

A close-up, profile view of a man with a beard and short hair, wearing a dark suit jacket and a white shirt. He is looking down at a large white document he is holding with both hands. The background is a soft, out-of-focus landscape with a body of water and a distant shoreline under a hazy sky.

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# NEWSLETTER

FOR HUMAN RESOURCE PRACTITIONERS & STAFF IN THE GOVERNMENT SERVICE

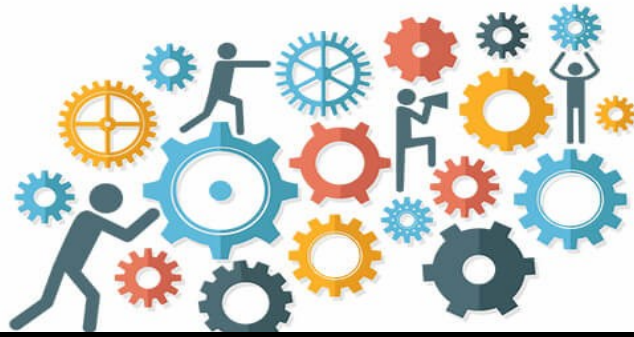
## NEW DIMENSIONS IN HR

PUSH

PIVOT

PIONEER

# PUSH



## Service

## DELIVERY

Around the globe, organisations are recognising the importance of the customer experience. Nationally, Public Sector Entities have a major responsibility to become results-oriented and to embrace a much-needed customer-centric approach. This customer-centric approach focuses on the necessity of creating customer value based on the level of service the customer receives. Human Resources (HR) role is two-fold as they **PUSH SERVICE DELIVERY**. The first side of the coin, will see HR inspiring and motivating employees to deliver quality customer service as they respond to the needs of their customers. The other side of the coin will see HR increasing the level of customer service being offered to their internal customers and the implementation of policies and practices that permit quality customer service to take centre-stage. When **PUSHING SERVICE DELIVERY**, HR may **inspire and motivate employees to deliver quality customer service** by:

- 1 Ensuring that **BUSINESS PROCESSES AND CUSTOMER SERVICE STANDARDS** are clearly documented in order to eliminate inconsistencies in service delivery.
- 2 Providing **LEARNING/DEVELOPMENT OPPORTUNITIES** for employees to ensure they have the requisite knowledge and experience needed to satisfy the needs of the customer. Investing in employees lead to higher engagement.
- 3 **REWARDING & RECOGNISING STAFF** when they exhibit specific behaviours, attitudes and performance that align with organisational values and goals.

When **PUSHING SERVICE DELIVERY** HR may **deliver quality customer service to employees** by:-

- 1 Taking a consultative approach and **INVOLVING EMPLOYEES IN THE DECISION-MAKING PROCESS** of the design and review of Human Resource Services being offered.
- 2 Encouraging employees to willingly and respectfully **SHARE CONCERNS AND COMMENDATIONS**. Managers and Staff should be encouraged to give and receive constructive feedback as well as to commend others when desirable performance, qualities and actions are observed. When this is done a culture of continuous improvement is created.
- 3 **PROMOTING TRANSPARENCY** among employees. HR should encourage both leaders and employees to embrace transparency and deal with conflict and other issues. If this is not done, trust and respect diminishes and staff will become demotivated and disengaged.

It is important that Service Delivery becomes a critical element in the provision of service. Processes and practices must be aimed at ensuring the efficient and effective delivery of services. **PUSHING SERVICE DELIVERY** ensures consistent high-quality service that meets not only customers' (both internal and external), needs but exceeds their expectations.

