



HRMATT
Human Resource
Management Association
of Trinidad and Tobago

HRMATT FORUM

MEMBER MAGAZINE

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July 2010

HOW TO BE "M.V.P."

IF YOU DON'T PLAY SPORTS

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CONGRATUALIONS MADAME PRIME MINISTER

HRMATT wishes to convey our sincerest congratulations to The Honourable Kamla Persad-Bissessar on being elected as the sixth Prime Minister and the first woman Prime Minister of the Republic of Trinidad and Tobago.



This marks a significant milestone in our country's history and we have shown the world that our people have matured politically as recently demonstrated in other developing countries. We congratulate the Prime Minister and the new People's Partnership Government and wish them wisdom to steer the ship that is Trinidad and Tobago in the direction of equality, prosperity and sustainable development for all.

HRMATT UNVEILS “NEW” LOGO



HRMATT

**Human Resource
Management Association
of Trinidad and Tobago**

HRMATT recently held its 20th Annual General Meeting on the 19th of May 2010 at the Crowne Plaza Hotel in Port of Spain. The highlight of the evening was the unveiling of the “new” HRMATT logo.

HRMATT's President, Mr. Nigel O'Neil, indicated that the board believed that the symbols represented in the logo, which HRMATT has used for the last twenty years, were still relevant with respect to the objectives and vision of HRMATT. However, he did agree with others on the board that the logo required more visual appeal – to stand out and to reveal through the use of digital technology, aspects of the logo, that to some, remained hidden.

For instance, compared to the older version, the two figures appear to be almost three dimensional as they embrace; “manager” and “employee” as some have interpreted it, to form a partnership under one roof. In fact, the embrace is not accidental but actually represents the letters in the HRMATT acronym and also the symbol of organizational effectiveness

and employee development— if you can see it. The new logo also retains its two main colours - blue and green but with a touch of embossing.

This logo has been updated to remind us all in the fraternity that only a sustained and collaborative approach is the way forward to leverage employee capability, grow organizations and build a nation. No matter the role we all play in the workplace, we are all very important as we work together as a team, to assist the organization to reach it's fullest potential.

“Just as we have visually enhanced the logo, so too we intend to reach a wider audience and enhance the reach of HRMATT and its message to our members and the wider public” - Nigel O'Neil— President. HF

HRMATT ELECTS NEW BOARD



From Left to Right: Nigel O'Neil -President, Janel Phillip -PRO, Gregory Camejo- VP, Shelly Ann Daniel- Education Officer, Nigel Marquez- Secretary, Sonya Lequay -Treasurer, Brian Jones Assistant Secretary/

The Human Resource Management Association of Trinidad and Tobago (HRMATT) hosted its 20th Annual General Meeting on Wednesday 19th of May 2010 at the Crowne Plaza Hotel, where inter alia, a new Board was elected for 2010.

The new members of the Executive Board for 2010 are: Mr. Nigel O'Neil – President, Mr. Gregory Camejo – Vice President, Mr. Nigel Marquez – Secretary, Ms. Sonya Lequay – Treasurer, Mr. Brian Jones – Assistant Secretary/Treasurer, Ms.

Shelly-Ann Daniel – Education/Research Officer and Ms. Janel P. Phillip – Public Relations Officer.

HRMATT celebrates 20 years of dedicated service to the citizens of the Republic of Trinidad & Tobago, and continues to be the leading voice on all human resource matters in Trinidad and Tobago. HRMATT provides educational and information services, certificated courses, conferences, seminars and online services to thousands of professionals and students throughout Trinidad and Tobago and the region. In 2010, HRMATT will continue many of its flagship programmes such the HR Toolkit, Breakfast seminars on topical issues such as HIV in the Workplace, review of the 2011 budget, as well as our Psychometric and World at Work Programmes.

In 2010, HRMATT intends to do more to highlight the profession by taking various practitioners around the country on a HRMATT “KARAVAN”. This initiative is a great opportunity to highlight the work of the HR professional and to

The members can continue to expect from HRMATT the effective delivery of services which we now offer and to expect new initiatives by the end of the year, some of which will encourage more networking among the membership.

