NEXUS

SIMS

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DECEMBER 2015

THE PEOPLE TREE
HR CLUB

EDITOR'S NOTE

Dear Reader,

SIMS HR club – The People Tree, brings you HR Newsletter – 'NEXUS' December 2015 Issue. Our endeavours have always been aimed at equipping you with the latest happenings in the HR world, and how it's going to impact you as a manager. Keeping your interests in mind, this time also we have chosen the topics very carefully, so that you benefit from it.

We would like to thank Brig Rajiv Divekar (Retd), Director, SIMS, who constantly supports us in all our endeavours. We would also like to thank Dr. Suruchi Pandey, faculty in charge, HR Club, who always helps us in finding a direction. We would also like to acknowledge the contribution of the senior and the junior team of the HR club.

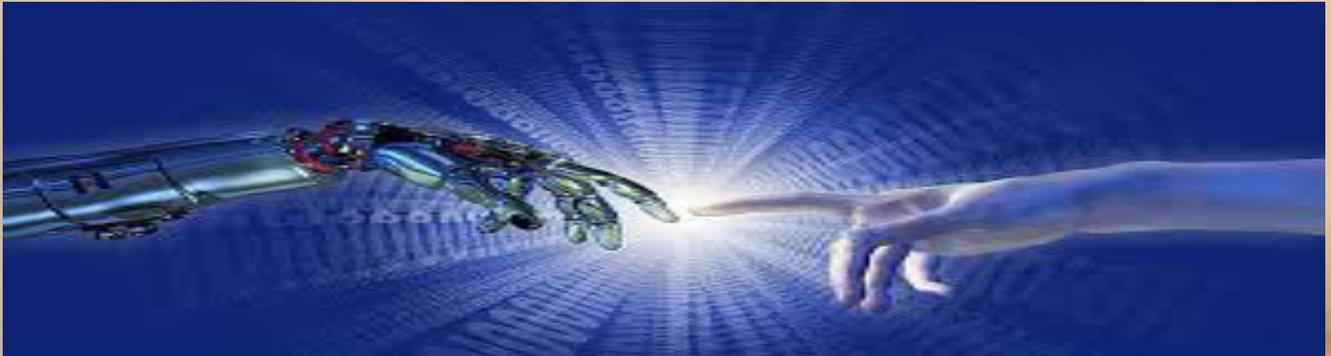## Happy Reading!

Manali Darekar

Jyoti Adhikari

HR Core

Batch 2015-17

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Using technology to improve employee engagement

-Preeti Chaudhary (Batch 2015-17)

Maintaining employee engagement is one of the biggest challenges facing businesses. Irrespective of salaries and benefits, it's very important for businesses to create a working environment where their employees are motivated and engaged; where they feel they are working towards a common goal, have a say in the business strategy and objectives, and are supported to develop themselves.

It's important for businesses to have engaged staff. Without them businesses will struggle; it will be harder to retain staff, productivity will fall and absence will increase. It could also result in losing vital organisational knowledge that comes with time in the role, or even losing competitive information if an employee joins a rival.

On a positive note, **globally employee engagement is continuing to improve.** A factor in this growth is that employees want to work for a company that offers career progression, provides rewards for performance, and has a solid reputation. In fact, the top five drivers for employee engagement in Europe have been found to be career opportunities, organisation reputation, pay, innovation, and managing performance.

It therefore falls to management to help employees, and encourage employee engagement. Thankfully these days **technology can help managers boost engagement and create a motivated workforce**.

1. Peer-to-peer recognition platforms

Internal social media-like platforms are a great way for businesses to encourage employees to give each other a

pat on the back. Instant messaging within these platforms allows employees to say 'thank you' to a co-worker instantly, and other features allow co-workers to be nominated for recognition, such as employee of the month, or for going the extra mile. It also helps **create a visible culture of recognition within the business, which will boost employee engagement**.

