



Partnering
to **Strengthen**
Your Organization
at the **CoRE**TM

Consulting Arm
of Agile HR Consulting
www.agile.com.pk



ROADMAP for Organizational Transformation

We believe every organization is Unique and has the potential to Transform internally, This requires the interventions at multiple levels within the organization. The results of these internal interventions create positive impact on the organization's Growth & Sustainability.

At CoRE we bring unique blend of business expertise in field of Human Resource and Organizational Development.

We bring expertise that will help to custom design solutions for your organization's requirements.



Transform into a Learning Organization



HR as a Strategic Business Partner Function.



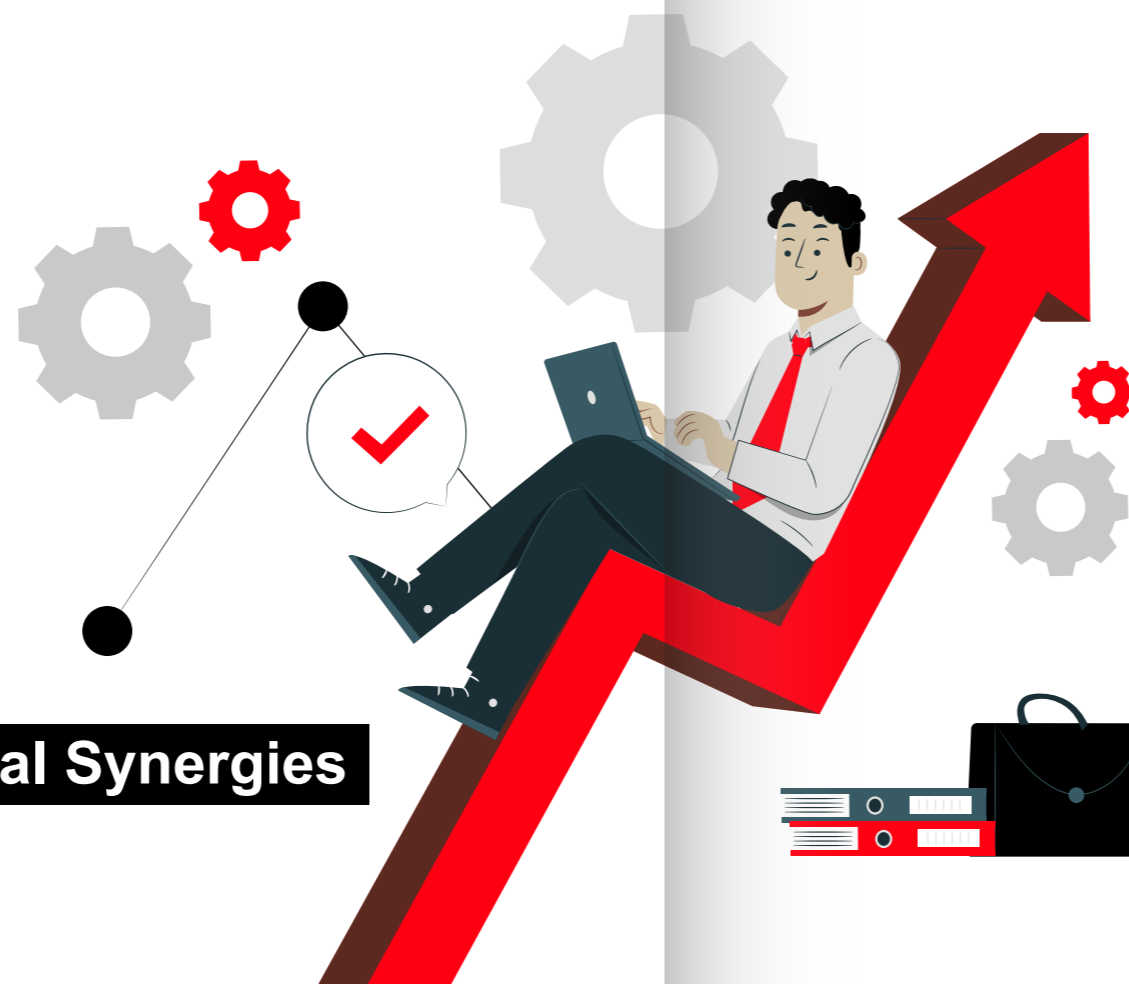
Operational Excellence in HR through automation of standard processes.

