

New Age Role for HR as IT-Driven Change Agents

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Course Duration: Full Course: 32 – 40 hours / Shorter version: 6-10 hours

Summary: *HR Departments the world over are yet to recognize an opportunity that information revolution has given to them on a platter. There is a new role that HR can play in this business world which is changing so rapidly on account of IT. HR has to rediscover itself.*

Introduction



Few will dispute the fact that the biggest driver of change in businesses today is information technology. Rapid IT-driven change is impacting people. No one likes change. People naturally and strongly resist change. But since change is permanent, it creates stress and impacts people behaviour.

People are not comfortable with this dynamic change and need support to cope with it.

There is a big paradox today in businesses. When IT impacts so many employees and their behaviour, and businesses have HR departments to look after everything concerning employees, why is it that no one has thought of a role for HR in IT implementations? HR itself has been blind to this possibility. Who else in the company can understand people psychology? Who can understand the psychology of change? Is it Finance? IT? Production? Obviously it is HR.

People psychology, organizational psychology, organization structure and authority structure - all of these are very important factors which impact the success and smoothness of change. And they are all clearly in the domain of HR. So why is HR having a blind eye to this golden opportunity?

Stress is just one outcome of change. People's resistance to IT Driven change has more serious repercussions for businesses. It causes colossal loss of money and time due to failed IT projects. Stories of ERP failures are not new. Most often, ERPs fail not due to technical issues, but because of people's resistance to change.

To make matters worse, technology is equally confusing to most managers. "I just don't understand this technology" is a very common phrase heard in offices. The CEO, who should normally be driving this change is equally uncomfortable with IT. In this scenario, HR Manager has a great opportunity to help the CEO cope with this issue of managing IT Driven change.

HR as a Catalyst for IT-Driven Change

HR has to discover its new role as an IT-Driven Change Agent. HR Managers have a great role to play. But they have to first equip themselves to play this role. They need to first understand the dynamics of this IT Driven Change. They need to understand what exactly creates this stress and confusion during IT Implementations. And learning this is not rocket science, at the same time it needs some specialized skills. There is a lot more for the HR manager to know - not only about the technology, but also how to pull the right strings to successfully manage technology driven change.

This course personally benefits the HR Managers to grow in their career as it makes them ready for the IT age as better, IT Savvy managers.



The course deals with the psychology of change brought about by IT – cultural change, behavioural change, procedural change and change in relationships of people. It makes you aware of the technological, organizational, behavioural and psychological issues in technology, and thereby helps HR Managers to take up a completely new role – a role which will help companies save on cost, time and stress of IT Driven change.

Benefits

1. Be ready for the new age as more IT Savvy Managers
2. Less Stress as you would better understand the dynamics of the Changing environment
3. As HR Managers, you will discover a new role to give a unique contribution to your company
4. You can help the CEO cope up with the change and win his or her confidence

References:

1. [Managers' Guide to Evolve to Information Age](http://www.bestthinking.com/topic/permalink/1082) (www.bestthinking.com/topic/permalink/1082)
2. [What is Subconscious Mind and How Does it Impact our Behaviour](http://pukamble.tripod.com/subconc1) (<http://pukamble.tripod.com/subconc1>)
3. [Psychology of Evolution from Industrial Age to Information Age](http://www.prem.cu.cc/probfull) (www.prem.cu.cc/probfull)

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Part I: IT and the Psychological Past

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About Prem Kamble

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Prem Kamble is a Management and IT Consultant. Last he was Vice President and Head of Global Software Infrastructure for Sutherland, a multinational BPO. He has been a CIO for over 20 years in manufacturing and service companies and also worked as Software Delivery Head in SEI CMM Level 5 companies.

He has a bachelor's degree in Engineering from IIT, Bombay and post-graduate degree in Management from IIM, Calcutta. He has passed Advanced Management course called "Energo Cybernetic Strategy" (EKS) with flying colours from a German Institute. He has also attended self-development programs like Est, Forum, Advanced Course, SELP (Self Expression & Leadership Program), etc. organised by Landmark Education Foundation, USA which have helped him to develop a broader outlook and a different way of thinking.

As Software Delivery Head in DSQ, he had a record breaking performance of delivering all projects on time, to-spec and to the utmost delight of the customer. His other achievements were highest repeat orders and highest resource utilisation. As Head of IT in companies, he has been extremely successful in developing and implementing computerized systems in the toughest of situations. He attributes these successes to his close understanding of the Managers' expectations and fears, and an equally good 'finger-on-the-pulse' of the technology folks to motivate them to give their best.

Apart from a very strong technology background from IIT, he is a very practical, people oriented and process oriented manager with eyes firmly on business benefits. He has been a student throughout his career and has been taking notes on all aspects of the work that he did. These notes have been the basis of his analysis, thinking and writings in his articles and blogs. His writings on diverse topics like technology, management, psychology and spirituality show very deep, intuitive and original thinking.

He has published articles on InfoTech management in the country's leading magazines. Most of the articles display an 'out-of-the-box' thinking and a knack to see what is not so obvious. He has also written on psychology and spirituality. He has authored a book titled "God in Two Minutes", which is a "Scientific" analysis of God and Religion. Though these areas of IT Management, Psychology and Spirituality may seem to be poles apart, Prem believes that they are actually very closely related - both are a study into the human psychology of change. You can find most of his articles on the net by searching on "Prem Kamble" or "Mentomatics", a word he has coined. Google search on "Mentomatics" shows references only to his work.

Credentials and Articles

Profile & Credentials: <http://pukamble.tripod.com/profile>
 Success Stories (Real life cases): <http://pukamble.tripod.com/success>
 Strengths: <http://pukamble.tripod.com/strengths>
 Blog : www.bestthinking.com/thinkers/premkamble
 Other Articles on IT Management: <http://pukamble.tripod.com/it>
 Seminar for Top Managers: <http://pukamble.tripod.com/seminars>
 Published eBook "God in Two Minutes": www.amazon.com/dp/B005RQCBNQ

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