8th HR Leadership Retreat
HR Innovations in the age of Disruption
30 August – 01 September, 2019 I Taj Fort Aguada Resort & Spa, Goa

Retreat Agenda

DAY 1 – FRIDAY, 30 August, 2019

16:30 – 17:00 hrs   **Registration**

17:00 – 17:30 hrs   **Opening Session**

	Welcome	**Rekha Sethi** Director General All India Management Association
	Setting the Context	**Pramod Bhasin** Programme Chairman – AIMA HR Leadership Retreat and Founder, Genpact and Chairman, Clix Capital

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17:30 – 18:45 hrs
Session 1   **Reinventing the store: HR for digital-age retail**

In the face of disruption from online retail, big stores need to reinvent themselves in both economics and experience. They must deliver on consumers' expectations of fast, smooth and money-saving shopping. Technology can improve demand forecast, inventory, store navigation, checkout etc but getting the human element right in an highly automated environment is a significant challenge. Stores need to reinvent their HR for digital efficiency as well as a shopping experience that gets consumers excited about visiting stores.

- *How can retail chains compete with online retail platforms?*
- *Which skills are critical for enhancing shopping experience of the digital-oriented customers?*
- *How are HR practices of stores changing amid increasing automation?*

Speaker   **Devendra Chawla**
Managing Director & CEO
Spencer's Retail Ltd.

Interaction with Audience

18:45 – 20:00 hrs
Session 2   **Upgrading old workforce for the new world**

Business technologies are changing but much of the workforce is inherited from the past. Replacing outmoded workers with digital natives is both difficult and expensive and organizations have to retrain and reassign old employees. HR needs to continuously upgrade employees' digital skills as well as their mindset to suit the new culture of agility, adaptability and autonomy. HR has to change itself to change the organization.

- *How can HR change the culture of trickle-down adoption of new technologies and skills?*
- *What kind of programmes can bring the conventional workforce up to speed with digital dynamics of business?*

- *How can HR overcome employee resistance to retraining and reassignment?*

Speaker	**Richard Lobo** Executive Vice President & Head, HR Infosys

Interaction with Audience

20:00 hrs onwards   **Networking Dinner**

DAY 2: SATURDAY, 31 August, 2019

09:30 – 10:45 hrs
Session 3   **Aligning talent with the digital economy**

As new business and organization models emerge, enterprises need to overhaul their talent capital. Now, every organization needs people who can analyze and apply data, collaborate with AI, deal with digital suppliers and customers, engage employees and customers digitally, and more. HR needs to anticipate and predict new skill requirements and use technology to acquire, onboard and develop the necessary talent.

- *How can HR induct new skills and talent to support organization's digital strategy?*
- *How can AI be applied to identify skill gaps and to develop the competencies required for new ways of doing business?*
- *How can HR ensure that AI eliminates biases and does not end up perpetuating those?*

Speaker   **Pramod Bhasin**
                         Programme Chairman, AIMA HR Leadership Retreat and
                         Founder, Genpact and Chairman, Clix Capital

Interaction with Audience

10:45 – 11:15 hrs   **Networking Tea/Coffee**

11:15 – 12:30 hrs
Session 4   **Change with continuity: Modernizing legacy organizations**

It is harder for old organizations to shed inherited culture and turn into digital ninjas overnight. The long-lasting manufacturing and commodity firms are particularly constrained in disrupting themselves and becoming data-centric and agile. Though machines can be modernized relatively easily, reconfiguring the organization poses significant risks and challenges. It requires redesigning of work, roles, hierarchy, hiring, training etc. and a judicious blending of conventional workforce and digital natives. Change with continuity is vital for such organizations because they cannot afford to lose people with deep knowledge of the business while introducing new ways of doing things and new measures of performance.

- *How can legacy organizations disrupt themselves and become agile?*
- *How can HR balance business experience and tech expertise in a legacy organization?*

Speaker	**Suresh Dutt Tripathi**
	Vice President HRM
	Tata Steel Ltd.

