

Implementation of Human Resource Management and Administration Functions throughout an employee Lifecycle



**IF YOU WANT TO
SUCCEED, START WITH
PEOPLE**

“We expected that good-to-great leaders would start with the vision and strategy. Instead, they attend to people first, strategy second. They got the right people on the bus, moved the wrong people off, ushered the right people to the right seats – and then they figured out where to drive it.”

*Jim Collins – “Level 5 Leadership”
Harvard Business Review – January 2001*

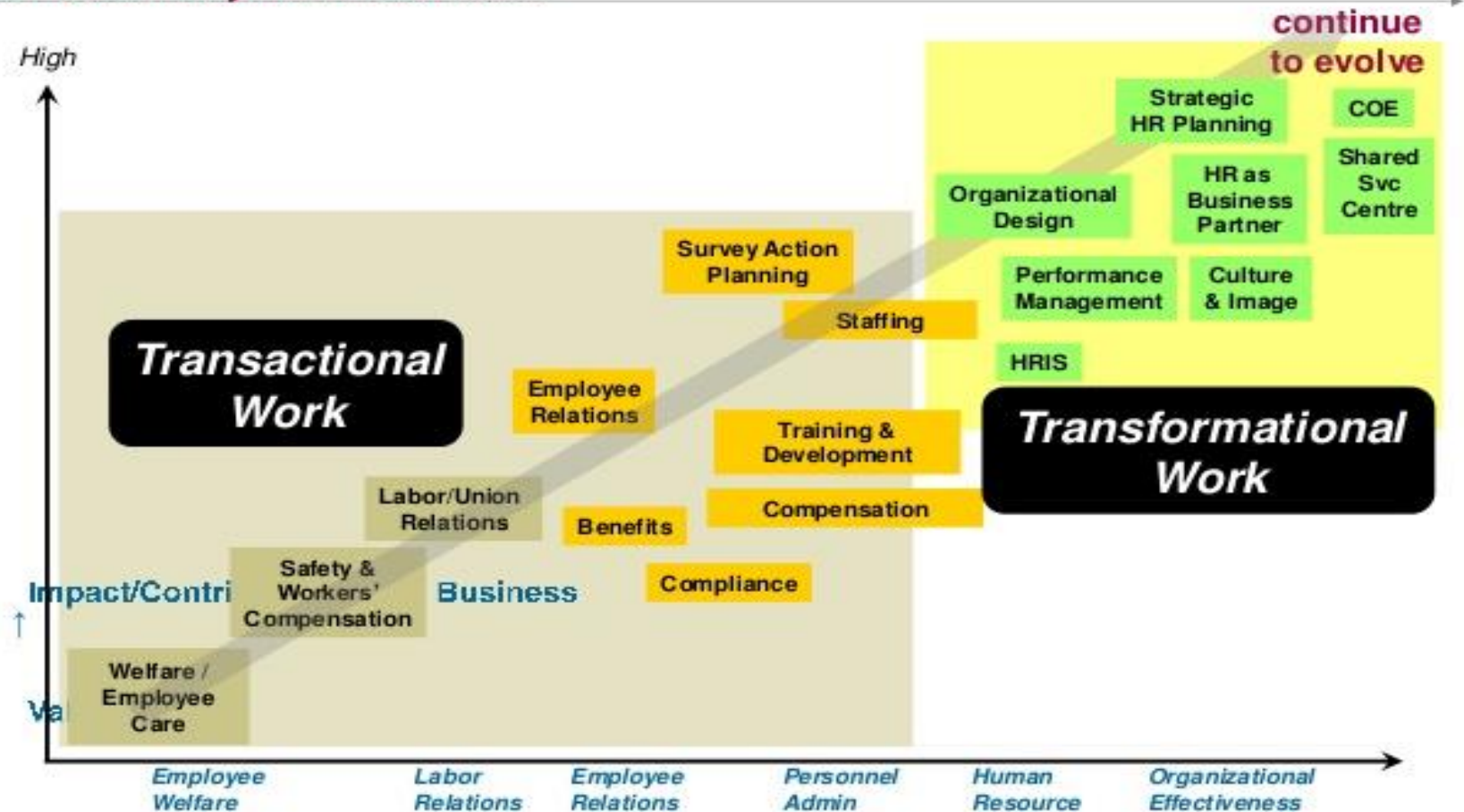
Where are an Organization Assets.....?

