

## PEOPLE MANAGEMENT: CONTEMPORARY HR PRACTICES FOR ORGANIZATIONAL EXCELLENCE

Presentation by:

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#### Presentation Agenda



- Expectations from ICPAK
- ☐A Contemporary workplace
- ☐People management trends...
- ☐People management practices for today
- □ Conclusion

### Performance Appraisal



# Role of HR Specialist in Organizational Excellence



- A partner with senior and line managers.
- An expert in the way work is organized and executed, delivering <u>administrative efficiency</u> to ensure that costs are reduced while quality is maintained.
- A champion for employees, vigorously representing their concerns to senior management and working to increase employee contribution
- •An agent of continuous transformation, <u>shaping</u> processes and a culture

# The Trend...2015 No More Performance Reviews



- The org chart is fading away
- Privacy seems to be less of an issue
- Mobile/mobile/mobile
- Robots in the board room

# The Trend...2016 HR Embraces Agile



- HR goes soft on performance ratings
- Individualization
- Talent everywhere
- Artificial Intelligence
- Detecting and selecting the best
- Moving away from big systems
- Rewards: less external benchmarking
- Maturing of people analytics
- Keep it simple

# The Trend...2017 Consumerization of HR



- Performance consulting
- From individuals to teams to networks of teams
- Man-machine collaboration
- HR Operations
- Data ownership
- The battle of the apps

# The Trend...2018 Focus on Productivity



- Renewed Focus on Productivity
- ■Power to the people- take own initiative, track your own matters.
- Whatsapp
- Learning in Real Time
- Shrinking HR teams
- Hospitality and Service
- Humanness

### A Contemporary Workplace



- Mergers and Acquisitions
- Downsizing
- Delayering remove layers of management
- Casualization
- Outsourcing
- Privatization
- Automation
- Rates Capping

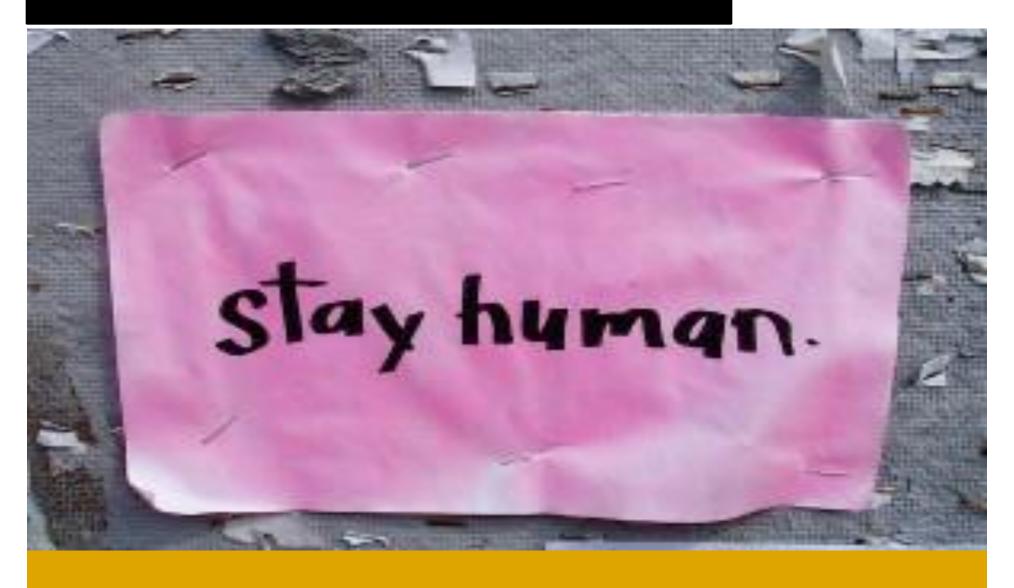
# A Contemporary Workplace...



☐ Space where everyone feels valued and comfortable. Using our skills meaningfully = Fairness Challenge that is reasonable Clear common focus Transparency Flexibility, Open Individual and not group Solid culture Care Social

### A human being focus





## All types...





### Yes they are in the workplace





#### It is NO





"Leadership based on inspiration, not domination; on cooperation, not intimidation"

William Arthur Wood quotes

# Employee of Today... Expectation

CPAK
Uphold Public Interest

Searching for more of a work/life integration, and a greater sense of fulfillment from their jobs.



