



Recruiter's Choice – Business Etiquette & Professionalism

JONI-GAYE CAWLEY, BBA (HONS.), SPHR, SHRM-SCP, MBA

HR CONSULTANT

We Will Discuss:

- ▶ January vs. September 2020 – office and meetings
- ▶ The world of work has changed
- ▶ Prepare for the new world of work
- ▶ Post COVID-19 world of work
- ▶ Automation
- ▶ Robotics
- ▶ Preparation

Office January 2020 vs. September 2020



Meetings January 2020 vs. September 2020



The World of Work has Changed

- ▶ Work is not a place you go... "I am going to work"
- ▶ Work is what you do, wherever you are
- ▶ Adapt, Adjust, Accept
- ▶ Prepare

Prepare for the New World of Work

Activities	Then	Now
Job Search	Physical Newspaper	Online
Job Application	Drop off physical resume	Email resume
Interview	Face to Face	Virtual
Orientation	In Person	Virtual
Daily Work	At a desk in an office	At home or wherever

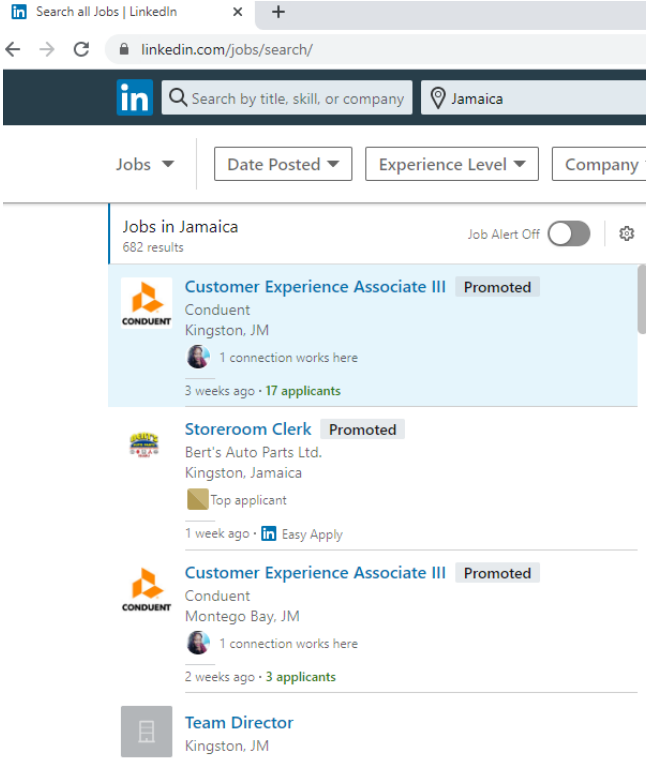
Job Search

- ▶ LinkedIn – Join
- ▶ Create a professional profile
- ▶ Your digital footprint - the information about a particular person that exists on the Internet as a result of their online activity

The screenshot shows a LinkedIn profile for Joni-Gaye Cawley. The profile banner features the text "HR & LEARNING & DEVELOPMENT CONSULTANTS" and three circular icons labeled "RECRUITMENT & SELECTION", "LEARNING & DEVELOPMENT", and "HR SUPPORT SERVICES". The profile picture shows a woman with dark hair. The bio states: "I Help Small & Medium-Sized Businesses Maximize their Profit Margins by Implementing Strategic HR, Recruitment And Learning & Development Solutions tailored to their company needs." The location is listed as "Jamaica" with "500+ connections" and "Contact info" links. The "Open to work" section is active, listing "Human Resources Consultant, Recruitment Consultant and Learning and Development Consultant roles" with a "See all details" link. The right sidebar includes a "Promoted" section with an advertisement for "Do You Work in HR?" from Cornell University, and a "People Also Viewed" section featuring "Mary Ann Lucas A.". The browser address bar shows "https://www.linkedin.com/in/maadrano/".

