

November 18 & 19, 2021
VIRTUAL SUMMIT


Shared Services Forum®
Enabling Process Edge and Competitive Advantage
Presents

THE 4th HR LEADERSHIP e-SUMMIT 2021



SEISMIC SHIFT IN HUMAN RESOURCES FOR POWERING GROWTH NEXT

Work Force. Work Place. Work Pace.



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Shared Services Forum (SSF) takes pleasure in announcing:

THE 4th HR Leadership Summit 2021

November 18 & 19, 2021 (Thursday & Friday); 1445 to 1830 Hours IST

**THEME: Seismic Shift in Human Resources for Powering Growth Next
Work Force. Work Place. Work Pace.**

Moving from multiple lockdowns and Hybrid working models, there never were so many sweeping changes in the workplace. Despite the irreversible change, there has never been a more challenging or exciting time for all facets of the human resource profession.

COVID-19 has disrupted the corporate workforce that is unlike anything we have seen in the last 3 decades. We are at an inflection point that will help determine what the next decade of workforce will look like and how it will operate, and a few significant trends are emerging. The workforce of the future will undoubtedly operate by leveraging digital systems and recruiting will be no exception.

Amidst all this, the Question that arises from every corner is – What is the desired business acumen for perfectly designing an effective HR strategy today – employee relations, employment law & legislative, global HR, health, wellness & safety, leadership & skill development, talent acquisition & retention, HR technology, total rewards, and more...

As more and more companies make the transition to permanent remote or hybrid models, competition for talent will become increasingly difficult. Companies that are moving to remote workforces offer employees a chance to relocate (now an in-demand benefit), and these companies can tap into talent that is located anywhere in the world. This means more competition for top talent in traditional talent pools, but it also breaks down barriers to broader talent pools regardless of physical location.

This HR Leadership Summit will discuss how talent acquisition has transformed and needs to completely metamorphosize to meet the needs of people and organizations during these unprecedented times. Join our expert speaker faculty for strategies to help guide your HR strategy as you look past the impact of the pandemic to face tomorrow's demands.



SUMMIT AGENDA

4th HR Leadership e-Summit 2021

DAY ONE (November 18, 2021)	
Time	Session Title
2:45pm – 3:30pm	Registration and Networking
3:30 pm – 3:45 pm	Inaugural Session
3:45 pm – 4:15 pm	Keynote Address
4:15 pm – 5:15 pm	Panel Session: From the Lens of the CHROs – Building the Workplace of Future <ul style="list-style-type: none"> Strategies & Challenges to Stay Ahead The Seismic Shift - Moving from 'New Normal' to 'Next Normal' Adopting Innovations and Intelligent Automation Decoding the Art & Science of 'Integrated Workforce & Talent'
5:15 pm – 5:45 pm	Practitioners Insights: Rebalancing Strategies to Deal with the Talent War & Great Attrition
5:45 pm – 6:25 pm	Panel Session: Mind Over Matter – Developing and Strengthening Workplace Culture in a Multi-faceted Hybrid Environment <ul style="list-style-type: none"> Embracing Diversity in the Work World Harnessing Cultural Transformation for Business Growth Redefining the Relevant Communication and Engagement Framework Creating Integrated Capability & Competency Models
6:25 pm – 6:30 pm	Closure Session – Day One
DAY TWO (November 19, 2021)	
2:45 pm – 3:15 pm	Networking & Day Two Opening
3:15 pm – 4:15 pm	Panel Session: Walking the Tightrope – Unlocking Value through End-2-End HR Shared Services Adoption <ul style="list-style-type: none"> Managing Talent using Agile Tech Adoption A Change in the Hiring Outlook to Meet the New Ecosystem of Work Engaging the Virtual GBS Workforce – Specialized Skilling & Capability Development Technology-adoption – Augmenting HR Processes with AI/ML-based Automation for Value Delivery
4:15 pm – 5:00 pm	Fireside Chat: Driving Business Impact – Data Analytics in the New Age HR Function <ul style="list-style-type: none"> Can HR Teams Use Analytics to Solve Business Challenges? Deployment of Tools for Employment Trends – Redesigning for Optimization Extracting the Skills on HR Data Science Prescriptive Analytics for High Impact Learning Outcomes
5:00 pm – 6:00 pm	Panel Session: Finding Clarity in Chaos – The Ever-changing New 'Normal' <ul style="list-style-type: none"> Designing Parity Between Bot Workers & Human Workers Adopting Remote Working Models & Hybrid Workforce Identifying Technical & Behavioural Skills for the Future
6:00 pm – 6:20 pm	Business Storytelling: Building Employee Resilience with Work-life Design, Employee Success, and Empathy – A Case Study
6:20 pm – 6:30 pm	Concluding Session & Vote of Thanks

