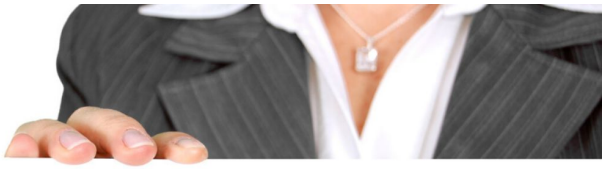
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What is Expected from CHRO

(The Role of CHRO)



CHIEF HUMAN RESOURCES OFFICER



LEVERAGING PEOPLE FOR TOMORROW...

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Chief Human Resource Officer (CHRO)

The Chief Human Resource Officer (**CHRO**) is responsible for developing and executing human resource strategy in support of the overall business plan and strategic direction of the organization, specifically in the areas of succession planning, talent management, change management, organizational and performance management...

In nutshell, the CHRO carry out effective Business Partner role and the overall responsibilities of a Human Resources. CHRO is answerable to the CEO/Board of Directors

Qualities of CHRO

The Eight Primary leadership qualities of CHRO

- Embracing Disruptions
- Practicing Agility
- Strategic Champion
- Organization Design
- Strong Motivator
- HR Data Analysis
- Enabling New work environment
- Forward Thinker



CHRO as Value Creator

CHRO – a value creator in an organization by giving employees the following:

- Sense of Belief … Meaning/Purpose - Shaping Strategy value/Co –Creating /Organization Traction
- Ability to become better… Learn/Grow - Competence /Commitment/Contribution to create employee value
- Feeling of belongingness … Community/Relationships - to create Brand/Reputation Value

Above will lead organization to succeed in the market place



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Key Stakeholders for HR

- Investor/Owners
- External Customers
- Internal Customers - Employees / Line Managers / Business Manager, etc.
- Partners/Dealers
- Statutory Bodies
- Social Citizenship Responsibility



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Traditional Core HR Functions

- Talent Acquisition/Recruitment
- Talent Management including
  - Induction & Orientation
  - Employees Engagement
  - Performance Management
  - High potential Management
  - Succession Management
- Training & Development
- Compensation Management
- Benefits Administration
- Develop Employees & Labour Relationship
- Governance & Compliance Management



Competencies Required (SCF)

STRATEGIC ENABLERS	CORE DRIVERS	FOUNDATIONAL ENABLERS
Culture & Change Champion	Strategic Positioner	Technology & Media Integrator
Human Capital Curator	Paradox Navigator	Analytics Designer & Integrator
Total Reward Stewards	Credible Activist	ACHIEVEMENT DRIVE

A Successful CHRO is who can ….

- Understand the entire business ecosystem
- Get the right people in the key jobs
- Have Courage
- Confidant & effective counselor
- Knows how to influence
- Situation Awareness
- Proactive & Stay contextual
- Analyze Metrics & Measurement
- Grounded in reality



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CHRO's Dashboard

The **HR dashboard** provides a slice-and-dice overview of the workforce, their performance, absence, and turnover. It is key for strategic decision making in **HR**

It helps to achieve the following benefits:

- Improved decision-making
- Wider accessibility to important data
- Improved communication that will make the organization stronger
- Enhanced business intelligence that will lead to growth

CHRO’s Dashboard includes:



- Cost Per Hire
- Employee Turnover
- Risk of Attrition
- Matching employees expertise with business needs
- Training & Development inputs & effectiveness
- Diversity & inclusion
- Employees feedback about Work Culture, Learning Environment

Current Crises (COVID 19)

COVID 19 Global Pandemic situation has changed the CHRO's role to a great extent:

The new terminology heard during COVID - 19

- Social distancing /Close contact/Regular Handwash
- Self Quarantine/ Work from Home/ Shelter in place/Go Virtual
- Flattening the curve
- Essential/Non Essential business
- Personal Protective Equipment /Mask/Ventilator
- Lockdown/Community Spread
- Herd Immunity

Current Crises (COVID 19) Paradigms

Paradigm shifts:

Earlier	Now
Care for Individuals	Attend to the Organization
Bold & Shot term actions	Enduring long terms values
Convergence for Focus	Divergence for Variety
Resilience: Learn from Past	Aspiration: Celebrate the Future



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Role of CHRO in Current Crises (COVID 19)

There are anxieties & apprehensions around… time to take a pause, think, respond to situation & reflect

The Need of the hour is to build new muscles, such as..

1. Talented Competent Work force
2. Effective Leadership Pipeline
3. HR function Effectiveness – Embrace Technology
4. Organization Capability while harness uncertainty
5. Redefine Workplace process

And take the team along in tough time …..

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Role of CHRO in Current Crises (COVID 19)

The CHRO new Role can be divided into 5 buckets…

1. Environment - Appreciate & Anticipate
2. Strategy - Clarify & Facilitate
3. Capability - Diagnose & Embed
4. Morphology - Design & Deliver
5. Governance - Architect & Implement
6. Leadership – Be a Coach & Build Talent

Evolve HR Design - Go for HR Transformation - Create HR Value Proposition - Focus on HR outside in - Achieve Victory through Origination

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In Summary



CHRO Focus must be on :

- Envision the future
- Dealing with Cognitive Complexity - Respect others views
- Build Enabled Culture/Collaborate frequently
- Social Endearing - Listen to understand
- Socially Connected - Spend time with people around
- Personally Aware of his/her personal behavior
- Be grounded with strong set of Values - Realistic/Optimum
- Tame apprehensions/Avoid disappointments
- Experiment nimbly
- Guide/Advisor in Financial/Strategic/Technology/Operations

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LET US STAY CONNECTED, THE BEST IS YET AHEAD….

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