HR Strategic Themes

Our programs are designed around three strategic themes that result in Employees being more



Informed Employees are at higher level of Alignment & Engagement Resulting in Organizational Synergies



Journey Map

Human Resource and Organizational Development Services



Human Resource CoRETM

- ✓ HR Policies and Standard Operating Procedures – Review, Design, Rollouts.
- ✓ Organizational Staffing Review for designing Optimal Organizational model.
 - ✓ Conduct Job Evaluation; Review of Job Descriptions and Redesigning of Job.
 - ✓ Conduct Compensation & Benefits Surveys; Review of Grading Structures.
 - ✓ Mapping of Career Roadmaps and Succession Plans for Key Positions.
- ✓ Executive Search Services (recruitment): Pakistan, Gulf region; US, CA & UK
- ✓ Design and conduct Assessment Centers & Psychometric Testing for New Induction and for Existing Staff as part of Annual Calibration
- ✓ Design & Implementation of Corporate Learning Framework; extensive Learning Needs Assessments; Design of Learning Maps and Training Courses
- ✓ Advisory in Designing HR Strategies
- ✓ Advisory in HR Automation Roadmap
- ✓ Design and Implementation of Future Leadership Program for Management Trainee – Complete Lifecycle engagement plan for Management Trainees
- ✓ Management Development Training Workshops Offered

Organizational Development CoRETM

- ✓ Design & Implementation of Corporate Business Plan (using Balanced Scorecard Framework) and Framework for Progress Monitoring & Reporting
- ✓ Design and Implementation of Performance Management System for setting Goals and Objectives; KPIs; using framework for Organizational Performance Alignment
- ✓ Corporate Values Framework
 - ✓ Designing and Developing Corporate Values; Organizational Rollouts and Value Branding
 - ✓ Aligning Behavior Competencies with Performance Management
- ✓ Design, Align and Rollout Organizational Competency Framework
- ✓ Design and Conduct Organizational Diagnostics; Provide Analytical Assessment Report for Management Insights and Potential Organizational Change Initiatives
- ✓ Design, Develop and Rollout of Employee Value Proposition and Engagement Program
- ✓ Executive Coaching Services – one on one Coaching sessions
- ✓ Coaching for Team Performance – Group Coaching sessions for teams

Corporate Business Planning

Using Balanced Scorecard Framework for Planning, Execution Progress Monitoring, Reporting and Organizational Alignment

An Organizational level initiative that covers the Organizational Planning Lifecycle; helps in Aligning Functional Objectives to Create Synergies in Planning, Execution, Monitoring & Reporting; helps organizations to Setting and Achieve Stretched Business Targets through internal alignment & synergies

Key Outcome: Helps Management teams to connect and align the next 3 to 5 years Strategic Aspirations, Plans and Initiatives; identify key Business Initiatives that will help Upscale Business Growth & Sustainability

