

# Proceeding Report

---

HUMAN CAPITAL CONFERENCE 2018  
- THE FUTURE OF WORK  
KATHMANDU, NEPAL  
4TH OCTOBER, 2018



NATIONAL BANKING INSTITUTE LTD.  
"The Banking Academy of Nepal"



*We are **for the industry** and **by the industry**"*



## **OUTLINE PAGE**

<b>SUMMARY</b>	<b>3</b>
<b>THE FUTURE OF WORK</b>	<b>4</b>
<b>POWER AND POTENTIAL OF COACHING</b>	<b>6</b>
<b>TECHNOLOGY IN LEARNING</b>	<b>8</b>
<b>INDUSTRY EXPERT PANEL DISCUSSION</b>	<b>10</b>
<b>CONCLUSION</b>	<b>10</b>
<b>APPENDICES</b>	<b>14</b>
Appendix 1: Facilitators' Profile	14
Appendix 2: Program Itinerary	15
Appendix 3: Photo Gallery	16

# SUMMARY

*National Banking Institute Ltd (NBI) organized a one day “HR Conference 2018– The future of work ” on 4th October 2018 in Kathmandu. The program aimed to provide practical guidance through understanding the approaches that can be initiated or strengthened for addressing the human resource issues at regional and international levels.*

Mr. Sanjib Subba, CEO, NBI, highlighted the theme of the conference; “The Future of Work”. He explained the need of robust HR function in every organization as the working space dynamics has been changing rapidly. Changes in terms of the coming of the millennial generation, lifestyle transition, gig economy, turnover issues, etc. has definitely impacted functions of the organization as a whole. Major concern also arises on the ethics and governance issues which requires open discussion and deliberation.

During the program, Ms. Harlina Sodhi ( Entrepreneur & Co-Founder, Executive Advisor Board, TEDx ) shared information about how does future of work looks like. Similarly Mr. Steve Correa (Chief Human Resource Officer, Diageo India) deliberated on the power and potential of coaching and Mr. Sameer Inamdar, CEO - Enthraltech made presentation on Technology in Learning.

Two sets of panel discussion were held; the executive panel discussion comprising of Mr. Suman Sharma CEO of Machhapuchchhre Bank, Ms. Bandana Pathak, Deputy CEO of NCC Bank and Mr. Praveen Raman Parajuli, CEO of Reliance Life Insurance discussed the Role of L & D in building organization culture, which was moderated by Mr. Sanjib Subba, CEO, NBI.

Another round of panelist for the discussion included the HR specialist namely Mr. Amit Sharma, HR head of Laxmi Bank Ltd, Ms. Damayanthi Joshi, HR head of Nepal SBI Bank Ltd. and Mr. Shailendra Raj Giri, CEO of merojob.com sharing their insights on The future of HR. The panel discussion was moderated by Ms. Euden Koirala, People and Organization Development Manager, Water Aid.

# INTRODUCTION

**Harlina Sodhi**  
**Entrepreneur & Co-Founder, Executive Advisor**  
**Board, TEDx Speaker**

- **Culture, Diversity and Inclusion, Contemporary learning practices**

Ms. Sodhi started the presentation by highlighting on

## *What does the future of work look like?*

In today's world, the value, power and potential of building an organizational culture in the workplace requires clarity in three aspects; 1. What got us here will not take us there 2. Who got us here will not take us there and 3. How we got here is certainly not how we are going to go there. The volatility of the workplace demands a culture set by an organization through values and behaviors embedded in the company processes towards managing the risk rather than the traditional processes, templates and standard operations.