We invite members to visit our website for upcoming events and to also call the Secretariat where the staff is ready and eager to serve.

HRMATT welcomes its new Board and reiterates its commitment to serve Trinidad and Tobago by **“Promoting National Development Through People”**. HF

LIFE SUCCESS FOR ADMINISTRATIVE PROFESSIONALS



Gregory Stewart,
CEO Life Success
Caribbean Ltd

On Wednesday 21st April 2010, HRMATT hosted its first Breakfast Seminar in honor of Administrative Professionals. The National Administrative Professional Association's (NAPA)

theme for Administrative Professionals Week for 2010 was "Surviving Challenges." Administrative Professionals Week was celebrated on April 18th to 24th of this year. Employers all over the world use the week of celebrations to recognize the hard work and dedication of secretaries, administrative assistants, personal assistants, receptionists and other administrative support staff in the workplace.

The breakfast seminar hosted by HRMATT was facilitated by Mr. Gregory Stewart, CEO Life Success Caribbean Ltd. He entitled his session "Think into results."

"Imagine landing on just one solu-

tion that catapults you to the life you always wished you could have, one that is abundantly rich and rewarding in every facet. Guess what that solution exists. In fact, it exists today, this very moment—in your mind! Every person walking this planet carries this key, but few know how to plumb their mind's depth to excavate a more rewarding life lived..... and it's phenomenally powerful!" - **Gregory Stewart**

Gregory laid the most apt foundation for our specially invited guest and surprise - **Mrs. Giselle La Ronde- West.** The former Miss World and Manager of Public Relations at Angostura Ltd, Mrs. La Ronde-West gave the participants a brief insight into her own life, her experiences, the tools and techniques she has discovered and continues to use to overcome challenges both in her personal life and career. She also eagerly encouraged Administrative Professionals to be the champions for their organizations. Mrs. La Ronde West displayed the eloquence of a queen and expressed the intellect of a seasoned

business woman who has it all. Those present were awestruck and truly inspired! She gracefully thanked HRMATT for its contribution to national development and also to the development of administrative professionals over the years.

At the end of the breakfast seminar, Mr. Nigel O'Neil, President of HRMATT, presented all of the

participants with roses, chocolates, jewelry, trinkets and other special gifts.

Our Administrative Professionals are decision makers in our organizations. HRMATT says thanks to you for your sterling contribution in the workplace and urge you to continue being a pillar of power and strength in your organization!



Miss World 1986
Mrs. Giselle La Ronde -West

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WORK LIFE BALANCE

"AN EXPERIENCE OR AN EXERCISE"

As sure as the sun rises and sets, are the daily responsibilities we must undertake each day. We naturally give way to the routine of life which pulls us to and fro; the routine of family and of work that compels us to slave to someone else's dictate and though we volunteer for these duties they often end up dominating and controlling us.

Life, is about making choices constantly and often many professionals complain that their "choices" not only leave them overwhelmed at the end of the work day, but were it not for a good "lime" on the "Avenue" on a Friday evening, they would be almost "burnt out" at the end of the work week.

We often sit, looking at the television on Sunday night, questioning how we

are going to get a hold of all that we once enjoyed but which now have seemingly become dreaded misfits in our lives. The Psychologist would wag his fingers and insist that you get some "Work life balance." Wouldn't he? What is Work-life-balance anyhow?



The term 'work-life balance' describes a person's ability to effectively manage their paid work commitments with their career goals, personal, community and cultural responsibilities, interests and obligations. Work-life balance has also been described as: "...a self defined, self determined state of well being that a

person can reach, or can set as a goal, that allows them to manage effectively multiple responsibilities at work, at home, and in their community; it supports physical, emotional, family, and community health, and

does so without grief, stress or negative impact." (Human Resources and Social Development—Canada) "... people having some measure of control over when, where and how they work. It is achieved when an individual's right to a fulfilled life inside and outside paid work is accepted and respected as a norm, to the mutual benefit of the individual, business and society."

