

FEATURE ARTICLE

Proven people practices at three leading Indian firms

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India is an attractive destination for global investment. Yet multinational firms seeking to do business in this dynamic and diverse environment often overlook the importance of local values and traditions when designing their human resources policies. Interviews with a dozen human resource managers in three industry-leading firms reveal the importance of devising personnel policies that address social relationships and family concerns, and highlight how such efforts can align with and support the achievement of organizational goals. Key lessons center on effective recruitment and selection, ongoing training and development, initiatives that boost employee engagement, and attention to employees' overall well-being.