



Excerpts from an interview with

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What are the current challenges for HR?

It is no secret that COVID-19 has had an enormous impact on countless industries across the globe, many suffering droughts in demand putting both the businesses and people at risk. Those who have been able to continue, striving for survival, are having to adjust to a 'new normal', a new way of working characterized by a suppressed economy and ever-looming threat of lockdowns snapping anytime. This new normal has been pushing all HR professionals to re-evaluate their agendas with priority to adjust to the current reality and come up with a back-to-work strategies that balances business continuity with the health and happiness of the workforce. HR's main focus is on reskilling and upskilling employees to prepare them to work remotely, building behavioral competencies like resilience, psychological safety, agility and collaboration, working with facilities to create more purposeful offices that boost employee's happiness and performance and reevaluating ways to improve the value of rewards and recognition to ensure people remain engaged and motivated. All this is intended to ensure a future-ready workforce for an unpredictable future.

How to drive a successful culture of diversity and inclusion?

Diversity and Inclusion has become one of the biggest sound bites in the corporate speak, and while many believe that having a diverse and inclusive culture is critical to performance, it is not always clear to them how to achieve that goal. Therefore, in order to turn aspiration into reality, leaders must be intentional and serious about D&I and change must happen at every level of the organization. They need to acknowledge that investing in D&I is a kind of investment in people and culture that needs to be practiced regularly and at all levels. It is not a one-time campaign or a one-off initiative that could help in public relations, but more about driving initiatives that are rooted in a real desire for change. A good start would be to take bold actions to empower diversities, develop inclusive practices, policies and behaviors, and advocate and role model those behaviors internally and externally.