Work-life balance is achieved when an individual's right to an enriched life both within and outside paid work is recognised and valued. But who does that?

Who has this responsibility for Work Life Balance? Do you or those you work with? Is there such a thing as "Work—Life Balance" or is it just a case of life balance? **Join the extended discussion on this issue on the HRMATT Facebook Page and look out for subsequent articles in the next HRMATT FORUM. HF**

“THINKING INTO RESULTS”



By Hyacinth Guy
Life Success
Certified Facilitator

John Ruskin, the famous educator once said **“Education does not mean teaching people what they do not know. It means teaching them to behave as**

they do not behave”. Most people already know what they need to do to improve their results in any area of their lives, whether it is on a personal or professional level. There are two things that a person must know in order to improve results: **1.** where they are. **2.** where they are going. The challenge is not in understanding where they want to go, but rather in really understanding where they are right now and why. What keeps people from achieving their goals is not a lack of skill and/or ability but rather the paradigms and belief systems that they hold in their lives. In order to make lasting changes, people need to understand paradigms and the way to work with them.

Lasting change comes by changing the way we think and to understand how we think, we have to understand how our minds work. Organizations spend vast funds on training in order to get employees to perform better. Much of this training focuses on our conscious mind while the most powerful part, our subconscious minds remains untapped. Only about 2% – 4 % of our ability to make lasting changes lies in our conscious mind, whereas 96% – 98% lies in the subconscious. For example, will power is a function of the conscious mind and this is what causes us to focus and concentrate on any-

thing we want to do. But if we do not turn will power into desire which is in the subconscious mind then we will remain stuck where we are and would not achieve our goals.

I am sure you can think of people in your organization whom you have trained on certain functions yet they continually under perform. Then there are others who accomplish more in one day than others can in a week. Why is this? Is it the quality of your training, or is it your management or

leader-ship style? It is neither of these; rather it is simply that these people hold certain paradigms which stand in the way of allowing them to perform better. A paradigm is a collection of habits and a habit is a fixed idea repeated over time. Our paradigms become our frame of reference.

John Assaraf in his book **“The Answer”** stated “This is one of the greatest discoveries of the past decade of neurological research, that 96 to 98 percent of all your behaviors are automatic. This is why we set goals but don't reach them. Setting them is a function of the conscious mind. Reaching them is a function of the sub-conscious mind.” This explains why so many people and businesses fail

when setting goals. They only use a very small percentage of their available power. The good news is that people, and organizations can be trained in “Thinking into Results” (TIR). Anyone can be taught how to use the untapped power to achieve anything he/she chooses in business or personal life.

HRMATT's trained Consultants can deliver the program “Thinking into Results” to your organization. TIR will get to the root of the belief system and habits that controls people's logic, effectiveness, productivity and perception. TIR helps people to alter their logic and become more aware of who they are and what motivates them. When individual habits change, organization culture – which is nothing more than group habit – also changes.

The TIR program covers topics such as:

Setting and Achieving Worthy Goals

Bridging the gap between Knowing and Doing

Understanding Your Infinite mind

Using your higher faculties to create harmonious relationships and obtain the results you want for yourself and your organization

Aligning individual, team and organizational goals

How leaders can help individuals recognize paradigms and motivate them to change for the benefit of the team and the organization

Please contact the HRMATT Secretariat for more information on how to get this ground breaking program inside your organization. HF

“This is one of the greatest discoveries of the past decade of neurological research, that 96 to 98 percent of all your behaviors are automatic”.

THE PERFORMANCE CHALLENGE

By Jennifer A. John

Throughout my 10-year evolution as an HR professional, I've always been very intrigued by the diverse opinions and perceptions of Performance Management, so I often ask HR and non-HR professionals alike about their organisation's Performance Management System. Invariably, most people respond by explaining the type of performance appraisal forms or software their company uses, and how difficult it is to get Managers to complete appraisals on time, if at all. Although my enquiries were in no way scientific, the majority of responses led me to conclude firstly, that many HR professionals equate Performance Management with performance appraisals and secondly, that many see the completion of appraisals as the most important indicator of the success of a Performance Management System.