Shared Services Forum (SSF) India

SSF is a pioneering, interactive platform of Business Process Practitioners & Experts, and Industry Veterans with a vision to create and disseminate knowledge for excellence in Business services, IT & Business Process Management (BPM). We ideate and synthesize 'best in context' practices for successful transformation of business process in the corporate world. SSF began its journey in 2011 for the purpose of sharing of knowledge which was resident with a few leaders of the shared services and outsourcing industry. Over the years, SSF has grown from strength to strength and has built a strong network of thought leaders, experts, and change agents across all functions and several domains. In short, SSF's mission is :

- To spread awareness of Value-Delivering Strategies for effective transformation of business processes
- To establish Winning Practices that result from exchange of knowledge
- To acknowledge, award and showcase Organizational Achievements & Professional Excellence
- To build a strong network of thought leaders, experts, practitioners and change agents

Spread awareness of Value-Delivering Transformational Strategies



- ✓ Creating and reengineering/ redesigning Business Process Transformation Strategies
- ✓ Strategizing Enterprise Service Management (ESM) through CENTUM framework
- ✓ Capability frameworks and models and skilling initiatives to enable value delivery while transformation to achieve 'Enterprise Services'

Knowledge Exchange to Establish Winning Practices



- ✓ Industry/ Leadership Interactions through Annual Conclave, Summits, Interaction Evenings & Seminars
- ✓ SSF Publications – Process Edge (SSF Journal), Research and Survey Reports, BPM Books, BPM Practitioner's Guide
- ✓ Knowledge Portal – www.sharedservicesforum.in

Acknowledge, Award, Showcase Organizational Achievements & Professional Excellence



- ✓ Administer SSF Excellence Awards & Recognition for GICs, and Shared Services organisations in India
- ✓ Felicitating Pioneering Business Leaders, and Pioneering BPM Achievers in the Industry
- ✓ Recognizing BPM Achievers from the Industry

Build a Community of Thought Leaders, Experts, Practitioners and Change Agents in Business Services



- ✓ Knowledge dissemination & Interactive Excellence through Webinars, Journals and Discussion forums
- ✓ Learning Platform through Workshops relevant for Practitioners
- ✓ Research & Surveys to capture the current state/ stages of BOM adoption, best-practices, challenges technologies used, emerging trends and value realized

Knowledge Dissemination Tools & Activities so far...

18	Pioneering Leaders & BPM Achievers Felicitated	25+	SSF Publications
75+	Organizations Awarded/ Recognized	5	Pioneering Research & Survey Reports
300+	Speakers Shared their Expertise/ Experience	20+	Frameworks for Building Capabilities
100+	Case Studies Presented	50+	Theme-based seminars/ conferences held in India

Knowledge Partner

SSF leverages the immense global and India industry experience of RvaluE in multiple domains, across many functions and in all forms of operating models.

RvaluE signifies 'Realizing Business Value' and is a team of BPM Pioneers & Team of experienced Practitioners, Consultants, Facilitators and Coaches. The transformation services and solutions offered by RvaluE are niche and cover Redesigning of Business Processes & Offshoring, Developing Talent & Capabilities of Individuals/ Organization, Industry Expertise for BPM strategy adoption & execution, technology and enhancements, and Innovative Solutions for Operations across Indian / Overseas Organizations, Shared Service Centres and the BPM Ecosystem.



