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# IN FOCUS

# THE HR NEWSLETTER

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## What is Agile HR?

Agile HR, the concept has gained popularity in today's fast-paced and ever-changing business environment. Originally developed for software development, it applies the principle of agility to HR practices. Agile HR helps organizations to adapt and respond to evolving business needs. The key aspect of Agile HR is 'customer-centric focus'. It seeks to identify employee needs and their preferences and tailors HR processes to adapt to varying employee needs.

Based on feedback from all stakeholders, agile HR incorporates an iterative aspect to HR processes which requires continuous improvement.

Cross-functional collaboration is another important aspect of Agile HR. It highlights the importance of collaboration between HR and other business functions to achieve shared goals.

Data-driven decision making is also central to Agile HR. It relies on data and people analytics to make informed decisions about HR practices.

The most important though difficult part lies in implementation of Agile HR. It requires a significant shift of mindset and culture. HR teams must be willing to challenge traditional ways of working and embrace new approach that prioritize flexibility, collaboration, and employee empowerment.

To start with agile HR, organizations need to:

- Define goals.
- Build cross-functional teams.
- Collect data.
- Embrace flexibility.
- Communicate and collaborate.

Thus, agile HR is an approach to human resource management that embraces the principles of agility to create a more flexible, collaborative, and employee-centric HR function.

Compiled by  
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## Agile HR: A New Approach to Human Resource Management

The traditional human resources approach revolves around hierarchical, command structure, with a focus on policies, procedures, and regulations. As the nature of business has changed and environment is now more complex and unpredictable, this approach is ineffective.

To respond to the fast-changing workplace needs, a new approach to HR has emerged: Agile HR.



One of the key benefits of Agile HR is that it allows organizations to respond more quickly to changing business needs. Agile HR can help HR teams work more effectively by collaborating with other departments to identify and address emerging needs. This enables an organization to become more adaptable and resilient.

Another benefit is that it improves employee engagement and satisfaction. By focusing on the needs of the customer, Agile HR can help HR teams design and deliver programs and services that are more responsive to employee needs. This led to greater employee engagement, which in turn improves employee retention and their productivity.

Implementing Agile HR requires:

- **Agile methodology:** adopting Agile methodology can help HR teams work more collaboratively and iteratively.
- **Agile HR tools:** adopting Agile HR tools, can help HR teams manage projects and workflows more effectively.
- **Agile HR mindset:** adopting an Agile HR mindset can help HR teams become more effective and responsive.

While implementing Agile HR requires a mindset shift and adoption of new practices and tools, the benefits can be significant, which will contribute to the success of the organization and will bring sustained value to its stakeholders.

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# The Role of Agile HR in Fostering Cross-Functional Collaboration

Cross-functional collaboration is the practice of bringing together individuals from different departments to work on a common goal. In Agile HR, cross-functional collaboration is essential for teams to deliver value to customers. By working together, teams can leverage each others strengths and skills for better problem solving and make informed decisions. One of the key benefits of cross-functional collaboration is breaking down silos. In traditional organizations, departments often work in isolation, which can lead to lack of communication and knowledge-sharing. By bringing together individuals from different departments, cross-functional collaboration can promote knowledge-sharing and collaboration, resulting in a more efficient and effective workforce.

Another advantage is promoting innovation. When teams work together, they can bring different perspectives and ideas leading to innovative solutions to complex problems. This can lead to a competitive advantage for organizations that embrace cross-functional collaboration.

## Agile HR facilitates collaborative work through:

- **Team Self-employment:** In Agile HR, teams are responsible for self-organizing to achieve their goals.
- **Continuous feedback and improvement:** Agile HR emphasize continuous feedback and improvement.
- **Customer focus:** Agile HR puts the customer at the Centre of every decision. Teams work together to deliver value to customers quickly and efficiently.

Real examples of collaborative work in Agile HR

### Example 1: Spotify

Spotify is a music service with Agile HR and collaboration. The company organizes its teams into teams of designers, developers, and product owners. These teams work together to develop and deliver new features to customers quickly and efficiently. An example of collaborative work at Spotify is the development of the Discover Weekly feature. The show was created by a team of data scientists, designers and engineers working together to create personalized playlists for each user based on their listening history. The team leverages data analytics, machine learning, and design thinking to build features, leading to more valuable products that increase customer engagement and loyalty.