Certainly, the completion of appraisals is an essential part of Performance Management, but it's also worth emphasizing that Performance Management is a *process* and not an event - effective Performance Management may end with the completion of appraisals, but the process starts with clear and compelling strategic objectives. If your organisation is one that

has clearly defined strategic objectives and targets, then the most critical part of your role as an HR professional is to cascade those objectives throughout every level of the organisation via an effective Performance Management System. If we accept the general definition of



HR's role as facilitating the optimization of an organisation's human resources, then not only is Performance Management an important part of HR's function, Performance Management *is* HR's function because what better way is there to optimize your company's human resources than to champion an integrated system which is designed to define, evaluate, reward and continuously improve both individual and collective performance?

Many HR professionals are likely to agree that a Performance Management System is important -

even critical. But I think the majority still believe it's more important to focus their limited HR resources on strategies for developing and motivating employees in order to attract and retain talent which begs the question: isn't the reason for developing and motivating employees to improve their performance and ultimately, the bottom line? And if so, how will improvements in performance and profits be measured and rewarded? Isn't it through individual performance evaluations that 'talent' can best be identified and targeted for retention or talent gaps can be exposed? In essence therefore, it is clear that developing and implementing an effective Performance Management System gives HR the most bang for its already limited bucks. Design and administration of performance appraisals is the easy part. The real challenge for every HR professional is to implement an integrated and sustainable Performance Management System that is used and perceived by all employees as an essential tool for executing the organisation's business strategy. So, are you ready for the performance challenge? **HF**

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COVER STORY:

HOW TO BE M.V.P. IF YOU DON'T PLAY SPORTS



By Leah de Souza

For someone who has never willingly participated in any sports, I am constantly in awe of professional athletes. Their determination, focus, vision, planning and preparation are of constant inspiration to me. I surprisingly found myself following the documentary of Oscar de la Hoya and Floyd Mayweather Jr. before their highly televised match on May 5th 2007. I had never before watched a boxing match and knew little of the boxers themselves. The unwavering focus of Mayweather in particular was astounding - constant training at all hours of the day, no distractions that would negatively impact on training, and a support team to help him eat, sleep and breathe boxing. While it may have appeared extreme, these conditions were self-imposed and self-rewarded.

So how can you match Mayweather's sense of purpose and become MVP at your work place? Know the rules of the game - what's it about? What are the rules? What is your role? Are you prepared? What are the stakes? This sounds pretty basic, but you are completing all of your tasks and responsibilities always correctly and always on time? If you are experiencing difficulty to surpass this stage, immediate action must be taken with you and your superior. At this stage, hurdles to your performance may be unclear job description or insufficient resources to complete your tasks. (refer to my previous article on Self-Motivation and go through the checklist provided!)

Go the Extra Mile - that's the extra 10 push-ups, laps or minutes of training that the MVP gives to boost his or her game.

Use the below checklist either on a weekly or monthly basis to keep track of your performance development.

Read industry magazines
All professions today have industry

magazines. Do you review yours? Get to know these publications - browse the bookstores or your company's library. Research as well on the internet - many websites offer free newsletters that emailed to you directly. Suggested action: read one article per week.

Industry conferences and expos

Immerse yourself in the world of your industry (and others) via conferences and expos. There is a wealth of information at these events and many of them offer workshops and programs at the same time. Suggested action: once annually

Get to know your company

If you work at an oil company, there's more to it than just pumping for oil! Visit the company website regularly, literature, publications, attend all company activities, training sessions and orientations. Suggested action: read one piece of information per week.

Learn all about your job at your work place. Know your job description and refer to it to ensure that you know all the required tasks. If there are tasks not listed but expected, make a note of them. Suggested action: daily

Build your own team

If there you have colleagues who are star performers, make a note of what they do and ask for their guidance. Floyd Mayweather even had one of his team-mates takes of his t-shirt at a doctor's visit - now that's team spirit!

