



Building Human Competencies: Leveraging Human assets

Mumbai

December 5th, 2015.

The image is a collage with a central text overlay. The background is divided into several sections: a blue sky with a puzzle piece, a white background with colorful 3D puzzle pieces, a stack of wooden blocks and a stone, a hand holding a puzzle piece, and a person holding a puzzle piece in a desert landscape. The text is in a bold, red, sans-serif font with a black outline.

**We are in the Midst
OF A
Global Transformation
&**

**WINDS OF CHANGE
ARE
SWEEPING US
EVERY
SINGLE DAY**

Counseling Services

PAST



PRESENT



Service industry ...



CHANGE WILL BE CONSTANT

***It is all about
GETTING READY
for the future,***

*capacity to create new products or services
and*

*the ability to transform Institutions & Organizations into new
entities that yesterday could not be imagined*

And

that the day after may be obsolete

FAST

(Speed & Change)

URBAN

(Megacities/costs/Natural
resources/Crime/Transport)

TRIBAL

(Customs and culture
conflict/Terrorism/Racial/Separatists)

Future – Shape of things ??

ETHICAL

(Values/Beliefs/ Greed/
Competition)

RADICAL

(Unable to deliver promises/Low
Patience threshold/NGOs/
Activists)

UNIVERSAL

(Virtual & Interconnected
world)

LET US CONSIDER

- World Population at **Eight Billion** by the end of next decade !
- **Over a Billion** people around the world do not have proper access to Healthcare !!
- **Over Three Million** people die in underdeveloped countries each year from **8 preventable diseases** because they were not **Vaccinated**
- **Over half a million** young women die each year in **pregnancy or childbirth** - In Europe it is 1 in 1400 , in Asia it is 1 in 65 and in Africa it is 1 in 16
- We lose 3 people every 2 minutes to **Cancer** in India Today

There is more !!

- Every 4 seconds one person becomes victim of **Dementia**
- In next 15 years people suffering from **Alzheimer** will be double of what it is today.
- By 2025 over **5 Million under 5** - 97% of them in the developing world - will die due to Pneumonia , Diarrhoea combined with Malnutrition
- About 15 Million people in India are **Blind** - One third of World's blindness- 3 Million plus people develop **Cataract** each year in India.
- Number of **Diabetics** expected to almost double and reach over 300 Million by 2025

FACTS

on

INEQUALITY

- 80% of the population growth - Is in countries least capable of supporting themselves politically & economically!
- 2 out of 3 Indians are Financially Struggling
- Healthcare costs pushes a over a 50 Million + to poverty each year - A main cause of poverty in India
- A digital divide - limiting access to global progress for individuals living in many developing countries
- A global economy in which accumulated wealth of 225 richest individuals is equal to the combined national income of 2.7 billion people at bottom of the pyramid
- Out of pocket Health Expenditure as a percentage of total Expenditure on Health of many in developing countries is a high at 58% with US at 11% and World Average at 18%

OUR JOURNEY IN ALL OF THIS IS TO ENHANCE

Growth

Market Size not a concern...

Differentiation

What we must all deliver...

People

Will make it happen...

INNOVATION TO SUSTAIN THE HERE-AND-NOW AND ALSO SUPPORT THE FUTURE.

- ❖ Innovations bring favorable attention
- ❖ Fulfills the human desire for significance
- ❖ Fulfills the need to sustain our world for generations.

BREAKTHROUGH INNOVATIONS

- MAYBE CARS WITH ZERO EMISSIONS !!
- EVEN BETTER- CARS WITH NO FUEL MAYBE !!!!
- CARS WITH NO DRIVERS !!! Wow !!
- SOLAR ENERGY FROM SEA !!!
- WORLD WITHOUT HOSPITALS !!!

FUTURE READY
MEANS HAVING THE VISION AND CAPABILITIES
IN THE WORLD OF TOMORROW
AND

HAVING A LARGER PURPOSE TO REMAIN RELEVANT TO SOCIETY.

