

Developing yourself as an effective human resource

[Technology](#), [Development](#)



Therefore the knowledge, skills and behaviors acquired will help a practitioner be effective in an identified HRS role. The HARM consists of 10 professional areas, 8 behaviors and four bands. The professional areas, describe the activity, which needs to be completed, and the knowledge a practitioner needs to be able to develop through the four different bands. The core of the HARM is about developing an understanding of where that HRS professional is working; this area of the map can be related to any HRS practitioner, despite what position they hold within the HRS profession.

The two core areas are Insights, Strategy and Solutions and Leading HRS. Insights, Strategy and Solutions - This core area helps any one person within HRS develop a deeper understanding of the business, where their Insights and solutions can be priorities and customized around the organization. This area can also support the path offer as a practical discipline, where people within the organization can specialise in certain areas; therefore, having a greater understanding of the business which can result in allowing the business to create efficient strategies for the future.

For example we work and live within an ever changing economy where change is imperative in order to keep up with competition or to retain a strong work force, understanding and using Insights, Strategy and Solutions can help a business move through agile times. Leading HRS - This core area provides comprehensive led HRS, helping to form and drive others within the business forward, through knowledge gained within the HRS profession. Within every business, not everyone will have a leadership role; however it is vital each person is able to develop and to grow to meet business needs.

There are many deferent ways In which HRS can be led: this could be through personal leadership (the leader gaining more knowledge themselves) and delivering value and performance in HRS teams. From Leading HRS forward, businesses will be able to use the rest of the professional areas to provide substantial HRS knowledge and growth. The other 8 professional areas are: Service delivery and information, Organization design, Organization development, Resounding and talent planning, Learning and talent development. Performance and reward. Employee engagement and Employee relations.

The behavioral aspect the map illustrates the conduct needed in order to carry out the activity, which is linked to the behavioral characteristics within each 1 sys activities should be carried out. CUPID website). The behaviors consist of: " Decisive thinker Skilled influencer " Personally credible Collaborative " Driven to deliver " Courage to challenge " Role model " Curious Finally the four bands explain the barriers and challenges one can face transitioning through each band and how their role is measured through each band. Employee Relations is one of the other 8 professional areas.

Employee relations is where the business is able to ensure that the relationship between the company and its employees is controlled within a clear structure and underlined by organizational elicits and procedures, which is ultimately guided by employment law. Employee relations are significant in keeping a business running. Without the right policies and procedures in place employees will be unable to grow within the right culture

and will be incapable to build relationships which can have an effect on employee performance and motivation.

In relation to my own role as a HRS Manager, I am able to engage and build a rapport with members within my team and externally. Within in the map I believe I am placed within band 1. Employee relations in band 1 have activities, which relate to my current role. For example Health and Well-being, it is my duty to have all plans for fire safety and fire drill requirements and compliance. Currently I am looking for a new company who can take over the H&S side of the business from PAT testing to training on fire extinguishers for employees and even legionary testing.

It is vital all these aspects are up to code because of the kind of industry the Gym is in. I have to make sure these are up to code in legal terms and for the well being of employees and member who come to the Gyms. The knowledge needed for band 1 for employee relations relates to employment law. It is important s a HRS manager I have the foundation knowledge for employment issues e. G. Discrimination procedures. For me to limit the risk to the business I have basic and some advanced knowledge on employment law from the start of issuing Letters of concerns to holding formal meetings on discrimination and short serving from employees.

Within X we use a company called Peninsula who are there to help deal if such issues arise. 2. 1 Understanding Customer Needs I am currently working for X as a HRS Manager. I have taken over this position as a maternity contract. I am in charge of all HRS services for, 4 gyms and a

hotel. My Job is stand alone role, which requires me to arrange interviews, general ad hoc adman, initial parts of payroll, all aspects of probation and disciplinarian and the employee life cycle, I also deal with all communication for external businesses for example who provide X with their H&S services/legal advice.

From looking at the business the customers (bib clients of the business). Therefore when dealing with such a large range of HRS services it is important I am able to provide timely and effective information and assistance to each of these users. Each user of the business will use my HRS services for different needs. Management - Management within X depends on me to offer support and advice on all employee issues from disciplinarian to probation reviews.

They require me to provide all information on training (to help employees reach their full potential and to meet H&S regulations) and all induction information (handbooks, employee safety) from when an employee joins the business. The Employee - Employees of this business use our HRS services for needs such as pay, holidays they require, uniforms needed and any kinds of problems they be experiencing at work. I am there to provide a service where they are able to speak o me with what problems or challenges they may be facing.

External Customers - These needs are slightly different to those within the business. External customers will be those looking to work in partnership with us. For example we outsource our first aid courses, where a company

called City Medics will come into the business and train our employees for the day. There need as a customer is about me being able to provide the training rooms, information on employees and anything they might need throughout the day. There will always be a time where the needs of each of these seers conflict, it is my duty as a HRS manager I am able to priorities their need.

As many customers of a business may be internal it is important I look at the needs of the business overall. To identify conflicting needs, I have in the past looked at how the need from each user would effect the business from a legal aspect, for example, as a Gym it is imperative all staff are first aid trained, for me to protect the business legally I would need to put their training at the top of my list and meet with a supplier later on that week. As this other external customer would be able to meet at different time.

Many of my duties as a HRS manager need to be timely and efficient in order to meet the changing needs and users of the business. This provides the business with a strong work force and the retention of good employees. 2. 2 - Communication Communication is defined as 'The imparting or exchanging of information by speaking, writing, or using some other medium'(The Oxford Dictionary) We use communication daily within our lives as a mode to share information. How communication is perceived can impact significantly on how relationships and information are seen.

Inside our working environment there are many different ways in which we are able to communicate to ensure smooth running of the business and be

able to offer productive HRS service. Within nonirritating, various forms of useful communication can be effective and timely to complete daily activities. The use of these will depend on the type of information one wants to convey. These channels can " personal or face-to-face communication and the written communication via E-mail or notes/paper" (CB. Miller 2009, p. 50/51).

In terms of my own HRS role, much of my communication is done via email and telephone as we have four different sites. This provides a service to managers and employees where I am reachable anywhere within the business. However this can create a barrier for me to form relationships, as I am unable to see them in person. Over all sometimes it is better to have information provided beforehand via email. For example if I am interviewing a potential candidate, a C. V. would help me plan the all forms of communication in today's work force are needed to ensure we can operate and offer an effective and timely HRS service.