Learn all about your job by industry standards

What are the industry standards in first world countries? Whether or not these are recognized or practiced at your work place, be aware of what professionals around the world are doing to keep ahead in their jobs. Suggested action: once per month

Offer to cross learn

Volunteer to help out in other de-

partments that directly interact with your own to get to know their processes better and how they work in relation to yours. Suggested action: At your Performance Review, let your superior know that you would be interested in growing horizontally.

Offer to mentor/train new employees

Volunteer to orient new employees in your department. This can be done via a formal mentoring or coaching program or they can simply shadow you on a daily basis. Suggested action: At your Performance Review, let your superior know that you would be interested in growing horizontally.

Learn a new job related word every day

This is the easiest way to keep mentally focused. Learn any word that can improve your communication skills at work. Suggested action: once daily

Organization - if it's not visible, it's not real. This is another 'trick' to keep yourself mentally focused. Your work area should always be efficiently ready to produce and receive work. Suggested action: once daily

You may have noticed that nowhere here do networking or organizational culture or hierarchy appear. These components of professional life are very real yet completely out of your control and as such they need only to be understood.

At every stage in your career the main focus should always be on activities and resources that are mission critical.

You may have also noticed the analogy of team members to players and work to a game. While this is not meant to minimize the importance of our professional lives, at the end of the day we should always keep things in perspective.

No matter how energizing and fulfilling our work - it's what we do, it's not who we are. HF



HOW VOLUNTEERING CAN ENHANCE YOUR CAREER PROSPECTS & LIFE



By Lara Quentrell-Thomas

If current economic conditions have taught us anything it's this .. a degree alone is no longer the ticket to the job of your dreams. In an increasingly competitive market employers are looking for something extra, and no matter what your education or professional experience, you have to think *outside the box* to enhance your career. For some, that means creating video résumés and posting them on YouTube; for others, it's leveraging social-networking sites to reach decision makers. But the really creative job seekers are beefing up their résumés and making a difference--they're volunteering.

"Volunteering not only teaches individuals leadership skills but also helps them with relationship development and community activism" says Ana Valdez, executive director for the US based Hispanic Association on Corporate Responsibility. "Volunteering tells recruiters and hiring managers that you are willing to stretch yourself beyond your current role." Research shows that volunteering provides opportunities to demonstrate an enter-

prising and rewarding use of time both on your résumé and in interviews.

If possible, tie your voluntary work to your career goals. For example, volunteering with children is valuable if you want to be a teacher or educational psychologist. If you have a political career in mind, volunteer to spend time on the campaign trail.

And if you're undecided about your career, volunteering allows you to experience a variety of areas and gives you more information to decide what career is right for you. For example, Interact, Rotaract and Rotary clubs regularly invite speakers from a wide range of vocations to talk to members on professional development and current affairs, as part of their club activities.

Just because work is not paid, does not mean it is not valuable. It has been said that volunteers are not paid .. not because they are worthless, but because they are priceless. Not only does volunteering give you skills and experiences to enhance your résumé, it can also be significantly personally rewarding, which is there are already more than 1 million Rotary volunteers across the world.

People will be surprised by the amount they will get out of volunteering at the same time as making a real difference in the community they live in. Volunteering makes you feel great as you aid someone in need, but there are other advantages. You can build self confidence, discover talents you did not



know you had and teach skills to others. And in a world where who you know can make all the difference, volunteering can open up many new networks – both social and professional. It has also been shown that your health could improve from doing such a selfless

thing, as you may end up with new friends and positive relationships in your life. And when those you help observe what a constructive thing volunteering is for you, you can be an inspiration to them, motivating them to want to help out and volunteer too. Remember – Volunteering is the ultimate exercise in democracy. You vote in elections once every five years, but when you volunteer, you vote every day about the kind of community you want to live in.

Visit Rotary International at www.rotary.org for information on volunteering or contact the Rotary Club of Central Port of Spain at www.rotarycentralpos.org for details on local club activities. HF

SUBSTANCE ABUSE IN THE WORKPLACE



On 11th June 2010 HRMATT held its "Substance Abuse in the Workplace" breakfast seminar at their training centre of #58 Pembroke Street, Port of Spain.