Building Organization of Tomorrow

A REPORT ON THE 3rd NATIONAL HR LEADERSHIP SUMMIT 2019

NEW DELHI, May 10, 2019: Shared Services Forum (SSF), India, along with BRICS Chamber of Commerce and Industry (BRICS CCI) and Achromic Point held the **3rd National HR Leadership Summit 2019**, at Eros Hotel in New Delhi on Friday, May 10, 2019.

Key Highlights of the Summit:

- Participation of **120+** senior practitioners, executives, eminent industry leaders and veterans from the HR fraternity from **60+ organizations** across India.
- The Summit was formerly inaugurated by the **Chief Guest, Sri Ved Prakash, Chairman and Managing Director, MMTC, and Chairman SCOPE Executive Board.**
- **Dr BBL Madhukar**, Director General, BRICS CCI and **Mr Ravi S Ramkrishnan**, Founder & CEO, RvaluE Group and Founder, Shared Services Forum, felicitated **Sri Ved Prakash** with a Shawl as a mark of respect. **Sri Ved Prakash** addressed the audience and set the context for the summit. The Inaugural Address was delivered by **Dr Aquil Busrai**, CEO, Aquil Busrai Consulting, who is adjudged amongst the "Most powerful HR Professional in India". He spoke on the New Age traits of Agile HR Leaders who are directly responsible for building organizations.
- **Mr Prabir Jha**, Former President & Global Chief People Officer, Cipla, who is widely recognized as a transformation guru, and an accomplished thought leader, presented the Key Note address on the theme of the day – **Building Organizations of Tomorrow.**
- In his Welcome Note, **Mr Rakesh Sinha**, Co-Founder & Member – Governing Council, Shared Services Forum, and Executive Director & COO, RvaluE Group, spoke that the objective of this 3rd National HR Leadership summit is to bring the focus of the HR and Business leaders to reflect on the key challenges and myths, and to crystalize the role of HR in building organizations of tomorrow.



The speakers at 3rd National HR Leadership Summit 2019, deliberated on multiple dimensions of HR –

- Driving Cultural Transformation and Change Index – Barriers, Myths and an Effective Strategic Approach
- Emerging Technologies and Digital Trends in Human Capital Management
- Case Stories of Successful Digital Transformation in HR
- Effective Management of Compliances
- Challenging the Mind-Sets of Leaders & people to steer towards organizational goals and performance
- Talent Acquisition and Performance Culture – Balancing Job Requirements and Millennial Competencies

Eminent Speakers from the Industry who shared their insights include - **Mr Varadarajan Srinivasan**, Former CHRO & Head of Corporate Affairs, VISTARA (TATA SIA Airlines Limited); **Mr Pravin Purang**, Technocrat & Management Advisor to Corporate Business Houses; **Mr Swadesh Behera**, Senior Director Human Resources, Boston Scientific India; **Ms Kanchan Chehal**, Executive Director - Human Resources APAC, Xerox India Limited; **Mr Anand Maheshwari**, Founder & Director, Quintes Global (P) Ltd. **Mr R Swaminathan**, Chief People Officer, WNS Global Services; **Mr Navneet Bansal**, CEO- Global Shared Services, JSW; **Ms Neha Ahluwalia**, Regional Head- Global Business Services - Asia, Middle East Africa & North America - Human Resources, ABB; **Mr Gaurav Kapur**, Head of Policy, India, ACCA; **Ms Preeti Wadhawan**, Regional Compliance Officer – Macmillan Education India & Head – Legal – Springer Nature Group India; **Mr Dependra Mathur**, VP & Head- Compensation, Benefits, International Centres, Infosys BPM; **Prof. Nikhil Singh**, Dean, India Centre for Global Excellence, NDIM & CEO, International Skills Centre India; **Mr Sanjay Gupta**, Chief Architect & Member Governing Council, Shared Services Forum. The event was supported by the following partners: Knowledge Partner, **RvaluE**; Co-Sponsor, **ACCA**; Academic Partner, **NDIM**; and Technology Partner, **Muniwar Technologies**.