

What Are Covid's Long Term Consequences for HR Management and Recruitment?



Charles Dickens 150 years ago, eloquently and correctly described the era of Covid; as he said: "It was the best of times; it was the worst of times. It was an age of wisdom; it was an age of foolishness. It was a time of belief; it was a time of disbelief. It was a season of light; it was a season of darkness. It was the winter of despair, now a spring of hope."

Fast forward, March 2022 is there anything positive to discuss about this pandemic? In Dickens's words is an apt analogy of the influence of Covid-19 and the current status of the global hiring and human resources scenario. Yes, it was certainly the best and worst of times! Let me elaborate further as we assess the current environment of the global supply of people in the hospitality industry.

It was the best of times prior to Covid, business everywhere was good! There was growth in all sectors, hospitality schools were full of students, work visas were easily available, employees were abundant so long as compensation was reasonable.

Then the Covid-19 pandemic hit and everything stopped. All that was good became the worst in recent history. Instead of the wisdom to not react foolishly, many employers panicked and terminated most of their staff. Some even closed their businesses. Instead of belief that Covid would subside as all pandemics had before, many believed that it would never end and caused many industries, like ours, to go dark. We have had two winters of despair and now we are in the spring of hope; or are we?

What has Covid done that has never occurred before in our industry? How has it affected global hospitality? Finally, what should we do in order to recover?

The ill-fated consequences of the pandemic was the foolish belief that you could terminate staff and when business improves, they will all return like loyal subjects. Boy were all these professionals wrong!