

# Assessment in cipd effective hr professionals



**ASSIGN  
BUSTER**

Analyzer: Analyzes all the aspects of any issues which occurs and takes the decision. Performer: Perform all types of tasks along with the employees to make them motivated (Dalton, 2000). Attacker: Do not allow himself or any other colleague to miss any type of opportunity.

Problem Solver: Solves all the types of problems occurring in his department whether within the employees or senior managers.

Multitasking: should be able to train the employees in various different functions.

Facilitation skills: Should facilitate the employees with each and every requirement for training.

Forward thinker: Should think for future growth of the trainees.

Training Analysis

## **Leading and managing the human resources function**

Commander: Makes command in case of motivating the employees for some tough job.

Drifter: Drift the situation according to his own and his team's preference.

Achiever: Achieves goals and objective with in time line.

Avoider: Always avoid all the risky possessions within the company.

Complex problem resolution: Should manage the problems of the trainees.

Interpersonal skills: Should interact with each and every trainee in personal.

## Management of Employees

**Analyzer:** Analyzes all the aspects of any issues which occurs and takes the decision.

**Performer:** Perform all types of tasks along with the employees to make them motivated (Dalton, 2000).

**Attacker:** Do not allow himself or any other colleague to miss any type of opportunity.

**Problem Solver:** Solves all the types of problems occurring in his department whether within the employees or senior managers.

**Commander:** Makes command in case of motivating the employees for some tough job.

**Drifter:** Drift the situation according to his own and his team's preference.

**Achiever:** Achieves goals and objective with in time line.

**Avoider:** Always avoid all the risky possessions within the company.

**Multitasking:** Performs different tasks in recruitment process of the new entrants in the company.

**Facilitation skills:** Facilitates ease to the new employees so that they can show their talent without any hesitation.

**Forward thinker:** Involves the new employees in the company so perfectly that they want to stay for long.

Complex problem resolution: Solves any problem relation to the recruitment issue.

Interpersonal skills: Interact with all the new employees and explore their talent.

Recruitment Process

## **Resourcing and talent planning**

Analyzer: Analyzes all the aspects of any issues which occurs and takes the decision.

Performer: Perform all types of tasks along with the employees to make them motivated (Dalton, 2000).

Attacker: Do not allow himself or any other colleague to miss any type of opportunity.

Problem Solver: Solves all the types of problems occurring in his department whether within the employees or senior managers.

Multitasking: Performs different tasks for understanding several international context of the business.

Facilitation skills: Facilitates changes needed by the company.

Forward thinker: Promotes the business in order to get the best possible future response.

Business Management

**Strategy insight and solutions:**

Commander: Makes command in case of motivating the employees for some tough job.

Drifter: Drift the situation according to his own and his team's preference.

Achiever: Achieves goals and objective with in time line.

Avoider: Always avoid all the risky possessions within the company.

Complex problem resolution: Solves all the strategic issues with the help of different departments.

Interpersonal skills: Interacts with different department to understand the internal requirement of the company.

HR Solutions

**Key components of effective HR service delivery:**

Building and maintaining good relationships.

Handling and resolving complaints.

Dealing with difficult customers.

Timely Service delivery.

Budget Implications.

Continuous Improvements.

## **Build and maintain effective service delivery**

It is important for the HR professionals to maintain effective and nice service delivery to the customers. Actually, it is their duty to see that this must happen at its best. For this, there are several key components which have to be present in an HR professional. We are looking for people who can provide best possible inputs required by the company in the HR field. Several key components which are required in a HR professional in order to maintain effective service delivery are as follows:

### **Key Components for Service delivery**

#### **Theory**

#### **Practices**

#### **Reasons**

Building and maintaining good relationships

Emotional Intelligence Theory is used for this purpose.

In this emotional quotient of the business colleagues is analyzed and decision is taken accordingly.

It is done because it is important to maintain good relationships with the business colleagues in order to get a nice response from them.

Handling and resolving complaints

Retesting and re- evaluation is done.

In this, production department is directed to improve the present quality.

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It is done in order to give them positive response at every service time.

There has to be nice and timely services to be provided to the customers and see that no customer may feel cheated.

Dealing with difficult customers

Theory of Constraints are used in order to deal with the difficult customers.

In this increase control over the market is moved towards the difficult to properly analyze their problems.

This is done because it is important to satisfy all the customers whether is he normal or aggressive .

Timely Service delivery

Quick time line is set.

In this operational department is directed by the HR professionals .

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It is done in order to carry out all the arrangements in an efficient manner so that every department involved in delivering the service should be on time.

Budget implications

Theory of Soft Budget Constraints is used.

