

CONSULTING ***BECOMING STRATEGIC BUSINESS PARTNERS***

TRAINING SUBGROUP MEMBERS & SMES

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DESCRIPTION

This module will prepare Sr./HR Consultants to work as strategic business partners with S/C/D's by utilizing a proven process for aligning people strategies with business goals. Participants will apply this process to WSU scenarios featuring academic and non-academic and represented and non-represented interactions and strategic initiatives.

PURPOSE

As a result of this session, Sr./HR Consultants will be able to proactively guide clients through a collaborative discussion and performance improvement problem solving process to ensure solutions are client-focused, aligned and integrated with organizational structure/systems/processes and in compliance with policy/practice/contract/law as well as sustainable and measurable.

OBJECTIVES (DRAFT - FOR INPUT/REFINEMENT)

Upon successful completion of the strategic business partner module:

Sr./HR Consultants will be able to:

- Clarify the difference between a tactical HR function and the roles that support it and one that is operating in a strategic manner
- Describe the value that strategic business partners bring to the S/C/D organization
- Discuss organizational needs from the perspective of growing the "business", improving performance, creating the desired work environment and ensuring faculty and staff have the needed capabilities to achieve the strategic direction
- Utilize a problem solving framework, GAPS, for assessing organizational performance and identifying recommended solutions
- Identify, provide guidance on and/or utilize relevant tools and techniques to improve, align or integrate S/C/D systems and processes to deliver sustainable solutions
- Distinguish between the types of client interactions that may occur in a S/C/D clients
- Apply the strategic business partner consulting methodology to WSU scenarios, featuring needs as performance improvement, climate surveys, employee development

Note: Above items are anticipated needs by role – these may be refined with additional input from SMEs and the HR Transformation Roles/Policy, Staffing and SLA teams.

PRE-REQUISITE

Excerpt/s from the Accelerate eBook [Strategic Business Partner: Aligning People Strategies with Business Goals](#). Chapters One and Two, Key Concepts for Partnering Strategically and The SBP Model.

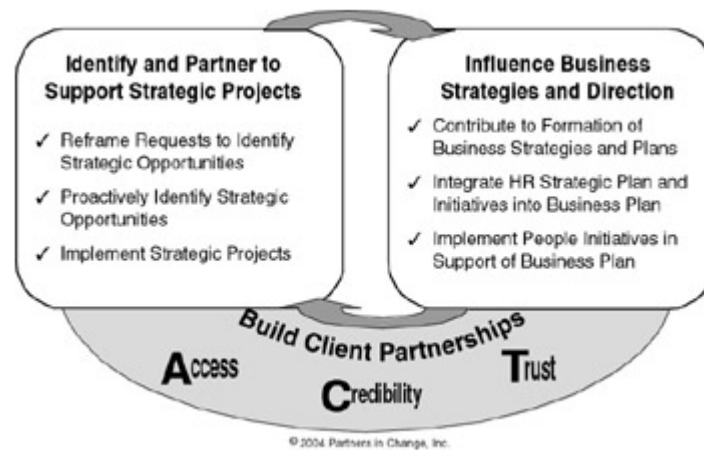
Select one WSU Unit with which you are least familiar. Research key business impacts utilizing a variety of sources such as appropriate trade publications and interviews. Identify

POSSIBLE COURSE OUTLINE

MODULE ONE

I. Introduction

- a. WSU Client Service Vision & Strategic Goals
- b. Understanding the Role of the Consultant
- c. SBP Model Overview

**II. Building Client Partnerships**

- a. Understanding Assigned WSU Units
- b. Identifying Sustained Clients
- c. Devising a Plan for Proactively Seeking Partnerships

Module Break: Participants gain feedback on their plan, fulfill it then come back to the second session sharing what worked/didn't.

MODULE TWO

- I. **Debriefing Client Partnership Experiences**
- II. **Identifying and Partnering to Support Strategic Projects**
 - a. Anticipating Unit Priorities/Projects (Focusing on the Unit Focused Upon for Module One)
 - b. Preparing for Working with Unit
 - c. WSU Case Scenarios Utilizing Participant Unit from Unit Meeting after Module One - Skill Practice:
 - a. Asking the Right Questions
 - a. Identifying GAPS
 - b. Reframing Requests
 - c. Capitalizing Upon Appropriate WSU Resources
- III. **Influencing Business Strategies and Direction**
 - a. Contributing to Operational & Strategic Planning
 - b. Supporting Plan with McKinsey's 7-S Model for Organizational Alignment



- c. Measuring Business & HR Success
- d. Devising an Ongoing Personal Development Plan