



Thriving in the Trenches: Global HR in Practice

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Learning Objectives:

- Articulate personal diversity/ equity /inclusion values as applied in multi-cultural awareness and work relations in a globally diverse workforce
- Apply three GPHR competencies to specific examples
- Discuss ways to find common ground in a world of values differing

What is the most difficult issue in Global HR?

- Write down the question that occurs to you.

GPHR Competencies

- Oversees practices that balance employer needs with local employee rights and needs
- Work relations and risk management
- Staffing, safety, cultural awareness, work relations and risk management

Pakistan

- Write the first 3 words that enter your mind
- Pakistan is closest in size to what state in the United States?
- In terms of population, Pakistan is ranked ____ globally
- What is the official language of Pakistan?
- What form of government does Pakistan have?
- What is the most prevalent religion?

Pakistan

- Write the first 3 words that enter your mind
- Pakistan is closest in size to what state in the United States?
- In terms of population, Pakistan is ranked 6th globally
- What is the official language of Pakistan?
- What form of government does Pakistan have?
- What is the most prevalent religion?

Values Activity: Imagine you will be working in Egypt, Kuwait and Pakistan

List the values you believe you will have in common with local staff.

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List the values you believe may be in conflict with local staff.

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Different Values E, K and PK and USA

- Religion is government
- Hierarchy
- Formal
- Relationship first
- Social conformity
- Tribal identity
- Separation of church and state
- Flatter organizations
- Relaxed
- Business first
- Diversity and inclusion
- “American” identity

3 Mini Cases

- Each of the following slides is a mini-case.
- Each small group will choose one of the mini-cases
- Determine the best action for the case you choose



This is your office and your staff. How do you address the safety issue?



You are female and the leader of this event



- How did you need to behave to produce a successful event?

During Ramadan

- Muslim staff are fasting (no food, no water) from first light until sunset.
- It's July, around 115 degrees, 70% humidity but your organization is air conditioned office work
- The company is US based and so can't discriminate based on religion, so the CEO decides that "non-fasting staff will work normal hours (9 am – 6 pm) while fasting staff, may work from 9 am – 3 pm."
- Some Muslim staff are upset by this. Who? Why? And what can you do about it?

Closer to Home

- What are the challenges you face with a globally diverse workforce?
- How do you distinguish between a legitimate request for religious accommodation and a request that is outside the religious norm?
- If your company works multi-nationally, what are the hiring challenges?
- How do you prepare people for expat assignments?
- How do you repatriate them?

Global Challenges – US Firms

- Is your website ready for international applications? How do you know?
- Global Resumes: Are you comparing apples to apples?
- Verifying education and employment
- Religious accommodation
 - 13th month
 - Local support staff holiday gifts

Resources

- <http://reports.weforum.org/global-gender-gap-report-2013/#=>
- http://www.Slate.com/blogs/the_world/2014/01/08/charted_how_people_believe_women_should_dress_in_seven_muslim_countries.html