

# ICIEC Staff Retreat and 30<sup>th</sup> Anniversary Celebration

20 - 21 December 2023

## Division: Human Capital Management

# Agenda

**Introduction to HCM Strategic Goals for 2024**

**Detailed Review of Focus Areas and Initiatives**

**Alignment with ICIEC's 10-Year Strategy**

**Key Projects and KPIs for 2024**

**Addressing Challenges and Leveraging Opportunities**

**Recommendations and Future Directions**

# Introduction

**Our HCM strategy for 2024 is not just a plan; it's a commitment to empowering our people and aligning their aspirations with our corporate vision.**

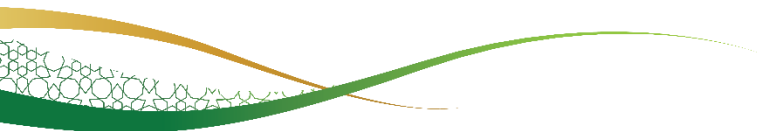
**In this presentation, we will take you through our strategic pillars and initiatives for the year 2024.**

**We will explore how our focus on talent acquisition, training and development, capacity building, and employee well-being, will ensure that ICIEC continues to succeed.**

# HCM Strategic Plan 2024: A Roadmap to Excellence



1. **Workforce Planning & Talent Acquisition:** Advanced recruitment strategies aligning with ICIEC values.
2. **Comprehensive Staff Training and Development:** Specialized programs to nurture innovation and expertise.
3. **Capacity Building for Excellence:** Tailored career paths and cross-departmental skill transfer.
4. **Staff Well-being and Engagement:** Enhancing work environment and promoting work-life balance.
5. **Infrastructure and Strategic Projects:** Supporting seamless operations and project implementations.
6. **Performance Enhancement:** Implementing Smart KPIs and personalized growth plans.



# Aligning with ICIEC's 10Years Strategy



HCM will support enhancing ICIEC productivity through:

- **Efficiency:** Our strategic initiatives in workforce planning and talent acquisition aim to create a lean and agile team, primed for efficiency. By refining our recruitment processes and enhancing performance feedback systems, we aim to foster a culture of continuous improvement and operational excellence.
- **Innovation:** In line with ICIEC's vision for sustained innovation, HCM is committed to nurturing a culture of creativity and forward-thinking. Our comprehensive staff training and development programs empower our team with the skills and knowledge needed to drive innovation. Our focus on cross-functional knowledge sharing and collaboration is designed to spark new ideas and approaches, keeping ICIEC at the forefront of industry trends.
- **Sustainability:** Understanding the importance of sustainability in our operations, HCM is dedicated to developing a workforce that is not only high-performing but also socially and environmentally conscious. Initiatives promoting work-life balance, staff well-being, and engagement are integral to this goal. By investing in our people, we are building a foundation for sustainable growth and success.

# Key Projects and Performance Indicators for 2024

| Project Category                           | Specific Project                             | Key Performance Indicators (KPIs)                                                                                                                                                                                                                                                                            |
|--------------------------------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workforce Planning & Talent Acquisition    | Advanced Recruitment Strategy Implementation | <ul style="list-style-type: none"><li>• Number of positions filled within timeline,</li><li>• Candidate satisfaction score</li><li>• Employee retention rate after 1 year</li></ul>                                                                                                                          |
| Comprehensive Staff Training & Development | Launch of personalized training Programs     | <ul style="list-style-type: none"><li>• Increase in the number of employees participating in training and development programs.</li><li>• Improvement in employees' performance ratings after completing training.</li><li>• Percentage of employees completing online courses and certifications.</li></ul> |
| Capacity Building for Excellence           | Cross-Departmental Skill Transfer Program    | <ul style="list-style-type: none"><li>• Number of cross-departmental workshops held</li><li>• Employee participation rate in skill transfer initiatives</li><li>• Improvement in multi-departmental project outcomes</li></ul>                                                                               |

