

THIS MONTH FEATURES...



FOUNDER'S ARTICLE

Niket Karajagi elucidates on design thinking.



OD CONNOISSEUR'S ORATE

Ali Khaled Alhashmi shares his thoughts on innovation for competitive advantage.



OD ENTHUSIAST'S ORATE

Praniti Lal expounds on innovation at workplace.

Atyaasaa

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KNOWLEDGE BEANS

A HUMAN RESOURCE NEWSLETTER



FOUNDER'S ARTICLE



Niket Karajagi is a business psychologist and the Founder Director of Atyaasaa, which contributes to the top corporate brands globally. He is a certified MBTI practitioner, DISC certified trainer, NLP Master Practitioner and carries international accreditation for Saville Assessments. Niket is also a certified coach, a competency augmentation facilitator and assessor for Marshall Goldsmith's Stake Holder Centred Coaching and Global Leader of Future 360 assessment.

DESIGN THINKING: RE-ENGINEERING INNOVATION

Innovation is all about doing more with less. Innovation all this while was thought to be an inborn talent that a few had, till the approach of design thinking came through. Design thinking converted the creative process into logical steps for all to use. I take this opportunity to present the essence of design thinking through logical steps.

- Empathize:** This is a "what is" stage of the situation on hand. However, the interpretation of the situation is not from the innovator's stand-point, but from the stakeholders' view. There are ethnographic tools that can help us discover the underlying emotive issues that the customer could be facing.

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THE EDITOR'S MESSAGE

This issue focusses on **Innovation at Workplace**. We look at internal workplace methods, techniques and examples. Design thinking which is the next most important skill set will also be deliberated upon. The theme for next month is **People Analytics**. Organizations have to now gear up to the new challenge of fast changing human dynamics. Analytics is the future of the industry where Big Data is the essence of success. People analytics is the emerging framework to recruit, retain and develop human capital. Organizations with a centralized or decentralised analytics team working closely with HR are the new realities.

If you share a passion for the topic, have a flair for writing and would like to share your views, you can send us a 350 word article with your brief profile along with your photograph in jpeg format to atyasaeditor@atyasaa.com



TITLE OF THE MONTH DESIGN THINKING: RE-ENGINEERING INNOVATION

BUSINESS COACH Niket Karajagi | **LOCATION** Webinar | **TIME / DATE** 3PM-4PM, Sept 14th, 2017

WHO SHOULD ATTEND
Inspired and Aspirational
Business Heads & HR Leaders



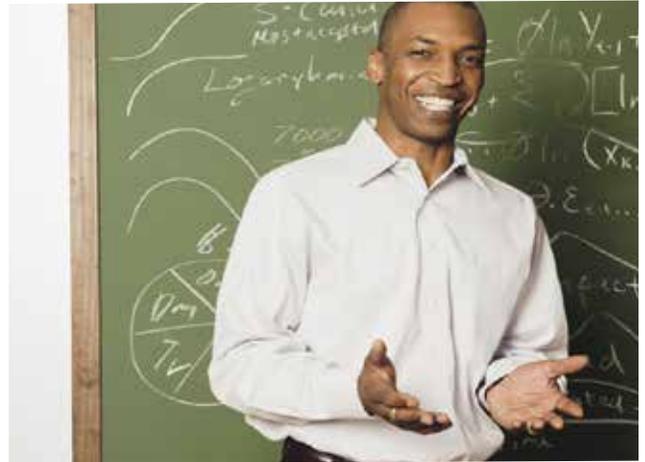
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2. **Define:** Once you know the exact situation on hand from the stakeholders' stand point, it is then possible to develop a business case where we reframe the "opportunity statement" on hand.
3. **Ideate:** Here we start generating ideas from diverse groups of participants. Visual tools and stories are the best used tools to trigger the creative mind.
4. **Prototype:** This is a "what works" scenario. Once the ideation is over, you choose the quick wins and build a limited working model of the innovation. The idea here is to test it and fail early; fail cheap.
5. **Test:** This is a learning launch stage where a hypothesis of the innovation is tested for business value creation, agreeability, scalability, and execution. Any other relevant parameter can also be there.

Once the last step is cleared, then we can invest in a full blown commercial proposition. What I like about design thinking is, it is quick, fast, easy and fun.