2. Instant tangible rewards

It well known that **tangible rewards have more impact**, and improve motivation and engagement, **than cash bonuses** or pay rises. Online platforms allow managers to instantly assign points or credits to an employee's account, so that they can **choose a reward that means something to them**, whether it's merchandise, an experience or an electronic gift card. Most platforms can also be used to help monitor reward scheme performance and employee achievement, which can then be used to provide feedback to employees.

3. Instant feedback mechanisms

There's no doubt that **annual performance reviews are too infrequent to maintain employee engagement**, but **instant feedback results in much higher engagement rates**, and the ability to gather more actionable feedback. All too often, by the time managers provide feedback to employees, the moment has passed and the employee has moved on to other tasks or projects. Instant feedback mechanisms, such as social platforms, can significantly improve engagement.

4. Gamification

Gamification is the use of game-like features in non-gaming scenarios, to motivate a change in behaviour, increase sales or improve productivity. Things like points, badges, levels, leaderboards and challenges all play a role in motivating a change in behaviour, and can supercharge an incentive scheme. **Gamification is great for short term goals** and incentive schemes, but probably shouldn't be used as a recognition platform.

5. Big data

The data collected through on-line feedback and social recognition platforms means that employers have a huge amount of information available to them, that can be used improve efficiency and business processes. This information can be used to **give real-time performance reviews**, rather than bi-annual manager-employer meetings. HR teams and leaders can also analyse the information to improve business performance, or

to address areas that need improvement.

New technology can provide the means to improve employee engagement, and help businesses create a positive working environment. This will help them motivate and retain staff, which in turn will improve their competitiveness and their bottom line.

HR as Corporate Healers

Harman Singh (Batch 2015-17)

Studies carried out by the American Institute of Stress show that on an average three out of four American complains of work related stress. Thus, it has become an epidemic American lifestyle. In New York, Los Angeles and other municipalities, the relationship between job stress and heart attacks is so well acknowledged, that any police officer who suffers a coronary event on or off the job is assumed

to have a work related injury and is compensated accordingly (including heart attack sustained while fishing on vacation or gambling in Las Vegas). A huge percentage of people spend their time and money in rectifying the stress and be more productive during work. In India the situation is also similar and growing in scale. The effect may be detrimental to our economy and growing in scale as our younger population and lack of strategies in taking care of the situation.

However this article does not talk about stress but talks about the role of HR departments to act as a medium which heals or tries to heal this increasing concern. Thus we somehow now want HR leaders and managers to take care of this problem. HR department should now increasingly spend time in solving issues and equip themselves with tackling crisis management and promote a healthy work life balance.

It is safe to say that healthy office is far from the answer or solution to a productive work place. Its more than just providing a cool place to work in , it encompasses not just the various benefits and flexible work options . Though they have gone far in promoting the idea of employees first but failed to reach a complete and a holistic overview in providing a great place to be with. Growing trend shows that employees now need satisfaction at an emotional and a spiritual level. This however varies from region to region but India' growing belief in spiritual leaders shows that we do spend a considerable time and effort in realising this state.

We therefore come to a conclusion that HR should now be spending time and money in becoming the corporate healers by reading the pulse and preparing strategies to make a company a harmonious place. Adequate training needs to be provided in preparing in house leaders who help the people in the organisation cope with stress, fight anxiety disorders. Thus, has become extremely productive. Research shows that one of the latest trends is t provide a very entrepreneurial role. We need to have the HR in sync with the line mangers promote innovation and look into employee matters more carefully. In the end a feeling of being looked after is what makes majority of us happy, especially with the Indian concept of a family orientation. A very give and take role in organisation has become very overdone and stalled over a period. A new challenge for various HRs now comes how to equip them to tackle this new problem .This can be done by either forming a department and hire specialists looking after welfare or by forming specialised departments which train HR managers to look into this matter. We then produce over all produce a stress free environment, more stability and eventually help cost cutting and reach business targets. This situation is very critical and companies should be willing to take a step in order to save India's younger population which is about 63 percent to this epidemic.
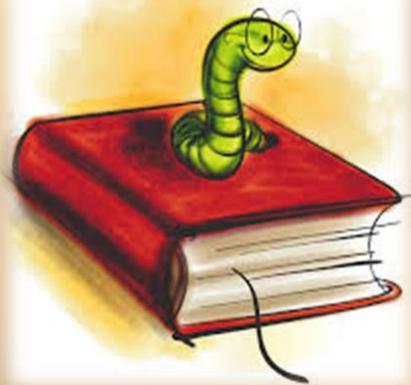
MUST READ BOOKS FOR HR PROFESSIONALS