In order to discuss the statement she talked about 4 different revolutions. Focusing on those revolutions, she stressed on the statement that 4th revolution which is an industrial revolution brought changes around us for the better including the following:

- Agile Learning
- Skills of future
- Learning on the go/ do yourself learning
- Networking and sharing
- Gig Economy
- Employee engagement/ employee empowerment
- Diversity & Inclusion (Multigenerational workforce)

*She emphasized that many people have started to become cyborg which is all about being half human and half machine. Besides, she mentioned that organizations culture were never discussed earlier.*



**In order to support the statement she shared the incident of India,** where she explained Why culture is talked among the organizations these days. She said, that nowadays people are being empowered by their organization to do the best. Besides this, she highlighted the need of:

- Robust Technology and rise of gig economy in the coming future.
- How and why HR people should do organizational design for the company and change the way organizations have been looking at everything.
- Role of HR in inclusion of mindset of people through multiple intervention, policies, training programs and expert opinions.

*She strongly stated to **THINK DIGITALLY** and emphasized on the fact that organizations should always create new ways to **LEARN**..*



**Steve Correa**

**Chief Human Resource Officer**

**Diageo India**

**-Power and Potential of Coaching**

Coaching today is a reflective space that allows the coach and the client in creating self insight, build commitment and create transformation. The changing dynamics in the industry today urges the importance to understand trends and create agile organization, agile people, agile strategy, agile

workplace and agile system. HR has a critical role to play to work with people and organization toward impact performance and creating new ways of working that are relevant in the context today.



Emphasizing on where and when to use coaching and training, Mr. Correa discussed on personal purpose and value by focusing on how to work with our personal purpose. Highlighting on how coaching creates transformation and develops talent, he emphasized that chemistry between coach and client is important than that of coaching. He stated ***“To be a good coach one needs to BE PRESENT AND ACKNOWLEDGE.”***

Moreover, focusing on the area of HR, he stressed on the statement that HR should focus on :

People → Information → Performance → Ways of Working

Besides he said , “Allow client to reflect on what is happening in live”.

This statement led Mr. Correa to discuss on different ICF coach competencies and some fundamental truths where he spoke on **DO NOT CREATE CHANGE, TAKE PEOPLE TO PLACE WHERE CHANGE IS OCCURRING.**



He talked about the various internal and external coaching styles which line managers are required to use during coaching process including the following:

- Directive Style
- Democratic Style
- Autocratic Style
- Coaching Style

His key statement during the session was “ What makes a good coach is, If you are ready anyone can coach”. However, role of a coaching is to create transformation and conditions for the client .

# Sammir Inamdar

## CEO

## Enthralltech

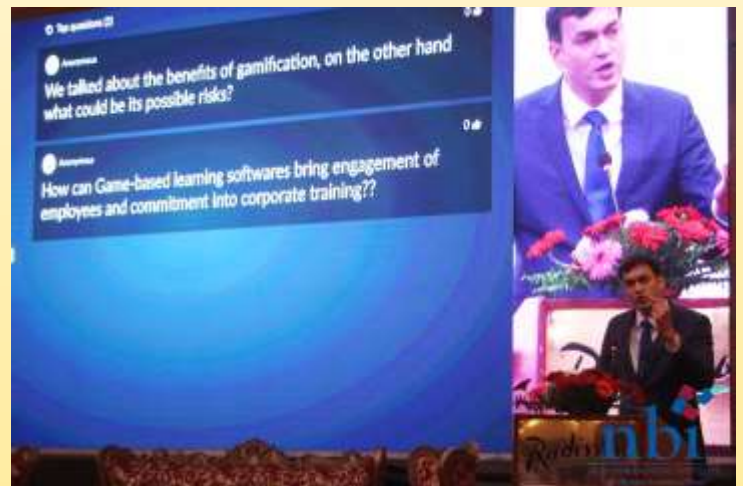
### -Technology in Learning

Mr. Inamdar elaborated on how the technology has a great role to play in the L & D perspective. Technology should be designed in such a way that it bridges the gap between the technology and the professionals. He also focused that today the learning habits are changing, The work on the 70, 20, 10 principle where learning happens on the job, talking to customers through socializing and structured learning respectively.

