

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 administrative efficiency 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, shaping 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

- 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.
- ☐ Aply 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