- ❑ In the 1980's - 20% of Company assets were intangibles and 80% were tangibles
- ❑ In the 21st century – 80% of Company assets reside in the brains of our employees, customers, and suppliers.

Evolution of HR

The Evolution of HR

The HR Journey: Nature of Work



Value Creation by the “Dave Ulrich’s HR Model”

The challenge is for the HR professionals to create value and move beyond administration to **business partnership**.

The HR Strategy must, therefore, be aligned with Business goals while maintaining attention to details and addressing operational issues.

Facing the reality means, we would like to admit the fact that.....

HR is not a strategic business partner

HR doesn't :

1. Understand the business
2. Speak the business language
3. Provide ROI on it's own efforts
4. Have the ability to sell it's business acumen to other business partners
5. Have HR success metrics that advance business strategy



CEO and Line Management

Globally, the role of HR is changing

FROM BEING:

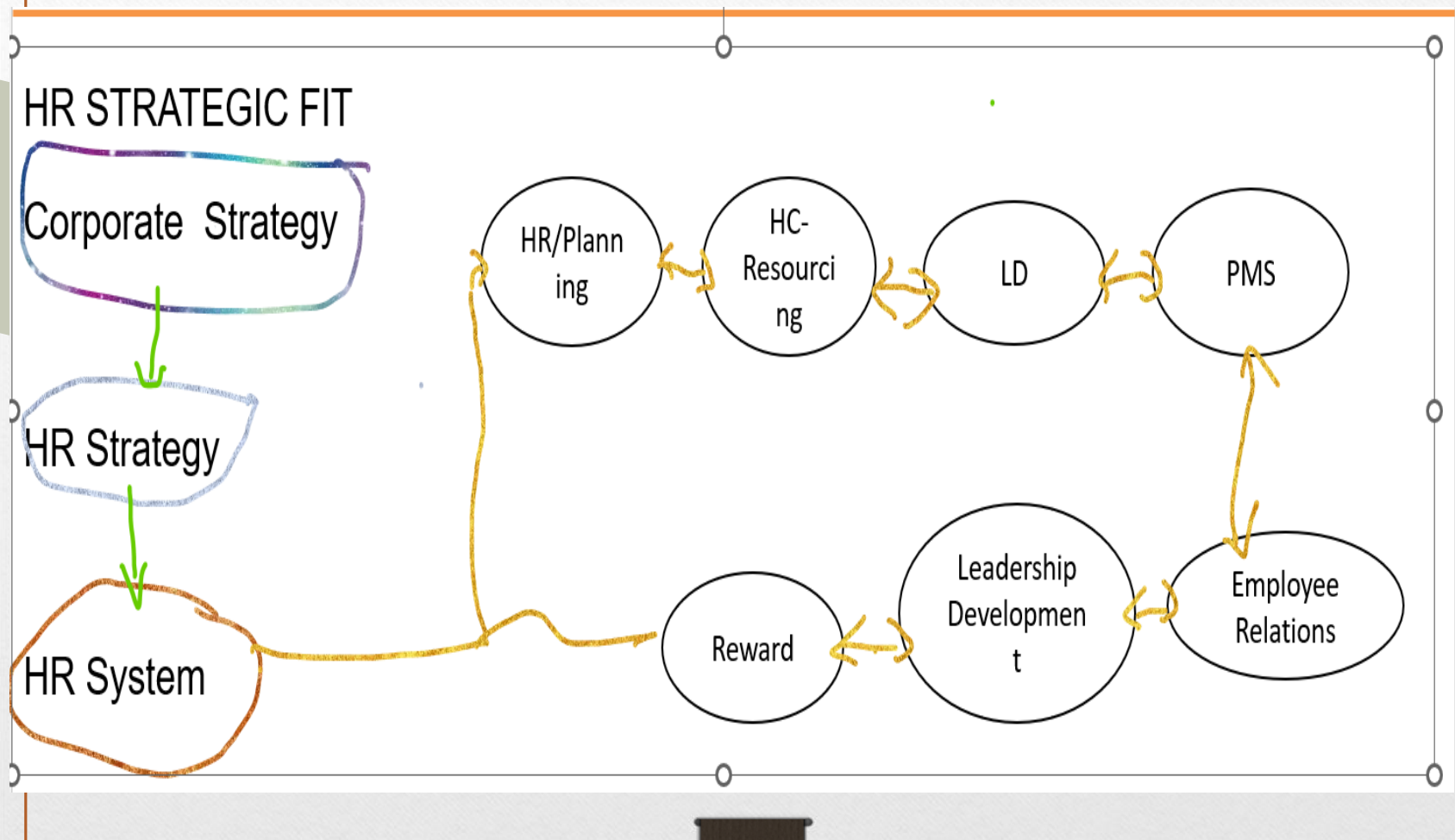
1. Operational
2. Quantitative
3. Policing
4. Short-term
5. Administrative
6. Functionally orientated
7. Internally focused
8. Reactive
9. Activity focused



