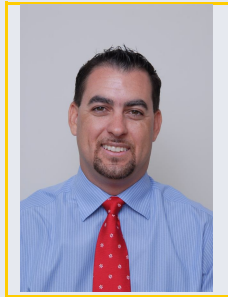


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### President's Message

As I enter my second year as President of CISHRP, I am pleased to have taken on this leadership position and reflect on the growth of our Society and the HR profession over the past 10 years. The challenges and opportunities that are ahead will provide us with many chances to contribute in a strategic, impactful way that supports our individual organizations sustainable growth.

My focus has always been on building the reputation and standards of our profession in Cayman, and supporting members in their careers. Along with the entire CISHRP Board we will continue to provide HR advice and activities that support business performance and help our businesses solve challenges. Second, we will ensure that we continue to build great HR professionals and always strive to get better. These two items are the essence of a strong, effective HR organization in my view. Keeping an open, two-way line of communication with all of you is critical to this effort.

As I mentioned in my speech at our recent AGM, we do need to 'bump it up' and raise the bar as far as delivering consistent, efficient, and client focused service delivery to all our customers. If we are to be considered real HR professionals, we must be more than just paper pushers who place adverts and conduct interviews.

I would like to share with you my opinion on some areas where we need to have more of an impact:

- We need to be more comfortable at talking about outcomes;
- We need to be forceful advocates for doing what is right;
- We need to set the tone for our organiza-

tion's culture and help foster positive relationships between Caymanians and non-Caymanians;

- We need to help Managers be better managers and make better decisions;
- We need to partner with business and better understand the business;
- We need to help encourage wellness and promote healthy lifestyles in an effort to maintain or reduce the cost of health-care;
- We need to ensure that Caymanians get every opportunity to learn, grow, and succeed in our organizations;

In order for us to grow, we must take on new challenges and equip ourselves for tomorrow. I know you all have much to share, so I invite you to reach out to me and other Board members with any comments, questions, ideas or concerns.

In closing, as we approach the holiday season, I invite you to join me in focusing on relationships in your workplace, your family, and within our community. Let us not forget what matters most in our lives and to also celebrate the real reason for the season.

Wishing everyone a Merry Christmas and all the best for 2010.





## CISHRP NEWS

### Members in the news!

- Congrats to Stacey VanDevelde who was promoted to Director Human Resources
- Congrats to Pat Bell who was elected to serve on the Chamber of Commerce Board
- Congrats to Marco Miranda for winning the 10K Sprint Tri run in a time of 41:06, and if that wasn't enough punishment he also ran the half marathon with a time of 2:01.18
- Congrats to members Pat Bell, Phil Jackson, and Stacey VanDevelde for being accepted into the inaugural 'Leadership Cayman' program by the Chamber of Commerce

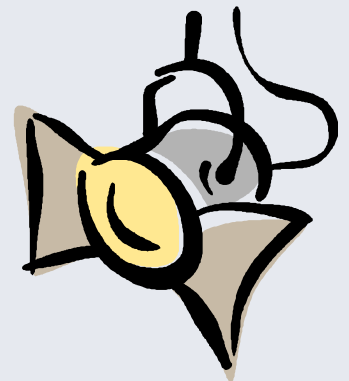
### CISHRP Partners with Generation NOW.

On November 26 a presentation entitled "**Choosing a Career**" was made by members of the Cayman Islands Society of Human Resource Professionals (CISHRP) to a group of John Gray High School Year 12 students (the graduating class of 2010). This presentation was one of the academic year long bi-monthly presentations which is organized by the local charity Generation NOW, held during the lunch hour at the school. The presentation allowed each CISHRP member who attended the opportunity to speak directly with the Students and covered a number of career opportunities for students to consider. Due to the popularity of this topic with the over 40 students who attended each session, it was requested that CISHRP make the next presentation which was held on December 8. A tremendous appreciation has been expressed by the Students for this great opportunity to meet with the members of CISHRP as they prepare to graduate in a few short months.



Members of the Cayman Islands Society of Human Resource Professionals (CISHRP) and Generation NOW are shown in the above photo. L/R: Glenn Whewell – Vice Principal John Gray High School, Jan Peters (CISHRP), Katrina Ebanks (CISHRP), Elizabeth Austin (CISHRP), Carolyn Matthews (CISHRP), Steve McIntosh (CISHRP), Phil Jackson (CISHRP), Stanford Williams, Eziethamae Bodden, and Andre Ebanks – from Generation NOW, Milly Serpell (CISHRP), Krista Pell (CISHRP).