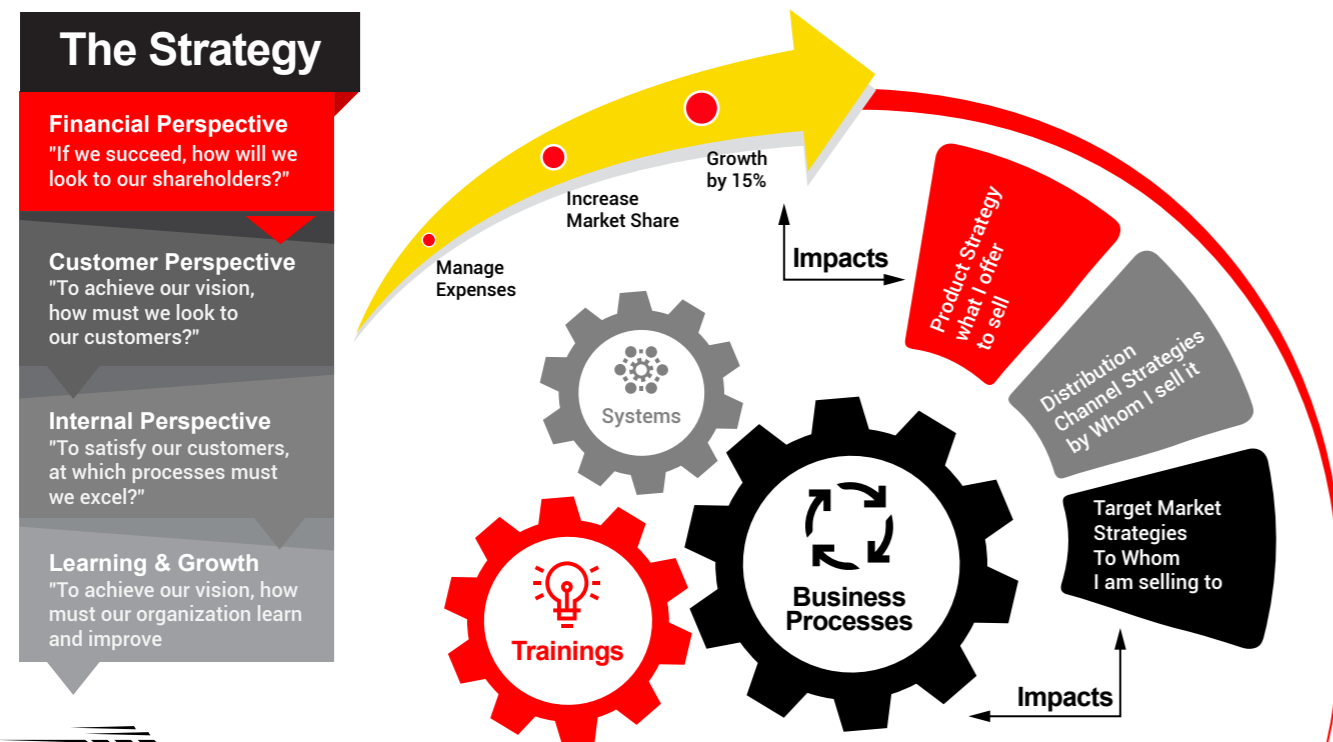
Key Outcome: Documentation of Strategic Business Plans & Strategy Maps; Rollouts Communication to all stakeholders in the organization; Special Reward Structures for achieving the Strategic goals and objectives

Key Outcome: Design of Organizational Structure (Org Chart) for Strategy Implementation by establishing Steering Committee & Work-streams for Synergizing Execution & Monitoring

Key Outcome: Establish Reporting Dashboards for Steering Committee and Board reporting on Strategy progress

Key Outcome: Linked with Performance Management System for assigning Individual Annual Objectives; Rollout and alignment of Team members; Annual performance measurement and rewards are linked

Method: Diagnostic sessions; Leadership and Management team Workshops; One on One Executive Coaching sessions; Focus Groups; Communication Rollouts



Performance Management System

Setting Goals and Objectives; Key Performance Indicators; using framework for Organizational Performance Alignment

Performance Management System provides Alignment of Organizational Goals and Objectives with Individual Annual Goals and Objectives. It provides the right level of Internal Synergies where Goals and Objectives are Cascaded down from Leadership level to Mid level managers and supervisors.

Key Outcome: Connecting Leadership and Management teams with organizational Goals and Objectives; Individual Goals and Objectives documents established;

Key Outcome: Individual Scorecards for Leadership and Management team members; marking Key Performance Indicators (KPIs) against each objective; priority setting through KPI weightage assignment and list of initiatives in support of the objectives

Key Outcome: Performance Management Policy and Standard Operating Procedure; rollout through PMS workshops; PMS Framework documentation

Key Outcome: Establish Performance Culture across Leadership and Management levels; Objective based Target Assignment and Reviews

Key Outcome: Establish Culture and Process of Performance Feedback; how to conduct performance reviews and provide Positive & Constructive Feedback; SOP document

Key Outcome: Conducting Annual Performance Reviews; Feedbacks; Skills Development Goals for next year; Annual Objectives for next year; aligning Performance based Rewards

Key Outcome: Connecting Performance Management framework with Behavioral based Competency Framework and reviews

Key Outcome: Connecting Performance Management results with Succession Planning and Career Roadmaps

Method: Detailed Diagnostics and report; Design of PMS framework; training workshops, organizational rollouts, documentation review and alignment, Executive Coaching, Goals Sign Off.

