## LeadX - 2021

## Conducted by School of Human Resource Management Alumni Committee

**Details of the Speaker:**

- Name: Rakesh Dhal
- Educational Qualification:
  Trident Academy Of Technology
  Bachelor's Degree, Electronics and Communications Engineering · (2010 - 2014)
- Xavier Institute of Management
  (MBA), Human Resources Management · (2015 - 2017)
  Present organization: Walmart Global Tech India
- Designation: Associate Manager Human Resources

**About Event:**

- Date: 21$^{st}$ August,2021
- Time: 7:30 pm
- Duration: 2 hours
- Online Platform: Zoom
- Batch Addressed: 2021-2023
- Theme: Business Partnering in a Hybrid World

### Feedback:

- **Students**: Right from the start, the batch of 2021-23 &  showed a lot of enthusiasm for the event and kept it very interactive. The speaker was able to provide a lot of insights about the the various factors which need to be taken into consideration when designing for a hybrid workspace to the batch, and the session proved to be a huge opportunity of learning for the entire batch. The students shall definitely look forward to more such events.

- **Alumni**: The alumnus also had a very positive reaction towards the entire event. The students were very inquisitive and asked quality questions to the speaker, which he was rather pleased about. He also answered the questions in a very practical manner, which ensured every student was able to understand the concept quite clearly.

**Special highlights of the event:**

- The speaker highlighted the role of diversity and inclusion, different aspects of D&I, how our interactions shape the diversity and provided enough food for thought to explore the learning in the subjects in details.

- The session started with a check-in where he explained the importance of how organizations should frame employee policies, keeping them at center stage. Examples included policies from Starbucks, Sephora, and Nordstrom.

- He deep-dived further into its impact on the customer-client relationship, where the value of employee experience is essential in the battle for talent as being HR practitioners, thinking about employment as a product and employees as 'product owners' is a powerful way to approach redesigning employee experience in a hybrid world.

- He emphasized how employee experience is the 'battleground for productivity ' and is no longer a 'nice-to-have but a necessity. By automatizing repetitive tasks, it allows us to become sharper on other aspects such as empathy.

- He further elaborated how the pandemic helped us gain insight into **the Largest Work from Home Experiment** and valuable leanings in **flexibility & Autonomy, Employee Productivity, and potential cost savings.**

- He also shared insights on what questions we should ask ourselves while thinking of hybrid workspaces, such as

➢ What do employees want?
➢ How do teams best work together?
➢ What kind of benefits is more relevant to employees regarding flexibility, work-life balance, benefits, rewards, well-being, and learning and development?
➢ What can an organization do better to engage all employees to be successful?

- ➢ Does the newly designed model align with the corporate culture?
- ➢ Can talent be accessed globally?
- ➢ What costs benefits can an organization expect due to hybrid working?

- The session then took a deep dive into what kind of business acumen is needed in the current hour; the speaker also elaborated on how we need to understand the changes in the current employee life cycle, for which we'll have **to map how businesses functioned pre COVID, what's our desired state Post -COVID & implications are of a hybrid design.**

- He explained how leaders and people managers are essential in implementing any step-by-step or cross-functional framework around the employee experience. He emphasized how leaders and managers will make or break the experience. An organization can have strong corporate intent  programs. Still, it will not work for the employees if they don't get translated into reality through the manager & leadership levels.

- Particular areas where organizations can get agile include **performance reviews, talent management, and learning and development.**

- Therefore the need of the hour is for organizations to be agile as speed is the new business currency, rapid innovation has become a strategic imperative for most companies, and isn't just a subset, and lastly, HR touches every aspect of employee of an organization.