

# HRD SEYCHELLES



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*'People Development Matters'*

## MESSAGE FROM THE CEO



**Mrs Nadia Lauricourt**  
**Chief Executive Officer**  
**Agency for National Human Resource Development**

In this edition of our newsletter, we report on some of activities undertaken by the Agency since January 2020. This includes a series of meetings with the Ex A Level (SALS) students and those from the School of Business studies and Accounting (SBSA). For the International Women's day, the male members of staff did not miss to show their gratitude to their female counterpart.

We also highlight some of the

greatest moments of the Public Awareness Session whereby students and the public in general get the chance of meeting with University representatives, both locally and internationally.

As part its mandate, the ANHRD makes accessible training for both pre service and in service students. In line with this, the Agency organised a professional development session for its staff members. So, you will learn about the focus of the session.

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## NEW YEAR MESSAGE AND MINI EXHIBITION BY THE MINISTRY OF EDUCATION AND HUMAN RESOURCE DEVELOPMENT

On the 16<sup>th</sup> January 2020, the Ministry of Education and Human Resource Development held a ceremony at the Seychelles Trading Company (STC) Hall. During the event, Minister Jeanne Simeon, delivered her message, which highlighted the achievements and the challenges of 2019 as well as the new projects that were planned for the year 2020. She concluded by wishing everyone a prosperous New Year. The celebrations ended with a mini exhibition, which saw the

participation of all the departments and agencies that fall under the umbrella of the Ministry of Education and Human Resource Development, including the ANHRD, where we had the opportunity to showcase the activities we undertake on a daily basis.



# MEETING WITH EX A – LEVEL STUDENTS

On Wednesday 5<sup>th</sup> February 2020, two talks were organised, one with ex Advanced level students from both private and public institutions who scored 18 academic points and above and another with those who scored less than 19 academic points. The aim of the talks, which were held at the Seychelles Institute of Teacher Education (S.I.T.E) Auditorium, was to inform the students of the procedures for applying for a Government of Seychelles scholarship and the different types of scholarships that are on offer.

Likewise, a meeting was conducted at the Baie Ste Anne District

Administration Office on Friday 7<sup>th</sup> February 2020 for students residing on Praslin and La Digue who have completed or will be completing their Advance level exams. The following week, on Tuesday 11<sup>th</sup> February 2020, a talk was held with students who had completed their studies at the School of Business Studies and Accounting to advise them about the scholarship procedures.



# INTERNATIONAL WOMEN'S DAY 2020

The International Women's Day is celebrated annually on the 8<sup>th</sup> March. The theme selected for the 2019 Campaign, 'Better the balance, better the world', aims to offer "a unified direction to guide and galvanize continuous collective action, with the #BalanceforBetter activity reinforced and amplified."

*"Empower yourself with a good education, then get out there and use that education to build a country worthy of your boundless promise."*

*Michelle Obama*



**CUSTOMER SERVICE EXCELLENCE COURSE**

In February 2020, three staff members of the Agency attended the Customer Service Excellence course at the Guy Morel Institute, (TGMI).

*“The course was very interesting and I have acquired new knowledge that will help me with my day to day work. I have learnt that our customers come first, so we have to provide a good service to them and make them happy and satisfied with the service we provide. It will help me to better understand the needs of our customer as well as how to deal with different kind of customers especially the difficult one. The way we communicate with our customer and how to solve their problems in a timely manner was also touched upon during our training.”*

**Mrs Bernadette Esparon**

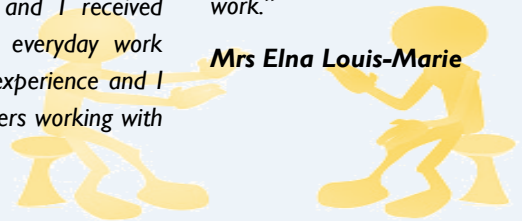


*“The course was very interesting and I received training which I can apply to my everyday work duties. Overall, it was a very good experience and I would recommend the course to others working with the public.”*

