

HRT - The Role of the Senior HR Consultant/HR Consultant		
Training Notes		
Potential Obstacles	Options to overcome Obstacles	What can HR do to enhance Partnerships?
Client "buy-in" and readiness	Training and Development	Introductions, meet & greet
Change resistance	Providing excellent service	Understanding business needs and /S/C/Ds
Resources available	Earning trust	Shadowing units
Client Services Reputation	Time	How/understand interaction w/l Division
Culture of S/C/D	Communication	No silos
Transition curves	Consistency	Participation in functions
Push back	Build Trust	Build relationships/trust (Bailouts, history of relationships)
Naysayers	Reinforce relationships	Patience w/clients
Overcoming previous/current reputation	Willing to learn the business	Help resolve issues
Accepting change	Lead by example	Listening is key
Right sizing	Common goal awareness	Coach/mentor – processes
Resistance/backpedaling	Share best practices/collaborate	Open training (different time, yearly)
Scope creep		Communicate in their language
		Right approach (no finger pointing)
		Inform of services
		Knowledgeable of resources

Group Norms	Best Customer Service Behaviors	What initiatives can HR drive to ensure working partnerships?	
Listen and keep an open mind	Attentive	Needs Assessment	
Respect the opinions of others	Email Response	Provide available services	
Stay mindful of the value of collaboration	Could do whatever you wanted as long as supplied info	Deliver desired results	
What's said here stays here	No attitudes	Accessible and Approachable	
Don't take it personal - be objective	Friendly	Br Proactive	
Actively participate	What I preferred	Coaching	
Don't interrupt	What else	Training & Development	
Have fun – be yourself	More than what I asked for	Advertise ourselves better	
Keep it positive	Car at airport – exceeded expectations	Reputation and client/customer perception management	
	History – upgrade	Branding and awareness	
	Appreciative of business	Tag Line – what's sour	
	Couldn't hear + went above and beyond, problem solved	What are our needs and is it working	
	Apologized when couldn't do what I wanted	Self-evaluation and unit evaluation	
	Took off proce	Building assessment benchmarks	
	Gift certificate	Clean consistent message and communication	
	Sustained	Unified Voice	

	Timely	Continuing training and education	
	Resolved every issue	See what other organizations like us are doing	
	Responsive	HR best practices	
	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		

