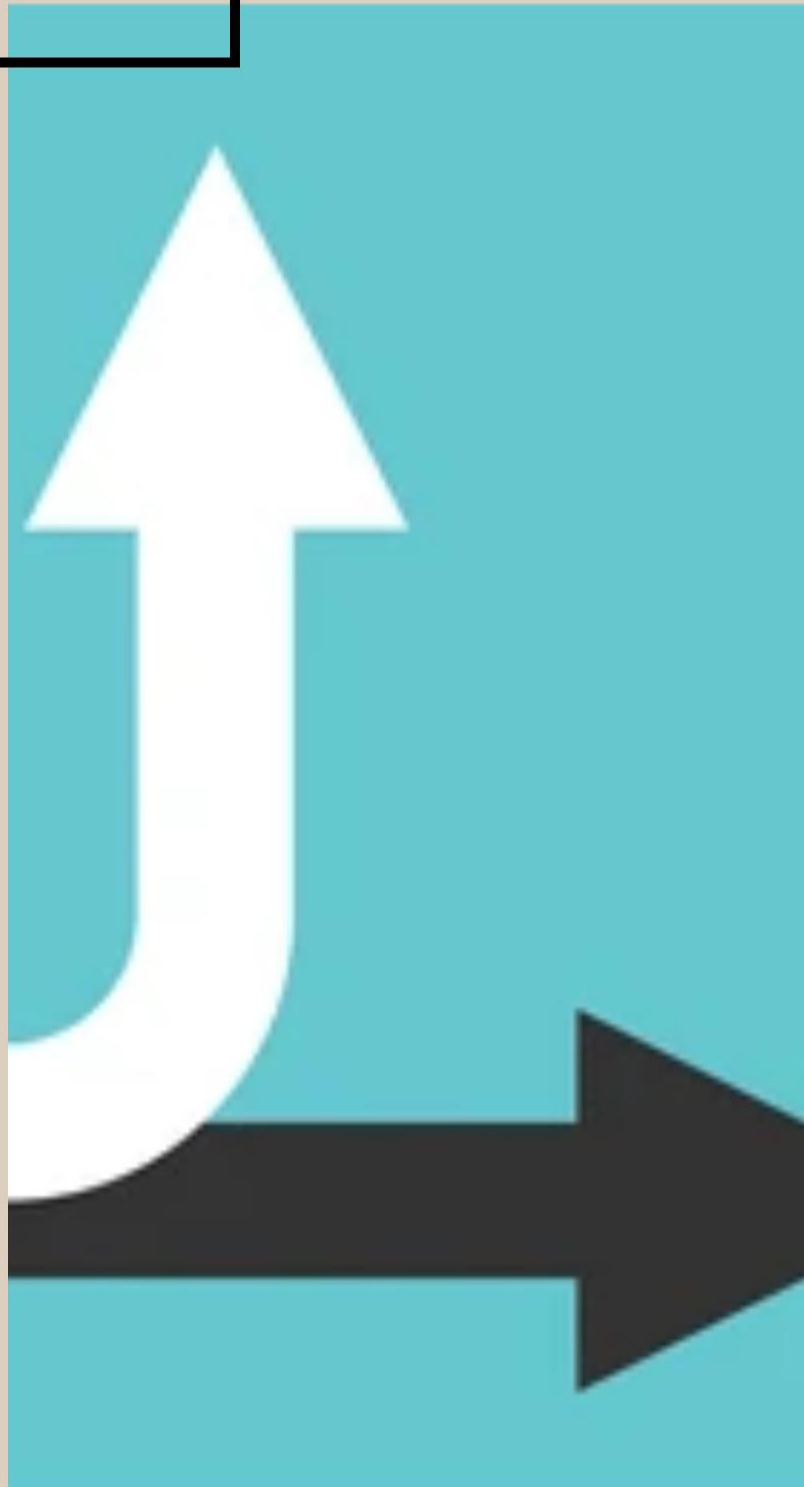
Steffi Thomas

2127354

We have come a long way from living in a society where employees were considered slaves to living in the present, where employees are regarded as an organization's soul. To truly flourish and succeed, an organization needs to understand its employees' changing expectations in a professional demographic. Employee experience can be associated with various crucial touchpoints throughout an employee's journey in an organization, right from recruitment, onboarding, work culture, benefits, upskilling, support, and even the exit process, they are all linked to the employee's engagement in the organization

