

A background image showing a group of business professionals in a meeting. A woman in a grey blazer is pointing at a tablet held by another person. There are coffee cups and other documents on the table.

# Modernising HR

## Seminar for Ministry of National Security

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# The Changing Faces of HR

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- Administrative Work
- Personnel Management
- HR Practices
- Strategic HRM
- HR Outside In... New HR Model



# Modernizing HR

- “Modernizing HR is a strategically focused mindset shift where instead of mindlessly being involved in administrative tasks one seeks to strategically add value through HR activities that contribute to the effective and successful functioning of the organisation. (Lois Walters 2024)\*\*

- **\*\* I express special thanks Mrs. Lois Walters, Principal Director Principal Director Ministry of Finance and the Public Service (MOFPS) Jamaica for her assistance in compiling this presentation**

# Core Elements of HR

- The **WHY** of HR? : Purpose of HR is understanding & solving people related problems
- The **HOW** of HR: Policies, Processes/Procedures, Systems, Practices
- The **WHAT** : Setting Strategic Direction, HR/Workforce Planning, Talent Management, (Recruitment & Selection, Payroll Onboarding, Staff Retention Training & Development, Performance Management, Compensation & Benefits, Rewards , Employee Relations, HR Analytics) Pensions.
- **FOR WHOM AND HOW WELL:** Customers/Clients through Motivated and Quality Conscious Employees/Talent/People/

# HOW DO YOU NEED TO PREPARE FOR YOUR FUTURE?



**Any time you sincerely want to make a change, the first thing you must do is to raise your standards...I tell them that absolutely the most important thing was changing what I demanded of myself. I wrote down all the things I would no longer accept in my life, all the things I would no longer tolerate, and all the things that I aspired to becoming.”**

**Anthony Robbins**



- HR 4.0 represents a paradigm shift in HR practices driven by advanced technology and a focus on employee experience.

# HR 4.0 .

- Human resources has undergone significant transformations over the years, from the original and earliest term of Personnel Management to the more modern HR Management and futuristic Many of these changes in HR have been driven by both advances in technology and the greater understanding by business owners of the role HR can play in organisational development and business growth. But how exactly has HR changed and what are the impacts on the future of work.
- Let's explore some of the differences between traditional HR and the concept of HR 4.0 and how the function has evolved from an administration support to a strategic and operational support for organisations

# HR Service Delivery for employees



- **Traditional HR** – Relied exclusively on phone and in-person communications which can often mean delays in meeting employees needs and occasionally lost in translation communications where there is no written account or paper trail. Since the rise of the internet and the communication methods that followed, HR service delivery now has multiple models and ways in which it reaches employees.
- **HR 4.0** – Harnesses technological advancements to ensure that HR services are more accessible and easier to use. Digital platforms, email, instant communication channels and employee self service platforms have transformed how employees and HR communicate and share information.



# Technology and Automation



- **Traditional HR** – Paperwork, manual processes, data entry and more paperwork have been the norm within HR since the early days. HR traditionally relied on physical records, documents and basic information systems and tools.
- **HR 4.0** – Next generation HR Information systems and Artificial Intelligence are transforming HR to streamline processes and administration. Software such as Eightfold.AI are having a dramatic impact on talent intelligence and the way in which we process data to inform decision making on people strategies.

# Employee Experience



- **Traditional HR** – During the Second Industrial Revolution, which saw the rise of mass production, employee experience was often overlooked. Workers were considered cogs in the machine, and their needs were secondary to production targets.
- **HR 4.0** – Companies now recognise that their employer brand and how they engage employees has an impact on employee satisfaction which in turn influences productivity and overall business performance. Technology is now harnessed to survey employee satisfaction and give real time feedback on engagement & employee sentiment.

# Data-Driven Decision-Making



- **Traditional HR** – Decision making was limited to basic metrics and sometimes intuition or a gut feeling. As digital technology has advanced since the beginning of the Third Industrial Revolution (1970s), HR analytics has increasingly evolved and contributed significantly to strategic decision making.
- **HR 4.0** – The next level of data driven decision making utilises the advances in AI to collect and analyse vast amounts of data both internally & externally to inform decision making and assist strategic navigation.

# Talent Acquisition and Retention



- **Traditional HR:** Traditional HR often had a reactive approach to talent acquisition and retention, meaning companies in the past may only have hired employees when there was a clear vacancy or role to fill.
- **HR 4.0** – Takes a more proactive stance, recognising the importance of continuous talent development and retention strategies to stay competitive and ensure a consistent pipeline of the skills needed within the company.

# Agility and Adaptability



- **Traditional HR** – Resistant to change and slow to adapt to changes in industry and developing practices.
- **HR 4.0** – Thrives on adaptability, reflecting the dynamic nature of today's industries. Just as the Fourth Industrial Revolution introduces technologies like IoT and AI, HR 4.0 is quick to adapt to new trends and workforce needs.

# Strategy Map Questions



1. Where are we now?
2. Where do we want to go?
3. What is the gap between #1 & # 2?
4. How do we address the gap so that our trajectory is up vs down?



# Do we have the right HR Department?



Define HR Customers' Expectations: What do the PS, CTDs, Senior Directors and leaders require from the HR Department?

- Survey them and use the list to come up with ways for HR to provide value.

Implement Individual & Organisational Action Plans to improve Value and Strategic Focus that include:

- Exposing HR to the core business concerns of the Ministry
- Joint accountability between HR and organisational leaders
- Developing HR success metrics that push forward the organisational strategy
- Succession Planning & Talent Management: “deep leadership bench with the skills to execute strategy. Critical vacant roles filled quickly and effectively
- Forecasting & Contingency Planning: Create alternative talent plans based on multiple scenarios

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- LLB (Hons) – UWI
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