-Prajakta Pande (Batch 2015-17)

Human Resources professionals are committed to building the best possible workplace for their company and its employees. And while it can seem like there are an overwhelming amount of office-related fads and trends that crop up every year, it's vital to cut through the dross and make an attempt to stay on top of what some of the best and brightest leadership and HR professionals are saying about the way to build and maintain the ideal working environment. Whether they're leaning in, breaking the rules, playing games, or building a payroll toolkit, below are a list of the HR books that offer considered, unique perspectives on how and why we work, and how to make that experience the best it can be.

Games People Play by Eric Berne
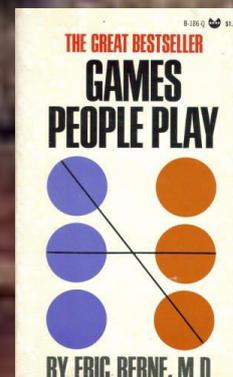
Published in 1964, psychiatrist Eric Berne's Games People Play is a pioneering look at functional and dysfunctional social interactions in the workplace. While the material is over 50 years old, the analysis that Berne offers has never been more relevant, especially as workplaces seek to demolish the typical office lay-out and the sense of stiff hierarchical interactions. Berne shows the cause-and-effect relationship between bosses and

subordinates, and how the behaviour of one often dictates the reaction of the other that is - a boss that acts like a "Parent" will often see his or her employees behave like children in response. This is a particularly important guide for Human Resources professionals who seek to mediate difficult interactions and help to coach bosses or team leads on better methods of management for future.

### 100 Ways to Motivate Others by Steve Chandler
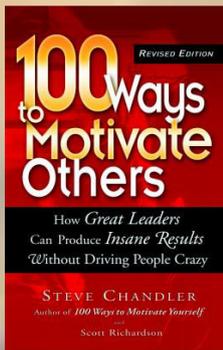
Steven Chandler's 100 Ways to Motivate Others attempts to show managers the best ways to maximize the efficiency of their team without being overbearing. Chandler's approach focuses on the large-scale motivation that a manager can offer and the ways in which he or she can model those behaviours themselves. Another good book for HR managers to help bosses or prospective bosses recognizes the best approaches to managing teams of any size.

The Empowered Manager, Positive Political Sills At Work by Peter Block
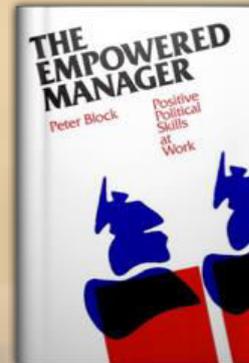
Peter Block's intention with the Empowered Manager is simple, and mostly self-explanatory: he seeks to empower and motivate managers to have the confidence to lead and inspire their team. Under the weight of corporate red tape, or a perceived lack of creative control, Block argues, managers often feel sapped of energy. His book seeks to undercut these mostly imagined obstructions to take back a sense of responsibility and control. This is a great read for any Manager or Team Lead feeling worn down, ineffective, or simply lost.

