



NEWS LETTER

2023

JUNE

FOR HUMAN RESOURCE OFFICERS & STAFF IN THE GOVERNMENT SERVICE

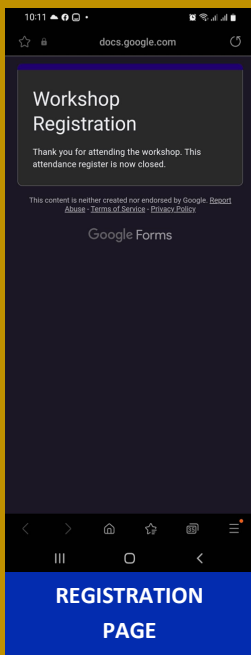


Modern technology automates daily Human Resource Management (HRM) operations and affords HR Practitioners more time to focus on the creative aspects of their jobs. As Strategic HR Practitioners, it is prudent to incorporate Information Technology (IT) tools for the achievement of the organisation's short and long-term goals. It is with this in mind that the Chief Personnel Officer of the Office of the Services Commissions (OSC), Mrs. Jacqueline Mendez, hosted its Biennial Human Resource Practitioners One-Day Workshop for Directors, Managers, Officers and Administrators. The Workshop was held on Thursday, March 02, 2023, at the Talk of the Town, Jamaica Pegasus Hotel, 81 Knutsford Boulevard, Kingston 5, under the theme "Integrating Technology...Impacting the HR Experience." Did not attend the Workshop? This Newsletter has you covered with the key highlights. Happy Reading!!!

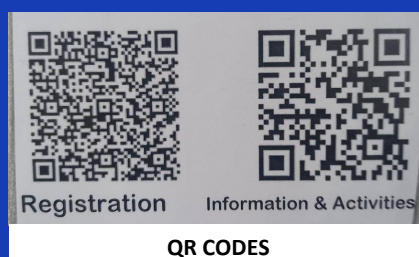
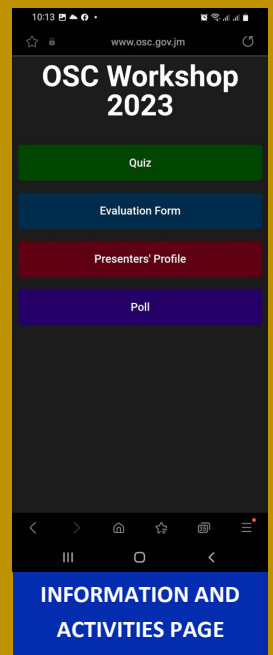
HUMAN RESOURCE PRACTITIONERS' WORKSHOP 2023

Highlights

The OSC's HR Practitioners' Workshop 2023 did not disappoint, it inspired and motivated participants to utilise technology and integrate innovative processes to improve their job functions and promote greater efficiency. Mrs. Jacqueline Mendez, JP, Chief Personnel Officer, was unavoidably absent but sent her warm greetings which was read by Miss Tanesha Johnson. Ambassador the Hon. Douglas Saunders, OJ, CD, JP, Cabinet Secretary, brought sincere and enthusiastic greetings. Mrs. Georgia Morris-Josephs, Deputy Chief Personnel Officer, Information Standards and Public Education, was the gracious Madam Moderator who most ably led the audience through the day's events and captivated their attention with fun-filled facts and activities. The keynote speakers were Dr. Kaydene Duffus-Dacres, *Records Manager, Jamaica National Bank*, Miss Yanique Grant, *Founder, Professional Training and Occupational Services Limited*, and Mr. W. O'Brian Ebanks, *Business Analyst*. The day ended on a high note with an informative and emotionally stirring session from licensed *Associate Counselling Psychologist*, award-winning communicator and John Maxwell-certified speaker, Mrs. Rose-Marie Voordouw. A total of forty-six (46) entities submitted nominations for the Workshop and eighty-one (81) participants were in attendance from Ministries, Departments, Executive Agencies and the OSC.