# Member Spotlight



1. **Name:** Ahisha Bodden
2. **Company name:** MEPCO Ltd.
3. **Job Title:** Strategic HR Manager
4. **Number of years experience in HR?** 4
5. **How long have you been a member of CISHRP?** 3.5 yrs (I think)
6. **What benefits have you gained being a member of CISHRP?** I have had the opportunity to meet a number of HR professionals that have formed a network for answering questions. I have gained professional training that has developed and enhanced my HR knowledge. Lastly, It has provided me with up-to-date information regarding HR related issues in Cayman.
7. **What attracted you to the HR profession?** I majored in Communication Studies for my undergraduate degree and we actually worked a great deal in organizational development, leadership and coaching styles, and the impact of group think on the success of organizations. From then, I was very interested in HR. I love working with people and like to influence business strategies. HR allows you to do both.
8. **What three things must a HR professional know how to do?**
  1. They must be able to be an analytic thinker.
  2. Must be strong in both written and verbal communications.
  3. They must know how to be empathetic.
9. **What is your favorite HR related book?** Currently my favorite HR related book is Toxic Emotions in the Workplace by Peter Frost. This book was introduced to me in



my Master's class and has been an excellent tool for dealing with and understanding negative energy and how it affects the workplace.

10. **Choose three words to describe yourself and why did you choose them?**
  1. Motivated- I am always searching for ways to better myself and anything I am involved in.
  2. Positive- I don't believe in wasting a lot of time on focusing on negative things or emotions unless I am working on a solution to the challenge.
  3. Family-oriented- My family is my first passion and my number one priority. My successes in life are greatly influenced by my support system at home.
11. **Coke or Pepsi, meat or veggies?** Coke (Diet actually- not as young as I used to be) Veggies (I know it's weird but I love them!)
12. **What is your greatest extravagance?** Designer handbags
13. **Where in the world would you like to visit?** Italy
14. **What is the most unusual/exotic place you've visited?** Paris...I know not very exotic I am a simple small town girl so it was a big experience for me.
15. **Who inspires you?** My daughter. It is wonderful to see the world through a child's eyes. It makes me want to be a better person.
16. **If you could meet anyone who would that be?** Oprah Winfrey- I think she is an incredible person with a wealth of knowledge and experience.

NOTE: Newsletter suggestions are welcomed !

## Success Strategies for a Bad Economy

By Robert Half International



In the current economy, every worker is looking for a leg up on the competition. But knowing how to advance your career or simply prove your value to your employer can be difficult. Consider the following six tips to position yourself for success in any economy, particularly an uncertain one like today's:

### 1. Be open to change

A common reaction when many aspects of your life are in flux is to cling to your usual ways of doing things. But uncertain times call for individuals who can adapt to new ways of working. Adopt an open-minded approach and remain enthusiastic even when there are shifts in organizational structure, procedures or workload.

### 2. Look for new opportunities

Keep in mind that changes to your organization or role aren't simply something to cope with; they could bring new opportunities. If the size of department has decreased in recent months, for example, you may be asked to shoulder new responsibilities, which, down the road, could position you well for advancement.

### 3. Don't overdo it

Even in tough times, it's important to establish boundaries. It's never a bad idea to volunteer for projects that allow you to build new skills and experience, especially if your team is short-staffed. But taking on too much can lead to burnout and lackluster work. If you feel overwhelmed with the number of projects on your plate, ask your manager to help you prioritize. He or she may be able to work with you to find a solution, whether it's bringing in a temporary worker or delegating some projects to another colleague.

### 4. Keep a cool head

In the midst of budget cuts or layoffs, it's easy to be so worried about your own situation that you lose focus. While it's natural to be concerned about your job, your colleagues and your company when business is slow, avoid obsessing over "what might happen." It's better to be the steady hand during turbulent times. Pay attention to your company's situation and take action where necessary -- after all, you don't want to bury your head in the sand. Just avoid becoming so consumed with speculation that you fail to do good work.

### 5. Know your skill set's expiration date

Prove yourself indispensable by staying current with all software and systems used by your company, and make sure your customer service skills shine. Do so not only to maintain your value to your current employer but also to remain marketable if you do find yourself back in the job market. Whether it's refining your communication skill or becoming an expert in a software program relevant to your field, always strive to continue your professional development.

### 6. Take your blinders off

No matter the state of the economy, keep your eyes open for new opportunities that allow you to advance professionally. You don't want to jump recklessly from one employer to another, but you should be prepared to make a move if the right opening presents itself. Be sure your résumé is up-to-date, and keep in contact with people in your network to get a feel for what opportunities exist in your field.

It's unclear how long the current downturn will last, but the above advice can help you weather the storm. Being proactive and keeping a steady hand when times are turbulent will benefit you now and pave the way for success once conditions improve.



## How to Reward Top Performers in Tight Times

By Joanna L. Krotz



Paying employees what they're worth can be a challenge for any small-business owner. You say you want to work with the best. But how can you snare the best talent available without breaking the bank?

