

## Session I: The power of 360 degree feedback

Keynote Speaker: Prof. Dr. TV Rao, Chairman of TVRLS



Dr. Rao started his session by thanking the organizers for inviting him in Nepal to deliver his session. First of all, he briefly introduced about 360 Degree feedback which means a feedback received from people all around you who are interacting with you about your capabilities, areas

you need to improve, your strong points, weaknesses with anonymity to develop you and help discover their talent. He started his presentation telling two stories about family business initiated by four family members and story of Vice President Commercial. He explained about the leader's trait and behavior they bestowed to run their businesses.

He explained about the process of acquiring 360 degree feedback which includes the feedback collected from internal customers, peers, external customers, junior team members, self, and boss using a specially designed tool anonymously. He explained how TVRLS work to generate 360 degree feedback by preparing questionnaires and distributed to all assessors which is used to prepare action plans for improvements. He shed light about the importance of having 360 degree feedback that ultimately help self to discover competencies noticed by others, new competencies experienced by others and bring them out more or eliminate, plan for undiscovered new potential, competencies valued by organization and required competencies in changing world. He shared relevant case study about the power of 360 degree feedback for being better you. He said, "The 360 degree feedback can help you to discover, what you are good at, what you are bad



at, leverage your good points and change your entire culture of organization if you happen to be a top level management." The session was concluded after taking few queries from participants regarding the topic. Prof. Rao finely interacted with participants and answered all their queries.

## Session II: Challenges in managing HR in Nepalese Perspective

### Panelists:

#### HR Experts

- Debashish Hait, HR-Head, Surya Nepal
- Bina Rana, HR-Head, Standard Chartered Bank
- Moon Gurung, HR Analyst, UNDP

#### CEOs

- Richard Howard, Country Director, International Labor Organization
- Sameer Kaiwar, CEO, Jawalakhel Group Industries
- Sanjib Subba, CEO, National Banking Institute

#### Moderator

- Narottam Aryal, Principal of King's College



The panel discussion between CEOs and HR experts was about the challenges faced in managing HR in Nepalese Perspectives. Moderator Mr. Aryal opened the panel discussion session by providing brief overview about the scenario of HR of the nation. He said, "We are facing lots of problems in HR such as lack of competent candidates, over politicization unions, problems of retaining the talents as employers. Whereas, employees are complaining about lack of proper organizational culture, work environment, professionalism, poor pay and their career growth." He informed that many researches have shown that human resources is the only competitive advantage in long run in any organization. He asked, "Are we paying the sufficient attention to the most important asset?" The session evolved around discussion what are the challenges that the panelists representing various sectors were facing and how they were handling particular challenges or issues in their respective organization or sector.

Moderator threw various questions to the panelists and they shared their experiences and practices applying in their organizations. Mr. Aryal threw the question to Mr. Subba about the challenges faced in the market. Mr. Subba answered that the most common challenge faced in HR is people development issue. According to him, setting culture, setting organizational DNA is important for organizational growth.

Another panelists representing HR, Mr. Hait said that the industry is facing challenges in building their own organizational DNA. He said, "It is essential to have people centered strategy as time is changing and so management also requires to accept the change." In terms of Industrial Relationship, he said, "I strongly believe that people have right to form of union. The union will be formed because they believe my employers will not hear my grievances. Until and unless these feelings are present, there will be challenge in building the harmonious IR in industry. You have to replace conflict driven attitude to more inclusive growth." He emphasized that one should take unions as a business partner.

During the discussion, Mr. Kaiwar said that Nepal is an energetic ocean of talent and retaining them is one of the major challenge for the managers. He also said that HRD is real department in any organization.



Mr. Subba, agreeing with Mr. Kaiwar, said that HR department should understand the business you are in. In executive role, what is the role of top executive drive the business and drive the people. Like you are driving the people, developing people means to grow internally, give good environment and where they can flourish. He said that the major complaints of HR professional to top level management is "HR people are not giving importance by top level management are not valuing HR department in developing countries."

Ms. Rana said that HR faces various challenges which are dynamic. "The first thing to do by HR is to understand those challenges. Work life balance and wellbeing of employees are important aspect to retain the employees."

Discussing about the challenges, Ms. Gurung said that one of the major challenges is to develop managers as HR managers. She said, "We have good system but how we implement is big challenge. We are trying to make a healthy system to bring change, how do you rate yourself as a team player or supervisor." Mr. Howard stressed the need to move from very rigid system to more dynamic system where flexibility is allowed to adopt the changing system and allow the business growth.

In the panel discussion, major issues related to HR both from management perspective and HR perspective were discussed. For more clarification, the floor was opened for question answer round and participants put forth their questions to the panelists and panelists answered their queries rightly.