In addition to the presentations, participants were issued with Trainee Kits containing an Information Sheet and Programme Schedule. The OSC thought it prudent based on the Workshop's theme to integrate technology in our interactions with the participants with a view of enhancing the day's experience. The registration process was driven by technology and participants were issued with a name badge along with two (2) QR Codes (generated through Google Sheets) one for registration and the other for accessing information on the presenters. Participants were also able to access the schedule as well as the activities in relation to the workshop by scanning the Information and Activities QR Code. In keeping with the theme 'Integrating Technology' a 360-video booth was chosen as an innovative way to capture memorable moments and the videos captured were branded with the OSC's Workshop Logo/Masthead. Participants were asked to complete an evaluation form and to participate in a live Poll outlining their preference for future workshop topics.



HUMAN RESOURCE PRACTITIONERS'

WORKSHOP 2023

Presenters



DR. KAYDENE DUFFUS-DACRES | RECORDS MANAGEMENT

Dr. Kaydene Duffus Dacres is a Records and Information Management practitioner and consultant with over fifteen (15) years of experience. She holds a B.A. in Library and Information Studies and M.A. in Communication Studies from the University of the West Indies, Mona.



MR. W. O'BRIAN EBANKS | HR DATA ANALYTICS

Mr. W. O'Brian Ebanks is an experienced Technology Specialist with over 20 years of experience in Science and Information Technology. O'Brian is a graduate of the University of the West Indies and is the holder of a B.Sc. in Biochemistry and a M.Sc. in Computer Based Management Information Systems.



MISS YANIQUE GRANT | DELIVERING QUALITY CUSTOMER SERVICE

Miss Yanique Grant is an Author, Podcaster, Trainer and Consultant that helps business leaders, corporate executives, managers and employees navigate the landscape of their customer experience and build winning customer service cultures. She is also the founder of Professional Training and Occupational Services Inc. (PTOS) and boasts over fifteen years of experience in the area of customer service.



MRS. ROSEMARIE VOORDOUW | EMPLOYEE WELLNESS & EMOTIONAL HEALTH

Mrs. Rosemarie Voordouw is a licensed Associate Counselling Psychologist with over 20 years' experience in personal and group psychotherapy. Rosemarie completed her MA in Counselling Psychology at the Caribbean Graduate School of Theology and her MBA at the University of Liverpool. Rosemarie is a John Maxwell certified speaker, coach and trainer.

RECORDS MANAGEMENT



RECORDS may be defined as information created, received and maintained as evidence and as an asset by an organisation or person, in pursuit of legal obligations or in the transaction of business.

RECORDS VS DOCUMENTS:

A DOCUMENT is a content file that has information in a structured or unstructured format. It is an editable file and can be stored as paper or digitally. Documents can be changed and revised as needed. However, it is important to note that not all documents are records. Many records start out as documents and then become records when they are finalized.

The DOCUMENT becomes a “RECORD” when:

- It is communicated to others.
- Used for decision making.
- It can no longer be changed or tampered with.
- It is maintained as evidence of the particular transaction.

Once designated as a record, the document no longer belongs to the creator but to the organisation and becomes a part of the corporate information assets and can only be deleted or disposed of as per the organisation’s records policies, retention and disposal schedules.

THE VALUE OF RECORDS:

Records are valuable because they *form evidence* of the activity in which they were created. Records are also valuable because they are sources of information and are used when knowledge or facts are sought (about the structure, operations or working methods of the organisation or about other subjects, persons or places).

USES OF RECORDS:

Records are used for:

1. **Business purposes:** to support administration, regulations, public or professional services, economic activities or dealings between individuals and organisations.
2. **Supporting accountability:** when there is a need to prove that organisations or their staff have complied with legal or regulatory requirements or recognised best practice.
3. **Cultural purposes:** when they are used as means of acquiring or augmenting an understanding of an organisation or of aspects of society or the wider world.

FOUR (4) STRATEGIES TO OVERCOME RECORDS MANAGEMENT CHALLENGES:

1. **Complete a Records Survey** to locate and identify all the records held by a particular business area.
2. **Develop and promulgate Records Information Management Policies and Procedures** that will promote standardisation across the organisation.
3. **Develop a Retention and Disposition Schedule** that will guide the decisions/processes that are associated with the retention or destruction of records.
4. **Automate the Records and Information Management System** by implementing an electronic records management system to assist with the management of records from creation to disposal.

