



The Role / Responsibilities of Human Resource and Administration Professionals, Self-Awareness and Emotional Intelligence Management.

Facilitator:

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■ Certified mBIT Coach

- Trainer
- Advisor
- Speaker
- Recruiter
- Consultant

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ACADEMIC QUALIFICATIONS

- ▶ **MASTERS OF HUMAN RESOURCES MANAGEMENT (MHRM)**
- ▶ **MASTER OF ARTS (DEVELOPMENT STUDIES) (M.A (DS))**
- ▶ **BACHELOR OF PHILOSOPHY (B. PH)**
- ▶ **DIP IN RELIGIOUS STUDIES & PHILOSOPHY (DIP RS & PH)**

PROFESSIONAL CERTIFICATION

- Professional certified mBIT Coach



EXPERIENCE AS A
RESOURCE PERSON IN
reputable training
institutions

MOSSES RAYMOND is
a seasoned resource
person in various
training institutions.





Wajibu wa Wataalam wa Usimamizi wa Rasilimali Watu na Utawala, Kujitambua na Usimamizi wa Akili Hisia

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A photograph of a smiling woman with dark skin and curly hair, wearing a wide-brimmed straw hat and a bright yellow t-shirt. She is holding a wooden staff or handle across her chest. The background is a blurred outdoor setting with green foliage. Overlaid on the image is the text "TODAY IS YOUR OPPORTUNITY TO BUILD THE TOMORROW YOU WANT" in a white, hand-drawn, sans-serif font. A small white sun icon is positioned at the bottom center of the text.

TODAY IS YOUR
OPPORTUNITY TO
BUILD THE TOMORROW
YOU WANT





**“If you’re
serious about
changing your
life, you’ll find a
way. If not you’ll
find an excuse.”**

-Jen Sincero





- ▶ WHAT is our key role?
- ▶ WHY should they need us?
- ▶ HOW can we be of impact?

WHAT IS HR MANAGEMENT?

“Human Resources management is concerned with the **PEOPLE DIMENSION IN MANAGEMENT**. Since every organization is made up of People, **acquiring their services, developing their skills, motivating them** to higher levels of performance and **ensuring that they continue to maintain their COMMITMENT** to the organization which are essential for achieving Organizational Objectives”. L.M. Prasad.

MODERN DEFINITION OF HRM

The **PRODUCTIVE USE OF PEOPLE** in achieving the **Organization's Strategic Business Objectives** and the **Satisfaction of the Individual Employee's Needs.**

FOCUS OF THE HR PROFESSIONALS

"HR professionals focus on **identifying the most effective ways** to enhance employee productivity within the organization.

WHAT IS THE ROLE OF HR?

- ▶ HR is an Enabler for business
- ▶ HR's role is to make the **BUSINESS SUCCEED**

TO BE A TRUE ENABLER, HR NEEDS TO

- Understand the business
- Know the organization
- Know your own competencies, strengths and weaknesses
- Earn and demand space in core space, not the periphery

THE IMPORTANCE OF HR IN PUBLIC SERVICE

- ▶ Ensuring **the right people are in the right roles.**
- ▶ **Developing skills and capabilities of** public service employees.
- ▶ Enhancing **employee satisfaction** and motivation.

THE BIGGEST QUESTION OF THE DAY

"How can we, as HR and Administration professionals, NURTURE the productive use of people?"

(promoting the effective and productive utilization of people)

THE ANSWER.....

The answer is in the **three steps journey**

Work on knowing **yourself** (Know yourself)

Work on understanding **your work** (Know your work)

Work on **your relationship** with your work (Show your Impact)

WORK ON YOURSELF (KNOW YOURSELF)

- ▶ Starts with SELF AWARENESS..... (Deep self reflections)
- ▶ Improve your EMOTIONAL INTELLIGENCE (Knowing and respect your and other people's emotions)
- ▶ Do an AUNTHENTIC PERSONAL DIAGNOSIS.
- ▶ Identify what to **STOP DOING, START DOING** and **CONTINUE DOING** so as to become a better version

Indicators of High Level of Self-awareness:

- ▶ Emotional Intelligence and Regulation
- ▶ Open to Feedback
- ▶ Takes Responsibility
- ▶ Clear Understanding of Strengths and Weaknesses
- ▶ Reflective Thinking
- ▶ Empathy and Social Awareness
- ▶ Authenticity
- ▶ Consistent Personal Growth
- ▶ Healthy Boundaries
- ▶ Thoughtful Decision-Making
- ▶ Calm in Conflict
- ▶ Strong Self-Confidence Without Arrogance
- ▶ Aligns Actions with Core Values
- ▶ Purpose-Driven
- ▶ Adaptable to Change