Interaction with Audience

12:30 – 13:45 hrs
Session 5

Using technology for precision hiring

Hiring is expensive and hiring mistakes prove rather costly. Reliance on HR experience and referrals are not enough in a fast-moving business. Fast, economical and correct hiring is critical for competitiveness and growth. The mainstreaming of the gig economy adds the challenge of instant judgment. Much of the hiring process can be made more precise with augmented intelligence tools such as CV and video analytics. Automating screening and selection can minimize hiring errors while also accelerating the process.

- *How can HR automate hiring for greater speed, economy and reliability?*
- *Which technologies can be applied in hiring to ensure that candidates fit the roles?*
- *How can external hiring partners be integrated into an automated hiring system?*

Speaker	**Pankaj Bansal**
	Co-founder and CEO
	PeopleStrong

Interaction with Audience

13:45 – 14:45 hrs   Lunch

14:45 – 16:00 hrs
Session 6

Driving employee productivity with data

One-size-fits-all performance management is sub-optimal in the digital age. Employees need personalized nudge to give their best. Data intelligence and analysis is a great way to monitor, measure and motivate individual employees to improve their output. Automated oversight also frees up management bandwidth from supervision to more productive tasks. However, care needs to be taken to avoid excessive control and violation of privacy and dignity.

- *Which technologies can be used to improve employee productivity?*
- *What kind of productivity improvements are possible with data-driven performance management?*
- *What kind of data acquisition, sharing and ownership agreements with employees may be required for digital supervision?*

Speaker	**Harshvendra Soin**
	Chief People Officer
	Tech Mahindra Ltd.

Interaction with Audience

16:00 – 16:30 hrs   **Networking Tea/Coffee**

16:30 – 17:45 hrs Session 7	**Leveraging Diversity - Attracting and Engaging with Diverse Cohorts**

Organizations need to reflect the demographics of their markets in order to succeed in a fast-evolving business landscape. Diversity of workforce has become a necessity as businesses must have all possible intelligence and ingenuity. That requires the HR to get better at attracting and engaging women and millennials while getting the older workers to adapt to the new workplace culture. HR needs to develop skills to build and manage a diverse workforce.

- *How is the composition of workforce changing?*
- *How can HR attract and engage women and millennial workers?*
- *How can HR get the best out of a mixed workforce?*

Speaker	**Pavitra Singh** HR Director & Head of Talent Acquisition, Asia Middle East & North Africa PepsiCo

Interaction with Audience

20:00 hrs onwards	**Dinner**

DAY 3: SUNDAY, 01 September, 2019

09:30 – 10:45 hrs Session 8	**Developing leaders for the age of disruption**

Business models and organization structures are changing to deal with disruption and new kind of leaders are needed to navigate relentless change. HR has to deliver leaders with appropriate competencies and attitudes at all levels. HR needs to ensure that the leaders are ready for data-based intelligence and decisions, cross-functional and multi-generational teams, digital business platforms, artificial intelligence, social media and digital entrepreneurship.

- *Which are the key capabilities needed for leadership in the new business environment?*
- *How can HR develop leaders who are fit for the age of digitization and disruption?*
- *What key competencies must HR acquire to impart digital leadership skills?*

Speaker	**D Shivakumar** Group Executive President, Corporate Strategy Aditya Birla Group

Interaction with Audience

10:45 – 12:00 hrs Session 9	**Enter the quants**

Data is the new arbiter of business decisions and HR too has to align with the culture of data-based intelligence and action. HR has to play a central role in frequent reinvention of business as rapid technological advances force enterprises to reconfigure and reorient. HR needs to manage a constantly changing workforce and reconcile the relationships employees and gig workers and also between humans and machines. HR needs digital-age

skills and tools to identify and develop talent and also enable the organization to become agile.

- *What kind of digital competencies are needed by contemporary HR?*
- *How can HR develop and apply data acquisition and analytics capabilities?*
- *How can HR integrate into an organization's digital strategy?*

Speaker	**Puneet Khurana** Vice President & Head, HR & Training Policybazaar.com
	Interaction with Audience

12:00 – 12:15 hrs	**Certificate Distribution**

12:15 hrs	**Retreat Concludes with Lunch**