## Example 2: GE Aviation

GE Aviation is a world leader in aircraft and aerospace technology. The company uses agile HR and collaborative work to improve its processes and results. An example of GE Aviation joint venture is the development of the next generation jet engine GE9X. The development of the GE9X involved the collaboration of a team of engineers, designers, and supply chain experts from different parts of the organization. These groups work together to develop new materials, technologies, and manufacturing processes to create more energy efficient and environmentally friendly systems. The result is a highly effective product that sets new standards in the aerospace industry.

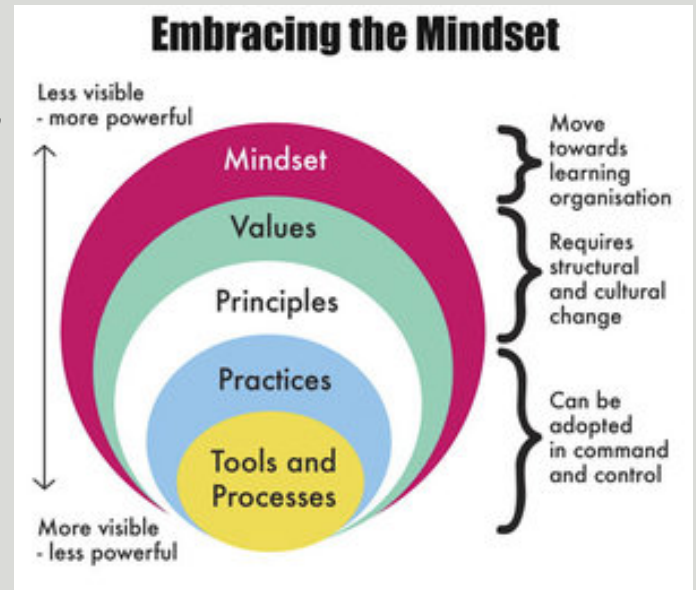
## Example 3: Zappos

An online shoe and apparel retailer, Zappos uses agile HR and collaborative collaboration to deliver exceptional customer service. Companies organize their teams into self-management circles, each with a team working together for a specific area of the business. An example of a collaborative effort at Zappos is the development of the customer loyalty program Zappos Rewards. The program was created by a team of entrepreneurs, developers and customer service representatives working together to create a personalized and engaging service for users. The team uses customer feedback, data analysis and design thinking to design the program, resulting in a product that delivers value that increases customer retention and trust.

# Lean Agile HR

Lean Agile HR is a human resource management process that combines lean manufacturing and agile software development concepts. The goal is to create a more responsive, efficient, customer-focused HR function that better meets business needs.

Lean principles focus on reducing waste and increasing efficiency. In HR, this means streamlining processes, reducing bureaucracy, and eliminating unnecessary work. Agile principles focus on change, collaboration, and continuous improvement. In HR, this means motivating employees, encouraging teamwork, and constantly evaluating and adjusting HR practices.



## Benefits of Lean-Agile HR:

- **Increased productivity:** Lean Agile HR helps improve HR processes, reduce waste, and increase efficiency. HR professionals can give more time to value-added activities that contribute to business success.
- **Enhance Collaboration:** Lean Agile HR encourages collaboration between HR professionals, managers, and employees. This brings better relationships and better outcomes by designing HR practices with input from all stakeholders.
- **Better customer experience:** Lean-Agile HR puts the needs of its customers at the Centre of every activity and HR practices are designed to meet the needs of the business and its customers, thereby ensuring customer satisfaction.
- **More flexibility:** Lean Agile HR is designed to be flexible and adaptable, enabling HR professionals to respond quickly to changing situations.
- **Increase Employee Engagement:** Lean-Agile HR enables employees to plan their growth and career development. Employees are more engaged and motivated, which leads to improved performance and retention.

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# SOURCES

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- <https://scaledagileframework.com/agile-hr>
- <https://agilehrcommunity.com>
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