**Ms Diane Dufrenne**

*“My experience at TGMI was one that was fruitful. The course that I attended was Customer Service Excellence and it has helped me to improve on my customer service with clients and also with my colleagues at the ANHRD. In my opinion I will advise anyone that will like to follow this course to attend as it will help them in their everyday work.”*

**Mrs Elna Louis-Marie**



**MEETING WITH EX-SEYCHELLES BUSINESS STUDIES ACADEMY**

On Tuesday 11th February 2020, a talk was held with students who had completed their studies at the Seychelles Business Studies Academy (SBSA), to advise them about the scholarship procedures. In addition, a representative from the University of Seychelles was present to provide information to students wishing to pursue their studies locally.



# PUBLIC AWARENESS SESSION 2020



On the 19th February 2020, the Agency for National Human Resource Development held its annual Public Awareness Education Session at the International Conference Centre of Seychelles (ICCS).

During the one-day event, prospective students and members of the public had the opportunity to meet with representatives from educational institutions and public and private organizations, both locally and abroad, as well as representative from

Consulates and Embassies to learn more about the programmes and scholarships they have on offer.

This year's event saw the participation of 35 organizations.



## HR FORUM PRESENTATION



On Thursday 12th March 2020, the Manager for National Human Resource Development at the ANHRD, Mr Terrence Crea, gave a presentation at the HR Forum. The activity, which is organized by the Ministry of Employment, Immigration and Civil Status, sees the participation of Human Resource professionals from the private sector.

During the HR Forum held at the STC Conference Room, Mr Crea gave an overview of the role of the Agency, informed the participants of the Seychelles Human Resource Development Award which aims to reward organization that display the best HR practices and the possibility of working with the HR practitioners in the private sector to develop a training program that is suited to their needs.



# IDENTIFYING HR COMPETENCIES FOR THE FUTURE: KEYS TO SUSTAINING THE TRANSFORMATION OF HR

In the last few years, many human resource functions have tried to reinvent themselves through new visions, strategies, structures, processes, and systems. However, to sustain the transformation of human resource functions. HR professionals must develop and demonstrate a new set of competencies to fulfil their changing roles and responsibilities. Important levers for competency development include planning and assessment, communications, performance management, training and development.

Many human resource (HR) functions have been undergoing unprecedented changes in the last few years; new HR visions are being formulated, Innovative HR strategies implemented, advanced HR information systems installed, HR structures redesigned, and HR processes reengineered. To add higher value to their corporations, many HR functions are being driven to lower HR costs, enhance the quality of HR services, and forge stronger linkages with business needs. All these changes, however, call for revamped roles and new competencies among HR professionals. Without aligning the skills of HR professionals with the changing HR visions, strategies, structures, systems, and processes, it is inevitable that the transformation of HR functions will be crippled. In this light, two fundamental questions with regard to HR competencies should be asked and explored:

1. What essential competencies will be required of senior HR professionals at both corporate and business levels?
2. How can corporations most effectively acquire and/or develop these new competencies?

Almost all existing studies of HR competencies primarily focuses on the identification of appropriate competencies, very few have ever addressed the specific strategies to

develop those required competencies among HR professionals. There is a need to go beyond the mere identification of specific HR competencies and specifically discusses strategies that companies have used to bridge the competency gaps. Senior HR professionals are in a unique position to envision the changing roles of their HR functions and, consequently, to articulate the competencies required of their HR in their organisation. Senior HR professionals can indeed provide the most accurate predictions regarding the competencies needed by HR practitioners.

### What Are the Key HR Competencies Needed in the Future?

What are the required competencies for senior HR practitioners at both the corporate and business levels? The following three competencies as critical:

- (1) solid knowledge of business or business acumen;
- (2) a capacity to facilitate and implement change; and
- (3) influencing skills.

These competencies point to two emerging trends in HR functions:

- (1) the importance of measuring HR effectiveness and impact; and
- (2) the process orientation in the delivery of HR services.

Hence, these two competencies have become more and more important in new HR organizations. For HR professionals, process management, information technology expertise, and technical HR expertise are considered critical competencies. Other essential competencies include customer service, financial management, organizational effectiveness, and measurement of HR effectiveness.