However, considering the post-pandemic world, the conventional application of these terms take a back seat; a need to redesign the organization structure emerges in order for the organization to grow and expand. In today's scenario, a work-from-home culture has blurred the line between work and personal life, which creates a sense of urgency on the management's part to restructure the policies and procedures to make them more agile and empathetic. We should understand that although technology has facilitated us to continue working with physical distancing norms, it should not be interpreted as emotional distancing as it may lead to employees being dispirited. Empathy and solicitude should always find their way in a professional setup.

Implementing strategies after taking insights from regular feedback will ensure that employees feel secure mentally and promote working in a positive space.



NEW PHASE OF EMPLOYEE EXPERIENCE AT WORKPLACE



Shreenonda Neogy

2127348

The term “Employee experience” in an organization refers to a set of principles that helps in increasing employee engagement leading to better productivity and employee retention. It is impossible to deep dive into employee experience without taking into account the impact of the COVID-19 pandemic, which has drastically impacted our working style and has forced employees in specific sectors to resort to digital technology.

Keeping in mind the explosion of economies worldwide, leading to more jobs, the heads of organizations are spending huge money on the employees.

The need of the hour is to improve internal mobility while hiring new employees and prevent them from getting overwhelmed.

According to the book “The Progress Principle” by Teresa Amabile and Steven Kramer, “Productivity and Engagement are the two sides of the same coin,” The HR managers should re-think the safety of the employees and deepen connections with them and reconsider the definition of success by re-evaluating their performances. Hybrid experiences, working in teams, and providing incentives allow managers to engage with the employees.

The managers should keep in mind that it is not only about listening to the employees but also responding, iterating, and constantly improving the practices and policies of the organization.

Boosting employee morale and providing them autonomy at the workplace, goes a long way in redefining employee experience in the new normal.



EMPLOYEE EXPERIENCE IN VIRTUAL WORLD



Sujay S. Hegde

2127056

The vital factor for a company's success is the well-being of its employees. Many companies conducted extensive research in this regard and adopted different strategies to tackle this issue. Some companies interact with their employees, understand their personal goals and offer job profiles that meet their ambitions. Some companies have done away with primitive forms of organizing their company and have adopted hybrid models where employees work both on company projects and their personal goals. It is indeed the need of the hour for companies to identify employee problems and to reduce them. Only by doing so, can companies thrive in this modern world. During this pandemic, every sector observed a shift in employee behavior patterns. Many employees embraced isolation wholeheartedly and improved their efficiency. Some valuable suggestions to every manager would be to interact more with the employee. Try to understand their thought process and priority. Keeping fun interactive sessions with project groups will help improve employee morale and make the employee more involved in company activities. Overall, everyone should take care of their mental health, so that their best possible effort can be produced at work.