Technology must make us

Move from "Brick & Mortar"

to "Click & Mortar"

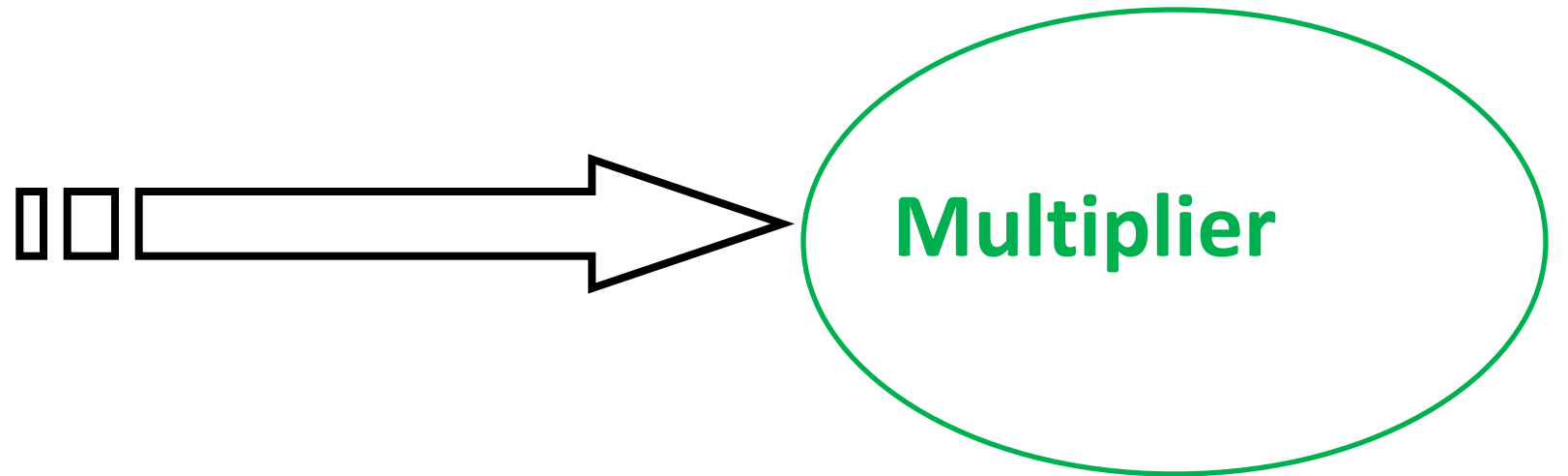
Mindset

- The world today has 500 Petabytes of Health Data. We will have over 25000 Petabytes by 2020.
- Estimates are that in next 10 years Data Sciences will do more for Medicine than all Biological Sciences Combined !!

And finally THE PEOPLE DIMENSION

THE WORLD WILL BE SHORT OF OVER 13 MILLION HEALTHCARE WORKERS IN THE NEXT TWO DECADES – TODAY IT STANDS AT OVER 8 MILLION !!

***Optimization
is
Clearly not
Enough***



THE BIG QUESTION on PEOPLE ????

Do we make decisions about our people with the same
rigor, logic and confidence,
as our decisions about money, customers, product and
technology?





CEO's rank Talent at the very top of their most critical challenge!