He emphasized on ***How technology plays a critical role on staying relevant and How HR can deal with technology without IT department.***

He discussed on the current trends in L & D through technology including:

- how to meet the modern learner and how people stay in the organization
- Blended Learning.
- E- Learning, LMS and its application
- Gamification, its benefits and game based learning.
- New learning technology market.
- Artificial Learning and machine learning.
- CapEX for cloud service.

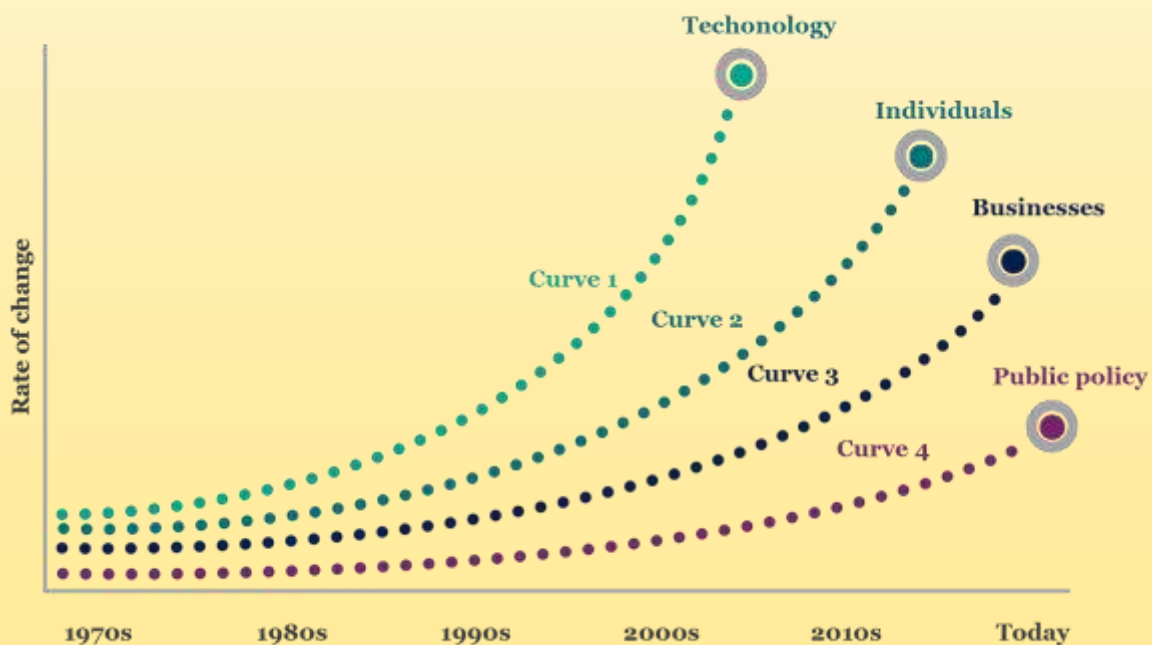




He focused on the Artificial Intelligence as a broader concept of machines being able to carry out tasks in a way that we would consider “smart”. Machine Learning is a current application of AI based around the idea that we should really just be able to give machines access to data and let them learn for themselves.

These come with the ability to evaluate, learn, and adopt a dynamic strategy. They are able to identify each learner’s needs and come up with models which focus on method and reason rather than bald facts. With predictive logic and analysis the goal is maximizing the learner’s grasp of concept and problem solving emphasizing on the areas that need improvement.

The graph below depicts the happening of today in terms of the rise in technology and the gap within the productive performances of the individual, business and the governments. Hence, HR has a great opportunity in terms of helping towards closing the gaps among technology, individuals, business and society and governments. With the rising access to technology by consumers globally, mobile, AI and cognitive computing, learning is possible just at a touch of button.



**Source:** Enthraltech Private Limited, India.

## Executive Panel Discussion

Executive panelist comprised of Chief Executive Officers and Deputy Chief Officers. They shared their views on culture and coaching. The panel discussion was moderated by Mr. Sanjib Subba, CEO , NBI.

