

# Developing yourself as an effective hr I practitioner

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Increasing needs of this profession. The HRS Professional Map Is divided as follows: Core Professional Areas: The centre of the map enfolds two main professional areas which are relevant and related to all the people in the HRS profession irrespective of the position or the level these people work at.

These two are, namely, 1 . Insights, Solutions and Strategy 2. Leading HRS Specialist Professional Areas: Apart from two core profession areas, there are 8 special profession areas which states that there is a need of understanding what is to be done at each band of competence from beginner competence to an advanced en.

These are 8 areas, namely, 1. Organization Design 2. Organization Development 3. Resource and Talent Planning Learning and Talent Development 4. 5. Performance and Reward 6. Employee Engagement Employee Relations 8. Service, Delivery and Information Behaviors: Perfection and efficiency in carrying out the activities described in the professional areas are governed by certain behaviors which need to be incorporated while carrying out these activities for their successful accomplishment. These behaviors include, 1. Curious 3. Skilled Influencer 4. Personally Credible 5.

Collaborative 6. Driven to Deliver 7. Courage to Challenge 8. Role Model Bands: The professional areas and the behaviors, all reside in the four bands of professional competence which gives a clear focus on the developmental activities in one's career. It is the definition of the contribution each HRS practitioner makes at each level and transits into another level based on the experience gained in a level. There are 4 bands from beginner level to

advanced level of competence. In the HRS profession, I specialise in Recruitment of the employees for my department.

I extend my expertise in bulk recruitment and thus, help other departments of the business. Hence, in relevance and accordance to my current job profile, the professional area I have chosen is Resource and Talent Planning. On completion of the tour of the HRS professional Map and taking the assessment on it, my caliber makes me lie in Band 2. There are several areas related to recruitment and resource planning in which I am interested in: 1 . Assessment: The interviewers and the assessors from within the company or from third party must be competent enough and be fully trained in their field of approach.

They must undergo a training programme which has both soft skills and practical interview techniques training involved in it which ends with an assessment test that is to be cleared by all the interviewers . 2. Selection: The selection criteria, process is designed and developed so that there is an ease in choosing capable candidates possessing quality knowledge. This process is all about evaluation and grading of the candidates based on tests carried to check their skills. 3.

Induction: A vital element for the new Joiners, transitioned employees and new managers is getting induced to the company they are a part of an understanding the job role they are going to operate for. These employees are also made aware of the business strategy of the organization so that their efforts are aligned to the company benefits. These are the knowledge and activities with respect to the HRS professional map. Now we focus on the

behaviors to be adapted so that these activities are carried out most efficiently. Some behavior is: 4.

Curious: It means accepting new and innovative ways of making things work which helps me. I want all the employees to take new challenges, work upon their mistakes and weigh the merits and De-merits of the approaches. 5.

Driven to Deliver: Avoiding the laid back attitude, the energy and zeal within me encourages me to walk along the path to deliver the outcomes perfectly.

Activity B As a Recruitment and Resource planning HRS employee, my Job is to hire technically sound and knowledgeable employees to suit the company positions and direct them to correct teams and departments.

An HRS employee lays the foundation and acts as the building block for the entire employee hierarchy. Thus, it is of utmost importance to focus on efficiency and timeliness of the delivery of the services they offer. Customer needs I am responsible for recruitment, resource and talent planning, training and services are no one else but the managers, third party interviewers, new Joiners and transitioned employees, etc. All these customers are in touch with me for the resolution of different needs and they are: 1 .

Managers: The managers, may be an HRS practitioner of any level, are to be trained from time to time so that the transitioned experienced employees are easily absorbed in the new team with their area of expertise. Need:

Training so that the new employees are very well treated and their skills are determined. This will enable the existing managers to allocate work to the employees according to their skill set. 2. Third-party interviewers: Along with

in house interviewers and assessors, third party interviewers are also on the panel that is selected to bring in the best employees based on the criteria of selection.

Need: They need to be trained and provided with the selection process or criteria so that they can hire the employees with best technical skills, practical knowledge implementation vision and soft skills. 3. Fresh Joiners: New employees are an added set to the organization. I am in charge of their introduction with the organization, department and the team. The business strategy and the work domain of the company are being explained to them.

Need: The new employees must be aware of the organization values, mission, goals, financial status, area and type of work.

Thus, an induction programmer is essential for these employees so they are well-prepared to take up the Job responsibilities. Thus, these three customers have different needs and it is my Job to resolve the conflicting needs based on the priority of the fulfillment of the needs. The top most priority is to serve the third-party interviewers as they are responsible for recruiting the new employees. Next comes the new employees, they are served so that they get a direction and objective to work in alignment to the strategic goals of the company.

