Communication and the Future of HR

Dr. Lois Parkes
Leadership Development and
Institutional Strengthening Specialist

- CARICAD



AGENDA

Operating Context

Implications for the future of HR

 Communication Challenges and Implications

CONTEXT



CONTEXT

Centrality of Customs to the Economy

- Reduced targets
- Greater evasion of taxes/duties
- Increased shipping costs

Staff Fears

- Remote Work
- Reduced Staffing
- Impact on Productivity

Personal Impact

- Home schooling
- Psychological Impact
- Internet Access

Caribbean Public Service Charter Conceptual Framework

Prepared by CARICAD August 2015, Updated February 2016

Responsiveness, Results, Resilience and Sustainability

PILLAR

Governance

Core Principles

- **Ethics and Values**
- **Transparency**

Standards

Core Principles:

- **Service Standards**
- Service to the Public

Capacity

Core Principles:

- **Competency-based HRM** &D
- Leadership
- Org. Management and

Development

PILLAR

Accountability

Core Principles:

- Results-Oriented Planning
- Consultation and Collaboration
- Evidence-based Policy **Management**

Openness

Core Principles:

- Information and Knowledge Management
- **E-Government**

Legislation

Core Principles:

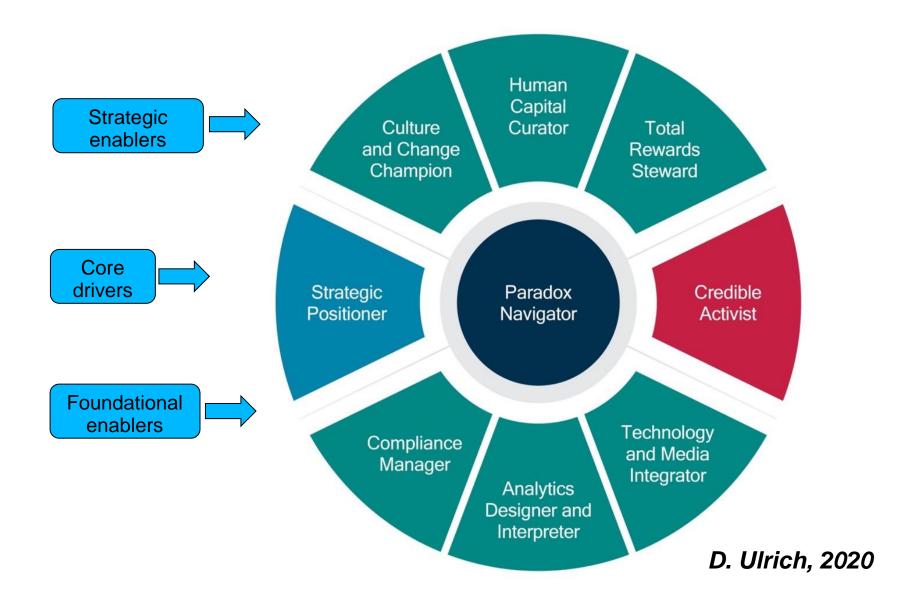
Modernized Legal Framework

Citizen-Oriented Public Service

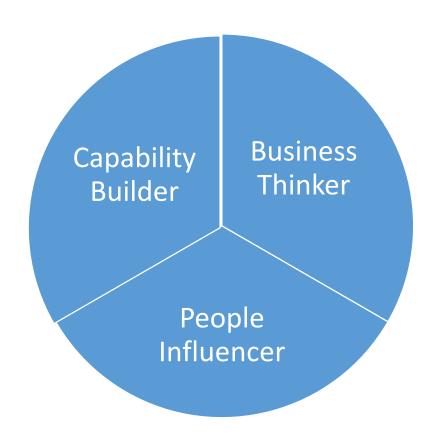
Strategic HR Leadership - HR Outside-In

- Business proponents
- Add business value that impacts external stakeholders
- HR organizes to build market value
- HR delivers ecosystem for external stakeholders
- HR Guidance for Stakeholder Value
- HR delivers HR solutions that benefit external stakeholders
- Engaged Business Partners
- HR stakeholder partners

What are the HR competencies to succeed?



CORE HR COMPETENCIES AREAS



Queensland Public Service

BUSINESS THINKER	PEOPLE INFLUENCER	CAPACITY BUILDER
Business Driven	Curious & Candid	Business Aligned Designer
Strategy Architect	Innovator & Risk Translator	Culture & Change Leader
Data and Metric Savvy	Credible Activist	Partner & Coach

Communication Challenges and Implications

Multi-stakeholder communication

Multi-mode communication

 HR has to be able to master communication and also help the rest of the organisation to do the same

Manage polarities

- To verify and trust,
- Informal and formal communication,
- Relationship and Task Orientation

DISCUSSION/ QUESTIONS