The Power of Habit: Why We Do What We Do in Life and Business by Charles Duhigg
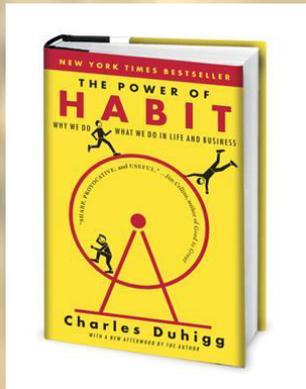
Really compelling book about how habits shape and mould our life, and what we can do to break those habits. We're all creatures of habit and most are formed unconsciously and thus determine our activities. The author, Charles Duhigg, does a wonderful job of explaining our mind-sets through analysis and through anecdotes to make this book a wickedly compelling read. And these habits permeate our work and personal life. Think about it; when you drive into work, do you park in virtually the same spot every time? Do you get a coffee or soda first thing in the morning, like clockwork? Sure, we all do. The same applies to our work habits and habits we've formed in our personal life. Many times these habits, like eating, smoking or exercising determine how we live our life. By the end of the book, you'll find yourself examining facets of your life you previously ignored or took for granted

The First 90 Days by Michael Watkins

This book offers valuable insights and strategies for hiring smart, aligning structures, systems and cultures, building teams, accelerating learning curves, evaluating performance and negotiating win-win situations. After hiring managers and recruiters read the book, every new hire should too!

Maximizing Performance by John Seymour and Martin Shervington
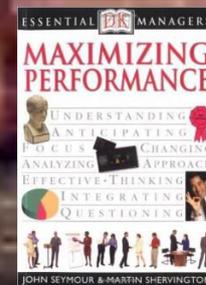
This 72-page gem is a quick reference tool with real-world power tips for building and empowering staff. It's a quick read and can be easily incorporated into daily coaching practices and structured training programs.

Failing Forward: Turning Mistakes into Stepping Stones for Success by John Maxwell
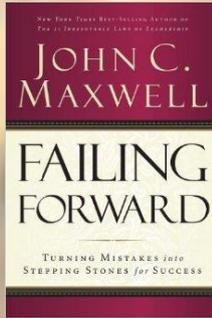
John Maxwell's Failing Forward examines the ways in which our reactions to failure are often more telling and more important than the failures themselves. Maxwell argues that the people who achieve the most in their careers aren't necessarily people who are unafraid to fail, but rather those who seek to learn from that failure and eventually master it — rather than feeling defeated. Maxwell's guide is a great way to motivate employees by showing that a positive attitude is one of the most important tools for success and that anyone can overcome their perceived weaknesses.

Don't Hire the Best by Abhijit Bhaduri

An Essential Guide to Picking the Right Team, the book answers questions on hiring judiciously. It underlines the difference between hiring the right fit vis-a-vis hiring the "best'; via case studies ranging from entrepreneurial start-ups with barely a handful of people in leadership roles to large global organizations. The book also provides a comprehensive guide on how to balance the person, the role and the company culture - the only way to appoint people who will be successful.

Reality Bytes (2015) by Aparna Sharma

The book gives the readers a clear idea of the strategic role that the HR plays in attaining the business goals of an organisation. The book is structured around the employee lifecycle and details the practical aspects of recruitment, employer value proposition and employee value proposition, compensation, HR Analytics and exit.

Match the Age to Keep them Engaged (2015) by Deepak Malhotra

MATCH THE AGE TO KEEP THEM ENGAGED

DECODING THE SECRETS OF CREATING A HAPPY WORKPLACE

Deepak Malhotra

BLOOMSBURY
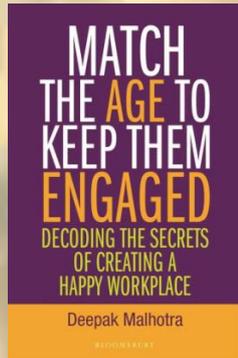
The book answers the crucial question – "Do managers always fail to align their goals with their subordinates' aspirations?" It outlays innovative techniques to create unique engagement interventions, which would prove fruitful in any organization. The book also explains the concept of disengagement of employees due to prominent generation gaps, and the techniques to bridge those gaps that would certainly enable any organization to foster better employee inter–relationships.