Indicators of Low or Lack of Self-awareness:

- ▶ Lack of Emotional Control
- ▶ Difficulty Accepting Feedback
- ▶ Blaming Others Constantly
- ▶ Inconsistent Behavior
- ▶ Lack of Empathy
- ▶ Poor Listening Skills
- ▶ Low Self-Reflection
- ▶ Overestimation of Abilities
- ▶ Avoidance of Responsibility
- ▶ Social Clumsiness
- ▶ Poor Conflict Management
- ▶ Resistance to Change
- ▶ Inability to Articulate Emotions
- ▶ Constant Comparison to Others
- ▶ Victim Mentality

Indicators of High Level of Emotional Intelligence (EQ):

- ▶ Self-Awareness
- ▶ Self-Regulation / Emotional Control
- ▶ Motivation
- ▶ Empathy
- ▶ Social Skills / Relationship Management
- ▶ Effective Communication
- ▶ Conflict Resolution
- ▶ Emotional Boundaries
- ▶ Resilience
- ▶ Mindful Presence
- ▶ Humility
- ▶ Curiosity About Others
- ▶ Balanced Assertiveness
- ▶ Emotional Transparency
- ▶ Supportive and Encouraging

Indicators of Low Level of Emotional Intelligence (EQ):

- ▶ Poor Emotional Control
- ▶ Lack of Self-Awareness
- ▶ Inability to Handle Criticism
- ▶ Lack of Empathy
- ▶ Poor Listening Skills
- ▶ Blaming Others
- ▶ Passive-Aggressive Behavior
- ▶ Difficulty in Managing Relationships
- ▶ Lack of Motivation and Focus
- ▶ Inability to Recognize Others' Emotions
- ▶ Overly Judgmental
- ▶ Poor Conflict Management
- ▶ Inconsistent Behavior
- ▶ Needs Constant Validation
- ▶ Manipulative or Controlling Behavior

WORK ON UNDERSTANDING YOUR WORK (KNOW YOUR WORK)

► Understanding your work ("knowing your work") is **foundational to being effective, strategic, and supportive** within the organization.

Do the Followings: (Know Your Work)

- ▶ Understand the Core Functions of HR
- ▶ Understand Your Organization
- ▶ Understand HR Policies and Procedures
- ▶ Invest in Continuous Learning
- ▶ Know the People You Serve
- ▶ Be Data-Driven
- ▶ Know the Tools You Use
- ▶ Clarify Your Role Within the HR Team
- ▶ Understand the Legal and Ethical Framework
- ▶ Reflect and Self-Assess

WORK ON YOUR RELATIONSHIP WITH YOUR WORK (SHOW YOUR IMPACT)

- ▶ To **engage strategically** and **make the business thrive**, an **HR professional must move beyond administrative tasks** and position themselves as a **strategic partner** in driving organizational success.
- ▶ It is important that you **put to use the new version of yourself**
- ▶ Here's how HR can engage strategically and contribute meaningfully to the business (**SHOWING YOUR IMPACT**)

Do the following: (Show your impact)

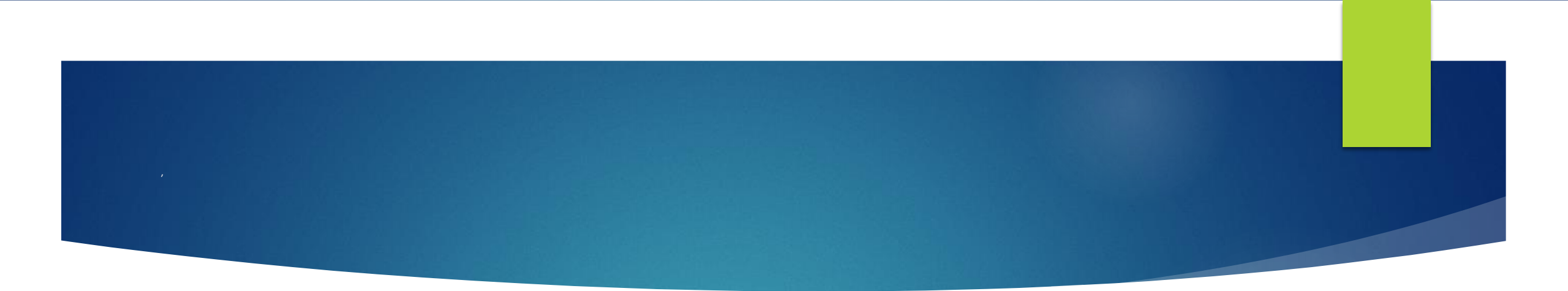
- ▶ Align HR Strategy with Business Goals
- ▶ Drive Talent Management Strategically
- ▶ Use HR Data and Analytics
- ▶ Champion Organizational Culture and Change
- ▶ Attract and Retain Top Talent
- ▶ Promote Employee Engagement and Well-being
- ▶ Lead in Workforce Planning
- ▶ Contribute to Financial Performance

SUMMARY

A **strategic HR** does the following:

- **Understands the business.**
- **Supports and drives key priorities.**
- **Builds and retains the right talent.**
- **Uses data and technology** to enhance decisions.
- **Acts as a proactive partner**, not just a service provider.