Design thinking should not be mixed with problem solving as it is a solution that tames all wicked problems, which are to do with human dynamics. The feedback I have about design thinking is that stakeholders enjoy this process and also experience synergies required for innovation to happen very quickly. So go ahead learn this fascinating process and monetize collective creativity. **E**



OD CONNOISSEUR'S ORATE



Ali Khaled Alhashmi is Senior Vice President, Head of Human Resources and Centre of Excellence at a leading bank in Abu Dhabi. He is a HR specialist with more than twenty five years of leadership and professional development experience. He brings a rare ability to apply an entrepreneurial approach to organizational challenges, delivering transformational and sustainable change to large and small businesses alike. He is well known as a catalyst for transformational change, spearheading the use of innovative HR management techniques combined with digitization to deliver lasting results, particularly with employee engagement.

INNOVATION FOR COMPETITIVE ADVANTAGE



In a business environment of continual change and disruption, especially with regard to technology, being innovative at the workplace is increasingly critical for organizational success. Sustenance in modern competitive world can be achieved by taking a creative look at what can be made more efficient or effective by deploying technology in newer ways to assist the business activities. Some companies have been quicker at adopting innovative new approaches in comparison to others.

Robots, replacing humans, have been used in various forms in manufacturing for many years now. This innovation has saved such companies costs of labour, and equally, robots in many cases are able to perform such functions more accurately and in a more consistent manner than humans. The innovative use of artificial intelligence has also begun to spread to functions such as call center environments and is adding some value there as well, though it is early days yet.

Union National Bank in the United Arab Emirates has been taking a very innovative approach at how to better manage its HR activities and has also identified opportunities for deploying robots in its business. In recruitment and selection, the bank wanted to stand out from its competitors at graduate recruitment fairs. UNB Robo was conceived to address this issue. UNB Robo is an innovation which was introduced to carry out interviews with graduates at careers fairs.

The approach was highly successful, since despite some initial wariness about being interviewed by a robot, UNB Robo was a big hit. A powerful first impression was made to talented, fresh graduates about the innovative nature of the bank, to a generation of digital natives that cannot even remember a time without mobile phones or the internet. Additionally, a humanoid robot was introduced in the HR reception at UNB. This innovative approach has enabled UNB to gain real time feedback on employee satisfaction as well as help drive cultural transformation towards innovation throughout the bank.

By thinking creatively and applying innovative technologies within the organization, Union National Bank has shown how competitive advantage can be achieved. **E**



OD ENTHUSIAST'S ORATE



Praniti Lal completed her Masters in Computers Management from University of Pune followed by a superior level diploma in Spanish from Spain and diploma in training and development from ISTD. She is a foreign language trainer with over five years of experience in conducting language and business communication training sessions for B-schools and corporates in India and Spain.

INNOVATION AT WORKPLACE

My father had one job in his lifetime, I will probably have six jobs in my lifetime, and my children will most likely have six jobs at the same time. 'A job for life' is an endangered expression now. Due to fast and ever changing environment, organizations will need to respond to this change through rapid innovation in improving service, quality, productivity and marketing as well as in managing and motivating more diverse people.

In their book "Competency Model", Spencer & Spencer observe that the future business environment will include:

- An ever-increasing pace of technological and societal change.
- A further shift to an information economy requiring highly skilled knowledge workers.
- Intensified global competition.
- Fragmentation of markets into specialized niches.
- Diversity - employees and customers from every race, gender, ethnicity and culture in the world.

For organization seeking to prepare for the future should:

- Make talent mobility a core value and build in processes that support fluidity.
- Form an organizational performance group to study how high performing teams actually work.
- Examine new communication tools (such as Workplace, Slack and Basecamp) and
- Adopt continuous, feedback based performance management that allows for goals to be reset regularly.

Google, as an organization is known for its innovation and creating one of the world's most dynamic and effective corporate cultures. In his book "Work Rules", Lazlo Bock (former SVP of People Operations at Google) suggests how to transform team or workplace:

- Give your work meaning. You'll get the most out of your people if you tie their work to a higher purpose.
- Trust your people. Give the power to your front line employees.
- Hire only those people who are better than you.
- Employee development and performance appraisal should be mutually exclusive.
- Focus on the two tails. Your best and your worst employees are where you should focus your energy.
- Pay unfairly. Your top performers should be paid more – even for the same role.
- Nudge. Small, positive gestures make a big difference.

Whatever industry one is in, success at the workplace – for both employers and employees – depends on their ability to continually harness and embrace the power of change and innovate. **E**



Atyaasaa Consulting Private Limited is a leading Human Resource Training & Consulting Organization partnering with some of the best brands in the country and overseas. Atyaasaa has been a catalyst and a contributor in their quest for people development and business excellence. The core differentiator of Atyaasaa process is continual innovation, unique customization and use of state of the art technology tools. These are implemented through ethical and experienced operations and human resource facilitators having contribution as their core value.



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 For suggestions : feedback@atyaasaa.com

BEANSTATEMENT

The only certainty is impermanence; which is the causation of all innovations.