Perspective	Strategic Objectives	Strategic Measures	Targets	
Financial Perspective	F1 Increase earnings per share	<ul style="list-style-type: none"> Net income (vs. plan) Revenue mix (by target segment) Revenue per customer Cost per customer 	+\$100M 30%(A) 70%(B) \$300 \$75	
	F2 Add and retain high value customers			
	F3 Increase revenue per customer			
	F4 Reduce cost per customer			
Customer Perspective	C1 Become a trusted financial advisor	<ul style="list-style-type: none"> Customer satisfaction (survey) Share of wallet Target customer retention 	90% 50% 90%	
	C2 Provide superior service			
Internal Perspective	Customer Management	I1 Understand customer segments	<ul style="list-style-type: none"> Share of segment Channel mix change Cross-sell ratio 	30% 40% 2.5
		I2 Shift to appropriate channel		
	Product Innovation	I4 Develop new products	<ul style="list-style-type: none"> Revenue from new products (%) 	50%
		I6 Minimize problems		
Operations Management	I5 Provide rapid response	<ul style="list-style-type: none"> Service error rate Request fulfillment time 	0. % < 24hrs	
	I7 Build diversity reflecting community			
Responsible Citizen	I7 Build diversity reflecting community	<ul style="list-style-type: none"> Diversity mix versus community 	1.0	
Learning & Growth Perspective	Human Capital	L1 Insure readiness of strategic jobs	<ul style="list-style-type: none"> Strategic job readiness 	100%
	Information Capital	L2 Insure availability of strategic info	<ul style="list-style-type: none"> Information portfolio readiness 	100%
		Organization Capital	L3 Create a customer-focused culture	<ul style="list-style-type: none"> Customer survey 360° Survey (leadership model) Strategic awareness survey Personal goals aligned to BSC (%) KMS utilization/currency
	L4 Build cadre of leaders			
	L5 Align the organization			
	L6 Best practice sharing			

Corporate Values

Organizational Values are set of guiding principles and fundamental beliefs that help teams work towards common business goals. Corporate Values formulate basis for Behavioral Competency Framework.

Either establishing Organizational Values from scratch or Review of existing Values and / or creating Employee Engagement & Alignment through Awareness

Key Outcome: Identify the Organizational Values; this helps organizations to identify the future guiding principles

Key Outcome: Establish Value Map for each Value; comprising of Value Statements; Value Characteristics; Value Behaviors and Value Symbol & Color

Key Outcome: Value Mapping for Individual Behaviors leading to competency framework

Key Outcome: Behavioral measurements as part of Performance Management Assessment tool

Key Outcome: Values rollouts and alignment across organization

Key Outcome: Values branding; Key Visuals for each value and application across organizational Touch points

Method: Diagnostic sessions; Leadership and Management team Workshops; Focus Groups; Communication Rollouts; Value Branding

Competency Framework

A competency framework, also known as a competency model or competency profile, is a structured collection of competencies that an organization believes are necessary for employees to perform effectively in their roles. Competencies are the combination of knowledge, skills, behaviors, and abilities that contribute to successful job performance.

Key Outcome: Identification of Core Competencies – based on Values and Behaviors

Key Outcome: Identification of People Competencies – based on skills and abilities required for people interaction and relationships

Key Outcome: Identification of Technical Competencies – Knowledge, Skills and Abilities required for technical execution of assigned Processes

Key Outcome: Identification of Administrative Competencies – Knowledge and Skills required for managing and executing daily operational tasks

Key Outcome: Competencies are made part of all Job Families with different levels of acquisition and behavior as part of measure



Organizational Diagnostics

Organizational diagnosis is an exercise attempted to make an analysis of the organization, its structure, subsystems and processes in order to identify the strengths and weaknesses of its structural components and processes and use it as a base for developing plans to improve and/or maximize the dynamism and effectiveness of the organization.