"ACT STRATEGICALLY AND ENSURE YOUR PRESENCE MAKES AN IMPACT."



OTHER IMPORTANT MESSAGES ON HOW TO
BECOME IMPACTFUL



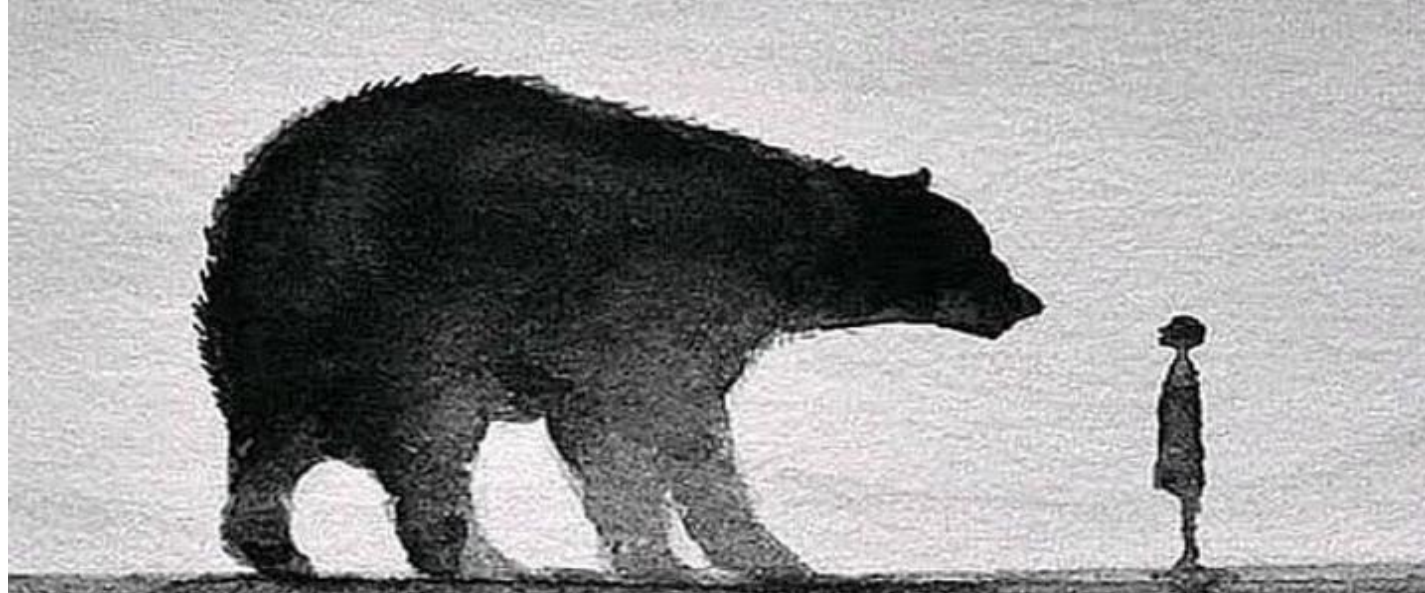
**ALWAYS DO
YOUR BEST**
no matter the size of
your audience.

"People do not
decide their
futures, they
decide their habits
and their habits
decide their
futures."

—F. M. Alexander

A wooden sign with white-painted text hangs from a dark metal bar using two metal rings. The sign is positioned in a garden setting with green foliage and trees in the background.

BE LIKE A TREE -
LET THE DEAD LEAVES DROP



Train
Your Mind
To be calm in every Situation.

**You will never understand the damage
you did to someone until the same thing
is done to you.**



That's why I am here.

- Karma



BILLIONAIRESAGE

**IN LIFE, GOOD MANNERS
WILL ALWAYS SERVE
YOU WELL.**

9

▶ CONTROL YOUR APPETITE
ON:

▶ **SEX**

▶ **ALCOHOL**

▶ **FOOD**

▶ **MONEY**

▶ **POWER**

Be Good, do good and leave Beautiful
Memories behind... 🌱🌱🌱





I KNOW I CAN, BE WHAT
I WANNA BE, IF I WORK HARD AT IT,
I'LL BE WHERE I WANNA BE

- Nas

SuccessStory.com

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