

Communication and the Future of HR

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AGENDA

- Operating Context
- Implications for the future of HR
- Communication Challenges and Implications

CONTEXT



CONTEXT

Centrality of Customs to the Economy

- Reduced targets
- Greater evasion of taxes/duties
- Increased shipping costs

Staff Fears

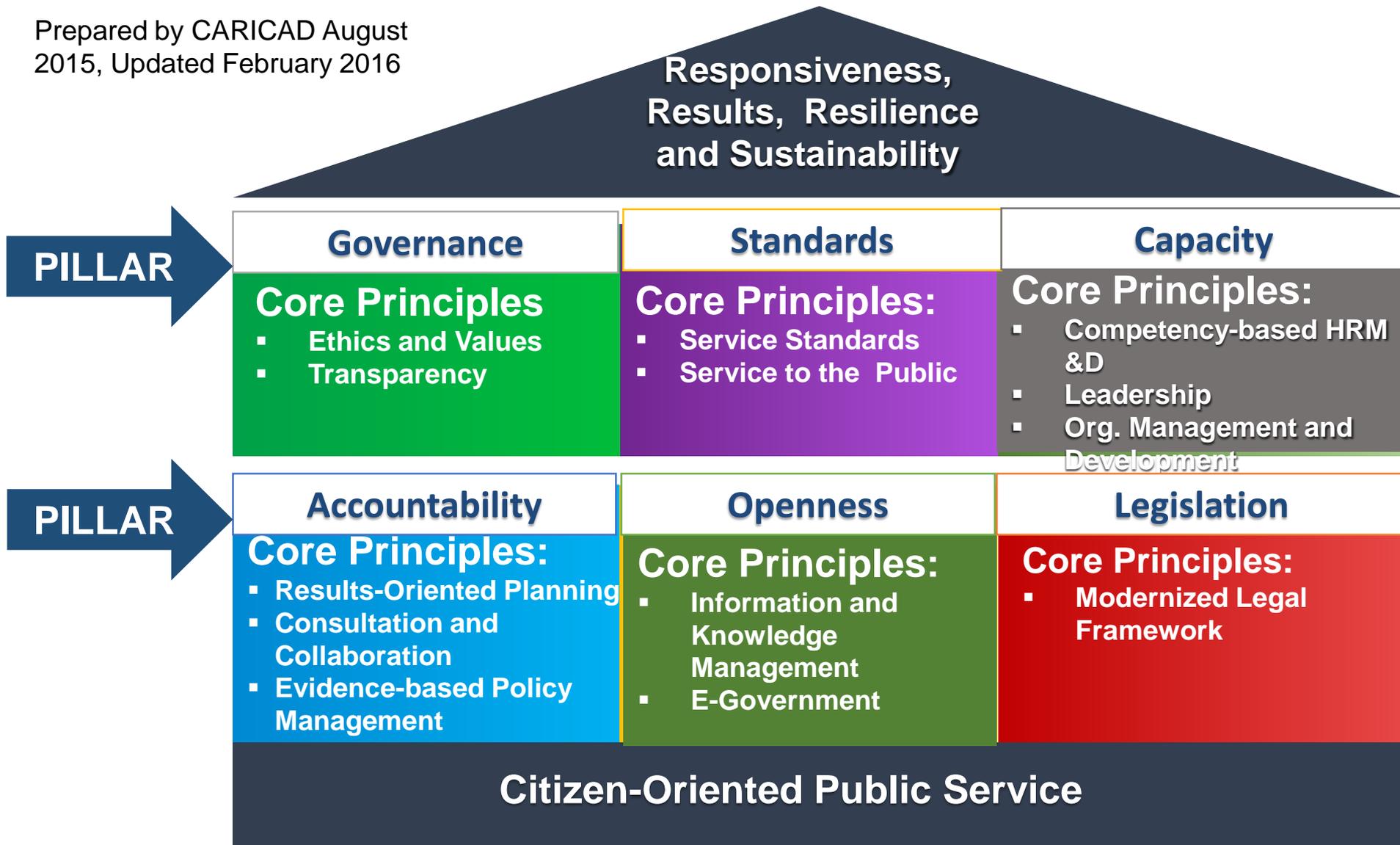
- Remote Work
- Reduced Staffing
- Impact on Productivity

