Ever been utterly clueless about what a department does or how your other colleagues contribute to the business? This column will visit the desk of your colleagues from the boardroom to the gatepost to tell you what they do from day to day so as to give all of us an appreciation for each others role, an understanding of the work pressures each one faces and ultimately improve our working relationships. So expect us at your desk, we’re coming for you next!

What role does your department play in the business and what role do you play in helping the department support the business?

**Afora:** I work with the Human Resources Department and we recruit top talent, train and develop, monitor performance through appraisals and strategically align all our activities with P3’s organisational goals & objectives. Under the department, I manage the Learning & Development unit and the unit ensures that our employees; their competencies and skills are optimally developed through the relevant learning interventions to ensure effective contribution to the organisation’s objectives.

What do you love about what you do?

**Afora:** Post training feedbacks after learning has occurred and action plans have been outlined by trained staff because then i know all the trouble was worth it

What is the most misunderstood thing about your role?

**Afora:** That we do not want some members of staff to undergo trainings or that one department is the least trained when compared to others, when in reality everyone has been scheduled for one training or the other throughout the year.

However, we occasionally face challenges that might contribute to a staff not attending prescheduled trainings as at when due.... Cont’d on Pg 2
They include but not limited to times when the training gets cancelled and we have to source for other trainings which happens quiet often, trainings not being relevant at the time or the cost of one individual’s training extensively exceeding the budget per person.

In addition also, some individuals bring trainings that are particularly over priced or foreign based and expect you to process it immediately. They forget to consider factors like; local and better options, the budget allocated to Learning & Development and the many other people that particularly need to go on trainings too.

How can we make your work easier?
Afora: I think it will be nice for people to not jump to conclusions and come right out and ask questions.

What 5 things do we not know about you?
Afora: I have operated a blog under a pseudonym since 2009.

The best part of my day is when I get home, strip down to my knickers and play mummy to my kids. I sing and dance in the bathroom everyday! Doesn’t matter if i’m out of tune. I once used a wheel chair and transitioned into crutches after I almost lost part of my leg many years ago.

I have a dual personality...kidding!...maybe a little

What if people had their needs written all over them, If you knew that this person wanted more independence or a bit more reassurance, would it make your job easier? Probably. Maybe if you had the right decoder, everyone’s needs will become a lot more obvious and it will be clear how to work effectively together. DISC is that decoder! It highlights 4 behavioral styles in the Work place Dominance, Influence, Steadiness and Conscientiousness. We dealt with Dominance in the last edition, lets get into the other three: Influence, Steadiness and Conscientiousness

INFLUENCE
(Inducement, Inspiring, Impressive, Interacting, Interesting):
Also known as the ‘High I’. If your style is influence, you approach work with enthusiasm, enjoy collaboration and take quick action. You are social, friendly, optimistic, distractible, persuasive, imaginative, poor time managers. Others with the ‘I’ style probably find your energy exciting, even though you may be a little too optimistic at times.

Different styles may find this sort of liveliness and fast – paced to be sloppy or reckless. Those exhibiting this style may be limited by being impulsive and disorganized and having lack of follow-through and may fear loss of influence, disapproval and being ignored. They are motivated by social recognition, group activities, and relationships. Their questions mostly starts with ‘Who?’

WHAT A HIGH ‘I’ CAN DO TO ENHANCE TEAMWORK
The high ‘I’ will need to stay focused for long periods, speak directly and candidly, research all the facts and follow – through completely.

WHAT OTHERS CAN DO TO WORK WELL WITH A HIGH ‘I’
When communicating with the ‘I’ style debate with a high ‘I’. individual, share your experiences, opinions and ideas, don’t hurry discussions, focus on the positives, avoid overloading them with details, and don’t interrupt them.
What role does your department play in the business and what role do you play in helping the department support the business?

Ifeyinwa: The HR department manages and coordinates all people related aspects of the Phase3 business. The focus is to ensure optimisation of the productive capabilities of all staff while simultaneously working with employees towards self development. This is done through a combination of various HR functions including benefits and rewards management, performance management, talent management etc.

My role is to lead on the performance management aspect of the HR function, including managing organisational policies development and infractions.

What do you love about what you do?

Ifeyinwa: I love the aspect of my role that ties organisational strategic direction to individual employee performance helping each staff to see their contribution to the overall growth of Phase3 telecom. Also of great interest is the opportunity to work with staff on personal development.

What is the most misunderstood thing about your role?