### Suman Sharma

#### CEO

#### Machhapuchhre Bank Ltd.

Mr. Suman Sharma said culture starts from grooming from the home itself and in order to build harmony among the team it is an important factor.

Mr. Sharma emphasized that culture in an organization starts from scratch where similar culture relates to similar thinking. As a newly appointed CEO of

the bank he says “some organizational culture should be adapted whereas new cultures should be established and the negative culture should be rooted out”.

He shared that his focus areas as a CEO of the bank is organizational culture, risk management, compliance management and corporate governance and collective bargaining.



**Praveen Raman Parajuli**  
**CEO**  
**Reliance Life Insurance**

For any leader, it is important to create values. Mr. Parajuli said CEO should focus on people and people will bring business. He talked about why HR should create major changes and be flexibly positioned in terms of market as well as philosophy. Besides, in terms of coaching tools and how to gain profit from it, he recommended on:

- *Identifying coaching areas*
- *Bringing group of people together*
- *Changing groups / alignment of resource*

**Bandana Pathak**  
**Deputy Chief Executive Officer**  
**NCC Bank Ltd.**

Ms. Bandana Pathak started her experiences about the merger of NCC with 4 development banks and shared her experiences towards directing linkage with the culture coming together from diverse organizations to build as one.

She explained how NCC concentrated on 3 issues to formulate similar culture among all the employees:

1. Generated each and every individual report and matched with existing staff.
2. Addressed the insecurities and concern of workforce by conducting examination for same post.
3. Workforce dissemination and bringing staffs to their culture.

*She explained how they worked a year before as homework in order to manage workforce insecurities and blending people.*

## HR Panel Discussion

HR panelist put their views across from the HR perspective on “The Future of HR”. The panel discussion was moderated by Ms. Euden Koirala, People and organization Development Manager, Water Aid.

**Damayanthi Joshi**  
**HR Head,**  
**Nepal SBI Bank Ltd.**

Ms. Joshi deliberated on reverse mentoring as she believes in learning from juniors with the coming up of the millennials. She highlighted on how initiating the change in strategic department is important. She also highlighted on the fact that the people today seek individual appraisal and recognition rather than the team appraisal. Therefore, people should be evaluated on their individual capabilities rather than appraising as a team. She further stated the fact that



*“HR would exist and be the change you want to see in others. “*

**Amit Sharma**  
**HR Head, Laxmi Bank Ltd.**

Mr. Sharma raised his concerns towards the importance of the role of HR in strategic intervention. With the support from the board and the CEO within the organization, HR can create a change towards building a robust HR mechanism, functions and processes in line with The Future of Work. Besides, he also emphasized on the transformation of HR from a **caterpillar to a butterfly** as the urgent need of the hour. .

**Shailendra Raj Giri**  
**Founder & CMD – merojob.com**

***Include HR in board or at least management committee during strategy meetings.***

He highlighted on how:

- HR has to have energy and wish to be a leader not follower.
- Strategic ways of appraising employees performance
- Continuous appraisal and feedback every hour is necessary.
- Reward and punishment on the very day instantly is important

**Highlighting on the importance of TNA, he emphasized on :**

- Assessment of objective for each job responsibility.
- Segregate people in terms of knowledge and skills
- Pre and post training assessment.
- Periodic assessment
- Decision on assessment.

## **Conclusion**

Mr. Sanjib Subba, CEO, NBI conveyed his gratitude to all the participants particularly session presenters, panelists and moderator expressing his satisfaction with the interactive nature of the discussion and extensive networking amongst the HR fraternity under one platform which he hoped to continue going forward. Further, he remarked that HR transformation is important and HR as a whole has a catalyst role to play in building the overall culture of the organization to overcome the transitional phase.