Personal Impact

- Home schooling
- Psychological Impact
- Internet Access

Caribbean Public Service Charter Conceptual Framework

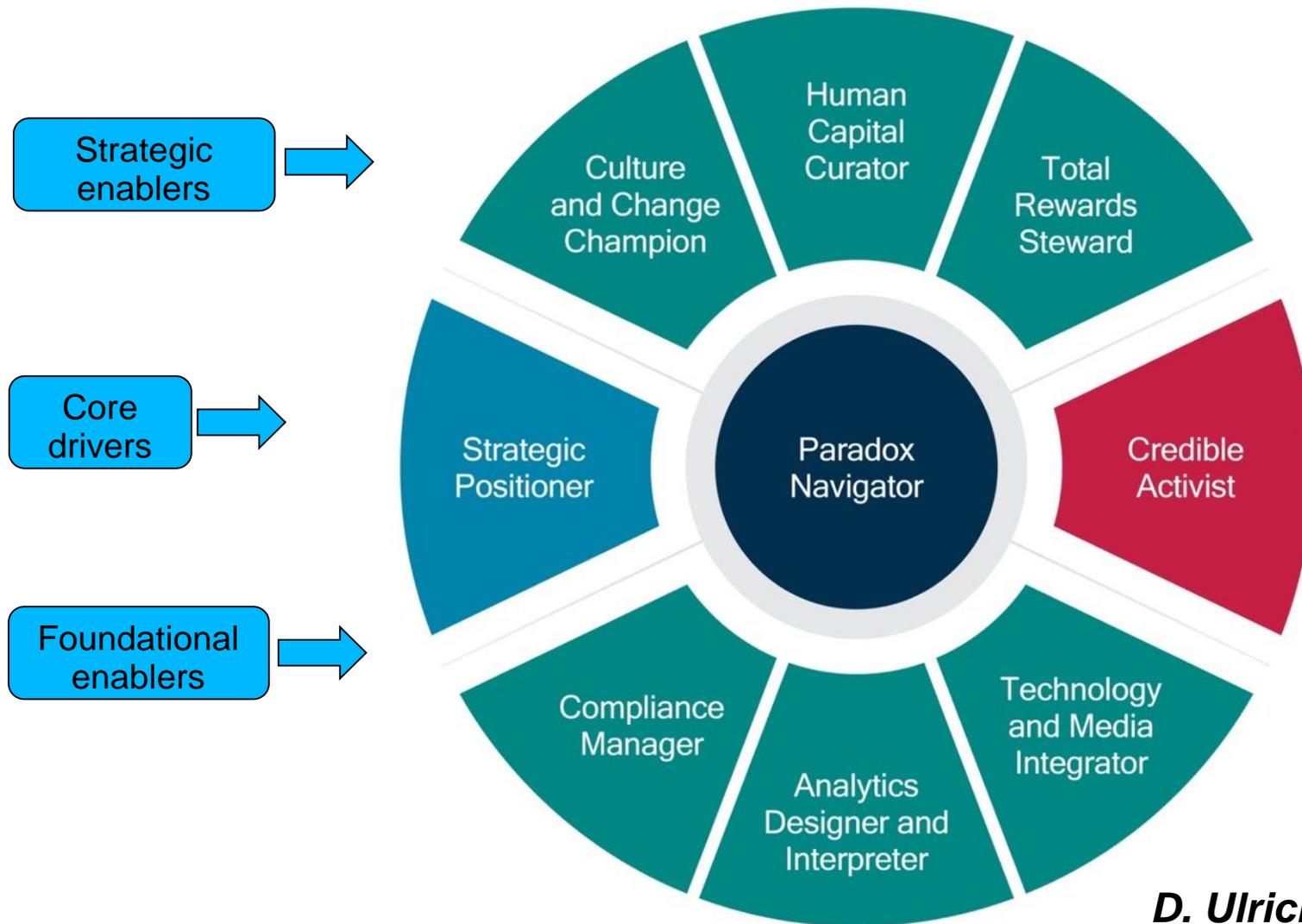
Prepared by CARICAD August
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Strategic HR Leadership - HR Outside-In

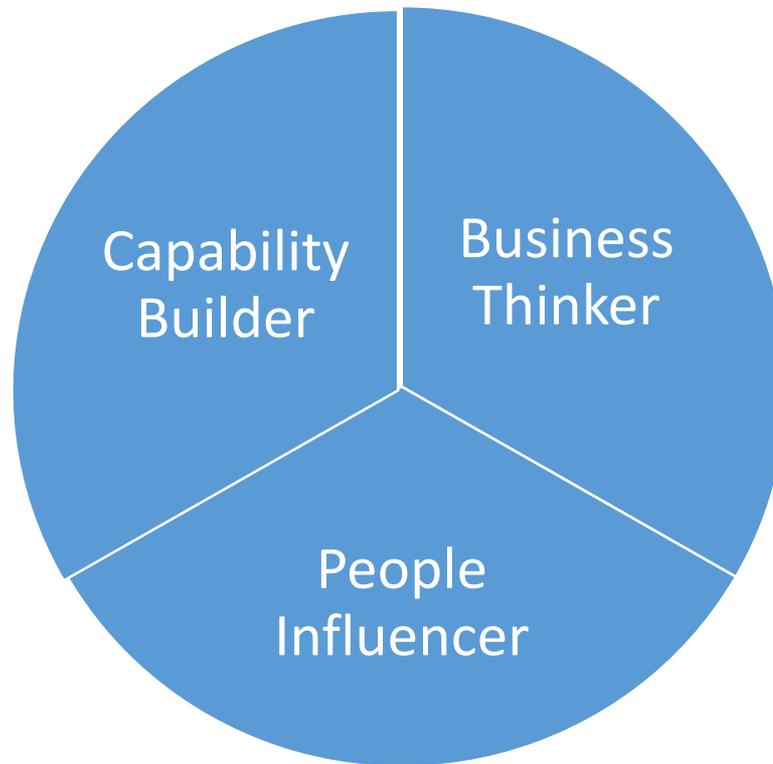
- *Business proponents*
- *Add business value that impacts external stakeholders*
- *HR organizes to build market value*
- *HR delivers ecosystem for external stakeholders*
- *HR Guidance for Stakeholder Value*
- *HR delivers HR solutions that benefit external stakeholders*
- *Engaged Business Partners*
- *HR stakeholder partners*

What are the HR competencies to succeed?



D. Ulrich, 2020

CORE HR COMPETENCIES AREAS



BUSINESS THINKER	PEOPLE INFLUENCER	CAPACITY BUILDER
Business Driven	Curious & Candid	Business Aligned Designer
Strategy Architect	Innovator & Risk Translator	Culture & Change Leader
Data and Metric Savvy	Credible Activist	Partner & Coach

Communication Challenges and Implications

- **Multi-stakeholder communication**
- **Multi-mode communication**
 - HR has to be able to master communication and also help the rest of the organisation to do the same
- **Manage polarities**
 - To verify and trust,
 - Informal and formal communication,
 - Relationship and Task Orientation

DISCUSSION/ QUESTIONS