HR Crossword Answer

D	E	V	E	L	O	P	M	E	N	T		

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D E V E L O P M E N T
              M
    T         P
C A R E E R   L
    A         O         H
    I       A U         U
C A N D I D A T E       M A
    N         E     A   A
    I       R E C R U I T I N G    H
    N         L     T   R          A
    G         E         R          A
C O M M U N I C A T I O N S        A
              T         O          S     S
        I N T E R V I E W          S     T
              I         U          M     R
        R     O         R          E     A
        E     N         C          N     T
    B E N E F I T S     E                E
        I                   C O N S U L T I N G
        E                                G
        W                                Y
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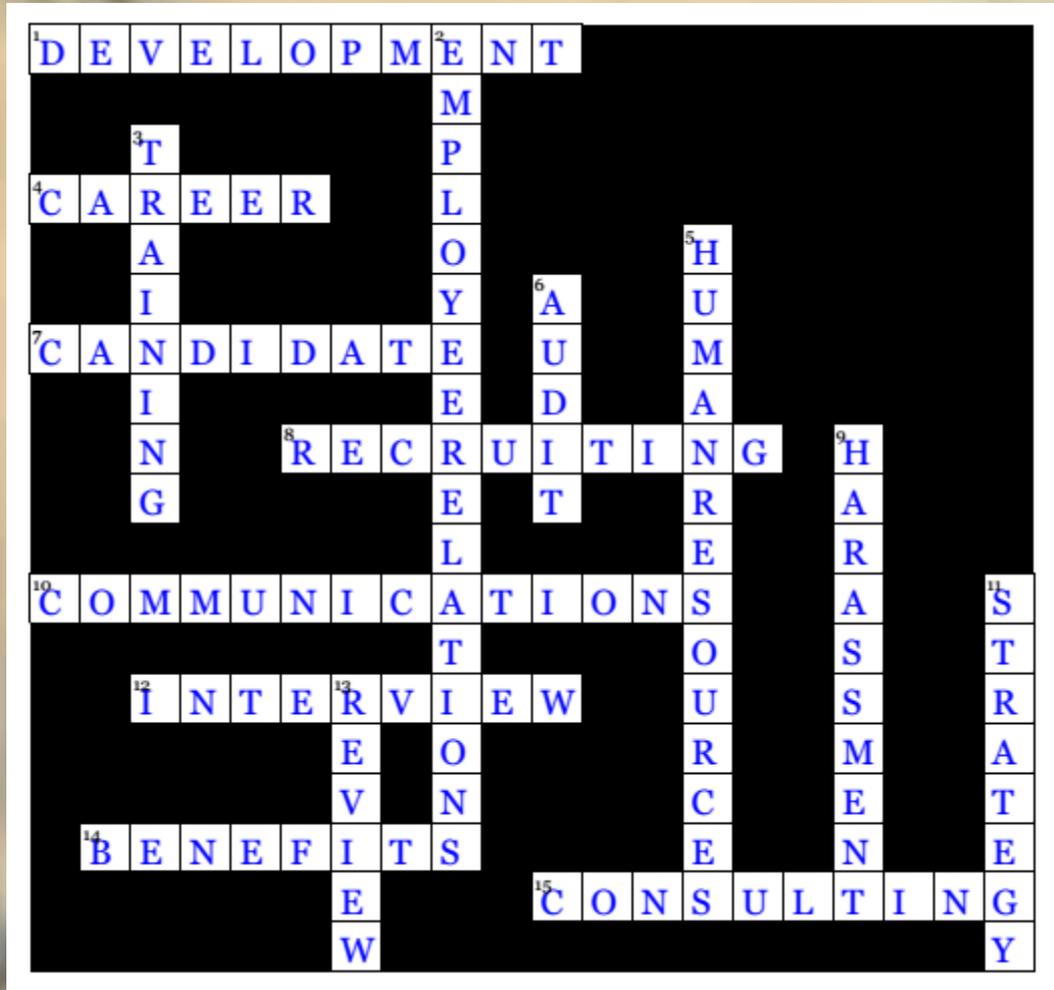
(Answer to the crossword published in the previous edition)

