



Harmony between humans and technology needed for innovation: HR experts

Childlike curiosity, being at ground zero and harmony between humans and technology are needed for innovation to grow as a culture either in a company or in a country, feel human resources experts.

Speaking at 'Innovation Summit 2019', organised by FICCI, Mr Anil Sachdev, CEO & Founder, School of Inspired Leadership (SOIL) said that people will have to take responsibility as active citizens to help in innovative solutions for a better life.

"Harmony between man and machine, like AI and robotics, coupled with empathy and a deep sense of trust in an organisation is needed to encourage the culture of innovation. Technology should not be feared, it should be welcomed as a friend," Mr Sachdev said.

Experts in human resource management, participating in the two-day summit on the theme 'Creating a Culture of Innovation in Organisations', agreed that going forward innovation will be the key growth driver for both companies and countries.

Sessions held on the first day were 'Fostering a culture of Innovation Through Organisation Building and Design and Capability - A CEO's Perspective', panel discussion on the dominant themes that emerged through audience poll via large scale interactive process, 'Reimagining the Future of HR' and 'Technology-driven Innovation - A CXO's Perspective'.

The second day of the summit was marked by sessions on 'Best Practices - A Session with Start-ups', two panel discussions on sub-themes of 'How a Culture of Equality and Inclusiveness Drives Innovation', and a session on the output from breakout activity. Around 300 delegates and more than 30 CHROs and CEOs participated in the summit.



Mr Rajeev Dubey

Chair FICCI HR Committee & Group President (HR & Corporate Services) & CEO (After-Market Sector) Member of the Group Executive Board, Mahindra and Mahindra Ltd.

No silver bullet to promote innovative culture

Innovation is the ability to identify what problem we are trying to solve and for which of our stakeholders, and then having the ability to solve it in the most efficient and effective way, to do more with less, to do it differently, and to create value for the target audience or stakeholders better than what our competitors do.

It involves a lot of design thinking, and putting one into the shoes of the consumer or the target stakeholder. It requires questioning, experimentation, ability to tolerate failure and using the learnings to create success. It's easy to say but in practice there are lot of problems. There is no silver bullet.

Each organisation has to find its own way of how to encourage its people to ask questions, experiment, how much they are allowed to fail, how to institutionalise the learnings from failure and essentially how to operate the various HR levers. The leadership must have the intention to create innovation and they must accompany it with strategy, structure, processes and metrics.





Organisational Design and Capability Building to Create a Culture of Innovation

Organisation design can be an ideal catalyst for organisations which are looking to build innovation capabilities. Organisations need to leverage their current resources to succeed in their innovation journey, create nimble teams to help organisations create new models of innovation and stay ahead of the competition and selectively shed past practices that could be potential impediments in their innovation journey. The new age technologies and integration of the same with people products and processes have also contributed to create the culture of innovation.



(L to R) Dr Prince Augustin, Executive Vice President (Group Human Capital & Leadership Development), Mahindra & Mahindra; Mr Anil Sachdev, CEO & Founder, School of Inspired Leadership (SOIL); Mr Bimal Dayal, CEO, Indus Towers; and Mr Ashutosh Bishnoi, CEO & Managing Director, Mahindra Asset Management Company Pvt Ltd.



Ms Amita Maheshwari

Head, Human Resources, APAC, DTCI,
The Walt Disney Company



Mr Ranjan Kumar Mohapatra

Director (Human Resources),
Indian Oil Corporation Ltd

Innovation happens when you can disrupt your own belief

You have to enable a culture where ideas can come from anywhere. It's not that only the top management has to think of new ideas. So, how do you create an environment where people are able to open up? The other thing important is how much are you ready to disrupt your own belief and your own business model.

If you are ready to do that then that's the only time innovation can happen in an organisation. Otherwise, there will always be someone sitting outside creating a new organisation and coming as a competition to you.

It is important to bring in people from diverse backgrounds and with diverse experiences into the organisation and encourage them to ask questions. People should avoid thinking about doing innovation in everything. Instead, take a few big ideas and blow them up. We have to be watchful that new ideas do not get killed by people who are used to working in certain ways.

Innovation happens when we go to ground zero which questions our notions, beliefs and preconceptions. Here we become principal problem solvers. Unlearning is important for innovation.

Innovation failure must not be linked to job security

Every innovation irrespective of its success or failure needs to be celebrated. Job security shouldn't be linked to the outcome of innovations. There can't be a situation in which your innovation fails, and you lose your job.

A culture needs to be created and a sense of process appreciation should be there rather than result appreciation as far as innovation is concerned. So, you create an ecosystem where the fear of failure is not there, and people feel encouraged to innovate over and over again.

Innovation is very important both for companies and the country given the fast-changing business scenario. Organisations should create a culture of listening. Having ears to the ground is not only for the top management but for all levels. Innovation comes in silos, we have to build on it.