APPROACH TO WHOLE SELF MODEL



Kajal Kumari

2127141

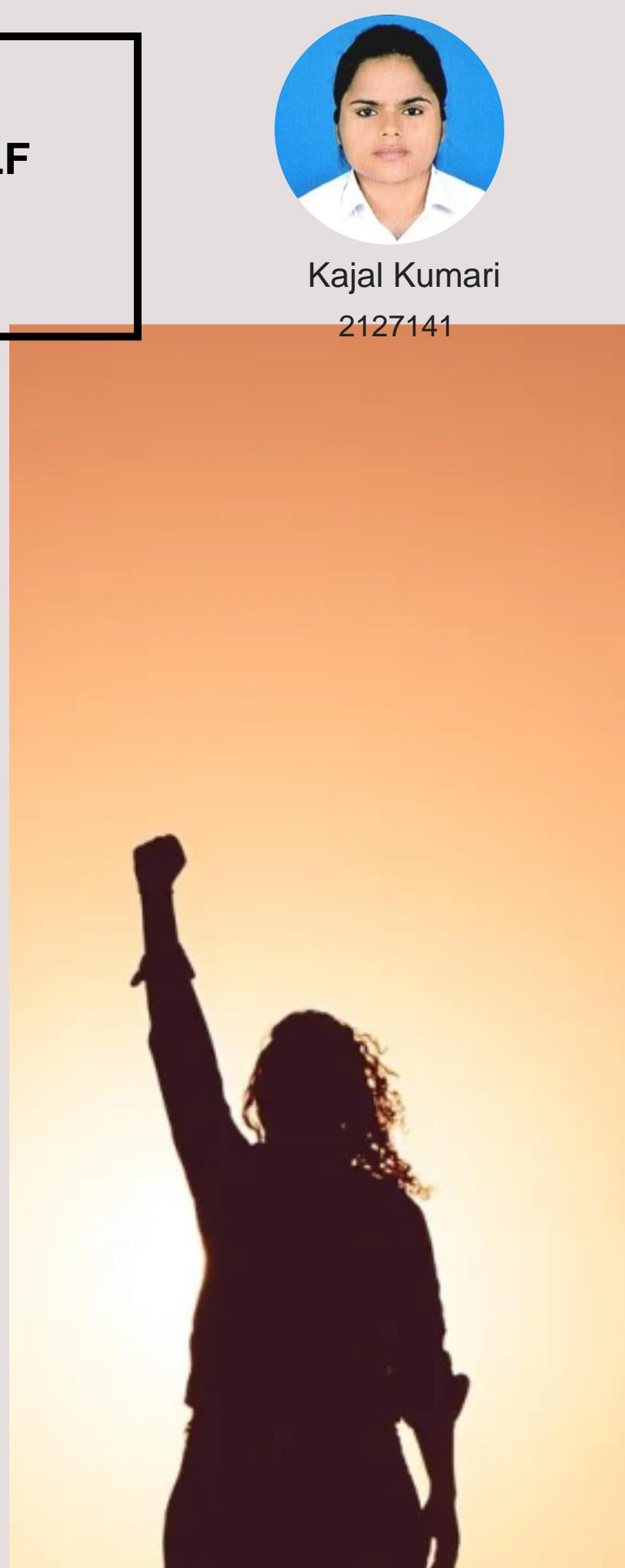
When we talk about redefining experience, the HR managers and leaders come to mind, and they are the ones who handle and manage employees to be at their best.

How do we redefine employee experience? Individuality is what makes people different from others in a workplace.

Firstly, start by understanding what makes the employee different from a whole self-model.

Further, the data one has collected through the self-model to know the employees, is now used as a way to empower and drive the employee experience in a supportive direction. Innovative organizations will align their needs to individuals passion to grow skills, workforce agility, and talent bench strength. Third and last, creating psychological safety in the organization will make the employees come to work more willingly, not just for the monetary benefits but also beyond that. The entire self-model will assist the company in redefining the employee experience by connecting their requirements with people's interests in order to increase skill development, workforce agility, and talent bench strength.

Adam Grant recently identified the ultimate well-being condition as 'flourishing,' defined as a "strong sense of purpose, mastery, and mattering to others that will emerge from the COVID-19 .



NO SHOW OF CANDIDATES DURING INTERVIEW PROCESS



Deekshika Natarajan

2028309

Recruitment is a function that necessitates a business perspective, competence, ways to obtain and align the best promising candidate for the organization, marketing skills (to sell the position to the candidate), and wisdom to align the hiring processes for the candidates benefit of the organization. Studies show that 47 % of candidates dropped the job interview as a result of them not knowing about the firm they have applied to. There are indeed a range of reasons why a job candidate may fail to appear for an interview despite providing prior notice. Among the most prevalent causes is a low unemployment rate. During these times, people who are already employed may apply for positions they believe are a good fit, but after doing further background research or the role, they change their attitude and may not attend the interview. It's also conceivable that a candidate will not show up because of features of the job that the applicant learns about later in the recruiting process and is reluctant to accept, such as pay, transfer, or travel obligations. Some other factor a candidate may not show up for an interview is because they were unable to take time off work or fit it into their schedule. Candidates now have more job alternatives than ever before. If they are not pleased by the firm or do not feel appreciated throughout the recruiting process, it is quite easy for them to go on to another opportunity without informing us. The Recruiters can use the following technique to keep a candidate engaged in the available position and reduce the number of no- shows:

- Building a Professional Relationship
- Understanding the circumstances of the candidates
- Modernizing
- Setting expectations well in advance



BATCH 2019-2021

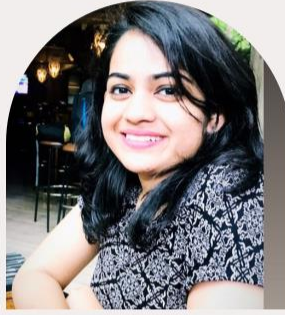
ALUMNI CORNER



PREETI SUBNANI

Senior Associate
Talent Acquisition- Operations

Mindtree



UDIPTA DASH

Management Trainee (HRBP)

**Cimpres India Pvt
Ltd**



GOPIKA VINOD KRISHNAN

Global People Service Representative

Nutanix



DIVERSITY & INCLUSION AT MINDTREE

Diversity involves understanding that each person is unique, and respecting our own uniqueness. Such uniqueness or differences can be on the basis of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies. Inclusion means that everyone, regardless of their skills, impairments, or health-care requirements, has the right to be recognized and valued as vital members of their communities. It entails fostering an environment in which you may bring your entire self to work. At Mindtree, Inclusion is Respect, Belongingness, Empowerment and Progress. Investing in the Diversity & Inclusion is an imperative agenda for Mindtree as we tread along the path of growth. This sets the context for our interest in developing women talent in the organization.

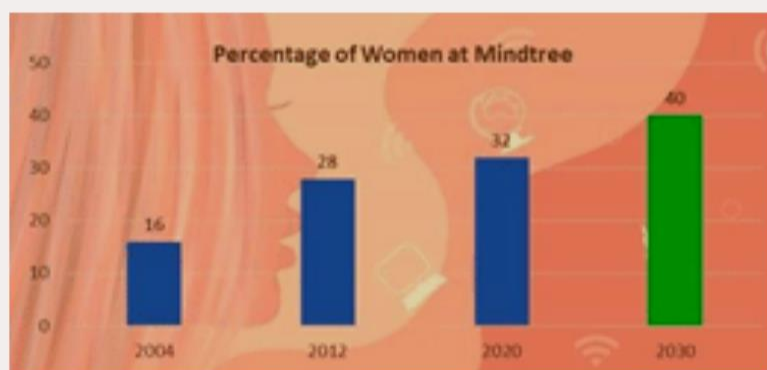


Exuberance – is the holistic development journey curated for our mid-level women managers. Mindtree’s D&I Mission Statement is “In Harmony”. We are dedicated to establishing an atmosphere in which individuals of diverse race, nationality, ability, gender, and sexual orientation may work together ‘In Harmony’ to Redefine Possibilities. Mindtree’s Diversity & Inclusivity charter is built on 4 pillars known as EDGES: Ethnicity, Disability, Gender, and Sexual Orientation.

Diversity Numbers - At Mindtree (as on 5 July 2021)

- Total No. of Employees: 27,675
- No. of Lady Minds: 8,886 • Nationalities: 90

At Mindtree, the percentage of women has progressively increased from 16 percent in 2004 to 32 percent in 2020. Our 40x30 objective is to have 40 percent of women represented by 2030.



PREETI SUBNANI

***SENIOR ASSOCIATE /
TALENT ACQUISITION-
OPERATIONS MINDTREE***



Mindtree

A Larsen & Toubro Group Company

The business world is being thrown into turmoil. The way businesses operate is continually evolving due to new business models, exponential technology, agile working methods, and regulation. COVID-19 has only expedited this transformation, which is based on human experience principles and can lead to long-term behavioral, cultural, and organizational change.

THE CHANGING FACE OF EMPLOYEE EXPERIENCE: THE CIMPRESSIVE WAY

UDIPTA DASH Management
Trainee (HRBP, Cimpres
Technology) Cimpres India
Pvt Ltd

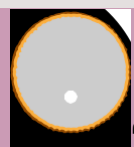


“Not so 9 to 5 job: Flexibility is the key to stability”

As a world leader in mass customization, Cimpres has taken a step forward in customizing end-to-end employee experience. One of the most important steps to achieve this was adopting a remote-first strategy. Teams moved to flexible hours. Every decision made across Cimpres is made from the perspective of a remote team. From the viewpoint of Human Resources, the focus has shifted to the asynchronous way of employee reach. Not to forget, asynchronous reach allows both parties to put rationale into the agenda of the connect.