TO BEING:

1. Strategic
2. Qualitative
3. Partnering
4. Long-term
5. Consultative
6. Business orientated
7. Externally & customer focused
8. Proactive
9. Solution focused

HR Strategic Fit



HR Planning



How Does your HR Plans link with your five years strategic plan. Do you know what your organization intend to achieve in the coming five years. How does your staffing plan align to it?

Corporate Plan/Strategic Plan



How Does your HR Plans link with your five years strategic plan. Do you know what your organization intend to achieve in the coming one year. How does your staffing plan align to it?

Annual Action Plans

Example:
BMH plans to open Royal and International Patients Clinic next FY, what I am supposed to do as an HR i.e. Do I have all specialized medical doctors, do I need language translators, when new employees come what working tools they need? Who do I do as an HR?

Human Capital Recruitment

Employer loyalty, high level of engagement and commitment is a function of day one impression about the organization

Onboarding Issues

Hiring

9

Are you involved in hiring or someone else is hiring for you? How often are you involved in inducting employees? Do you set clear expectations day one employee report at work

Staff Learning and Devt

How much % of total staff cost goes to L&D.

Does your L&D programs align with your Corporate and HR Strategy?

Are training for the interest of an employee or an organization? How relevant are your L&D initiatives to your Ogn's?

The best practice requires 4% to 10% of the total staff cost to be directed towards employees' learning and development budget

(Source: American Standard for Training and Development)

Talent Management

As an HR would do in Circumstances?

- ❑ Temporary or permanent absence led by disability, sickness, voluntary departures or automatic termination of occupants of the respective positions.
- ❑ The organization shall endeavor to ensure that it prepares a talent pool of employees with competencies and right attitude and nurture their advancement towards assuming higher responsibilities.

How do you ensure business continuity?

Succession Plan and Talent MGT is about Identifying:-

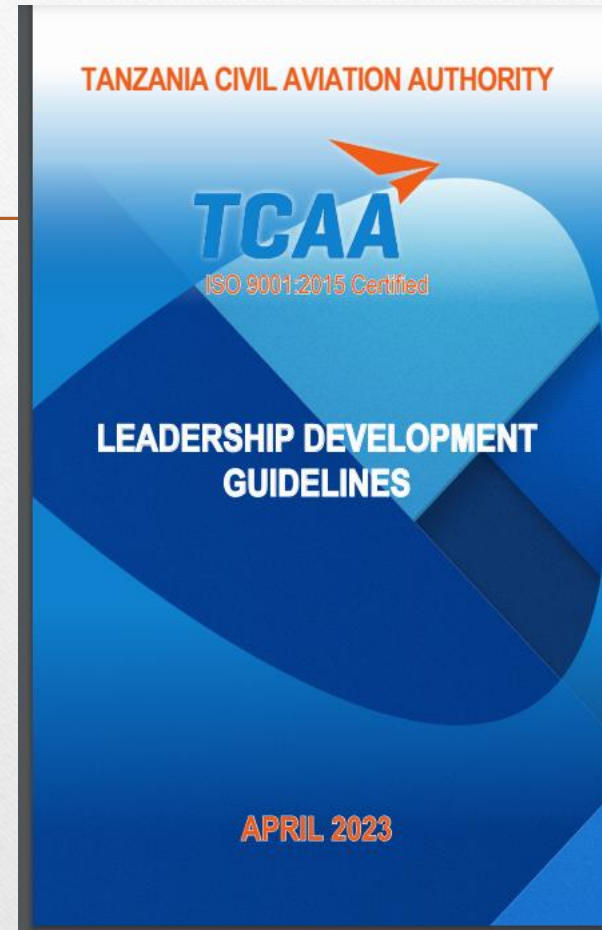
- ❑ Critical positions (*it can be managerial or non managerial positions*)
- ❑ Potential successors,
- ❑ Preparing Development Plan to make potential successors ready to assume key positions within the Authority.