DELIVERING QUALITY CUSTOMER SERVICE

Delivering Quality Customer Service should become a top priority of organisational leadership. Providing Quality Customer Service is one critical ingredient among strategies that will see the organisation achieving business goals. A key feature of Customer Service that requires deliberate attention is the interaction between the business and their customers.

Client communication is any communication between an organisation and its customers. Client communication is important because it establishes and maintains trust between the organisation and their customers. Open client communication can assist in limiting misunderstandings, as well as lead to greater customer satisfaction and brand trust. It is important that the organisation adopt a communication style when interacting with customers.

The following are six (6) approaches in adopting a consistent professional communication style when interacting with customers:

- *Be clear and concise*- use simple language and keep messages brief and to the point so customers can easily understand.
- *Be polite and respectful* – avoid using aggressive or confrontational language even if the customer is upset or angry.
- *Use active listening skills* – listen carefully to what the customer is saying and acknowledge their concerns.
- *Provide personalized service* – address customers by their names and offer tailored solutions based on their needs.
- *Be responsive and timely* – respond to customer inquiries promptly and resolve their issues quickly.
- *Follow up* – after resolving an issue or answering a question follow up with the customer to ensure they are satisfied .

BARRIERS TO DELIVERING OUTSTANDING CUSTOMER EXPECTATIONS

- ***Lack of Training:*** representatives may lack the knowledge and skills to effectively handle customer inquiries or complaints, this can lead to negative customer experiences for external and internal customers.
- ***Ineffective communication:*** this can lead to misunderstandings, confusion and can be frustrating for all parties involved.
- ***Ineffective Systems and Processes:*** outdated or inefficient systems and processes can lead to delays, errors and frustration for employees and customers alike.
- ***Lack of Empathy:*** representatives who lack empathy may struggle to understand and respond to customers' and employees' needs, leading to a negative experience.
- ***Resistance to Change:*** resistance to change within an organisation can prevent the adoption of new technologies or customer service strategies that could improve the customer experience.

It is important for organisations to effectively engage customers in an attempt to manage their queries which will be mutually beneficial. Those interacting with customers must possess the following competencies:

- ♦ *Interpersonal and Intrapersonal Skills*
- ♦ *Decision Making Skills*
- ♦ *Organisational Skills*
- ♦ *Problem Solving Skills*
- ♦ *Time Management Skills*
- ♦ *Critical Thinking Skills*





HUMAN RESOURCE (HR) DATA ANALYTICS

Human Resource Analytics or HR Analytics is the practice of using data analysis and statistical methods to gain an understanding of the performance of an organisation's human resources (HR) function. The goal is to provide data-driven insights and give recommendations that support strategic decision-making exercises for workforce planning, talent management, employee engagement and other HR related initiatives.

Through HR Analytics the statistics gathered from HR in Jamaica show that the most reported reasons for job dissatisfaction are a *lack of career advancement and poor management*.

Whereas conversely, good working conditions, good relationships with co-workers and job security provide fifty-five percent (55%) of job satisfaction.

Data Analytics programmes collect HR related data such as:

1. **Employee Demographics** – characteristics, traits, and qualities of employees.
2. **Organisational Demographics** – data that identifies the types of people employed.
3. **Job Performance Metrics** – measurements that show how well employees are performing in their jobs, and by extension, the organisation.
4. **Compensation Data** – gathers data on the compensation packages/payment pf employees.
5. **Employee Engagement Survey Results** – data on the engagement levels of employees in the workplace.



Benefits of HR Analytics:

- Optimisation of and enhancement of the recruitment process
- Enhancement in workforce planning.
- An increase in workforce productivity levels.
- Improvements in talent sourcing processes and strategies.
- An increase in employee trust and work engagement.

Data-driven decision-making helps the organisation to make decisions that have measurable results, which can be compared to past data or saved to influence future decision making. HR Analytics promote greater efficiency in the management of human resources. Understanding the purpose of data in HR Analytics can help organisations focus essential resources on developing effective HR policies, procedures and practices.

