



Symbiosis Institute of Business Management, Hyderabad



Symbiosis International (Deemed University), Pune



**Guest Lecture by
Mr. K J A Swarup
Former General Manager, ITC Limited PSPD**

**Topics:- “Effective HR Consulting Skills” & “HR Consultant
as an Action Research Leader”**

Date:- August 03, 2019

On August 03, 2019, the Human Resources students of Symbiosis Institute of Business Management, Hyderabad attended the guest lecture on **Consulting Skills in HR**, that included 1. What could be the Action Research for a successful organizational change, 2. Characteristics and Capabilities of a successful HR Consultant and also how one must go about to become a Human Resource Consultant. The Guest Lecture was conducted by Mr. K. J. A. Swarup, Former General Manager, ITC Limited PSPD and the event was attended by the HR Specialization students as well the students who have opted for Consulting skills in HR as their minor of Batch 2018-20.



The students were explained about the importance of Action Research in an organization and how the method is useful in facilitating organizational change by collaborating and involving the client in the entire process of diagnostic, problem identification, experiential learning and problem-solving process. Lewin's Model was further explained in depth that included Unfreezing, moving and Refreezing the changes that need to be made in the Organization. The students were explained about the most commonly used Action Research model which is Warner Burke's 7 step model, that begins from the stage of entry till the final stage which is evaluating the success of Interventions.

The students were explained on how the role of a HR consultant is about assisting the client in strategically identifying and implementing solutions to overcome organizational problems. The characteristics of the HR Consultant may be denoted by the abbreviation "HELP SCORES", which is Homophily (closeness), Empathy, Linkage, Proximity, Structuring, Capacity, Openness, Reward, Energy and Synergy (sum of two or more is greater than the parts).



By the end of the session, students were able to understand the role of an HR Consultant, their jobs and duties and the desired HR competencies. It was a great learning experience for all the students and everyone participated with enthusiasm.