The diagnosis includes the gathering and analyzing of data and drawing conclusions based on the findings, with the goal to implement the necessary changes to solve these problems.

Key Outcome: Diagnostics on understanding and alignment on Organizational Purpose

Key Outcome: Diagnostics on Organizational Structure; relationships, authorities and effectiveness

Key Outcome: Diagnostics on Relationships include individuals, groups, technological and other functional sections that effectively work together.

Key Outcome: Diagnostics on Reward systems include both official and unofficial rewards and have to be analyzed in order to ensure sufficient (extrinsic) motivation among employees

Key Outcome: Diagnostics on Leadership refers mainly to the managers within an organizations, although non-managers can also have a leadership role within their own team

Key Outcome: Diagnostics on Support Systems and compliance frameworks such as policies, procedures, systems etc.

Key Outcome: Diagnostics based on Organizational Climate Survey; Employee Engagement Survey; Organizational Culture Survey, 360 Degrees Survey

Employee Value Proposition Building Blocks

The employee value proposition (EVP) is a part of employer branding, in that it is one of the ways companies attract the skills and employees they desire and keep them engaged. It is how they market their company to prospective talent, and also how they retain them in a competitive job market.

It is meant to communicate the values and culture of the organization, as well as take the focus off remuneration as the sole reason for working there. The benefits, when done correctly, are a more committed, happier, and productive workforce at a cheaper cost, which are the main goals of any employee-centered strategy. It may also have the side benefit of improving the company's perception in the eyes of consumers.

