

HR Skills

Amazon company

Introduction and Background

- Diversity and inclusion are essential elements of organizational success.
- The Human Resource Management function is critical in promoting organizational diversity and inclusion (Cherif, 2020).
- Focus on diversity and inclusion has increased recently
- HRM function has become integral to achieving this goal
- Inclusion initiatives help organizations expand their talent pool, improve employee engagement, and foster a culture of respect and inclusion (Aslam et al., 2021)
- This presentation will critically evaluate the skills the Amazon HRM function needs to develop to improve equality, diversity, and equity within organizations successfully.



Communication

Amazon HR must

- ❑ Communicate with all levels of the organization
- ❑ Utilize various mediums of communication (Muldoon, 2022)
- ❑ Listen and understand what is being said
- ❑ Make sure to provide clear expectations (Wolfgruber, 2021)
- ❑ Be concise and respectful



Strategic Skills

Amazon should adopt strategic skills to improve diversity, equity and inclusion by

- ❖ Developing a strategic plan (Gleason, 2020)
- ❖ Creating an adequate budget
- ❖ Monitoring progress (Ahmad et al., 2019).
- ❖ Analyzing data and evaluating performance
- ❖ Anticipating and responding to potential challenges



Emotional Intelligence skills

Emotional intelligence is a critical skill for Amazon HRM to implement and maintain diversity, equity, and inclusion initiatives successfully. Amazon must:

- Recognize and address emotions
- Identify potential challenges (Vadrevu, 2021).
- Respect emotions of those involved
- Provide necessary support
- Respond appropriately to emotions

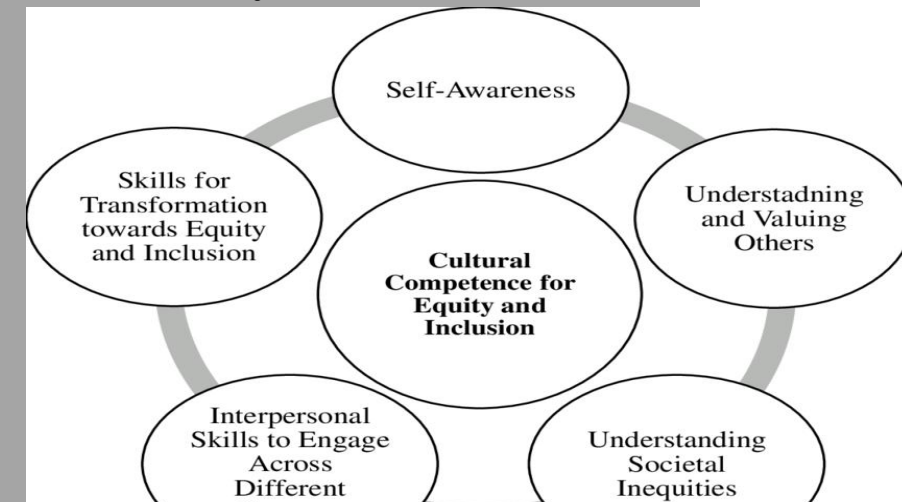


Cultural Competence Skills

Cultural Competence is one of the critical skills needed by Amazon HRM.

The skill will help Amazon:

- Recognize differences in cultures
- Address potential biases and stereotypes
- Respect cultural differences (Shaw, 2020)
- Utilize Microsoft's brand awareness strategy to be successful (Microsoft, 2020)
- Leverage existing diversity initiatives



Relationship Building Skills

Relationship Building is one among the critical skills in managing diversity, equity and inclusion.

The skill will help Amazon:

- Develop relationships with employees
- Recognize the value of diversity
- Foster an environment of respect (El-Amin, 2021)
- Offer equal opportunities for all employees
- Utilize positive reinforcement techniques



Action Plan for the Skills

Skills	Action	Timeline	Responsible Party	Resources
Communication	Develop a comprehensive communication policy	Quarterly	Human Resource	Communication training, feedback sessions, and communication guidelines
Strategic Planning	Develop a strategic plan	6 months	Strategic Planning	Strategic planning training, budgeting software
Emotional Intelligence	Develop a cultural competency program	4 months	Human Resources	Cultural sensitivity training
Cultural Competence	Develop an emotional intelligence training program	6 months	Training and Development	Emotional intelligence training, self-awareness exercises
Relationship Building	Develop relationships with employees, stakeholders, and external partners	Quarterly	Corporate Communication	Team building activities, conflict resolution techniques and mentorship programs.

Conclusion

Diversity, equity and inclusion is important for Amazon

- Amazon HRM must possess various skills, including communication, strategy, cultural competence, emotional intelligence, and relationship building.
- Amazon HRM must recognize the importance of workplace diversity, equity, and inclusion initiatives and develop strategies to ensure their success.
- Amazon HRM must anticipate and respond to potential challenges and support all stakeholders involved.
- By developing these skills, Amazon HRM can create an equitable and inclusive workplace that benefits all..

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THANKS