Job Search

- ▶ LinkedIn – Search for jobs and apply



The screenshot shows the LinkedIn job search interface. The browser address bar displays 'linkedin.com/jobs/search/'. The search bar contains the text 'Search by title, skill, or company' and the location 'Jamaica'. Below the search bar, there are filters for 'Jobs', 'Date Posted', 'Experience Level', and 'Company'. The search results are displayed under the heading 'Jobs in Jamaica' with '682 results'. The results list includes:

- Customer Experience Associate III** (Promoted) at Conduent, Kingston, JM. 1 connection works here. 3 weeks ago · 17 applicants.
- Storeroom Clerk** (Promoted) at Bert's Auto Parts Ltd., Kingston, Jamaica. Top applicant. 1 week ago · Easy Apply.
- Customer Experience Associate III** (Promoted) at Conduent, Montego Bay, JM. 1 connection works here. 2 weeks ago · 3 applicants.
- Team Director** at Kingston, JM.

Job Search

► Caribbeanjobs.com

The screenshot displays the CaribbeanJobs.com website interface. At the top, the navigation bar includes the site logo, 'JAMAICA', and links for 'BROWSE JOBS', 'CAREER ADVICE', 'MY ACCOUNT', 'EDUCATION', and 'ADVERTISE A JOB'. A search bar is positioned below the navigation, with filters for location ('Jamaica') and category ('In All Categories'). Checkboxes for 'Employer' and 'Agency' are also visible, along with a 'Search' button.

The main content area is titled 'JAMAICA JOBS'. On the left, a 'REFINE YOUR SEARCH' sidebar allows filtering by 'RECRUITER TYPE' (Company: 183, Agency: 3) and 'CATEGORY' (Customer Service, Call Centres & Languages: 57; Sales: 32; Banking, Financial services & Insurance: 29; Information Technology: 20).

The main job listing area shows 'TOTAL JOBS FOUND: 186' and sorting options (SORT BY: RELEVANCE). A 'Featured' job listing is highlighted, titled 'Store Manager' by Catalyst Group. The listing includes details such as salary ('Not disclosed'), update date ('Updated 11/09/2020'), and location ('Portland / Kingston and St. Andrew / St. Thomas'). The description reads: 'Seeking for a passionate, quick learner and results-driven professional to complement the operation as Store Manager/Leader for a leading retail outlet.' Action buttons for 'SAVE THIS JOB' and 'SHOW MORE' are provided at the bottom of the listing.



Job Application Process

- ▶ Resume

- ▶ Statement of who you are

Senior Human Resource Executive with progressive management experience in Operations, Recruitment, Performance Management and Learning & Development.

Sixteen (16) solid years' experience as an HR Practitioner across various sectors such as Academia, Non-Governmental Organizations, Logistics, Financial Services and Manufacturing.

- ▶ List most recent education and experience first
 - ▶ List accomplishments – 5 bullet points or less
 - ▶ Provide references

- ▶ Cover Letter

- ▶ Your email address

Interview

- ▶ Telephone Interview
 - ▶ Prepare – research company. Location, products, target market, years of operation, management team, competitors
 - ▶ Answer the phone like a professional
 - ▶ Eliminate background noises
 - ▶ Speak clearly
 - ▶ Think before you respond to questions
- ▶ Virtual Interview
 - ▶ Check your email for invitation
 - ▶ Dress professionally
 - ▶ Plain background
 - ▶ Don't chew gum, drink or eat

Orientation During a Pandemic

- ▶ First week on the job
- ▶ Meet with Manager, colleagues virtually
- ▶ Virtual lunch
- ▶ Watch videos about the company
- ▶ Online training
- ▶ Manager calls or Instant Messages to check in
- ▶ Submit completed work via email

Orientation Experience

- ▶ “I haven't been to the office. I've never seen the office,” said Tristan Hall, who started his new job as a software engineer in Raleigh, North Carolina, a few weeks ago. “I don't know where my desk is. I don't know if I have a window I can look out, if I'm right next to the bathroom.”
- ▶ Hall, who's at home for now, interviewed while on lockdown. He was dressed up in a suit, bow tie and even shoes, he claims. He's had virtual meetings, virtual lunches — although, at least the kebab HR bought him was real.
- ▶ “She's like, ‘Where do you want to eat? You know, like, we'll do a DoorDash,’” Hall explained. “And, yeah, I ate in front of a computerscreen while the other person on the other side of the screen ate as well.”