Source:

<https://www.zinfi.com/glossary/what-is-service-delivery/>

Video:

<https://www.youtube.com/watch?v=fboAuyioNvM>

# PIVOT & LEVERAGE YOUR NETWORK

A critical aspect of Human Resources (HR) is forging strategic relationships. Partnerships and strong connections are very important, especially in today's competitive landscape. HR must **PIVOT AND LEVERAGE THEIR NETWORK** in an attempt to cultivate relationships that can lead to new insights, opportunities for growth and innovative ideas that drive business processes. If HR fails to **PIVOT** and place a stronger emphasis on networking they will be left behind and the full potential of the organisation will remain unlocked. Networking can significantly enhance organisational and personal growth. Here are **THREE (3)** benefits that HR will experience if they **PIVOT & LEVERGAE THEIR NETWORK**:

- 1. INDUSTRY BEST PRACTICES:** When HR networks with the right people, it affords them the opportunity to stay abreast of industry trends and best practices. These strategic relationships offer broader perspectives on current issues and promotes the adoption of new HR technologies and methodologies.
- 2. STRATEGIC PARTNERSHIPS:** HR must seek to form a collaborative business environment. A collaborative business environment fosters synergies that facilitate joint projects with external organisations, community groups, and industry associations that assist in advancing business outcomes.
- 3. TALENT ACQUISITION & DEVELOPMENT:** Networking is a critical element in the expansion of the organisation's talent pool. Referrals and recommendations can assist in the retention of higher-quality candidates in addition to the traditional recruitment strategies.

HR may **PIVOT AND LEVERAGE THEIR NETWORK** by engaging in the following activities:

## 1. Networking Workshops:

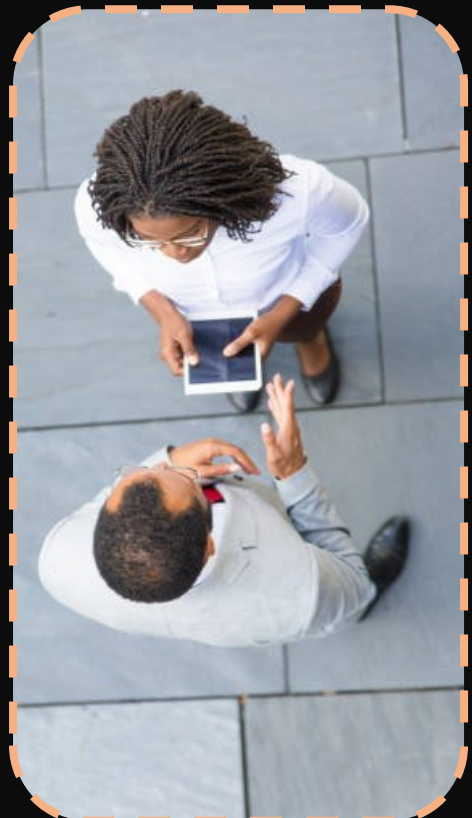
Host workshops and collaborate with other HR Professionals to help in creating strategies and solutions to shared and existing problems, being faced in the institution.

## 2. Peer Advisory Boards:

Form Peer Advisory Boards where managers, employees and other stakeholders support each other to develop professionally on their career journey.

## 3. Content Creating & Sharing:

Create and share information and resources that will interest their network. This will help to maintain existing networks as well as build new networks, ultimately keeping those connected both informed as well as engaged.



Sources:

<https://www.shrm.org/topics-tools/news/career-advice-qa/how-networking-can-help-long-term-career-management>

Video:

[Bing Videos](#)

# PIONEER INNOVATION



The landscape in the workplace is constantly changing and has significantly evolved over the years. Human Resources (HR) must play a pivotal role in creating an environment that stimulates the **PIONEERING OF INNOVATION**. HR is poised to foster innovation that redefines how employees work, connect and thrive. HR Innovation surrounds discovering fresh new and creative ways to bolster how they will support employees and by extension the organisation. This inculcates exploring new tools, technology, bold new methodologies and fresh approaches that result in fostering an environment that will revolutionise the workforce.