# Key Projects and Performance Indicators for 2024.. 2

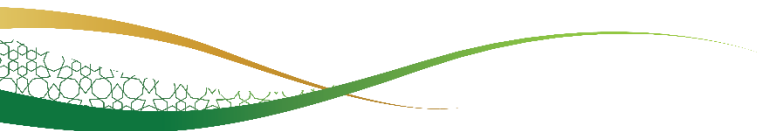
| Project Category                      | Specific Project                                                                                                                                    | Key Performance Indicators (KPIs)                                                                                                                                                                         |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Staff Well-being and Engagement       | Introduction of Work-Life Balance Initiatives                                                                                                       | <ul style="list-style-type: none"><li>• Employee engagement survey</li><li>• Reduced absenteeism and turnover rates</li><li>• Utilization rate of work-life balance programs</li></ul>                    |
| Infrastructure and Strategic Projects | <ul style="list-style-type: none"><li>• Delegating authority, and</li><li>• Updating competency dictionaries</li><li>• Developing manuals</li></ul> | <ul style="list-style-type: none"><li>• Completion rate of projects on schedule</li></ul>                                                                                                                 |
| Performance Enhancement               | Continues Implementation of 360-Degree Feedback System                                                                                              | <ul style="list-style-type: none"><li>• Completion rate of performance reviews</li><li>• Quality of feedback as rated by employees</li><li>• impact on individual performance improvement plans</li></ul> |
| Employer Branding                     | Developing Employee Value Proposition (EVP)                                                                                                         | <ul style="list-style-type: none"><li>• Improvement in employer brand perception</li><li>• Impact on talent acquisition and retention rates</li></ul>                                                     |

# Challenges and Recommendations

| Challenges                                                                                                                                                                                                             | Recommendations                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><u>Workforce Planning &amp; Talent Acquisition</u></b> <ul style="list-style-type: none"><li>• Finding the right assessment tools.</li><li>• Ensuring objectivity and fairness in the assessment process.</li></ul> | <ul style="list-style-type: none"><li>• Invest in research-backed assessment tools.</li><li>• Train HR professionals on fair and consistent assessment procedures.</li><li>• Develop a flexible workforce strategy that combines permanent, fixed-term employees and freelancers. This allows for agility in scaling the workforce as needed, reducing the risk of overstaffing or understaffing in the face of AI adoption.</li></ul> |
| <b><u>Staff Training and Development</u></b> <ul style="list-style-type: none"><li>• Ensuring participation and engagement.</li></ul>                                                                                  | <ul style="list-style-type: none"><li>• Develop engaging and interactive training modules.</li><li>• Invest in reskilling and upskilling programs. Focus on developing skills that are complementary to AI, such as critical thinking, creativity, emotional intelligence, and complex problem-solving.</li></ul>                                                                                                                      |
| <b><u>Capacity Building for Excellence</u></b> <ul style="list-style-type: none"><li>• Balancing individual aspirations with organizational needs.</li><li>• Identifying high-potential employees.</li></ul>           | <ul style="list-style-type: none"><li>• Align individual aspirations with strategic objectives.</li><li>• Implement a mentorship program to identify and groom high-potential employees.</li></ul>                                                                                                                                                                                                                                     |

# Challenges and Recommendations ..2

| Challenges                                                                                                                                                                                                             | Recommendations                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><u>Infrastructure and Strategic Projects</u></b> <ul style="list-style-type: none"><li>• Ensuring proper documentation and knowledge transfer.</li><li>• Delegating authority effectively.</li></ul>                | <ul style="list-style-type: none"><li>• Develop comprehensive project manuals.</li><li>• Train project leaders on delegation and authority.</li></ul>                                                                                                                           |
| <b><u>Performance Enhancement and Feedback</u></b> <ul style="list-style-type: none"><li>• Developing effective KPI's.</li><li>• Ensuring the implementation of growth plans.</li></ul>                                | <ul style="list-style-type: none"><li>• Use SMART (Specific, Measurable, Achievable, Relevant, Time-bound) KPI's.</li><li>• Awareness session on Performance Management and KPI's</li><li>• Provide regular coaching and support for employees in their growth plans.</li></ul> |
| <b><u>Staff Well-being and Engagement</u></b> <ul style="list-style-type: none"><li>• Maintaining engagement in a remote work environment.</li><li>• Addressing the diverse well-being needs of a workforce.</li></ul> | <ul style="list-style-type: none"><li>• Regular virtual team-building activities.</li><li>• Tailor well-being programs to diverse needs and preferences.</li></ul>                                                                                                              |



# Together Towards Tomorrow



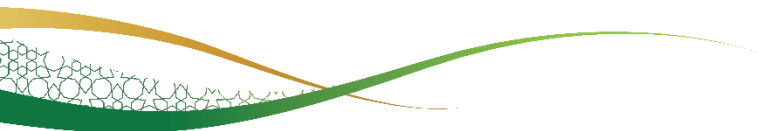
**As we conclude our journey through the roadmap for 2024, let us remember that the strength of ICIEC lies not just in our strategies and plans, but in the collective spirit and dedication of each one of us.**

**Together, we have the power to transform challenges into opportunities, ideas into innovations, and aspirations into realities.**

**As we embrace the upcoming year, let us carry forward this spirit of unity and determination, nurturing a future that is not only successful for ICIEC but also fulfilling for each of us.**

**Let's continue to work together, learn from each other, and build a tomorrow that we can all be proud of.**

**Together, we shape the future of ICIEC.**



# THANK YOU



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