How do you ensure business continuity?

Leadership Development

Inadequate leadership and management skills in our organization today, is it not a tragedy?

How do we get out this mess; we need to have a deliberate effort to scale up leadership and management competences in our organisations

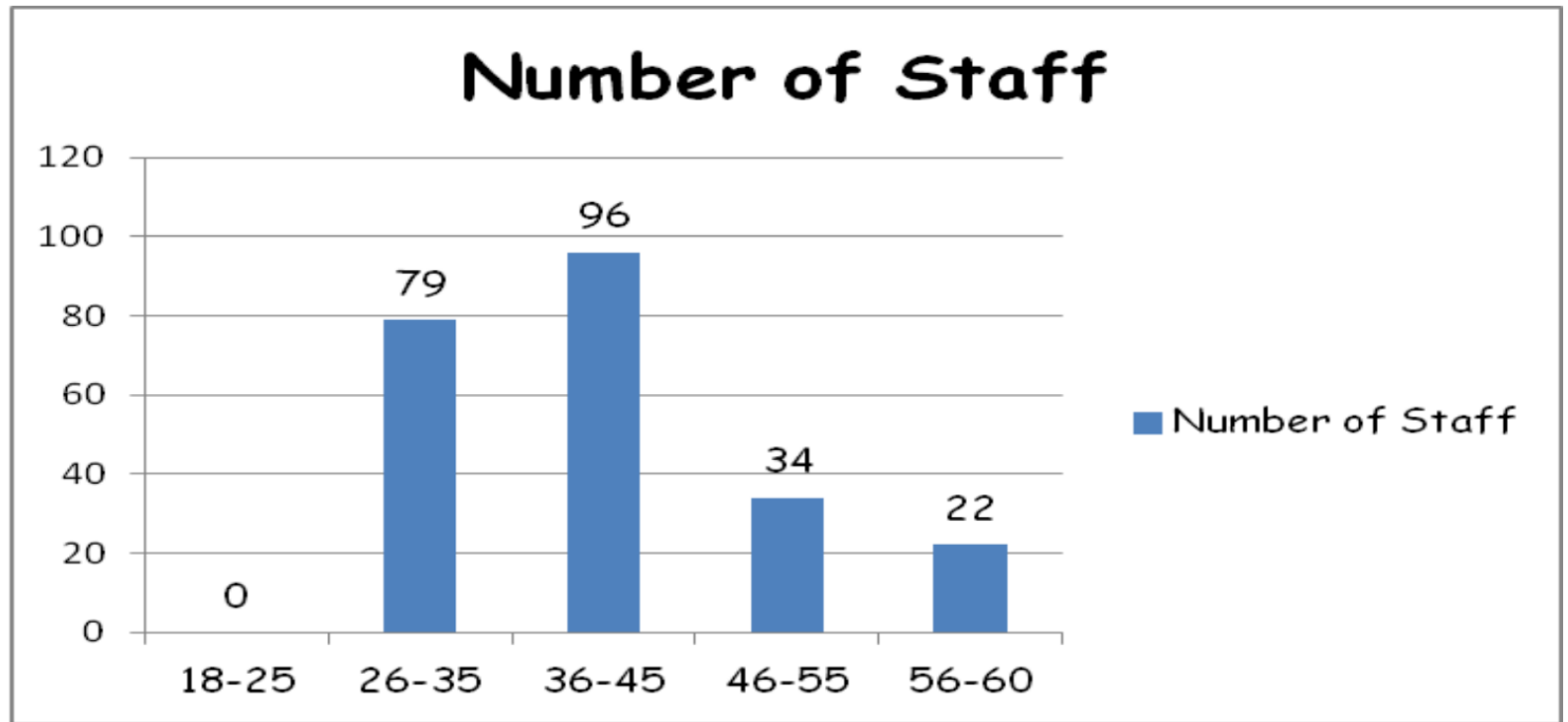


HR Metrics