Ifeyinwa: Usually staff are not able to delineate the HR functions and persons responsible. That confusion though understandable means they come to me with manpower planning challenges. But we have been able to coordinate information sharing within the department to enable anyone interface with our internal customers on any facet. This has helped.

How can we make your work easier?

Ifeyinwa: Staff need to understand that performance management is not just about promotion. It is fundamentally to help staff grow their capacity for productivity with their eye on the big picture. Promotion is just one of the outcomes and not the focus. When staff (supervisors and their reports) focus on just promotion, they miss out the bigger opportunities for staff improvement available within the process.

What do we not know about you? I thoroughly dislike being idle, it makes me irritable.

#Wetin Una Dey Do Sef? CONT'D

STEADINESS (Submissive, Stable, Supportive, Shy, Status quo, Specialist):
Also known as the 'High S'. If your style is steadiness, this means you like to support people, maintain stability and enjoy collaboration. You are calm, consistent, patient, predictable, accommodating and peace-seeking. People with the 'S' style will probably appreciate your patience and easy-going nature, even if that means there's little sense of urgency.

Different styles may see you as overly accommodating or indecisive. Those exhibiting this style may be limited by being indecisive, overly accommodating and tendency to avoid change and may fear loss of stability, change and offending others. They are motivated by cooperation, opportunities to help and sincere appreciation. Their questions mostly starts with 'How?' and 'When?'

WHAT A HIGH 'S' CAN DO TO ENHANCE TEAMWORK
The high 'S' will need to expend more energy to quickly adapt to change or unclear expectations, multitask, promote themselves and confront others.

WHAT OTHERS CAN DO TO WORK WELL WITH A HIGH 'S'
When communicating with the S style individuals, be personal and amiable, express your interest in them, present information slowly and thoroughly, take time to provide clarification, avoid being confrontational, overly aggressive or rude.
What role does your department play in the business and what role do you play in helping the department support the business?

An organisation cannot build a good team of working professionals without good Human Resources. The key functions of the Human Resources Management (HRM) team include recruiting people, training them, performance appraisals, motivating employees as well as workplace communication, workplace safety, and much more.

My role in the department is to provide technical assistance to all activities relating to recruitment and on boarding of new employees, ensure effective coordination of health insurance for all staff, administer and coordinate all aspect of the employee loan policy, ensure regular update of staff database, develop and monitor employee wellness and team bonding activities and in general provide quality HR services to all staff in an effective and efficient manner.

What do you love about what you do?

I love the opportunity to be able to serve others, meeting their various needs.

What is the most misunderstood thing about your role?

Sometimes people mix my role with that of corporate administration, asking me to create office space or get them a driver and so on. Also people think I am a magician...lol and I just make things happen.

How can we make your work easier?

I need colleagues to send in their requests promptly. Follow the appropriate format for sending in leave forms, which is getting your supervisor to sign before sending it to HR. Also colleagues should make their concerns and complains official, send a mail to HR group or the individual in HR who can answer you, word of mouth does not work.

What 5 things do we not know about you?

Ermml...I love to sing, I love fashion, I love charity work. I love to cook new dishes, I love children.

CONSCIENTIOUSNES (Cautious, Compliant, Correct, Calculating, Concerned, Careful, Contemplative):

Also known as ‘High C’. If this is your style, you probably focus on accuracy. You use your logic to challenge ideas and seek stability to ensure consistent outcomes. You are organized, diplomatic, accurate, tactful, a slow and critical thinker and a perfectionist. They don’t show feelings. Others with the ‘C’ style will like that you prioritize getting things right, even if you may get bogged down in analysis. People with other styles may find this cautious pace as dry and sapping their natural energy. Those exhibiting this style may be limited by being overcritical, overanalyzing and isolating themselves and may fear criticism and being wrong. They are motivated by opportunities to gain knowledge, showing their expertise, and quality work. Their questions mostly starts with ‘Why?’ and ‘How?’

WHAT A HIGH ‘C’ CAN DO TO ENHANCE TEAMWORK

The high ‘C’ will need to expend more energy to let go of and delegate tasks, compromise for the good of the team, join in social events/celebrations and make quick decisions.

WHAT OTHERS CAN DO TO WORK WELL WITH A HIGH ‘C’

When communicating with the C style individual, be systematic and organized, focus on facts and details, support information with concrete evidence, allow time for clarification, avoid gimmicks and build confidence through explanation.