

Thank you for Joining our special session

“Setting up your HR Operations Online in the New Normal”

These notes have been prepared for you so that you can remember and start implementing the crucial points of the discussion:

Three Key Focused Areas:

1. Flexible Workplace Culture

- a. Enable our managers to set the right expectations with their respective teams. We empower them to make regular check-ins and provide them the means and ways to collaborate and communicate with the right tools and re-emphasize the importance of the company’s mission, vision, and core values.
- b. Educate our employees on healthy and helpful work practices at home through to help them come to terms with remote working.
- c. Treat our employees as professionals thus building an environment of mutual trust. We need to trust them on their time management, how they balance life and work in such a way that does not compromise their productivity.

2. Employee Experience

Our discipline is predicated on three principles that create positive employee experience:

- Listening and Communicating
- Gathering feedback from employees and factoring it into our decision-making process
- Having an agile mindset

3. Operational Efficiency through Technology –

Leveraging on innovation, data analytics, automation., digitalization that will help support processes, trainings, and help measure overall employee experience. We are now embracing technology in our:

- Hiring Process
- On boarding
- Organization Communication
- Benefits

3 Opportunities as we move to the New Normal:

1. Compliance

a. Data Privacy Act

For Employers, NPC advises organizations operating under a WFH setup to issue guidelines on:

- Authorized Information and Communication Technology (ICT) Assets
- Acceptable Use Policy (AUP)
- Network Security

- Emails
- Physical Security
- Security Incident Management

This is a guide that we can use for a start. However, observing these guidelines should be a shared responsibility between the employer and the employees.

b. Occupational Safety and Health

Create guidelines that can be incorporated in the WFA policy such as use of ergonomics, proper work surface height, adequate seating and posture, and a workspace conducive for working.

c. Local Regulations

We should work closely with the government to ensure that we are aligned and informed on the process to be compliant.

2. Employee Engagement

Our Core Values are founded on three pillars namely: PEOPLE, PASSION and PERFORMANCE

People

To engage with remote workforce we shifted to online fun @ work leveraging on tools that can keep our employees connected such as Facebook, Zoom,

Microsoft Teams to engage and connect employees in the organization.

Leadership Communication - we have our quarterly zooming with our CEO and the Executive Leadership Team, we do pulse and satisfaction surveys to gauge employee experience and ideas, and get their recommendations on their current set up and their suggestion on how best to transition to the new normal. We listen to them. We make them feel they are part of a greater whole and that their ideas matter.

Passion – is about desire to be better, to do better. The mindset that thinks of how can I add more value to the company rather than what the company can give me. This is the behavior that we recognize and reward our employees for.

Performance

Shift from Annual Performance Appraisal to Continuous Feedback.

Shift from Managers to High Performance Coaches

Utilizing systems as platform for ongoing feedback

3. Infrastructure

Finding the right internet providers for our employees can be a huge help. Companies may want to look at investing on these as long- term solution.

Leveraging on our existing systems/enhance/realizing its full potential to automate processes. Having the right tools and systems are crucial to remote working. We need to enable our systems to capture new way of hiring practices, performance evaluation, and use data analytics to get deeper insights into employee sentiments, training opportunities that would help us on making sound decision.

How to set up your Online HR Operations for the New Normal:

1. An overall assessment of current state, risks, employee's capability on working from home in terms of internet connectivity issues, workspaces and right tools.
2. Compliance with local regulations/laws on Telecommuting
3. Work from Home/Anywhere Policy including revision of policies and processes that needs to be aligned with the workplace remote setting.
4. Have the right infrastructure and technology to support the new way of working - Your IT department ensures all equipment's work effectively and ensure protection of sensitive data.
5. Create a culture on collaboration and communication as such promotes positive employee experience

From an employee's perspective:

1. Change in Mindset- apply 90/10 rule and maintaining the growth mindset – the ability to adapt and be agile
2. You are responsible for your own personal earning and development hence seek opportunities and invest in learning.
3. Stay relevant through upskilling, training, showcase the value-add to the company.

Thank you once again for being part of this special session. We would like to thank our Sponsor Globe myBusiness for their invaluable support.

We encourage you to set an appointment with Mr. Tim Genato, Business Development Manager for Globe myBusiness so that they can assess and give you recommendations in your journey to setting up your HR operations online.

Please go here: <https://glbe.co/appointment>

This event was organized by Businessmaker Academy and HR Club Philippines.

We highly encourage you to “Upskill” your self and your people. Please visit <https://www.businessmaker-academy.com> or <https://www.hrclubphilippines.com>

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