In this budget implication of the company is analyzed with the help of finance department.

This is done because it is necessary to improve the financial situation of the company and increase its profits.

### Continuous Improvements

Blending Quality Theory is used by the HR Profession for continuous improvement within the organization.

It is done in order to have boosting attendance of the concerned people in the improvement process.

It is adopted by the HR professional to get the competitive advantage in the market in order to have continuous improvements.

## **Part 2**

### **Service users and their needs**

#### **Service user**

#### **Needs**

1.

#### Line Manager

A Line Manager needs that his or her team should be rewarded so that he can get better promotion opportunities in future. His need is entirely for the benefits of his own. If his department will be rewarded then obvious he will have a better chance for his own growth.



They always want that they are paid high by the company and get a lot of praise and increment in their profile so that they may switch to any other company at a higher package easily.

2.

### Employees

Employees want to work in the organization in such a way that they get their salary on time and should not be blamed for any problems which occur in the organization.

They want to work in their own interest and do not think much about the team and the growth of the organization.

3.

### Potential Employees

Potential Employees in any department want to feel challenged. They want to work in the field which they like the most. In order to build up their career, they work hard but it should be the work of their own interest.

Potential Employees need remuneration packages and other rewards by the company every time they perform well and want that they should be the people who are praised in case of any achievement obtained because of their contribution. (The seven key needs of employees)

## **Conflicting Needs**

We can see that the needs of the employees, potential employees and the line managers are different. These conflicting needs of the three users of the HR services are identified by their working behavior and their motive behind doing any job. HR professionals which are to be included with in the company, needs to have an idea about the varying behavior of the employees, potential employees, line managers and other users of the HR services and should give them rewards according to their performance in the company and their behavioral structure.

The conflicting needs of the three users of HR services are identified by the HR department but it is very much difficult to prioritize these needs, for example in same case fulfilling the needs of the HR manager may be important than the employees and potential employees and at other time fulfilling employees or potential employees needs are more fruitful for the organization. Hence HR department should always be ready with the policies in which it could give maximum benefits to all the users of the HR service according to their performance. These benefits will be in the form of remuneration packages, promotions, executive stock options, etc. Priority is given to that user of HR services who performs well and in the benefit of the organization. It is not obligatory that priority is given according to the position in the organization.

## **Methods of communication to be used with the stakeholders**

### **Method of communication**

#### **Description**

#### **Advantages**

#### **Disadvantage**

1.

Face to face (presentations, one-to-one meetings and group meetings)

Face to face communication can be described as method of meetings held to solve various problems which are faced by the employees. It could help in direct interaction of upper level employee to the lower level employee.

Main advantage of face to face communication is that it can help solving problems among the upper and the lower management in an easier way.

This is type of face to face communication which affects most specifically in case of problems occurring at the stakeholder's side. This type of communication is advantageous in situation whenever immediate response is needed. Hence can be considered as an effective one.

Presentations may be the easiest way to explain about any project. Group meetings may be helpful for the organization as it takes into account each and every individual's perception.

The disadvantage in case of face to face interaction is that if the task given to the employees or other stakeholder is not that important then there are chances that they may forget about the task as they do not have any written

information. This can be considered as one of the very common thing which occurs in case of verbal communication.

Main disadvantage of group meetings is that it leads to conflicts which turn disastrous sometimes.

2.

Electronic (Methods like E-mail, Telephone and Tele conferencing)

Electronic methods are those which are sent to the colleague through electronic media. Electronic communication is the most popular type of communication which occurs in any organization in the recent time because it saves time.

It is really fast end solution which could execute in minutes. It requires least effort by the person who wants to make a communication and by whom who is receiving it.

Tele conference helps in the situation when different stakeholders are far apart and are not able to communicate face to face

Biggest disadvantage of electronic communication is that fraud can easily be done through some of the known concepts like hacking and phishing.

Main disadvantage of tele -conferencing is that there are certain things which are necessary to be understood with the help of certain expressions, hence chances of lies increases.

3.

## Written (Reports, Minutes and Letters)

Written communication is again an important type of communication with the employees. This is mainly done through letters, minutes and reports.

Advantage of written communication is that there are very rare chances that stakeholder may not remember the task as it has been written with him.

Reports, letters, etc can be read again and again if anything is not understood at once.

Upper management can claim in case work is not done. This type of communication is most authentic. (Types of communication)

Main disadvantage with the written communication is that it may take time to reach to the desired destination. Also minutes or letter may get a late response.

Main disadvantage of reports and letter is that it may be possible that management will need to call upon a face to face meeting if he finds anything conflicting .