Working from Home

- ▶ Maintain regular hours e.g. 8:30 a.m. to 4:30 p.m.
- ▶ Create a morning routine
- ▶ Your attire
- ▶ Set ground rules with the people in your space
- ▶ Schedule breaks
- ▶ Keep a dedicated office space
- ▶ “Show Up” to meetings and be heard
- ▶ End your day with a routine

Post COVID-19 World of Work

At the end of all this, businesses may ask themselves: “Why not hire the best qualified person for the job, even if they’re based in a different country?” And, “How much value does our real estate footprint really deliver?”

Post COVID-19 World of Work

- ▶ Most face-to-face meetings will be replaced by video conferences
- ▶ Online training
- ▶ It could mean the end of business travel as we know it – no more travelling across the world to attend meetings, seminars, conventions
- ▶ Office buildings may become facilities to gather, while focused work is done remotely
- ▶ Masks could become a wardrobe staple

Automation

- ▶ While futurists have long warned of “job stealing robots” the coronavirus pandemic has heightened fears that automation will replace the jobs of workers.
- ▶ Because of social distancing measures, many organizations — from restaurants to retailers — have been forced to find ways to operate with as few employees physically present as possible. An added bonus: Robots and algorithms* can't get sick.

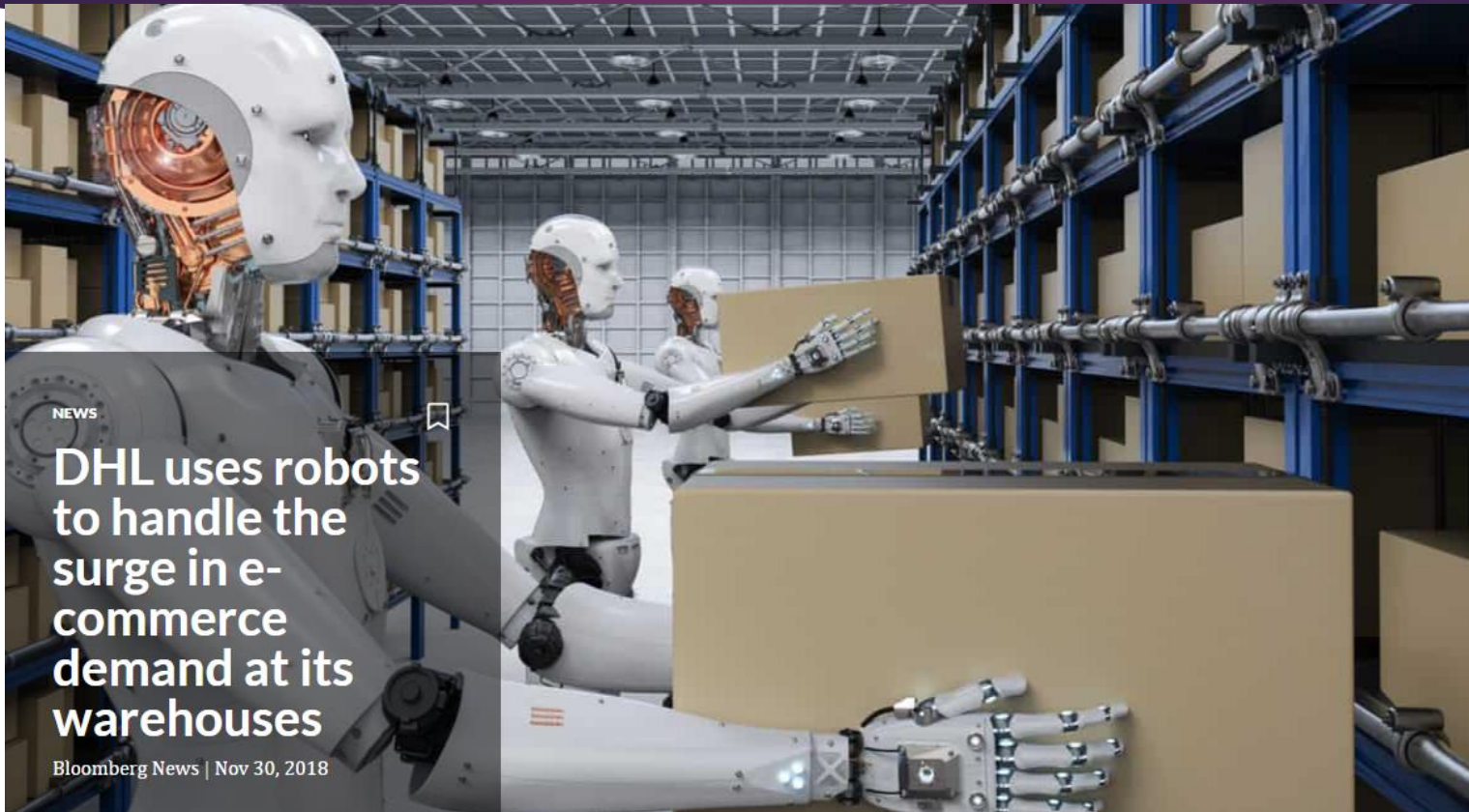
*Algorithm – a process or set of rules to be followed in calculations or other problem-solving operations, especially by computer

