



NHRMA 24

86TH ANNUAL CONFERENCE + TRADESHOW



EX02

Back to Basics: Putting the Human back in HR

Back to Basics....
Putting the “Human”
Back in Human
Resources

Objectives

- ❑ Explore the history & changing scope of Human Resources
- ❑ Why focus on the Human Connection
- ❑ Success Factors for Human Connection
- ❑ Roadmap for Creating the Human Connection
 - ❑ 30/60/90 day Assessment and Action Plan
- ❑ Some HR “Hacks” and useful tips along the way!

History and Changing Scope of HR

Just What Does a
Human
Resources
Professional do,
anyway?





human resources professional

/'hju:mən 'risɔ:rsɪz prə 'fɛʃənəl/ noun

An unofficial psychologist and multitasking detective who also acts as an event planner in their spare time while resolving conflicts and keeping the peace. A pivoting, unaccredited lawyer with insane record keeping skills.

see also: shoulder to cry on, investigative ninja.

Poll

How many have been in HR for more than more than 5 years? 10 years? 15 years? 20 years?

How many of you have experienced increased responsibilities or have taken on a new role in the last 5 years?

History and Changing scope of HR

A rose by any other name...

Personnel



Human Resources

Human Resources



HR Business Partner

HR Business Partner



Chief People Officer

Poll

How many of you have experienced burnout in your career? in the last 5 years?

HR Statistics on Burnout

- 98% - 84% of HR Professionals are experiencing burnout (Forbes, Apr 2022; Sage, 2024)
- 95% of HR leaders find working in HR to be overwhelming due to excessive workload and stress.
- A staggering 84% of HR leaders frequently experience stress, (Sage, 2024).
- 48% looking for a new role; of those 78% sited burnout in their current role as a factor.

Co-worker: Are you okay? You seem a bit stressed.

Me: I don't want to talk about it.

Me 2 minutes later



It all started the day I started working here



Success Factors for Human Connection



BE POSITIVE





**“WE NEED TO DISCOVER THE ROOT
CAUSES OF SUCCESS RATHER
THAN THE ROOT CAUSES OF
FAILURE.**

**WE LIVE IN THE WORLD OUR
QUESTIONS CREATE.”**

~ DAVID COOPERRIDER

BE POSITIVE:

The Assumptions of Appreciative Inquiry

- 1. IN EVERY SOCIETY, ORGANIZATION OR GROUP, SOMETHING WORKS**
- 2. WHAT WE FOCUS ON BECOMES OUR REALITY**
- 3. REALITY IS CREATED IN THE MOMENT. THERE ARE MULTIPLE REALITIES**
- 4. THE VERY ACT OF ASKING QUESTIONS INFLUENCES THE GROUP**

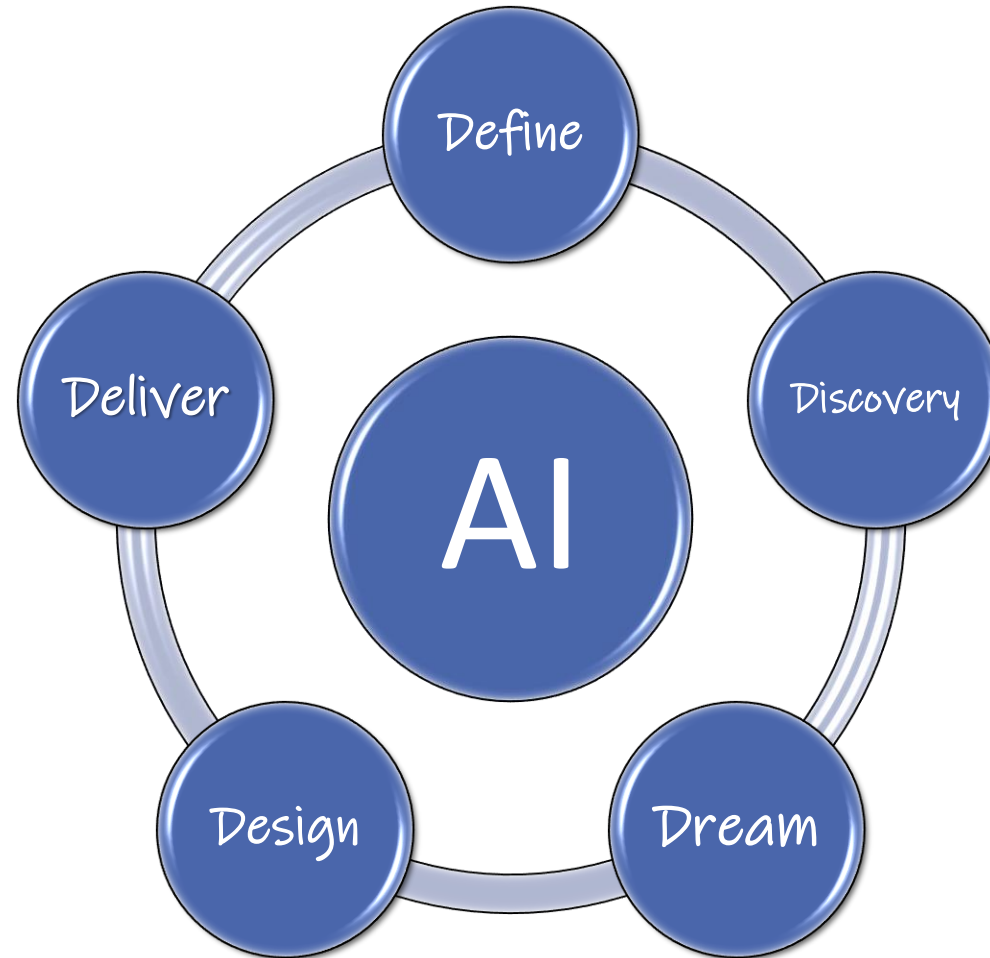
BE POSITIVE:

The Assumptions of Appreciative Inquiry

- 5. PEOPLE HAVE MORE CONFIDENCE TO JOURNEY TO THE FUTURE WHEN THEY CAN CARRY PARTS OF THE PAST**
- 6. IF WE CARRY PARTS OF THE PAST FORWARD, IT SHOULD BE BEST OF THE PAST**
- 7. IT'S IMPORTANT TO VALUE DIFFERENCES**
- 8. THE LANGUAGE WE USE CREATES OUR REALITY**

“THE THIN BOOK OF APPRECIATIVE INQUIRY” BY SUE ANNIS HAMMOND AUGUST, 2013

BE POSITIVE: Appreciative Inquiry



BE PRESENT: What Does it Mean?

- Practicing Active Listening
- Practicing Empathy
- Making “Quality” Time
 - With yourself, as well as others
- Communicating with Respect

BE PROACTIVE: Create a Plan

30-60-90 days

- Sets a tone with your team and internal customers
- You can quantify your accomplishments more easily
- Keeps you focused and prevents you from becoming overwhelmed

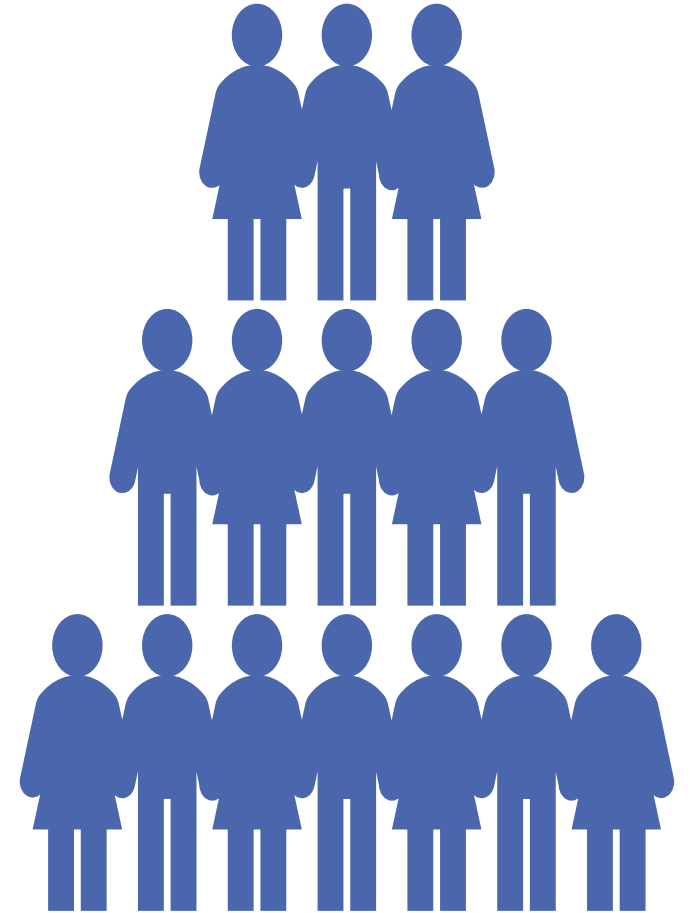


BE PROACTIVE: A Roadmap for Creating Connection

People First - BUILD RELATIONSHIPS!

STUDY THE ORG CHART

- What is the structure?
- Functional areas?
- How long have people been in their positions?
- What seem to be the “crucial” positions?
- Key Stakeholders? Some may not be on Org Chart (e.g., Union)



Day 1-30

MEET THE PLAYERS

Schedule one-on-one meetings with the key players.

- ✓ LISTEN AND LEARN about their roles and responsibilities - Don't assume from job title.
- ✓ Ask positive and open-ended questions - use principles of *Appreciative Inquiry*.

Day 1-30

GET OUT OF YOUR CHAIR...

..... (AND INTO THE BUSINESS!)

- Visit the work
- Go to meetings
- How does your business make money?
- Who are your competitors? (Market, Employees)
- Check out the systems
 - HRIS? Excel? Payroll? Accounting? Security?
 - Note redundancies and opportunities for improvement
 - Important company cycles and deadlines?



ASK QUESTIONS. DON'T JUDGE..... BE A SPONGE.

Day 31-60

EXPLORE THE CULTURE:

- What are the organizations values?
- Is what is communicated what is practiced?
- Do behaviors differ between teams, departments or functional units?

DON'T:

- Tell them what needs to be fixed
- Assign blame
- “Well, this is how we did it at Know-It All Co”

Day 31-60

CREATE A FEEDBACK SCHEDULE

- Communication with your Manager is important
- Create ongoing communication schedule with key players

START IDENTIFYING OPPORTUNITIES

- Policies
- Practices
- Roles
- Training
- Systems



Day 61-90

PRIORITIZE ISSUES

- Legal
- Financial
- Productivity based

IDENTIFY COLLABORATORS

IDENTIFY DEPENDENCIES AND ROADBLOCKS

- Financial
- Cross Functional
- Skill Based
- Political
- Emotional
- Proximity

SARA - Process CYCLE



How would you characterize your most recent onboarding experience?



Office Space, 1999, 20th Century Fox

ONBOARDING

Strong onboarding processes increase productivity by 50%.

88% of employees believe that their company doesn't do onboarding well

58% of organizations onboarding programs primarily involve processes and paperwork.

Employees who attend a structured orientation program are 58% more likely to remain at the company for at least three years.



QUESTIONS?