



HR QUARTERLY | ISSUE 4 | MARCH 2023

NEWSLETTER

FOR HUMAN RESOURCE PRACTITIONERS & STAFF IN THE
GOVERNMENT SERVICE

THREE KEYS TO **TH**RIVING
IN 2023



RESHAPE WORKPLACE LEARNING & DEVELOPMENT

Now more than ever, change is the only constant. Having to live and work through economic and social upheaval that occurred as a result of the pandemic, has strongly encouraged individuals to become more flexible and adaptable. Organisations have had to re-examine and reshape their strategies, values, culture, as well their Learning and Development (L&D) mandate which promotes lifelong learning. Amid this reshaping, often steered by employee demand for growth and development. Employers are having to find inspiring ways to meet this ever-increasing demand and future-proof their organisation from high attrition rates.

Human Resources (HR) will have to knock down traditional approaches to L&D and reach for fresh and holistic solutions to building knowledge and skills. HR must champion constant learning by capitalising on industry data, tapping into the support and wisdom of colleagues, glean advice from subject matter experts, and underscoring that learning is the foundation of any great endeavour. Keeping pace with this rate of change in L&D will be an enormous challenge, however, success will be built one step at a time. Here are three (3) tips that HR may employ in their reshaping of Workplace L&D:

- 1 **Rethink Skill Building:** HR can rethink skill building by connecting skills to job roles and responsibilities. An effective upskill and Reskill Plan must be employee centered, and based on the balance between the learners' professional goals and the employers' needs. Rethinking skill building means giving employees access to on-the-job learning opportunities, such as mentorship, coaching, job shadowing, and short-term assignments in new roles.
- 2 **Make Learning a Shared Experience:** HR should encourage continuous development and prompt people to regularly share what they are learning. HR may set up 'learning circles,' where people can gain new perspectives and promote innovation. HR should also encourage leaders and managers to share their knowledge and capitalize on every opportunity to demonstrate how learning and development contributes to the bottom line.
- 3 **Harness the Power of Technology:** COVID-19 completely toppled the traditional working environment and expanded remote and hybrid work. In harnessing the power of technology, HR should also adapt a hybrid approach to L&D. Providing virtual/remote learning will expand access to on-demand training for several employees who may find it difficult to attend in-person/face to face.

Learning and Development is perfectly positioned to evolve as the connector of people, resources, and experiences that provide continuous growth and success for the employee. HR must continue to empower individuals to own their career development and ensure that everyone has access to the tools they need to become lifelong, continuous learners. No matter where employees may be on their learning and development journey, the journey to *THRIVING* at lifelong learning will begin with the first step.

Sources:

<https://www.thehrdigest.com/reshaping-learning-and-growth-in-the-workplace/>

<https://www.instride.com/insights/reshape-employee-training-and-development-with-education/>



ALLEVIATE Quiet Quitting

There is a trending buzzword that is taking the workplace by storm, **quiet quitting**. It is often described as a change in mindset at work due to demotivation, burnout, or stress. When this happens, employees mentally check out of their job and complete tasks only in keeping with the job description.

Quiet quitting is a form of disengagement where instead of outrightly terminating one's service with an organisation (quitting), the employee stops taking on additional work and does the bare minimum. Outside of employees just feeling overworked and underpaid, they may become disengaged and cynical about everything. Usually talkative and happy team members may become uncharacteristically quiet and zoned out, and high producing employees may begin to produce slow and low-quality work.

There are several reasons for 'quiet quitting' Here are a few:

- ◇ Persons who value work/life balance use quiet quitting as a way of avoiding occupational burnout;
- ◇ A lack of acknowledgement for work done or opportunities for advancement in the organisation;
- ◇ Persons believe there is a lack of clear communication detailing the organisation's expectations;
- ◇ Persons (mostly millennials) feel they are not being adequately compensated;
- ◇ Persons feel they are excluded in many respects especially when inclusivity is not woven into the company's culture.

It is said that keeping a loyal employee is as challenging as recruiting them in the first place. Here are four (4) ways to mitigate against quiet quitting:

1. **Encourage a healthy work/life balance** – mental health should be taken seriously. Employees should be encouraged to schedule vacations and to rest when not feeling well. Creating a happy working environment can be advantageous in increasing motivation and productivity.
2. **Recognise and reward achievements** – employees like to know that they are appreciated for their hard work. Find small ways to reward/celebrate your employees as often as possible. This will increase employment engagement boosting productivity and retention.
3. **Manage expectations early** – employees should be told what is expected of them from the onset.
4. **Ensure that the required support and resources are made available** – take the time to sit with your staff/team members and provide guidance.

If employees are happy doing the jobs they are employed to do, which entails/includes recognition, adequate compensation, accountability and maintaining a healthy work/life balance, going the extra mile will be rewarding instead of taxing and employees will **THRIVE!!**

Sources:

<https://collato.com/blog/quiet-quitting>
<https://www.business.com/hr/prevent-quiet-quitting/>

FOCUS ON TOTAL WELLBEING



In recent times the workforce, like all citizens, have had to encounter various challenges that were either brought on by or magnified by the pandemic. What was considered normal has since changed. The new normal has presented a myriad of crisis evidenced in employee burnout, health and mental issues that have had serious consequences to wellbeing and productivity levels. If organisations fail to identify their role in the promotion and provision of adequate support for achieving total wellbeing they run the risk of:

- ◇ An increase in absenteeism and presenteeism
- ◇ An increase in workplace accidents and injuries
- ◇ A drop in engagement and productivity
- ◇ A decline in retention and talent attraction

HR plays a critical role in helping to foster a healthy environment for employees and the organisation in general with a focus on total wellbeing. We recommend the following six prong approach to total wellbeing:

1 Mental Wellbeing: HR can help to improve employees' mental wellbeing by supporting employees when they need to take a break to pause, regroup, reduce stress and burnout. HR can also help in destigmatizing mental health and wellbeing through mental health training and interventions.

2 Community Wellbeing: HR can encourage social responsibility through volunteerism that will stimulate engagement and create a highly motivated workforce resulting in higher productivity levels.

3 Social Wellbeing: HR can stimulate social wellbeing by reintroducing pre-pandemic social initiatives that will foster collaboration and teamwork creating a culture of inclusion while encouraging recognition of employees.

4 Financial Wellbeing: HR can support employee's financial wellbeing by developing a financial wellness programme, organising workshops and providing tools and tips for sound financial decision making. Being financially well includes managing living expenses while making sound financial decisions.

5 Physical Wellbeing: HR can support the physical wellbeing of employees by promoting physical and healthy habits while encouraging a healthy work life balance.

6 Career Wellbeing: HR can contribute to employees career wellbeing by creating an employee development plan and cultivating a learning culture that surrounds job rotation, job shadowing, coaching and mentoring.

Achieving total wellbeing requires a holistic approach and provides huge opportunities for both employees and the organisation to *THRIVE !!*

Sources:

<https://humanresources.columbia.edu>
<https://mycareerhabit.com/career->



**“MY MISSION IN LIFE
IS NOT MERELY TO
SURVIVE,
BUT TO
THRIVE;
AND TO DO SO WITH
SOME PASSION,
SOME COMPASSION,
SOME HUMOUR,
AND SOME STYLE.”**

– MAYA ANGELOU



REMINDERS

ACTIVITY	DEADLINE/DATE
Performance Evaluation	March 31, 2023
Study Leave/Day Release	
Statutory Declaration	
Administrative Professionals' Day	April 26, 2023

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See you in June!!