PIONEERING INNOVATION isn't a one-off event nor is it a one-size fits all activity. It involves finding and applying new ideas in becoming a workplace that is focused on inspiring employees to find their purpose, hone their skills and chart a course that stimulates numerous benefits for all stakeholders. This new thrust demands profound accountability, challenging HR practitioners and management alike to prioritise employee needs, wellbeing and growth.

## WHY INNOVATION?

Innovation is set against a backdrop of developing and implementing brand new ideas, methods and technologies to enhance organisational performance. It provides an avenue for HR Departments tasked with arriving at solutions to long standing or recent issues to find innovative solutions. Innovation aids in bringing processes and people into sharp focus; creating systems that lead with empathy and purpose, serving people and turning change into progress.

HERE ARE **TWO (2)** STEPS TO **PIONEERING INNOVATION**:

### 1. BUILD THE PLACE FOR INNOVATION:

Be the vehicle that drives innovation by creating opportunities that provide a structure for employees to self-innovate. Create a space that fosters creativity; an environment dedicated to encouraging brainstorming and giving employees a place to take risks and adopt tools that not just supports but rewards their creativity.

### 2. PROMOTE COLLABORATION:

Foster a circle collaboration to connect employees around a shared vision of growth and creativity. Employees partnering and working in teams can help to sharpen new skills and competencies, strengthening teams and improving satisfaction levels. This opens the pathway for mentorship and coaching opportunities by empowering employees to explore new and exciting career pathways.

HR Practitioners can no longer be viewed just as change managers, they are to be driving the change by **PIONEERING INNOVATION**.

#### Sources:

<https://bucketlistrewards.com/blog/human-resources-innovation/>

<https://www.aihr.com/blog/organizational-innovation/>

#### Video:

[Bing Videos](#)



SUCCESS IN **HR** IS NOT JUST  
ABOUT  
MANAGING RESOURCES;  
IT'S ABOUT  
**INSPIRING** AND  
**UNLEASHING** THE FULL  
**POTENTIAL OF**  
**INDIVIDUALS.**

DR. DIETER VELDSMAN







Chief Justice, Hon. Mr. Bryan Sykes, OJ, CD., has advised that the Judicial Service Commission (JSC) will be hosting their very first retreat this year and will be looking closely into the recruitment and appointment of Judicial Officers. The current system for the appointment of judges at all levels of the Judiciary is inadequate and lacks transparency.

The deliberate attempt now being made to address the recruitment of Judicial Officers was a recommendation from the 2007 report of Professor Barrington Chevannes– who leads the Jamaican Justice System Reform Task Force. While the report may be considered as ‘dated’ Justice Sykes believes the recommendation is still relevant. Based on recommendations received from the 2007 report, a committee established and led by Justice Hillary Phillips, the then Judge of the Court of Appeal, produced a report in 2020.

Justice Sykes has informed that the use of psychometric evaluations may be considered in the recruitment and appointment of Judicial Officers, seeing that it is a standard recruitment tool used to assess candidates. With the goal of strengthening the recruitment process, the Commission will be looking for things such as, ‘attitude to authority,’ ‘willingness to work in teams,’ ‘willingness to abide by legitimate instructions in terms of the administration of the Court.’

Ensuring that the recruitment process be strengthened is critical, owing to the fact that once a judge has been appointed they can only be removed due to inability or misbehaviour. Recruitment and Selection must now take centre stage.

The JSC’s actions align with a broader strategic plan for the Judiciary, which includes developing training programmes for Judicial Officers.

**Source:**

<https://jis.gov.jm/judicial-services-commission-to-look-at-recruitment-and-appointment-of-judicial-officers-at-retreat/>

## REMINDERS

The Atlantic Hurricane season is June 1, 2025 to November 30, 2025  
You are encouraged to take the necessary precautions to keep your home, property and office safe.

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

## SEE YOU IN SEPTEMBER !

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Chief Personnel Officer

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(Executive Editor)  
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Director, Human Resource Development  
and Public Education

**Miss Tanesha Johnson (Writer)**  
Human Resource Information and  
Development Officer

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