Ms. Rehana S. Mohammed, Clinical Psychologist of the Caura Hospital Substance Abuse Prevention Treatment Centre's presentation was very thought provoking and informative.

She confirmed that there is a rise in the number of people who use substances such as alcohol or illicit drugs, or even misuse prescription drugs yet

report for work. The awareness that the abuse of substances may affect the workplace is, however, increasing in acceptance. Many aspects of the workplace today require alertness, and accurate and quick reflexes. An impairment to these qualities can cause serious accidents, and interfere with the accuracy and efficiency of work. Other ways that substance abuse can cause problems at work include:

Hangovers and withdrawal symptoms affecting job performance. Absenteeism, illness, reduced productivity, preoccupation with obtaining and using substances while at work, illegal activities at work including selling illicit drugs to other employees. All these factors interfere with attention and concentration at work and also lead to psychological or stress-related effects at home. Even the abuser's co-worker experience a dip in job performance.



Participants of Substance Abuse in the Workplace Breakfast Seminar

This seminar highlighted the need to understand the importance of addressing substance abuse in the workplace, identifying the disorders of substance abuse, describing the effects of various substance abuse, understanding the key elements in the workplace that may trigger or contribute to substance abuse, identifying behavioural changes that may indicate an employee's substance abuse and identifying treatment options available. **HF**

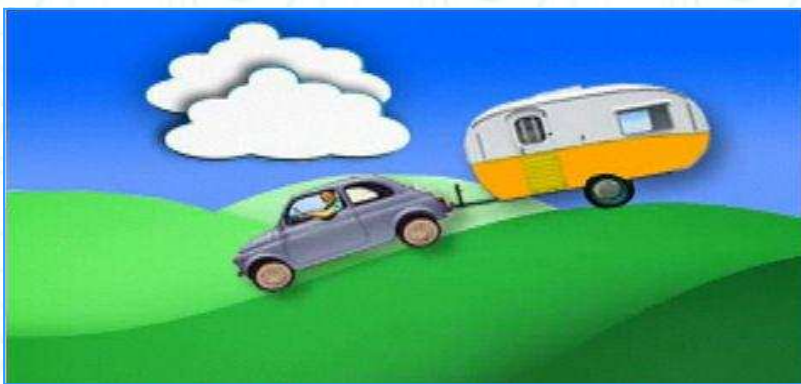
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WELLNESS NEWS— JET LAG PILL

Travelers are often plagued by **jet lag** symptoms following long flights. Scientists have begun to develop a *pill to cure jet lag*. *Jet lag* occurs when the rhythm of the body become unsynchronized. Travelers report feelings of confusion also arising from their 'physiological clock' being disrupted when someone is flying to destinations with different time zones. *Jet lag* makes it difficult to adjust to the conditions of the new time zone which leads to insomnia, loss of appetite, lack of concentration and may lead to depression also. Symptoms which appear when a person experiences *jet lag* are tiredness and lethargy immediately following the trip and even changes in bowel activity one week after the trip. These problems may be "cured" due to a new discovery by researchers from the Max Planck Institute in Germany. Scientists found that the cortisol hormone

which becomes the key to maintain the body's **circadian rhythms** remain synchronized.





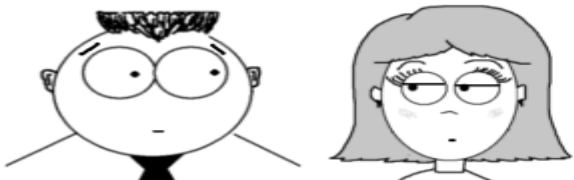
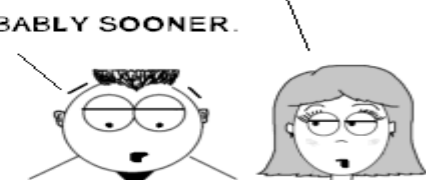
Researchers found peak levels of cortisol in the body occurred at 8 am and then fell to its lowest level at 12 pm until 4 am in the morning. By adjusting the peak and lowest level of cortisol, it is claimed that the new pill can restore the natural balance of the body and mind quickly,

thereby, reducing the effects of Jet lag.