Talent Challenge

Finding Talent

Growing Talent

Retaining Talent

Rewarding Talent

Continuously Enhancing Employee Engagement & Effectiveness

Transaction

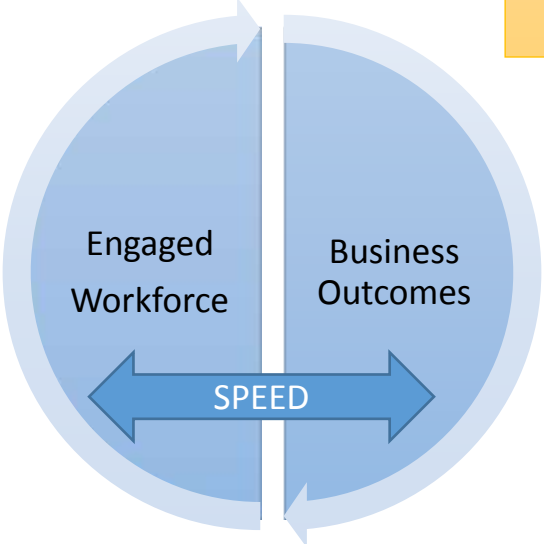


Transformation

K
E
Y

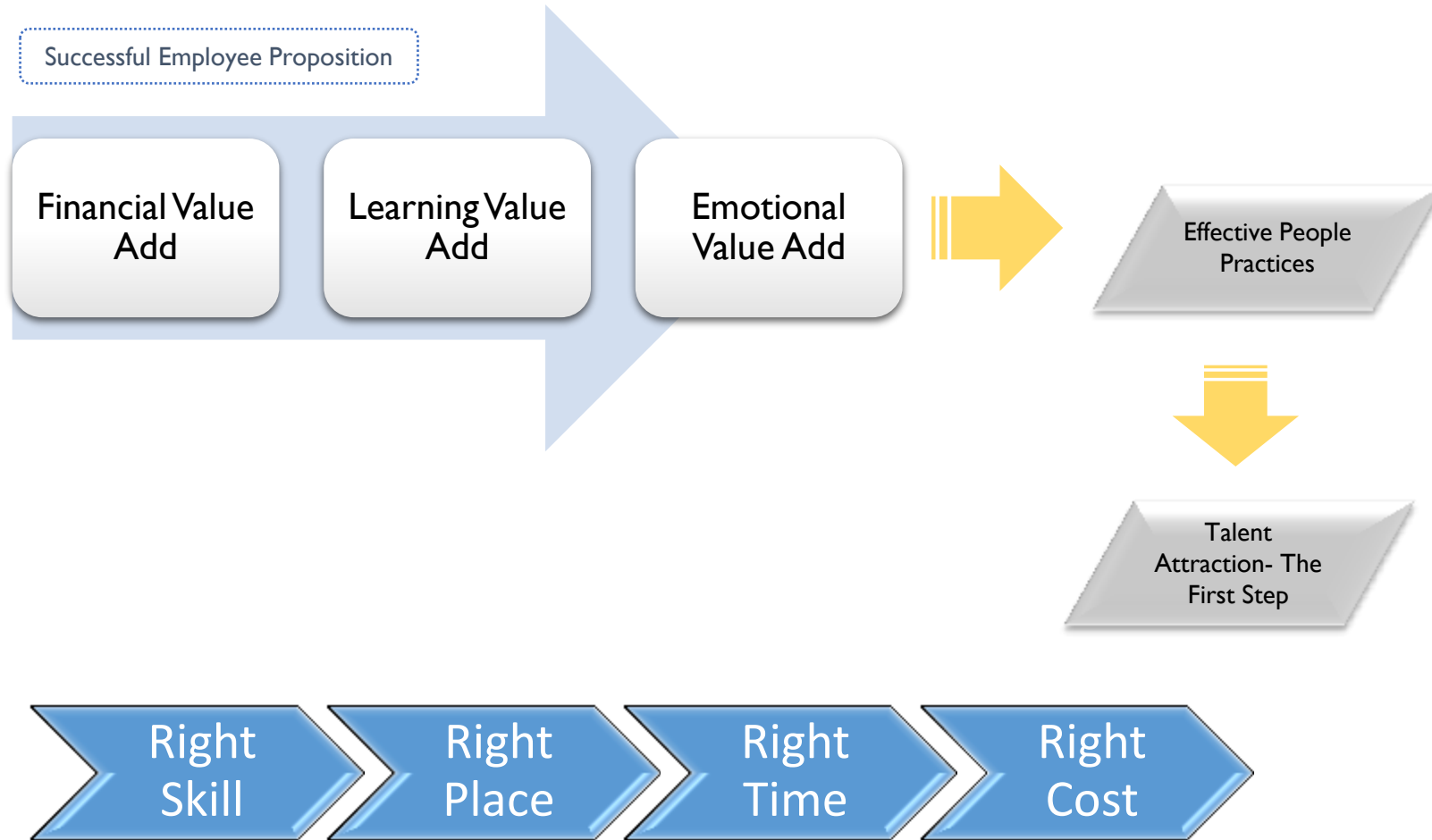
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PEOPLE
PROCESS
TECHNOLOGY



Driving business outcomes through an engaged workforce

Talent Attraction



Three different types of employees...

“How can our company become and remain no.1?”



ENGAGED

“When is lunch /
When can I go home?”



NOT-ENGAGED

“Nothing is ever
going to change
here!”



