

## COURSE OVERVIEW

### COURSE NAME

### The Role of a Senior Consultant and Consultant

### FACILITATION

Co-facilitation Alicia Pendleton, HR Client Services, Brian Wittenberg, HR Client Services; Dawn Aziz, Organization & Employee Development; and Elizabeth Rager; Organization & Employee Development

**COURSE LENGTH:** 2-1/2 hours

### COURSE DESCRIPTION

This course will introduce the *Employee Relations* series by describing the role of Senior Consultants and Consultants and how they fit in WSU's Client Services division. The value participants bring to WSU and their S/C/D partners will be brought to life as individuals explore and build upon Ulrich's HR Champions model. In doing so, participants will identify the values they expect to embody as they serve the needs of members in their region and the areas in which Consultants can best contribute to achieve success. Participants will highlight personal areas of strength and opportunity in a personal development plan that will serve to guide areas of continued learning emphasis.

### LEARNING OBJECTIVES

As a result of this module, **participants** will be able to:

- Understand the WSU Client Services mission, vision and strategic direction and how their role fits within the organization
- Identify knowledge, skills, abilities and values that will contribute to the success of this position
- Create a WSU HR Value model for Consultants and bring each component to life by illustrating activities that could be conducted
- Demonstrate effective customer service and client partnership behaviors
- Develop a personal learning plan to guide areas of emphasis within the Employee Relations curriculum experience and foster opportunities for continued cohort collaboration

Prior to this module, it is also recommended participants review:

- Accelerate eReading activities from [HR from the Outside In: The Next Era of Human Resources Transformation](#) by Ulrich, Brockbank, Younger and Ulrich (2012).
- Accelerate eReading, R. M. Vosburgh, (2007). The Evolution of HR: Developing HR as an Internal Consulting Organization, *Human Resource Planning*, 30(3), 11-23.