Winners for HR Crossword

1.   Karthikeyan Kumar (Batch 2015-17)
2.   Ritu Yadav (Batch 2015-17)

HR QUIZ COMPETITION - QUIZ BIZ

1. This Company offers its employees a unique opportunity to take a sabbatical to work with communities under Teach for India fellowship program. More than 135 employees registered for the fellowship in 2011. **Citibank**

2. The two IT Giants that plan to expand headcount at Bhubaneswar.

Wipro and TCS

3. 'Reward Blue' is a recognition program that enables leaders and employees to recognize each other – across business units, band levels every day, and reward great work and effort. Guess the organization. **American Express India**

4. Which IT firm plans to go in for an expansion in Ireland. **Infosys**

5. LOUD (Live Out Ur Dream) is a new approach adopted by this company to spot and attract talent at business school campuses in India. Guess the organization**.**

Godrej

6. Business Insider ranked this company as one of the most desirable employers to work for and in 2014, Glassdoor recognized it as #23 in their 50 Best Places to Work in 2015. – **LinkedIn**

7. Which company has overtaken GOOGLE as the best firm to work for in the US. **Airbnb**

8. Consistently grabbing a spot on Glassdoor's annual list of best places to work in the tech industry, this organization was recently named second as the overall best company to work for employing over 1,000 employees. Its innovative HR department promotes a work-life balance, causing employees to admire the company culture. HR focuses a lot of time and attention to training managers to lead, while maintaining a culture of authenticity, transparency, and accessibility. It is able to maintain the scrappy start-up feel while becoming a major tech firm because of the extensive training offered to those in leadership. **Twitter**

9. Which Bank in India aims to conduct for the first time an employee engagement survey to get feedback on effectiveness in the HR Practices and Policies

SBI

Winners of Quiz Biz

Atanu Kumar Mandal

About Myself: I am Atanu K. Mandal. I am a B.Tech (E&C) engineer, from Chandigarh, having a work experience of 31 months in the field of IT.

I am currently placed with Deloitte for the profile of EERM at Hyderabad and hope to start working there soon.

I have keen interest in exploring new places and meeting new people. Being a Food Lover love to visit new restaurants and try new cuisines.

I also love to play Chess, cricket and football. If you have to describe me in one word, it would be "Amicable".

2nd Winner - Naina Sabherwal

Academic Qualification: B.Com from Delhi University and MBA from Symbiosis Institute of Management Studies.

Hobbies: Gourmand, Travelling, Sketching and Dancing

Placed: Analyst, Deloitte (HR Transformation, Human Capital consulting)

About Myself: I, Naina Sabherwal, hail from the City of Rallies, "New Delhi". With education from almost more than 6 schools, I am a B.com graduate from Delhi University. On a personal front I love socializing, believe in being independent and working hard to achieve whatever I set my eyes on. I love travelling, meeting new people, exploring places and sketching and dancing. I live to eat and am a big food enthusiast.

Events to look forward to

● On-going : HR Express

1. This format would be followed during the Learning and Development class, Every Mondays and Tuesdays

2. Students are to read on various aspects of HR, Case Studies, Research Paper and Articles.

3. In the first five minutes of the class, one student manager can voluntarily share a piece of information with the rest of the class.

4. Time Limit: 5 minutes

5. In case other student managers have a new perspective of the same, it can be discussed in the next 5 minutes.

6. We would appreciate if all of you would help us by contributing towards this initiative.

7. This is the first of its kind being implemented for the benefit of the student managers in SIMS.

➢ Up Next : Kaleidoscope