There's a line that bosses deliver when they deny awards to the company's top-grossing salesperson, sunniest customer rep or canniest IT manager.

It goes like this: "You wouldn't want me to make you a special case, would you?"

The major talent is expected to shake his head understandingly, square his shoulders and go back to doing everything he does better than anyone else can or will because...well, because he dares not push it.

But the smart answer to that question is: "Yes, absolutely. Make me a special case."

These days, sluggish sales and the uncertainty ahead are requiring many skilled workers to do more and more for a whole lot less. Yes, the unemployment rate remains high and there is a great deal of talent available. But no one can afford to lose top producers. Just think

of the recruiting and training dollars, not to mention lost time and business.

How can business owners motivate and reward valued employees when there are fewer cookies in the jar? Let me count the ways.

1.) **Money isn't everything: Praise counts too.** Cash compensation rocks — but not as much as you may think. For instance, a recent survey of office workers nationwide, conducted by Xerox and Harris Interactive, found that employees rated more money and more recognition as almost equal motivators. Typically, talented employees who run extra miles are not thinking about paychecks. Yet over and over you hear stories of the chief exec brushing right by the managers and employees who make him or her look good — without saying a word. Never underestimate the power of individual recognition and direct praise.

2.) **Up the ante in terms of challenging work.** Counter-intuitive as it may seem, assigning more high-quality and demanding work galvanizes peak producers. "By offering them more challenging assignments, you are letting employees know that you appreciate what they are doing and that you trust them to handle more responsibility," says Rachele Disbennett-Lee, a Denver business coach. "And it provides training and experience that positions the employee for a promotion when everything shifts back to high gear."

3.) **Little treats go over big.** At Career Professionals in Minneapolis, a recruiter that specializes in placing recent college grads, co-founder Colleen Watson notes that business has really slowed for her 10 commissioned reps and two salaried employees. When times were flush a few years back, Watson and her partner awarded the staff morale events such as boat rides, picnic lunches and a weekend trip to Chicago. Nowadays, she says, "We give things that don't cost very much, like lottery tickets or movie tickets." And that is bolstering the team. "Instead of Me First, the staff is We First," she says.

4.) **Help them grow.** Investing in an employee's career development produces a return of hard work and appreciation. If you care about the staffer's satisfaction and growth, he or she will likewise care about yours. "Even people operating at the top of their game can benefit from increased developmental opportunities through training and personal mentoring," says sales trainer Dave Anderson, author of "Selling Above the Crowd."

5.) **Instill faith.** Motivation depends on providing straight answers to three questions: about a difficult job, a new assignment or a staff project, suggests Paul Johnson, an Atlanta-based sales

and marketing consultant.

6.) **Give the gift of time.** A half-day or a long weekend off means a lot to today's time-pressed families. On the eve of holidays, early getaways are especially welcome. If, on the other hand, your staff has been trimmed along with your business, you can at least offer the option of telecommuting or flexible hours. Let staffers choose to come in early or leave later.

7.) **Be more responsive.** If you solicit ideas from employees on teamwork or, say, how to develop new business, follow through. Use the ideas — at the very least, acknowledge them and discuss them. "Don't make the mistake of asking for feedback and then shelving it," advises Tory Parks, director of sales and marketing for Del Lago Resort near Houston. "Show your sales team that their ideas make a difference."

8.) **Target incentives.** Customize bonuses or commissions to exactly the kind of sales you need now, and the money might be well worth it. For example, offer a commission only for new business or only when a salesperson achieves new sources of revenue from old customers. "Tie salary commissions to new product lines that are important to sell," says sales consultant Jay Bauer in Pleasanton, California. "Give a corresponding bonus for the de-

velopment of these product lines, especially if they must develop a new customer base in order to make the process profitable to the company."

9.) **Leverage expertise.** Tap your top performers as teachers, suggests Bill Coleman, who heads the compensation practice at Salary.com, based in Wellesley, Massachusetts. Have employees share their expertise by training or mentoring other staffers. You'll not only save your training budget, but you'll also make skilled employees feel valued.

10.) **Horse trade.** Find a company with excess inventory or slowed services that your employees would enjoy, and set up a swap. Trade your product for theirs, suggests Jack Schacht, president of the National Trade Association in Niles, Illinois. For instance, your managers get a swell dinner at the local five-star restaurant and its senior staffers receive free products or services from your company — or some similar exchange. Make sure to check with your accountant before sealing any deal. There usually are tax consequences from such bartering. "Now more than ever, intangible rewards are an organization's ally in the competition to motivate and retain top talent," says Salary.com's Coleman. In other words, when times are tough, it truly is the thought that counts.

*Joanna L. Krotz writes about small-business marketing and management issues. She is the co-author of the "Microsoft Small Business Kit" and runs Muse2Muse Productions, a New York City-based custom publisher*



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