As an HR how do you undertake, analytics that provide insights and overview of your organizations quantitative and qualitative human resource data for identification of prioritization and critical initiatives to be implemented

HR Metrics

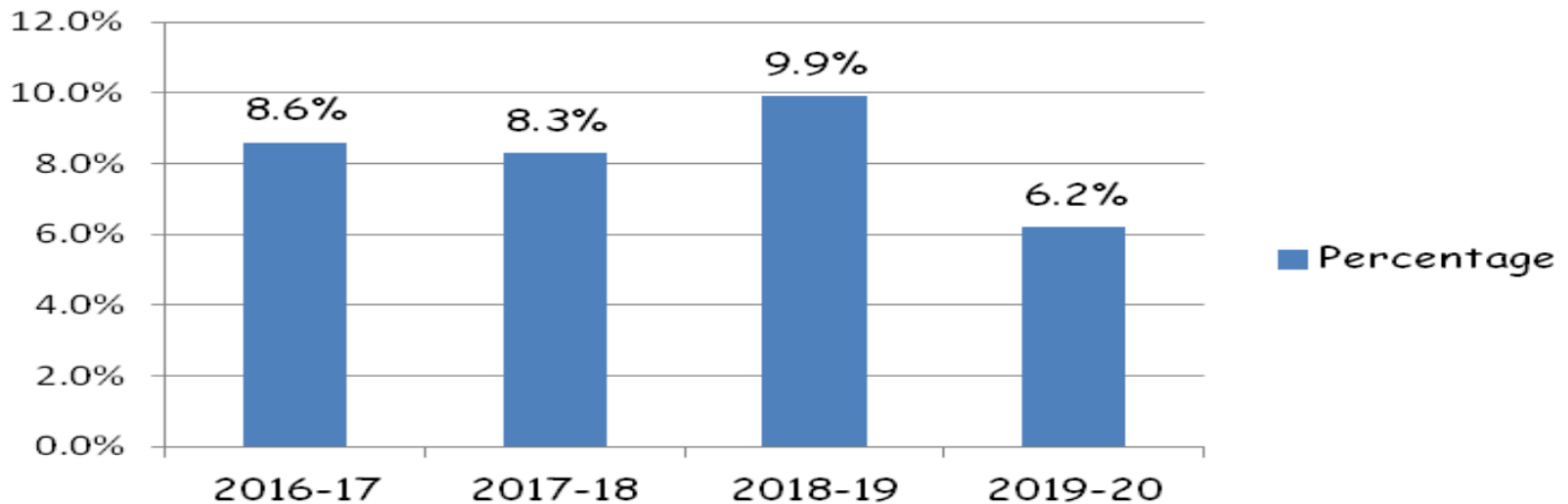
This an age analysis. What does this data tell you as an HR?



HR Metrics

Investment in L&D. What does this data tell you as an HR?