Automation

- ▶ For years, companies have been working toward automating repetitive jobs through algorithms that can complete administrative tasks, robots that can streamline manufacturing and drones that can deliver goods.



Robotics



Robotics

- ▶ Robot Coworkers
- ▶ Life Like Robots
- ▶ Robotic engineers are designing the next generation of robots to look, feel and act more human, to make it easier for us to warm up to a cold machine.
- ▶ Realistic looking hair and skin with embedded sensors will allow robots to react naturally in their environment. For example, a robot that senses your touch on the shoulder and turns to greet you.

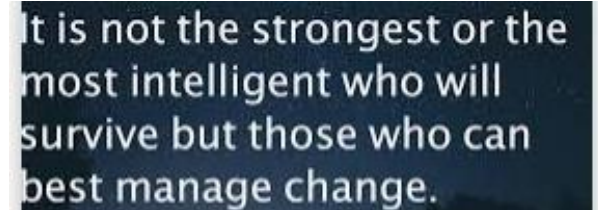


Preparation

- ▶ Do research, read widely
- ▶ Mentally prepare yourself
- ▶ Have an open mind
- ▶ Be flexible
- ▶ Continuous learning
- ▶ Professionalism is important
- ▶ Embrace change



THE SECRET OF
CHANGE IS TO FOCUS
ALL OF YOUR ENERGY
NOT ON FIGHTING
THE OLD, BUT ON
BUILDING THE NEW!
SOCRATES



It is not the strongest or the
most intelligent who will
survive but those who can
best manage change.

~ Charles Darwin

We Discussed:

- ▶ January vs. September 2020 – office and meetings
- ▶ The world of work has changed
- ▶ Prepare for the new world of work
- ▶ Post COVID-19 world of work
- ▶ Automation
- ▶ Robotics
- ▶ Preparation



Questions?

THANK YOU

Resources

- ▶ LinkedIn
- ▶ Caribbeanjobs.com
- ▶ <https://www.marketplace.org/2020/05/18/covid-19-new-job-onboarding/>
- ▶ <https://www.pcmag.com/news/get-organized-20-tips-for-working-from-home>
- ▶ <https://www.cnbc.com/2020/04/29/how-the-coronavirus-pandemic-will-impact-the-future-of-work.html>
- ▶ <https://www.digitalcommerce360.com/2018/11/30/dhl-turns-to-robots-to-equip-u-s-warehouses-for-e-commerce/>
- ▶ <https://www.futureforall.org/robotics/robotics.htm#:~:text=The%20Future%20of%20Robotics&text=Robotic%20engineers%20are%20designing%20the,react%20naturally%20in%20their%20environment.>