**ACTIVELY
DISENGAGED**

CAREER FOR LIFE

Compensation

Career

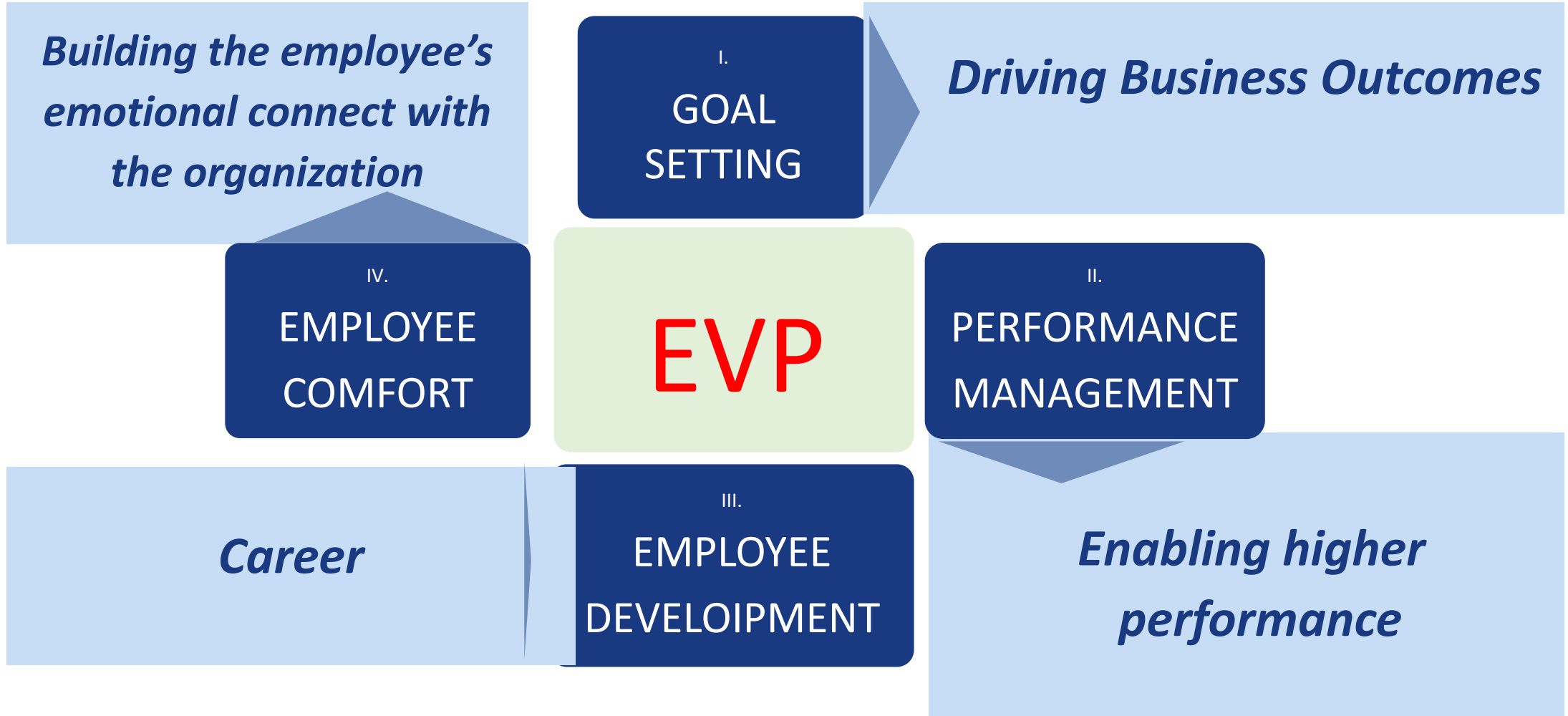
Comfort

- Compensation as a hygiene factor
- Create an environment of recognizing performance and rewarding meritocracy

- Continuous Training
- Talent Development - Aligning aspirations and developing competencies

- Provide a safe and harmonious work environment
- Create a free, fair and transparent environment that fosters a sense of belonging and also an atmosphere that drives Innovation

EMPLOYEE VALUE PROPOSITION



It is getting people to accomplish things they never thought they could.

It is taking people to places they've never been before.





Our assets walk out of the door each evening.

We have to make sure that they come back the next morning!





N. R. Narayana Murthy
Chairman and Chief Mentor, Infosys.

"SELF DENIAL" A KEY DIFFERENTIATOR IN HEALTHCARE

TEACH SELF-DENIAL AND MAKE ITS PRACTICE A PLEASURE,
AND
YOU CAN CREATE FOR THE WORLD
A DESTINY MORE SUBLIME
THAT WAS EVER ISSUED
FROM THE BRAIN OF THE WILDEST DREAMER.

Sir Walter Scott

To sum up...

- If the Ladder is not leaning against the right wall, every step that we take just gets us to the wrong place faster  We therefore have to do the right things – right first time.
- Leadership is communicating to people their net worth and potential so clearly that they come to see it in themselves  We need to stay people focused all the time.
- Without continuous growth and progress, such words as improvement, transformation, achievement and success have no meaning  Grow we must to grow people
- Finally smartest formula to win  Don't React – Just Act

If your vision is for a year - Plant Wheat
If your vision is for 10 years- Plant Trees
*For a Lifetime Vision - **PLANT PEOPLE***

AS THEY SAY

.....IN ANY MOMENT OF DECISION , THE BEST THING YOU CAN DO IS THE RIGHT THING. THE NEXT BEST THING IS DOING THE WRONG THING. AND THE WORST THING WE CAN DO IS NOTHING.

THE TIME TO ACT IS CLEARLY NOW



AND FINALLY

.....LOOK TO THE FUTURE NOT JUST TO
BE A PART OF IT, BUT TO SHAPE IT.

JF KENNEDY

Thank You