The best way for innovation to succeed is to create a culture of trust in your organisation or in the area where you would like innovation to succeed. Organisations must ensure an ecosystem where people foster innovation, making life better for themselves, their organisations, country, and the whole world.



HR Technology - Cobots & Humans Driving Innovation

Artificial intelligence is becoming good at many jobs which were earlier done by humans and is getting more cognitive. This is raising reasonable fears that AI will ultimately replace humans at work throughout the economy. But that's not the inevitable, or even most likely, outcome. While AI will radically alter how work gets done and who does it, the larger impact of technology will be in complementing and augmenting human capabilities, not replacing them.



(L to R) Mr Hari Thalapalli, CEO, Callhealth; Mr Jaspreet Bindra, Digital Transformation Expert, Thought Leader and Author; Mr Mandeep Manocha, Co-Founder & CEO, Cashify; and Mr Harshvendra Soini, Global Chief People Officer, Tech Mahindra.

How a Culture of Equality and Inclusiveness Drives Innovation

Forward-looking policies and practices are important, but they must also be evenly accessible to ensure that individuals or groups don't feel singled out or held back. When employees are inspired by those inside and outside the organisation, their commitment to living the company's core values, and for collaborating with one another, grows. Leaders should be able to send a loud and broad signal, cross-train and rearrange teams.



(L to R) Mr Sunit Sinha, Managing Director, Accenture Strategy (Talent & Organisation); Mr Keshav Suri, Founder, Keshav Suri Foundation and Executive Director, The Lalit Suri Hospitality Group; Mr Armaan Ali, Executive Director, National Centre for Promotion of Employment for Disabled People; Ms Juhie Gorwara, Head, Digital & Communications, Philips India; and Ms Sonica Aron, Founder & Managing Partner, Marching Sheep.

Tweets



A grid of 12 screenshots of tweets from the FICCI Innovation Summit 2019. The tweets are arranged in a 3x4 grid. Each tweet includes a profile picture, name, and text. The tweets discuss various topics related to innovation, HR, and technology. The tweets are as follows:

- Tweet 1 (Top Left):** We work to create India which is innovative. Mr Rajeev Dubey, Chair, FICCI HR Committee at FICCI Innovation Summit 2019. (Includes a photo of a speaker at a podium.)
- Tweet 2 (Top Right):** Innovation happens when we go to ground 2019: Ms Anita Maheshwari, Head - Human Resources, @FICCI HR Committee at FICCI Innovation Summit 2019. (Includes a photo of a speaker at a podium.)
- Tweet 3 (Second Row, Left):** We have to take responsibility as an active citizen to be a part of Innovation creation. Mr @RajeevDubey, CEO & Founder, @SOCIIndia, at FICCI Innovation Summit 2019. (Includes a photo of a speaker at a podium.)
- Tweet 4 (Second Row, Right):** Innovation can't be measured. Innovation is to be applauded. Mr Ranjan Kumar Mohapatra, Member FICCI HR Committee and Director - HR, @Hiranoid during a panel discussion at FICCI Innovation Summit 2019. (Includes a photo of a speaker at a podium.)
- Tweet 5 (Third Row, Left):** We need to see what has worked and what has not worked. This would help us learn from failures: Mr @RajeevDubey, CEO - Mahindra & Mahindra during a Panel Discussion at FICCI Innovation Summit 2019. (Includes a photo of a speaker at a podium.)
- Tweet 6 (Third Row, Right):** Design thinking approach of a "Rose Thorn Bud" being applied by the delegates to brainstorm on the dominant sub-themes for next session. @FICCI India #InnovationSummit2019. (Includes a photo of a group of people sitting around a table.)
- Tweet 7 (Fourth Row, Left):** Mr. Sunit Sinha, Managing Director, Accenture Strategy (Talent & Organisation), takes center stage to guide the delegates to find one big idea for enabling organisations develop an inclusive and equal culture to drive innovation at FICCI India #InnovationSummit2019. (Includes a photo of a speaker at a podium.)
- Tweet 8 (Fourth Row, Right):** Our panel starts the discussion on equality and diversity driving innovation in organisations a Rose the globe. Mr. Sunit Sinha, Mr. Keshav Suri, Mr. Armaan Ali, Ms. Juhie Gorwara, Ms. Sonica Aron @FICCI India #InnovationSummit2019. (Includes a photo of a speaker at a podium.)
- Tweet 9 (Fifth Row, Left):** "Innovation is imperative to survive in the fast-changing business environment." - Mr. Ranjan Kumar Mohapatra, @Director, FICCI and Member, FICCI HR Committee delivering the inaugural address at FICCI Innovation Summit 2019 in New Delhi. (Includes a photo of a speaker at a podium.)
- Tweet 10 (Fifth Row, Right):** Large Scale Interactive Process (LSIP) starts and our delegates begin to brainstorm on the probable dominant themes for further discussions through poll. #InnovationSummit2019. (Includes a photo of a group of people sitting around a table.)



GLIMPSES FROM THE EVENT