## PHOTO GALLERY



## PROGRAM ITIENERARY

Time	Particular
9:00 am - 9:30 am	Registration Tea/Coffee/ Cookies
9.30 am - 9.45 am	Opening Session & Inauguration
9:45 am - 11:30 am	<b>Ms. Harlina Sodhi,- Entrepreneur &amp; Co-Founder, Executive Advisor Board, TEDx Speaker</b> <i>Topic: Culture, Diversity and Inclusion, Contemporary learning practices</i> <i>(Time 1.30hr, Including Q &amp; A -15 Min)</i>
11:30 am– 11:45am	Tea/Coffee/Cookies Break
11:45 am to 1:15pm	<b>Mr. Steve Correa (Head HR - Diageo)</b> <i>Topic: Power and Potential of Coaching</i> <i>(Time 1.15 hr, Including Q &amp; A -15 Min)</i>
1:15 pm - 2:00 pm	Lunch
2:00 pm - 3:15 pm	<b>Mr. Sammir Inamdar (Founder and CEO of learning technology company)</b> <i>Topic: Technology in Learning</i> <i>(Time 1 hr, Including Q &amp; A -15 Min)</i>
3:15pm to 3:30pm	Tea/Coffee/Cookies Break
3:30 pm-4:15 pm	<b>Executive Panelist</b> <i>Topic: Role of L &amp; D in Building Organizational Culture</i> 1)Mr. Suman Sharma, CEO, Machhapuchhre Bank Ltd. 2)Mr. Bandana Pathak, DCEO, NCC Bank Ltd. 3)Mr. Praveen Raman Parajuli, CEO, Reliance Life Insurance <i>(15 minutes Q &amp; A)</i>
4:15 pm to 5: 10pm	<b>HR Panelist</b> <i>Topic: The Future of HR</i> 1) Mr. Amit Sharma, HR Head, Laxmi Bank Ltd. 2) Ms. Damayanthi Joshi, HR Head, Nepal SBI Bank Ltd. 3) Mr. Shailendra Raj Giri, Founder & CMD - merojob.com, Real Solutions and Rojgari Pasal <b>Moderator</b> Ms. Euden Koirala, People and Organization Development Manager, Water Aid <i>(15 minutes Q &amp; A)</i>
5:10 pm	Closing Ceremony



## FACILITATORS PROFILE



**Harlina Sodhi**

**Entrepreneur & Co-Founder, Executive Advisor Board, TEDx Speaker**

Harlina Sodhi is Indian HR professional, TEDx speaker, life and leadership coach, columnist and a blogger. She is a co-founder of Believe in Yourself (BIY) whose vision is to inspire everyone find their path to happiness and fulfillment by leading optimistic, purposeful, authentic life starting with Belief in Self. Harlina brings 22 years experience across various HR domains - Organization Culture, Employee Engagement, Leadership Recruitment, Organization Effectiveness, Capability Building, Learning and Development, Communication, Change, Diversity and Inclusion and Talent Management.

She was among top 16 HR Influencer in India amongst several others and has won Gold award from both Brandon Hall and SHRM for cutting edge practices in fields of learning and development and Social Media.



**Steve Correa**

**Chief Human Resource Officer, Diageo India**

Steve is an HR veteran with over 30+years of experience spanning several sectors, a majority of which have been at the Senior Leadership Levels (CXO). He has worked across a wide spectrum of enterprises, ranging from major global corporate (MNC's) to family led businesses, with diverse industry exposure that includes Pharmaceuticals, FMCG, Office Automation, Telecommunications and IT as also Alchobev, and including an entrepreneurial stint as an Executive Coach. He has global experiences, having worked in a senior leadership position in Europe as also in an IT company with global presence.

**Sammir Inamdar**

**CEO - Enthraltech Pvt. Ltd.**

Experienced Chief Executive Officer with a demonstrated history of working in the information technology and services industry. Skilled in Instructional Design, Needs Analysis, and Learning Management Systems. Strong business development professional with operational experience.

