

# ***WCO Global webinar series: Managing HR through a crisis and beyond***

19-21 January 2021, 13:00 to 16:00 CET time

Session	Topics	Proposed speakers	Allocated times
<b>Day 1: January 19, 2021 from 13:00 CET (Brussels time)</b>			
<b>Moderator : Mr. Ebenezer Gebding TAFILI</b> Deputy Director, Capacity Building Directorate, WCO			
<b>Session 1</b>	<b>Opening and keynote</b> This session will serve as an introduction and provide overall information related to the importance of HRM's role in managing a crisis.	<b>Dr. Kunio Mikuriya</b> Secretary General, WCO	<b>13:00 to 13:10</b>
		<b>Pr. David Widdowson</b> CEO, Centre for Customs and Excise Studies	<b>13:10 to 13:30</b>
<b>Questions &amp; Answers session</b>			<b>13:30 to 13:50</b>
<b>Break - 13:50 to 14:00</b>			
<b>Moderator : Dr. Si Mohamed EL HAIL</b> People Development Programme Manager, WCO – CBD			
<b>Session 2</b>	<b>“Act as an HR leader in times of crisis”</b> Crises test the leadership skills of people, regardless of their role or field. What key roles and behaviours make it possible to manage a crisis response effectively from the HRM perspective, and providing immediate reassurance while preparing for the recovery stage?	<b>Pr. Santiago Vázquez</b> Director of Emerging Leadership Center at Monterrey, Institute of Technology and Higher Education “Tecnológico de Monterrey”	<b>14:00 to 14:15</b>
		<b>Mr. Allan Miller</b> Regional Director, Innermetrix Europe	<b>14:15 to 14:30</b>
<b>Questions &amp; Answers session</b>			<b>14:30 to 14:50</b>
<b>Break - 14:50 to 15:00</b>			

**Moderator : Ms. Donia HAMMANI**

**Executive in Charge of Trade Facilitation in Middle Income Countries Programme & HMRC-WCO-UNCTAD TFA Capacity Building Programme, WCO – CBD**

<b>Session 3</b>	<b>“HR Business Continuity Plan”</b> In times of crisis, HRM departments should continue to serve staff in an appropriate way to ensure their engagement and productivity while being safe and healthy. How could HRM benefit from enhanced digitalization to ensure business continuity in a crisis context? What are the main HRM processes that Customs HR professionals ought to focus on? How can HR professionals prepare for and conduct business recovery when the situation returns to normal?	<b>Ms. Alison Clifton</b> Head of HR Business Partnering and People Capability (DD) for Border Force Human Resources, Capabilities & Resources	<b>15:00 to 15:15</b>
		<b>Dr. Guénolé MBONGO KOU MOU</b> Director General Customs and Excises, DRC; Vice Chair WCO Western and Central Africa region	<b>15:15 to 15:30</b>
<b>Questions &amp; Answers session</b>			<b>15:30 to 15:50</b>
<b>Recap and closing day 1 - 15:50 to 16:00</b>			

**Day 2: January 20, 2021 from 13:00 CET (Belgian time)**

**Moderator : Ms. Donia HAMMANI**

**Executive in Charge of Trade Facilitation in Middle Income Countries Programme & HMRC-WCO-UNCTAD TFA Capacity Building Programme WCO – CBD**

<b>Session 4</b>	<p><b>“Work organization design, how to manage remote and in-person teams after the recovery”</b> This session will focus on ways to manage teleworking, in order to maximize the accountability and engagement of remote teams. It will also cover how to organize the work environment after recovery.</p>	<p><b>Dr. Lainkana ZAFIVANONA E.</b> Director General, Customs Authority, Madagascar</p>	<p><b>13:00 to 13:15</b></p>
		<p><b>Ms. Lorelei Carobolante</b> Chair for ISO TC/260 HR Management U.S. Technical Advisory Group</p>	<p><b>13:15 to 13:30</b></p>

**Questions & Answers session** **13:30 to 13:50**

**Break - 13:50 to 14:00**

**Moderator: Vernon Naidu**

**Executive Stakeholder Relations, South African Revenue Service (SARS)**

<b>Session 5</b>	<p><b>“Occupational health and safety in times of crisis”</b> In any type of crisis, HRM departments should keep staff in the organization safe and healthy. What are the best practices to adopt ensuring staff and client safety during a crisis?</p>	<p><b>Mr. Martin Cottam</b> Group Technical Assurance and Quality Director at Lloyd's Register. Chair, ISO Technical Committee 283 - Occupational Health &amp; Safety Management</p>	<p><b>14:00 to 14:20</b></p>
		<p><b>Ms. Sally Swingewood</b> Lead Standards Development Manager for OH&amp;S and Quality management, BSI Committee Manager, ISO/TC 283, Occupational Health &amp; Safety Management</p>	