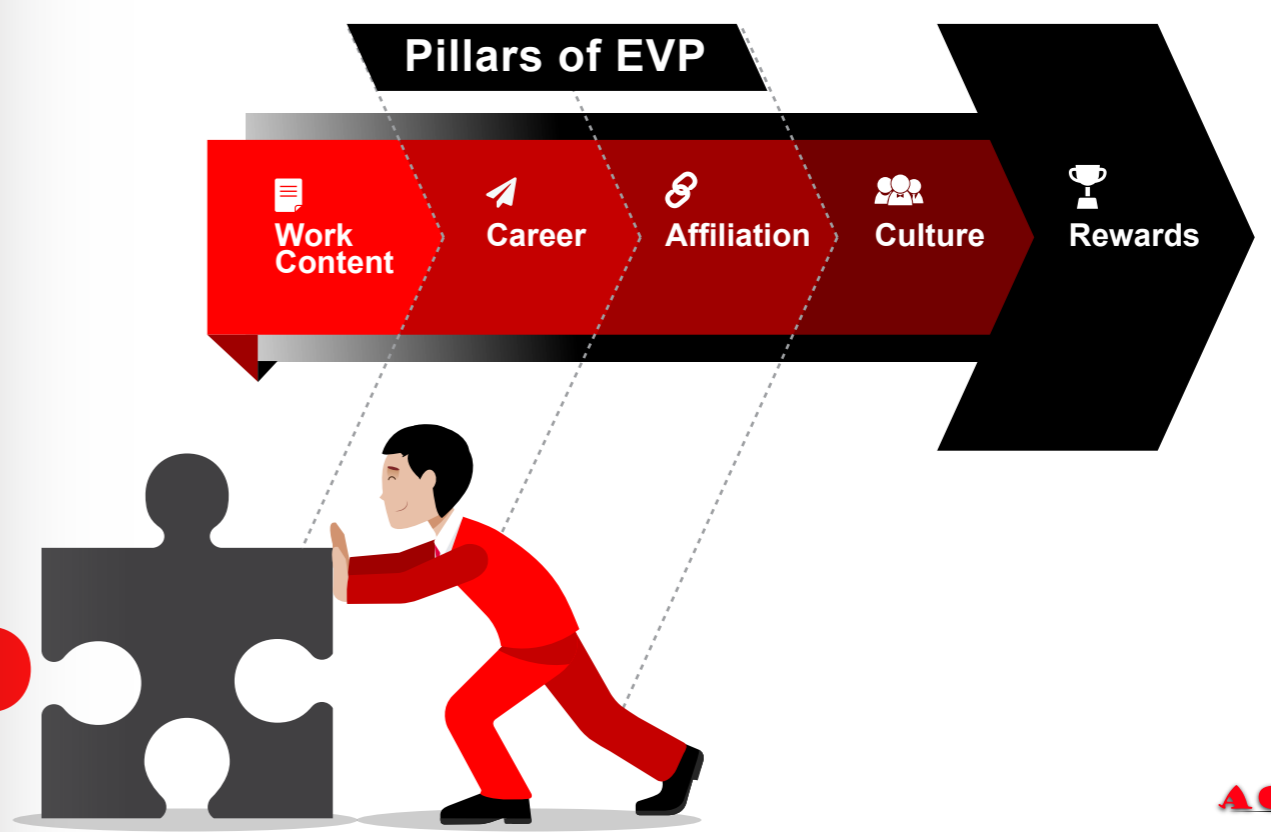
Enablers of EVP

Culture – A work culture focusing on celebration, recognition, communication and work-life balance

Systems – Automated systems that leverage technology to facilitate performance, collaboration, communication and efficiency

Governance – Accountability and transparency in work, steps taken to ensure sustainability, integrity and ethics

Measurement – Focus on quantifiable standards, improvements and goals



HR Advisory Services

Retainer-ship Services Program

- ✓ Now Offering You a Unique Opportunity to Avail the expertise through Retainership Arrangement
- ✓ On Premise presence of Senior Consultant
- ✓ You can avail on premise services up 3 charged days a month with 1 Bonus Day
- ✓ You will receive 2 Full Days / 4 Half Days Training Sessions
- ✓ You will receive 4 Executive Coaching Sessions / Week for 4 staff members helping them Set Goals and Improve Performance
- ✓ Connect with Senior Leadership to provide Advisory Services
- ✓ Conduct organizational diagnostics
- ✓ Design organizational roadmap based on HR best practices
- ✓ Design HR Digital Transformation Roadmap and provide advisory on Technology Assessment, Selection and Project Management

HR Digital Transformation and Automation

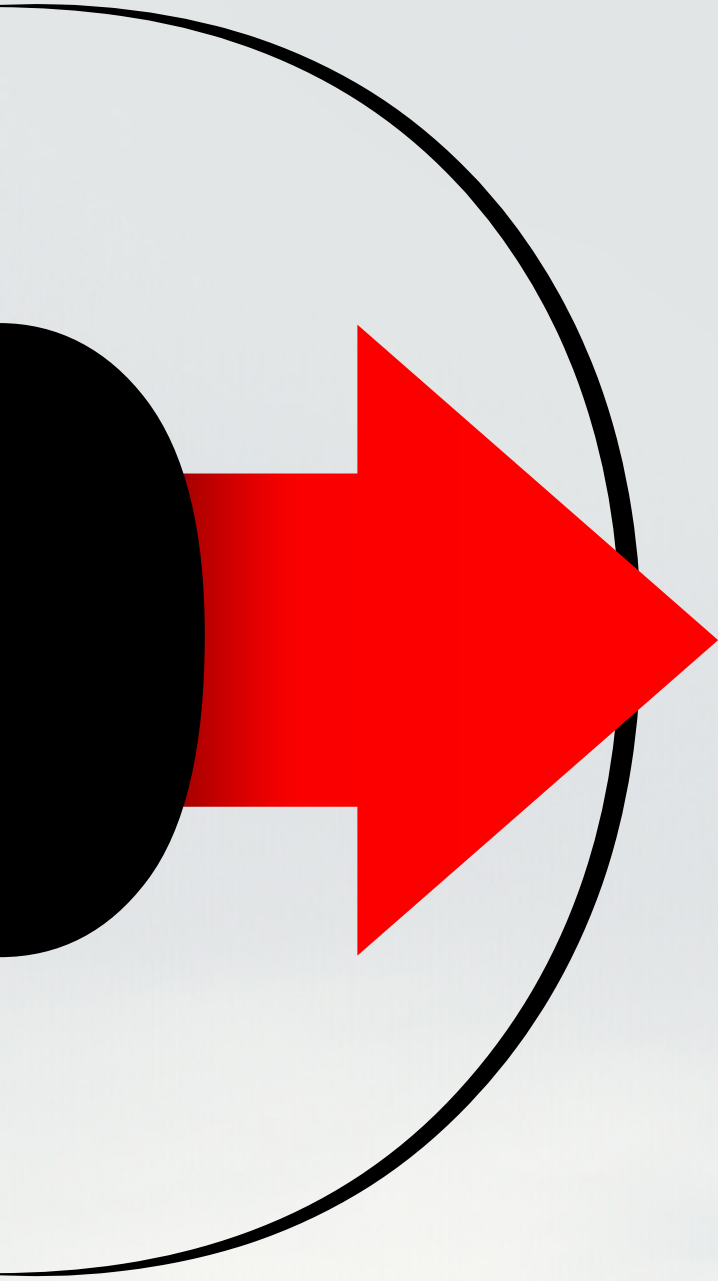
We at Global Agile Services help You leverage the potential gains of HR Digital Transformation by providing custom solutions for various HR processes; be it through use of Artificial Intelligence, Cloud Computing, Block Chain, Internet Of Things or Cyber Security solutions.

