

HRT – The Role of the Senior HR Consultant/HR Consultant
Training Notes

Potential Obstacles	Options to overcome Obstacles
Client “buy-in” and readiness	Training and Development
Change resistance	Providing excellent service
Resources available	Earning trust
Client Services Reputation	Time
Culture of S/C/D	Communication
Transition curves	Consistency
Push back	Build Trust
Naysayers	Reinforce relationships
Overcoming previous/current reputation	Willing to learn the business
Accepting change	Lead by example
Right sizing	Common goal awareness
Resistance/backpedaling	Share best practices/collaborate
Scope creep	

What can HR do to enhance Partnerships?

- Introductions, meet & greet
- Understanding business needs and /S/C/Ds
- Shadowing units
- How/understand interaction w/l Division
- No silos
- Participation in functions
- Build relationships/trust (Bailouts, history of relationships)
- Patience w/clients
- Help resolve issues
- Listening is key
- Coach/mentor – processes
- Open training (different time, yearly)
- Communicate in their language
- Right approach (no finger pointing)
- Inform of services
- Knowledgeable of resources
- Open door policy/approach
- Provide technology to resolve issues
- Innovation
- Alternative solutions
- Proactive w/ services
- Attend activities of S/C/D

Group Norms

- Listen and keep an open mind
- Respect the opinions of others
- Stay mindful of the value of collaboration
- What’s said here stays here
- Don’t take it personal - be objective
- Actively participate
- Don’t interrupt
- Have fun – be yourself
- Keep it positive

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Best Customer Service Behaviors

- Attentive
- Email Response
- Could do whatever you wanted as long as supplied info
- No attitudes
- Friendly
- What I preferred
- What else
- More than what I asked for
- Car at airport – exceeded expectations
- History – upgrade
- Appreciative of business
- Couldn't hear + went above and beyond, problem solved
- Apologized when couldn't do what I wanted
- Took off proce
- Gift certificate
- Sustained
- Timely
- Resolved every issue
- Responsive
- Didn't matter what time
- Smile
- Gave cell phone number
- Went out of his way to release opossum safely
- Did it again
- Friday at 4:45 p – damage control
- Positive
- Calm in the storm

What initiatives can HR drive to ensure working partnerships?

- Needs Assessment
- Provide available services
- Deliver desired results
- Accessible and Approachable
- Br Proactive
- Coaching
- Training & Development
- Advertise ourselves better
- Reputation and client/customer perception management
- Branding and awareness
- Tag Line – what's sour
- What are our needs and is it working
- Self-evaluation and unit evaluation
- Building assessment benchmarks
- Clean consistent message and communication
- Unified Voice
- Continuing training and education
- See what other organizations like us are doing
- HR best practices