Dr. Gregor Eichele and his team reported these findings in the *Neuron* journal that mentions the metyrapone medicine as a pill for this regulator of hormone cortisol. "By shifting this cortisol peak to an earlier/later time we can alleviate jet lag in our mouse model and that strategy may also work in the case of humans." Dr Eichele said as reported by the *Telegraph*. "We would want to develop a pill that one would have to take a day or so before traveling".

Mary Harrington, from Smith College in Northampton, hopes that if the pill prove to be a successful remedy for jet lag then it could be useful for **shift workers** also. Harrington says that Serious health issues like breast cancer, stroke, and cardiovascular disease are associated with shift work. <http://medicmagic.net>.

JOKE CORNER

<p>THE CALL CENTER DOWN THE STREET IS TRYING TO RECRUIT ALL OF OUR REPS</p> 	<p>IT'S OK. IF WE HAVE PAYED OUR PEOPLE WELL, AND HAVE TREATED THEM FAIRLY, WE DON T HAVE ANYTHING TO WORRY ABOUT</p> 
<p>WWW.CALLCENTERCOMICS.COM</p> 	<p>SO IN OTHER WORDS, WE SHOULD BE ALL OUT OF REPS BY NEXT WEEK. PROBABLY SOONER.</p>  <p style="writing-mode: vertical-rl; transform: rotate(180deg);">© 2006 By CallCenterComics.com</p>

THE COLLECTIVE BARGAINING PROCESS

By Nashroon Mohammed

For the first time in the history of our nation, we have seen the emergence of the trade union movement taking an active part in the governance of our country. A former trade union leader is now a Member of Parliament and ironically, The Minister of Labour. Therefore, it would be interesting to see how this will impact on the traditional adversarial relationship among the stakeholders within the sphere of industrial relations.

The terms 'Industrial Relations' and 'Employee Relations' are used interchangeably, yet they have different connotations. Mullins (2002) defined Employee Relations as the relationship between policies and practices of the organization and its staff, and the behaviour of work

groups. Whilst, Industrial Relations has often been associated with institutions and rules relating to employment and in particular with activities of trade unions and their officials.

Industrial Relations in Trinidad and Tobago is based on the voluntary collective bargaining process, which is regulated by Part IV of the Industrial Relations Act (IRA). The IRA states that the parties shall be the recognized majority union, and the employer or the succes-

sor to either the recognized majority union or the employer.

Collective Bargaining is not only important to the employees and employers, but the wider society also stands to benefit from this process. Let us now examine some of these benefits:-

Importance to Employees

- ▶ Develops a sense of self-respect and responsibility among the employees.



Collective Bargaining Cartoon

- ▶ It helps in securing a prompt and fair settlement of grievances.

- ▶ The workers feel motivated, as they can approach the management on various matters and bargain for higher benefits.

Importance to Employers

- ▶ It becomes easier for the management to resolve issues at the bargaining level rather than taking up complaints of individual workers.

- ▶ It plays a vital role in settling and

preventing industrial disputes.

- ▶ It opens up a channel of communication among the stakeholders.

It tends to promote a sense of job security among employees, which can reduce labour turnover

Importance to Society

- ▶ It leads to industrial peace in the country.

- ▶ The discrimination and exploitation of workers is constantly being monitored.

- ▶ It results in establishment of a harmonious industrial climate, which supports the pace of a nation's effort towards economic and social development since the obstacles to such development can be reduced considerably.

This last point is interesting, in light of the fact that Trinidad and Tobago has recently voted in a new government who have embraced the labour movement. Certainly the country awaits to see how the labour movement will use its powers within the fold of government to inspire the workforce towards the social and economic development of our twin island state. **HF**

DEVELOPING “STICK-TO-ITIVENESS”



By Gail Francis, Rebit Ltd.