Percentage of Investment



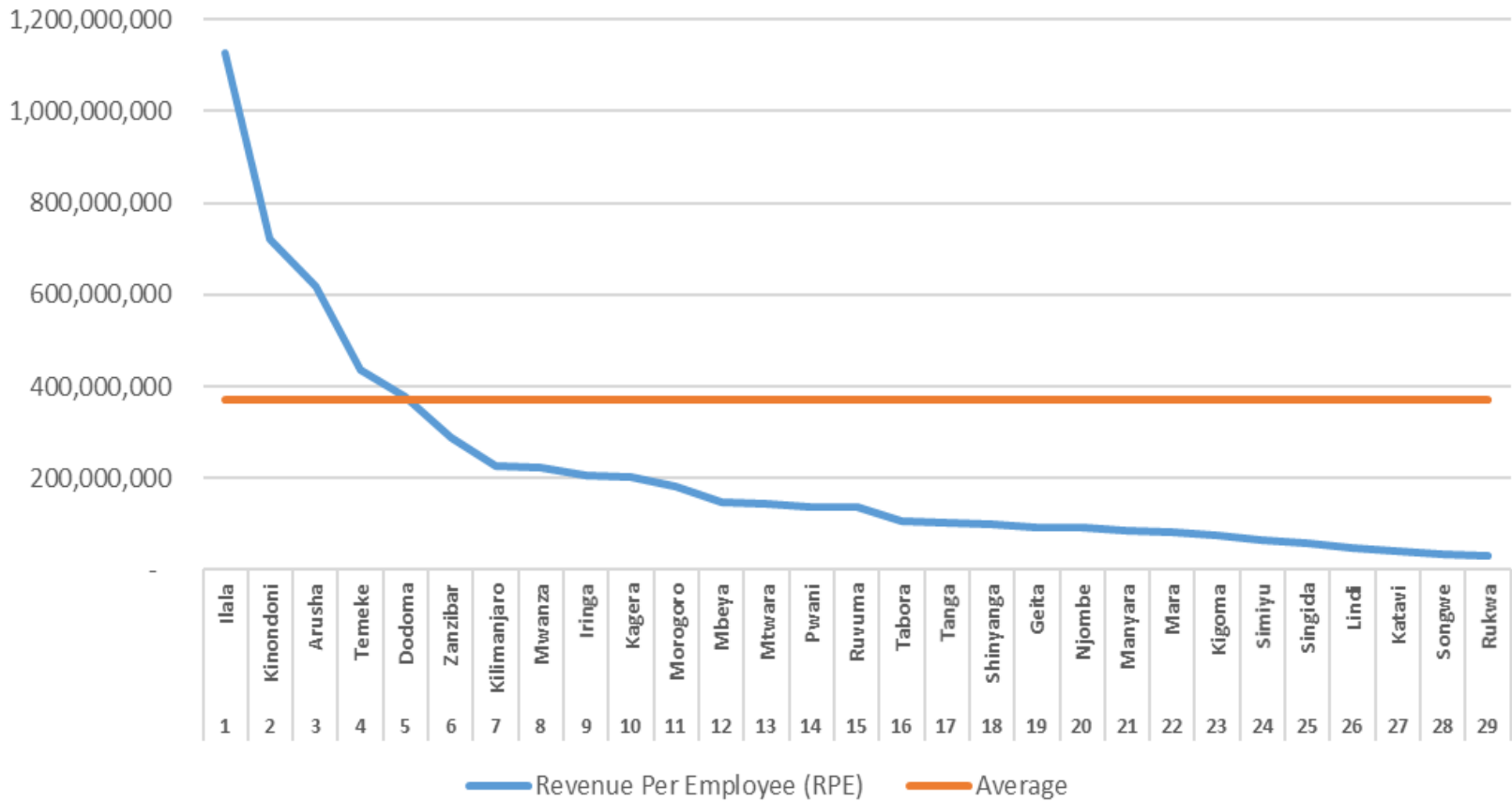
HR Metrics

Measuring and Revenue Per Employee (RPE) for an organization that generate revenue

The RPE is measured by dividing the total number of employees at the at production centre with the revenue generated over a period.

he aim is to measure the contribution of each employee in the revenue generation at the regional office level.

HR Metrics



Other Pertinent HR Issues

AI and how it shapes
the future of HR and
Admin functions

Mental
Issues

Health

Employee Relations

Employee wellness

Generations Divide with different expectations

- Veterans
- Builders/traditionalists
- Boomers
- Gen X
- Gen Y
- 2021 Gen Z - Digital Natives!



THANK YOU