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Strategic Human Resources

What is a Strategic Human Resources Partner and What Can an HR Professional Do to Add Value to your Bottom Line



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In past editions of People Insights, we have talked about specific Human Resources issues as they directly relate to the operations of your business. In this edition, we will look at what makes a good strategic Human Resources partner and specifically how you can utilize the HR Professional to add value to your bottom line.

What should you look for in a Strategic Human Resources Partner?

- A strategic Human Resources Partner must have a strong business mind with an ability to fully understand the business in order to apply strategic Human Resources techniques.
- The person should have experience as a senior leader in a company and have worked at a senior leadership level for several years.
- A strategic Human Resources Partner must have extensive experience in leading edge people development and Human Resources techniques, rather than just several years as an HR administrator.

- It is critical that the person be a Chartered Professional in Human Resources (CPHR). The CPHR is a nationally recognized designation that requires holders of the designation to pass national standards exams and maintain currency in the HR field. Also, all CPHRs in Canada agree to follow the designation's National Code of Ethics.
- Other key skills that a strategic Human Resources partner should possess include:
 - ❑ High personal ethical standards
 - ❑ Refined people skills
 - ❑ Proven leadership abilities
 - ❑ Ability to ensure confidentiality and develop trust with all employees
 - ❑ Seasoned overall business skills and education
 - ❑ Superior listening skills
 - ❑ Respect for the individual
 - ❑ Passion for making businesses fully effective
 - ❑ A key resource that senior management can trust to "do the right things".

What can a Strategic Human Resources Partner do to add value to the bottom line?

There are several areas where a Strategic Human Resources Partner can provide valuable assistance to your organization.

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How can a Strategic Human Resources Partner add value to your organization?

If you wish to discuss ways to improve your business from any of the Human Resources perspectives outlined in this newsletter, please feel free to contact the President, Neil Zambik, for a free initial consultation.

People Insights, Inc. can provide strategic Human Resources and innovative People Development programs and processes for your organization. Neil can be contacted at:

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Look for the next issue on the Lonely Executive – How can a Strategic Human Resources Professional ease the challenges of managing from the top.

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Strategic HR Professional will add value to the bottom line

Legal Perspective

The HR professional must protect the company by ensuring that the company meets and exceeds legal requirements in the following areas:

- Employment Standards legislation
- Human Rights legislation
- Privacy legislation
- Harassment and sexual harassment
- Termination of employment

Ethical Perspective

The strategic HR partner holds the responsibility for developing corporate values, ethics guidelines, and expense guidelines for the company, in conjunction with the senior leadership team, to protect the company from scandals that we continue to hear about in the press. These guidelines will also protect the company's interests to ensure employees and stakeholders to the business are operating in a highly ethical manner.

People Perspective

The HR professional should fully understand the pulse of the organization and be a key resource as a member of the leadership team to give management a continual view of the needs and issues of the people of the organization. This will help management avoid people issues before they start (including the risk of potential unionization). Also, the HR partner can help avoid people issues by resolving them at an early stage. The strategic HR

partner is the key people resource for the company and represents, at the leadership meetings, the balance between the needs of the employees and the needs of the corporation.

Cultural Perspective

The HR professional is the holder of the corporate culture and will develop and implement programs and processes to ensure that the culture is strong and robust. The culture is maintained by ensuring that the corporate values of the company are in place and truly lived.

Profit Perspective

Not only must the HR professional be a strong business person, but also must treat the HR function as a business within the business. Some key areas that must be addressed are to:

- Ensure that all HR programs are in place, functioning properly, and continually monitored for success.
- Address the administrative portions of the job in an efficient and effective manner so that time and energy can be focused on the strategic, value added aspects of the role.
- Continually search for ways to make the HR function a profit centre for the company through efficiency and finding profit generating programs and processes.

A Strategic HR partner can tremendously build your business by being a strong business person accompanied with seasoned human resources management expertise. How could Strategic Human Resources help your business?