With frequent asynchronous connect, it becomes necessary to check the pulse of the employees. We have set parameters and benchmarks against them to measure the employee experience. This data is collected every week in the form of a short survey in asynchronous mode.





“Millennials at work: A brand new branch of employee experience”

Recently, we onboarded our second virtual batch of fresh campus graduates for our various business units and this number has been the highest in the history of Cimpress Campus hiring. With the rising workforce of millennials in the organization, culture plays a key role in shaping their experience. We see a lot of potential inflexible work culture, it builds trust, loyalty, productivity, and diversity, we call this the “Cimpressive” way of working. One of the highlights from the millennial batch of professionals is receiving an opportunity to work with a global team, this has become possible due to the virtual collaborative setup.



“My work desk is my favorite spot!”

One corner of your home became your workspace as the pandemic crept in, blurring the demarcation between the personal and professional boundaries. That witnessed the introduction of various allowances to enable this workspace at home for an effective and comfortable experience. Also, the stagnant lifestyle arising due to work from home was tackled by wellness initiatives. To make it further interesting, we were able to carry out ergonomic engagement activities.



“Back to school experience? why not?”

Learning never stops. Virtual setup paved way for more opportunities to learn without the requirement of physical presence. A unified platform for cloud-based learning and Udemy Business licenses have opened tremendous opportunities for sharpening the existing skills and learning some new ones. The best way to learn is from experience. What can be better than reflecting from a peer’s experience? A collaborative effort from someone else’s experience and your own can amplify the results several folds.

As Covid-19 ripples across the globe, the time is now to reset the employee experience concepts. This is our moment to support our employees, understand the mental and emotional stresses they are under and encourage them to stay positive in a world of uncertainty.

Employee Experience- Technology and

OVER THE YEARS, the HR **Empathy**, transactional **Together** components, place to have a system of department has evolved from an administrative partner to a complete business partner in the last few decades. Even after all these changes, the HR department remains the mediator between the management and the employees. Thriving for a win-win outcome and providing a great employee experience remains the prime aim of any HR function. However, in the modern digitalized world, how do we ensure a great employee experience?

In most organizations, there is a dedicated team responsible for employee experience. They help in the processes, from onboarding the new employees to taking care of their developmental and career needs, performance drivers, career growth, and eventually offboarding. They take in the employee queries, partner with the different teams to meet the needs of the employees, and make sure that the employee journey in the organization is smooth and organized.

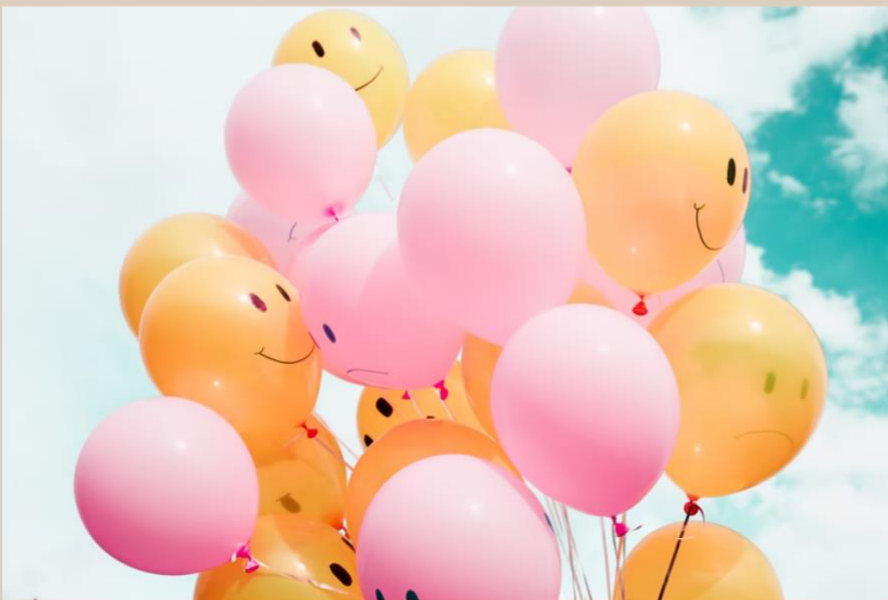
However, with the pandemic's onset, when most companies were driven into a work from a home model, the importance of employee experience multiplied. Organizations had to invest in HR Systems and tools that help track the employee queries and grievances, provide custom information, and maintain excellent employee satisfaction. Ticketing tools, AI-driven Chatbots, and knowledge-based intranet sites were put in effective communication. Though these tools have changed the face of employee experience in many ways, it is interesting to note that employees still prefer human interactions. These systems could not replace empathy, compassion, and emotional intelligence. Hence the transition from a complete human-driven employee experience wing to an automated front was not easy. Behavioral interventions, training and even gentle nudges and reminders were needed for such enforcements.