Time management is a phrase that we hear often, within every organization. What do most of us mean when we say Time Management? For most, it's the ability to manage all the tasks we have to do within an eight hour day. Easy to say but actually it is easy. Then why aren't we all leaving work early? To my mind, we all know what we need to do to manage our time more effectively, but the difficulty has nothing to do with the techniques you need to practice or the process itself. The difficulty has to do with YOU. Time management is very easy, but first you have to acknowledge that you have poor working and personal habits that prevent you from being as effective as you can be. Second, do you truly want to change this? Once you've acknowledged you have poor habits and that you do in fact want to change these habits, then comes the one factor that will allow the change to occur. Do you have the discipline to stay consistent with the new behaviors required to make you more effective and efficient? This is where we all fall down. We start but don't follow through. We either fall back into the bad habits, or give up at the first obstacle or overwhelming set of tasks that come our way.

Ingrained habits are the reasons for your poor time management, not the increased amount of work, or the time management technique that pulls you out of your comfort zone or the boss that is always throwing off your schedule. Your bad habits are what you need to overcome to move forward. There are also some other important factors that

Time management is very easy, but first you have to acknowledge that you have poor working and personal habits that prevent you from being as effective as you can be.

you have to face before starting the Time Management Process.

These factors are:

Time wasters – do you have habits that fall into this category? What do you waste time doing when you could be doing something that adds value to your time effectiveness?

Interrupters – are there others who interrupt you often? Do you encourage their habit, but deep down know they're costing you time that could be better spent?

Delegation – what is your attitude to delegating? When you delegate you give yourself more time and you help develop another person. What type of delegation habit or even attitude do you have?

So you've faced these time blockers and now know that they do influence your ability to manage your time. After you've dealt with these, now you can begin the process to proper time management. What is that process? As I mentioned earlier in this article, time manage-

ment is very simple, all it takes is:

Planning – plan all that you have to do for the day or you need to have completed for the day, week and even the month.

Prioritizing – determine the order of dealing with a series of activities according to their relative importance. Which tasks do you have to do today and which can hold out until tomorrow?

Scheduling – Once you've prioritized your tasks then block specific times in the day to complete

these tasks. Use a well laid out planner (electronic or hard copy). Make a commitment to yourself to keep to this schedule.

As I said before it's simple, but are you willing and able to stay with the new behaviours required. Do you have what my old teacher called..."stick-to-itiveness?"

If you want it, if you do it, if you stick to it then

you'll change it. HF



HRMATT's EVENT CALENDAR

- ▶ **HR Metrics & Audit— July 1st & 2nd**
- ▶ **Sexual Harassment In The Workplace Breakfast Seminar—July 21st**
- ▶ **Finance for HR— July 22nd & 23rd**
- ▶ **KARAVAN - TRINICITY MALL - July 23rd & 30th**
- ▶ **Project Management— August - 12th & 13th**
- ▶ **Internal Consulting — August - 26th & 27th**
- ▶ **Family Day—September 25th**
- ▶ **Business Writing & Customer Service - September 2010**



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HRMATT's NEW MEMBERS APRIL-JUNE 2010

- ▶ **Alyssa Hackett**
- ▶ **Allison Pariag**
- ▶ **Shinelle Sydney**
- ▶ **Debra Felix**
- ▶ **Cavelle Joseph**
- ▶ **Germaine Mc Shine**
- ▶ **Karen Pierre**
- ▶ **Hayley Ransome**
- ▶ **Michelle Metivier**
- ▶ **Stacy Serrette**
- ▶ **Lisa Escalante**
- ▶ **Heather Huggins**
- ▶ **Antonia Joseph**
- ▶ **Colin Mora**
- ▶ **Quinten Questel**

Dear Valued Members,

HRMATT wishes to express a special 'thank you to you, our valued members, for your contribution and support thus far. As we are about to close the first half of this year we look forward to your continued support. Just a gentle reminder that member fees are due on the 1st of January. If you wish to pay your membership fees, please contact at the Secretariat today!

HRMATT FORUM

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