

Human service professional



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Human resource is one of the most critical aspects of business as motivated workforce significantly influences productive outcome. In the contemporary environment of cutthroat business dynamics, exploiting competencies of human capital helps to gain competitive advantage within the industry.

Human resource initiatives therefore become vital requirements for human resource professionals. I strongly believe that as HR professional, versatility and flexibility must define recruitment criteria apart from academic qualification and experience. I need to be aware of the latest technology and processes that can create cohesive workforce. Hence, strong networking skills and communication become vital tools to build constructive relationship with the employees to gain their trust.

In the era of rapid globalization, workforce is distinct in its diversity. To create a cohesive and empowered team, cross cultural understanding is very important issue. I need to be more proactive in my effort to not only gain the confidence of workers but also ensure that workers also develop understanding of different cultures and teamwork is enhanced through mutual respect and collective decisions. A cohesive workforce is able to make valuable contribution to the goals and objectives of the organization. This was proved when there was conflict of views between two workers who were from different culture. I was able to resolve the issue primarily because I had understanding of their cultures and was able to convince them as to how they can together work for improved result.

This was also a prime case of clash of values: personal and professional values. One of the workers was of Chinese origin and other was American. American professionals give great credence to time and efficiency whereas Chinese believe that developing personal relationship greatly improves

outcome. So when new product was to be launched, American executive was quite upset with his Chinese counterpart as he was insisting that people who would be the prospective users need to be informed about it. He believed that prior relationship building effort would help to give clue to develop better marketing strategy. While time is important factor but relationship building is equally critical. Bringing them together and sharing each other's concern helped to resolve the issue. The launch was a thumping success.

One of the most urgent needs of the organizations is to create a learning environment for its workforce. I have strong networking skills and therefore, it becomes easier for me to organize training and development programs in different areas for the workers who wish to acquire new skills and knowledge to widen their scope of professional growth. Indeed, learning environment hugely facilitates workers to improve and improvise their skills to face new challenges.

Gillman, Mark and Somerville (2007) assert that human competencies give competitive advantage to the firms if they are exploited within the wider scope of business objectives. By providing them with opportunities to exploit their potential, HR professional helps to realize the goals of the organizations. Last but not the least important issue is that recruitment must ensure suitability of the person to the job criteria. Hence, I must continuously update my knowledge vis-à-vis assessment tools for recruitment, the psychometric tests to evaluate cognitive abilities of job aspirants and help evaluate their against the specified job skills. Indeed, they are important tools that help to get some ideas of the attributes of the persons and whether they would help the persons to integrate with the organizational culture comfortably. (words: 562)

Reference

Gillham, Mark., Wood, Emma and Somerville, Ian. (2007) Public relations and the free organizational publication: practitioner perspectives on the brave new (media) world. *Journal of Communication Management*, 11 (3), 198-211.