EMPLOYEE WELLNESS AND EMOTIONAL HEALTH



Emotional Health is an important part of our overall health. People who are emotionally healthy are in control of their thoughts, feelings, and behaviours. They are able to cope with life's challenges, keep their problems in perspective and have the wherewithal to bounce back from setbacks.

Emotional Resilience is the process and outcome of successfully adapting to difficult or challenging life experiences; especially through mental, emotional, behavioural flexibility and the adjustment to external and internal demands. This is an individual's ability to '*calm their mind*' after encountering a negative experience.

Elements of Emotional Resilience:

1. **Physical:** the state of health and healthy practices including eating, sleeping and exercise.
2. **Mental and psychological:** the ability to adapt to change, self-acceptance, emotional awareness, self-regulation skills and expressing of one's emotions.
3. **Social:** includes circles of community and culture.

STEPS THAT PROMOTE EMPLOYEE WELLBEING AND MORALE:

- a. Establish a confidential employee feedback mechanism
- b. Institute a confidential dispute resolution process
- c. Encourage time management strategies
- d. Establish impartial and fair promotion and compensation processes
- e. Set clear targets and Key Performance Indicators (KPIs)
- f. Create mental health education campaigns
- g. Initiate de-stressing activities such as fun days, games, and exercise classes

STRESS MANAGEMENT

Some stress is the result of trauma experienced earlier in life or because of one's thoughts, habits, and behaviours. Stress can be properly managed if an individual's body is healthy.

Stress management tools:

- **Identify circles of control that help to change one's focus:** these are things within or outside your control.
- **Prioritize the important over the urgent:** focus on seizing opportunities and engage in proper planning.
- **Live in the present:** live mindfully and practise self-care.

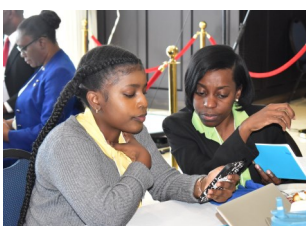


OSC ISPE TEAM





360 VIDEO BOOTH



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Jamaica Constabulary Force Transformations



The Jamaica Constabulary Force (JCF) Transformations Expo was held from Thursday, May 11 to Sunday, May 14, 2023, at the National Arena. The goal of the Expo was to deliver a public exposition of the significant transformation through technological advances and quality management reform that has been underway in the Jamaica Constabulary Force over the past five (5) to six (6) years.

The prime objective of the Expo was to showcase how the personnel of the JCF are embracing innovation with the support of competent leadership and management as well as the use of multiple technologies. Robust standards and ISO:9001 Quality Management Systems are being used to improve the Force's capacity to deliver greater levels of service.

The hope is that the Expo would start a national conversation around how quality-driven and technology-enabled police service standards and operational efficiencies are building and improving the outputs of the JCF to secure the lives and livelihood of the citizens of Jamaica.

Some of the technologies driving the Force's ability are Jamaica Eye where the JCF is leveraging cameras in their investigations to provide evidence for matters in the Courts, assist in crime-fighting efforts, aid in traffic management activities as well as the maintenance of public order. The JCF is also leveraging digital fleet management transformation to their advantage, making the most out of modern technologies and taking a 360-degree approach that looks at route optimization, dashboard technology and vehicular tracking. Technology is also driving weapons and tactical training, crime scene investigations and a host of key policing functions.

The JCF will be driving these new technologies into the future with a goal of playing their role in the realisation of their mission to serve, protect and reassure the people of Jamaica through the delivery of impartial and professional services.

REMINDERS

The Atlantic Hurricane season is June 1, 2023 to November 30, 2023. You are encouraged to take the necessary precautions to keep your home, property and office safe.

For general safety tips, and shelter locations you may contact the Office of Disaster Preparedness and Emergency Management (ODPEM) or visit their website at: <https://www.odpem.org.jm/general-safety-tips/>

NOTICE

Please be informed that **Mrs. Patricia Sinclair McCalla, CD, JP.** has been appointed as **Chairman, Public Service Commission, with effect from May 1, 2023**

See you in September !

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Information Standards and Public Education

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