With the evolution of HR organizational structure into four major components -

HR leaders at the corporate office, senior HR generalists at business units, HR specialists at the shared service center, and HR experts at centers of expertise such as those focusing on organizational change, organizational effectiveness and program design - future models of HR competencies should be able to account for the competency differences resulting from the differing roles of HR professionals.

The Core competencies which every effective HR professional should develop include:



Source: Society for human Resource Management

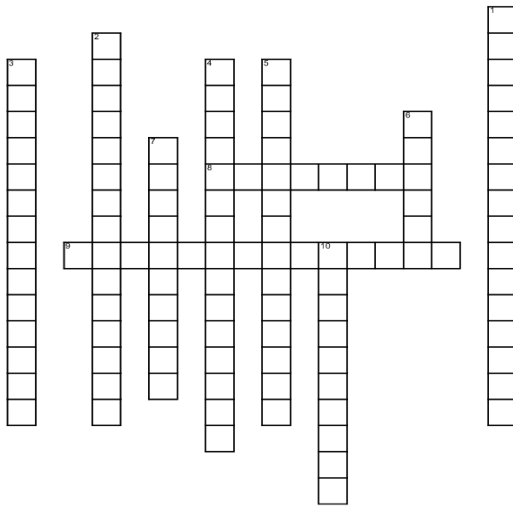
HR professionals are expected to be valued team members with the rest of the organization and contribute as business partners for the growth of the organization. The HR business leader now serves the purpose of providing HR expertise and behavioural attributes to organizational resources to contribute more strategically to business goals. HR professionals are equipped with the KSAOs (knowledge, skills, abilities and other characteristics), or competencies, to partner with senior leadership not only to be involved in the strategic management of the organization but to drive the implementation of it.

# GAMES CORNER

## EDUCATION AND TRAINING

ARE YOU GOOD AT CROSSWORDS?

If yes, test your skills and try to find the missing words in the fastest possible time.



### Across

8. a course that is not required but can be chosen by students according to their interests  
9. a document stating that a person has passed a five-part test in the areas of writing, social studies, science, reading, and math



### Down

1. learning on the job  
2. a certificate of completion awarded to a person after completing a program of study in a particular area, usually lasting two years  
3. a program of study beyond a bachelor's degree  
4. a certificate of completion awarded to a person after successfully completing a required set of college courses in both general and specific areas  
5. a program in which a person learns to do a certain job by working with a skilled worker  
6. unit of measurement that schools use to determine whether students are progressing toward graduation  
7. methods of paying for education/training, such as grants, scholarships, etc.  
10. a temporary paid or unpaid position that involves direct work experience in a career field

# BRAIN TEASER

A man stands on one side of a river, his dog on the other. The man calls his dog, who immediately crosses the river without getting wet and without using a bridge or a boat. How did the dog do it?

Answer can be seen below



# TALK WITH CAREERS GUIDANCE TEACHERS

On Friday 13th March 2020, Mr Channel Quatre, Senior Scholarship Administrator and Ms Aline Morel, Information and Communication Officer at the ANHRD, conducted a talk with Careers Guidance Teachers from Schools on Mahe, Praslin and La Digue. Present were also representatives from a number of Post-Secondary Institutions. The aim of the talks were to provide updated information pertaining to the priority training needs of the country, requirements of employers and the procedures and requirements when applying for a Government of Seychelles scholarship.



Answer to the Brainteaser: THE RIVER WAS FROZEN

### CONTACT DETAILS

The Agency for National Human Resource Development (ANHRD), Le Chantier Mall, P.O. Box 407, Victoria, Republic of Seychelles

Telefax: (+248) 4226184

Telephone: (+248) 4423300

Website: [www.anhrd.gov.sc](http://www.anhrd.gov.sc)

Email: [ceo@anhrd.gov.sc](mailto:ceo@anhrd.gov.sc)

### VISITING HOURS

Monday to Friday—8:30 am to 12:00am