CoRETM HR Mobile App can be integrated with leading ERPs; offer following features and more features being introduced

- ✓ Attendance,
- ✓ Leaves Management,
- ✓ Salary Advance,
- ✓ Approval Workflow,
- ✓ Subordinate Attendance Monitoring,
- ✓ Online Expense Submission
- ✓ Geofencing attendance feature
- ✓ Software As A Service SAAS model

Training Workshops available for in house sessions also!

- ✓ Design Competency Framework and Alignment with Performance Management System
- ✓ Setting Objectives & Measuring Performance using Scorecard Methodology
- ✓ Sales Leadership Competency Framework – Coaching based program to improve Sales Leadership Competencies
- ✓ Conducting Job Analysis and Establishing Job Descriptions – Tools & Techniques for Job Analysis & JDs
- ✓ Design, Establish & Manage Assessment Centers – Steps for Establishing Assessment Centers
- ✓ Recruitment, Selection & Interview Skills – Talent Acquisition for Business Managers and HR Professionals
- ✓ Managing & Measuring HR Operations Using Key Performance Indicators
- ✓ Design, Establish & Manage Learning & Development – Structured Approach towards L&D Management
- ✓ Employee Retention, Engagement, Career & Succession Planning - Workshop for Business Professionals
- ✓ Compensation Planning & Management – the Financial Aspect of HR
- ✓ Design, Establish & Manage Pay for Performance, Financial Incentives & Benefits Planning
- ✓ Human Resource Management for Small & Medium Size Enterprises – For SME Entrepreneurs
- ✓ Soft Skills Topics– Full Day Workshop (can be customized to client's requirement)
 - ✓ Developing Managerial Skills – moving from effectiveness to greatness
 - ✓ Managing Effective Negotiations – creating win – win situations
 - ✓ Leadership Through Delegation
 - ✓ Problem Solving & Decision Making – Tools & Techniques for Business Professionals
 - ✓ Communication I – Effective Written Communication for Business Professionals
 - ✓ Communication II – Public Speaking & Presentation for Business Professionals
 - ✓ Managing Customer Services Excellence Beyond Expectation
 - ✓ Building and Managing Winning Teams
 - ✓ Time and Stress Management – using international Time & Stress management tools



Pakistan

Office # 603, 6th Floor
Doctors Inn, Naz # 3, Karachi.

+92-0331-AGILE-44
+92-0316-82-AGILE

mancon@agile.com.pk

www.agile.com.pk