Though reluctantly and slow, eventually, people adapted to the changes. However, continuous feedbacks and check-ins were needed to ensure that the system served its purpose. Employee experience starts from the first interaction of the HR staff to a potential candidate and lasts even their last working day in the organization. The trust is built step by step and remains the foundation of employee experience. It also becomes a contributing factor to employee satisfaction, productivity and retention. Employees must believe that their HR partners are dependable and prioritize their welfare. Putting yourself into the employees' shoes, understanding their concerns, and troubleshooting them

,proactively through the tools and systems in place is the need of the hour. Employees are their customers for an HR professional, and providing top-notch employee experience should be the end goal.



**Gopika Vinod Krishnan Global
People Service Representative
Nutanix**



WHAT'S TRENDING



9 in 10 professionals believe hybrid work is essential for work-life balance:

LinkedIn 'Future of Work' Study 2021



KPMG in India and dotin join hands to create a unique Talent Management Solution

The Qandle logo, featuring a blue "Q" followed by the word "andle" in black.

Qandle launches HR forum PeoplePro

GENERATION



A CENTURY IN THE MAKING



Let'shear Specializations from aboutWrkcultureGenOutlooks). Z





Shana Johnson
Finance

While compensation and benefits are the minimum expectations that every employee has, many untold expectations come when an employee joins a workplace. Every employee expects the employer to have trust, confidence in the work allotted.

In today's economic world, employees are looking for more meaningful work. The workplace can involve educating them on how their piece affects their coworkers, the organization, and the world. Respect, trust, social contact, purpose, autonomy, and acknowledgment in the workplace are critical for long-term organizational growth.

Organizational culture, inclusive of work culture, would be the topmost priority for choosing the organization. The other aspect would be a learning path with a substantial period to achieve the training for their employees, providing different opportunities and option for the employees to choose them.



Likhith K M

Lean Operations and Systems



Tina Anna Chackanad
H.R

In my opinion, getting a job is like matchmaking. It's all about finding the right match, and that too not only in the sense of job profile but also the organization. It is not only about the monetary aspects and job profile, we should have a sense of belonging in the organization that we work. It should be a place that recognizes our voices and efforts, challenges us to grow, an inclusive and motivating work culture, and that aids us in developing our career.

Managers should be supportive and not bossy. They should share knowledge and vice versa and grow as a team. The company should understand the needs of the employees and provide them with market pay. Employees should be given to work at their own pace and provide necessary amenities and recreations for most efficiency.



A.V.S Pavan Kumar
Business Analytics



Sicilin Joseph
Marketing

It should be the one which can offer the right conditions for each person to find their own space, encouraging their commitment. The purpose matters the most to aid motivation and improve skillset. Adding to it, a better salary & upgradation for their commitment with a sense of not treating them like working animals matters a lot. Treat them all with the same attention and kindness they deserve. Let there be flow of ideas and suggestions rather than shutting the voice down

As a person with work experience, we know how the work like is going to be; but still, every workplace should give the employee and job secure workspace. They should provide a medical insurance package for the employee and his family. There must be a feeling of inclusion. And the workplace must be diverse and should make him feel like home.



Koshy P Oommen
Lean and Operation Systems

Artistic Touch



Suresh Karn Chhavi Srishty



Dommala Hemadurga





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