Lastly, the managers are served because the delay in their training might not affect their work too much as they are experienced enough to handle the transited employees. Communication methods These methods prove to be useful so as to communicate information to the staff of the organization or the team members of different departments. The basic three modes of

communication are : 1 . Email: The most commonly, widely and easily used source of communication which is instant and fast deliverer of a message is used in my organization.

This is the most extensively used mode of message transfer regarding the training and development sessions by me to my team mates. Advantage: Quick and easy access to all the employees whether or not they are physically present in the company. Distant communication is effectively handled. Disadvantage: Miscommunication through bad writing skills in an email may affect the business as it may be interpreted incorrectly. Personal details may be shared with wrong set of people. 2. Telephone: This is the best way of transferring the message.

I use telephonic conversations if I have to explain the training course, selection process or criteria, assessment details to the team members. Advantage: No scope of confusion, misunderstanding and misinterpretation of the message which avoids losses to the business. Quick means of communication maintains the integrity of the information. Disadvantage: Busy network conditions and traffic problems on the network makes it difficult to make the call. Conference calls may have a problem of delays. 3. Intranet: The company intranet is the best and safest environment to parts.

All the course details and recruitment schedules are uploaded by me and are updated time to time. Advantages: The viewer's access the latest information and it is safeguarded by password protection. Disadvantages: Not everyone is keen to browse through the intranet often which leads to missing out of important information. System downtime may have restricted

access. Service Delivery 1 . Time: I am responsible for delivering timely service I. E. Acquirement advice to the managers when they need. This advice serves as a way of satisfying their needs of bulk selections or one-on-one assessments depending upon the number of vacant positions. . Budget: Timely delivering the service by keeping the budget constraints in mind is another way of serving the customers. Arranging the recruitment and selection processes as well as the training sessions such that no or very less cost is incurred in its set up is an important factor. 3. Customers: There are various customers to be dealt with all having different needs, demands and expectations to e fulfilled in such a way that the company objectives are achieved and stalling the fulfillment of one's need does not affect the other.

Sometimes, customers become rigid and adamant that they need to be priorities so that it retains the company image. The only aim behind dealing with such difficult customers is inculcating a sense of satisfaction in them. 4. Complaints: Different customers with different demands will obviously have different set of complaints regarding the nature of the work I. E. The training sessions, assessment complexity levels, scheduling of the sessions, etc. Handling these complaints is an important task for me as I am the training manager.

These complaints are addresses in a way that there are corrections made in the nature of the training sessions, assessment test, etc. They are offered other services to overcome the drawbacks of these ones. Activity C Continuing Professional Development It is the structured approach involving a combination of learning activities, ideas and techniques for self-

development and growth. These approaches are specific to HRS practitioners at different levels possessing different skills and knowledge. Fundamentally, it is setting goals and objectives for your own development and evaluating your progress to achieve them.

Self and professional development through this approach is possible if our sole concentration is on the outcomes. Learning agility is valued as a competency to gain credibility and be more efficient and productive. CUPID Associate Membership criteria The following table is the self-assessment against the CUPID Associate Membership criteria: Associate Member Role induction in the organization. I am a point of contact for the line managers, new employees and help them with proper advice on policies and strategies. Timescale of activity By focusing on every day delivery service, my tenure of work is around 6-12 months.

Skills and knowledge focus Technical knowledge and practical skills to understand wide horizon of HRS. Specialization is the milestone that I need to reach so as to gain self and professional development. Knowledge of all the HRS functions is needed whereas details of only one are sufficient.

Relationship with clients I am the training and recruitment advisor who also advises managers about the appropriateness of practices and code of conduct. Strong communication channels just be built with all the participants in the HRS function, internal or external.

Impacts and measures The advices affect the managers and help me resolve the conflict of needs between many customers. Customer satisfaction and complaints resolution is achieved. Accuracy in achieving service delivery

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targets must be maintained. Development options These are the development actions need to be taken so as to meet the needs and bridge the gap so as to become an associate member and enhance self-growth. 1 . Specialization: It is a key milestone to be achieved as it is better to be king of one trait ether than Jacks of all.

My profile needs narrower and deeper understanding of gaining knowledge of all HRS activities but strengthening one of them likes training and induction manager. It is important to set objectives for personal growth in this particular field. 2. Strong Communication: Communication with all the internal or external employees involved in HRS functions is the basic channel to achieve the set objectives and excel in them. I would like to focus and emphasize on verbal and written communication with the training, placement and induction department employees so as to achieve progress through exchange of knowledge.