# People Management Practices for Today



- Act quick and ingenious
- To use employee information to overcome daily difficult situations.
- Engaging experienced workers into self-managed structures.
- Staff responsible for their work outcomes.
- Staff handed effective independence to pick their staff, working times,& methods.
- Employees who have a clear idea of what their organization wants
- •Humans are not simply resources like capital, equipment or raw materials

#### Inclusion and Diversity



- □ How many can employ a qualified woman who is one month to delivery?
- Male workers make conscious effort to support female workers
- ☐ Multi generations: Their lack of experience is good for your organization. It disrupts you.
- □ Ably abled versus ably disabled
- ☐ Invisible workers/extended workforce

### Learning and Development



- ☐ For ongoing competitiveness and adaptability.
- ☐ Objectivity in determining needs

#### Danger of Success



- ☐ Success can be highly toxic
- □ Managers can become very committed to the things they believe led to the success they enjoyed.
- ☐ They become surrounded in their own way of thinking.
- □ Allow for new ideas

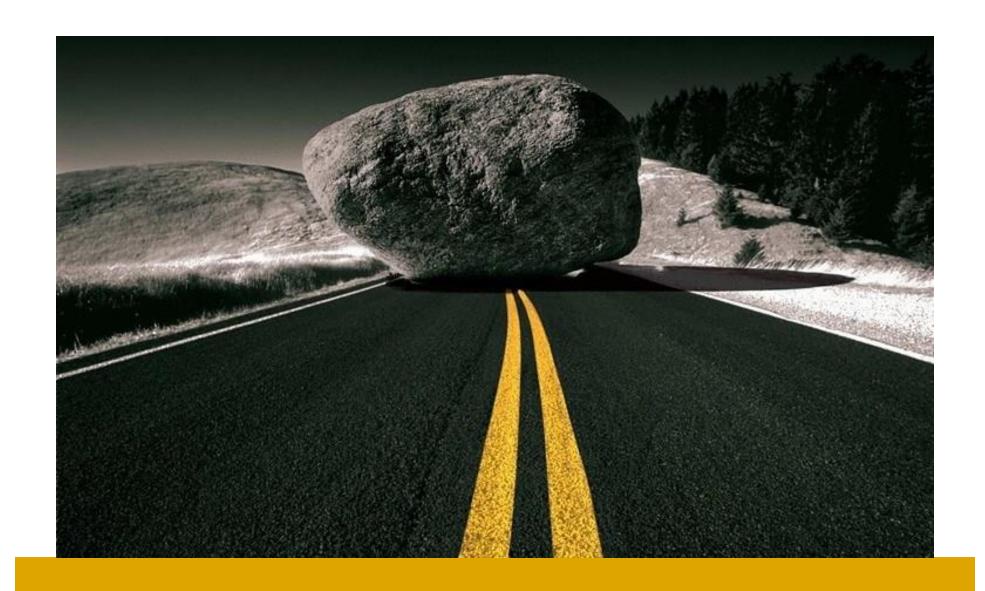
### Line Manager is People Manager – The Shift



☐ Line Manager empowerment ☐ A Manager also needs Social Skills & ☐ Listening openly and send convincing messages ☐ Negotiate and resolve disagreements amicably ☐ Inspire and guide individuals and groups ☐ Nurture instrumental relationships ☐ Work with others toward shared goals ☐ Creating group synergy in pursuing collective goals. ☐ Manage employee discipline ■ Manage employee reward ☐ Manager employee exit

#### Line Manager as People Manager....





### Interview in Progress....





#### Employee Health....



#### Investing in employee health

Gym memberships, paid in-office medical screening, in-office ping-pong, and "activity game rooms" are becoming more prevalent in companies large and small.

Investing in workers' mental and physical health holds great benefit to company productivity.

### It is the new way...





#### Reverse Mentoring....



#### **Two-way mentoring**

- You CAN teach an old dog new tricks.
- ■While newer employees learn invaluable product knowledge and process requirements from company veterans, seasoned employees can get their imaginations sparked, absorb new technology, and discover new "hacks" from the newbies.
- •Smart companies tap into the mentoring relationship as a back-and-forth, not up-to-down.

#### Feedback



- •FedEx Corporation provides an annual survey and action program for their employees to provide valuable feedback and management holds meetings to discuss the results.
- The program allows for an assessment of the problems and creates opportunities for resolution.

#### Show genuine care



- ☐ Consistently showing genuine care to employees makes them feel happier and more engaged at work.
- ☐ find out what is bothering the team.
- ☐ Small things like replacing an uncomfortable office chair helps to show their employees that they care.
- ☐ Know your people, focus them, reward them.

#### Interactive Session