**Questions & Answers session** **14:20 to 14:50**

**Yoga Session By Ms. Valentina FERRARO**

**Theme: Anxiety, stress, sleep disorders, fierce competition vs cooperation**

**14:50 to 15:00**

**Moderator: Vernon Naidu**

**Executive Stakeholder Relations, South African Revenue Service (SARS)**

	<p><b>“Wellbeing at work and staff resilience”</b> The current situation affects people significantly, both physically and</p>	<p><b>Pr. Guedira Mohammed</b> Professor researcher and chair of the scientific observatory for studies on governance and management</p>	<p><b>15:00 to 15:10</b></p>
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<b>Session 6</b>	emotionally. How can we support staff in managing their stress and anxiety, How to reinforce staff resilience and safeguard motivation?	<b>Ms. Norma McCormick</b> Founder and principal of Corporate Health Works, Inc. Convenor of TC 283, Working Group 2, working on ISO 45003 - Psychological Health and Safety in the Workplace	<b>15:10 to 15:20</b>
		<b>Ms. Verena Amonat</b> Project Manager HR Headquarters & Mindfulness teacher, Deutsche Post DHL Group  <b>Dr. MD. Eike Treis-Hoffmann</b> Company Doctor & Head of Organizational Psychology, Deutsche Post DHL Group	<b>15:20 to 15:30</b>
<b>Questions &amp; Answers session</b>			<b>15:30 to 15:50</b>
<b>Recap and closing day 1 - 15:50 to 16:00</b>			

**Day 3: January 21, 2021 from 13:00 CET (Belgian time)**

**Moderator : Ms. Julie Brock**

**A/Chief of Operations– Newfoundland & Labrador, Nova Scotia District, Operations Branch  
Canada Border Services Agency / Government of Canada**

<b>Session 7</b>	<b>“Learning &amp; development in times of crisis”</b> In times of crisis, many Customs administrations have to completely redesign their training and learning operating model, including delivery, in order to enhance staff learning experience and incorporate these elements remotely. HR professionals should equip trainers with tools and competencies to deliver virtual training. They should be able to easily track the impact of learning and training in a synchronous and asynchronous learning environment.	<b>Ms. Virginie Laye</b> Senior Manager, PwC Luxembourg	<b>13:00 to 13:10</b>
		<b>Ms. Sarah Rouchy</b> PwC, Innovation & Skills Consultant	
		<b>Ms. Asha PANDEY</b> Founder and Chief Learning Strategist EI Design Pvt Ltd	<b>13:10 to 13:20</b>
		<b>Dr. Ahmed Abdulla Bukarbal</b> Head of Curriculum & Training Evaluation Division at the General Authority of Customs (GAC), Qatar	<b>13:20 to 13:30</b>

**Questions & Answers session**

**13:30 to 13:50**

**Yoga Session by Ms. Valentina FERRARO**  
Theme : Ego conflicts

**13:50 to 14:00**

**Moderator: Ms. Julie Brock**

**A/Chief of Operations– Newfoundland & Labrador, Nova Scotia District, Operations Branch  
Canada Border Services Agency / Government of Canada**

<b>Session 8</b>	<b>“Managing staff performance in a crisis period”</b> How to maintain effective performance within a severely disruptive crisis situation. This session explores practical strategies for combining performance and staff well-being at work.	<b>Mr. Erich KIECK,</b> ISO Capacity Building Director	<b>14:00 to 14:20</b>
		<b>Mr. William John Gain</b> Global Product Specialist for Trade Facilitation & Border Management, World Bank Group	

**Questions & Answers session**

**14:20 to 14:50**

**Break - 14:50 à 15:00**

**Moderator : Dr. Si Mohamed EL HAIL**  
People Development Programme Manager, WCO

	<b>“HRM communication in times of crisis and the future of HRM”</b>	<b>Ms. Camille ROUXEL</b> Regional Sales Director, Innermetrix Latinoamerica	<b>15:00 to 15:10</b>
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<b>Session 9</b>	<p>This session takes stock of how to communicate with employees in order to achieve an employee experience which is adapted to a crisis context.</p> <p>In addition what current trends in the HRM domain will have a lasting “post-pandemic” impact as part of a yet evolving new normal?</p>	<p><b>Dr. LOIS PARKES</b>  Leadership Development and Institutional Strengthening Specialist with the Caribbean Centre for Development Administration (CARICAD)</p>	<p><b>15:10 to 15:20</b></p>
		<p><b>Mr. Hans PIETERS</b>  Head of Administration and Personal, WCO</p>	<p><b>15:20 to 15:30</b></p>
		<p><b>Questions &amp; Answers session</b></p>	
<p><b>Recap and closing day 3 - 15:50 to 16:00</b></p>			
<p><b>Closing of the event : Dr. Si Mohamed EL HAIL</b>  People Development Programme Manager, WCO</p>			