

The Role of a Senior HR Consultant and HR Consultant

Alicia Pendleton, Brian Wittenberg, Elizabeth Rager and Dawn Aziz

Agenda

- ▶ Introduction
- ▶ About Client Services
- ▶ The Role of the Senior Consultant and Consultant
- ▶ Customer Service Success for the HR Professional
- ▶ Personal Skills Assessment
- ▶ Wrap Up



Session Objectives

As a result of this module, Senior Consultants & Consultants will be able to:

- ▶ Identify **WSU Client Service's strategic focus** and how their role fits
- ▶ Identify the **knowledge, skills, abilities and values needed** to contribute to the success of this position
- ▶ Appreciate the unique **strengths** we each bring to create value for our S/C/D partners
- ▶ Demonstrate effective **customer service and client partnership** behaviors
- ▶ Assess **personal goals and strengths**



About Client Services

Alicia Pendleton,
Senior Director of Human Resources
for Academic Client Services

and

Brian Wittenberg
Director, HR Client Services

Where We're Headed & How We'll Know We Got There



Where We're Headed & How We'll Know We Got There

- Better alignment and integration with field and central HR (Creates ONE HR)
- Improve Wayne State University's ability to recruit and manage employees more effectively
- Greater concentration of HR services to be focused on consultative and strategic efforts (ER/LR, talent management etc.)
- Reduction of unnecessary redundancies and creates greater consistency of service across WSU
- Leverage technology, best practices & processes to better serve our WSU clients
- Effectively and efficiently utilize HR resources across the university
- Better measure the efficiency and effectiveness of HR programs, services and policies which will help with making improvements (data driven decisions)

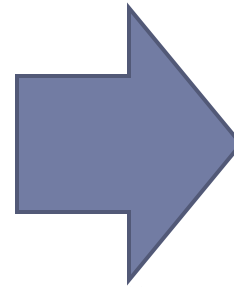


Defining Senior Consultant & Consultant Success



The Successful Consultant

- Technically skilled
- Organizational knowledge
- Understands the needs of the business
- Builds/maintains effective relationships
- Effective Listener
- Facilitator
- Responsive
- Follows through
- Innovative problem solver (Gets to “yes”)
- Partner (with clients and internal team members)
- Collaborative
- Proactive
- Change Agent



**Trusted
Advisor**

Division of Labor

HR Division of Labor Client Services

Sr. HR Consultant

Handling Special Projects

Mentoring HR Consultants

Employee Relations Incidents/Labor Relations Consulting (in partnership with LR)

Conduct workplace investigations (with central HR & OEO as appropriate)

Job Analysis/Job Descriptions/Position Classifications (in partnership with TCW)

Interviewing & Selection (participate in search committees)

Staff Development & Conduct Training Sessions

Labor Law Guidance (in consultation with Academic Personnel & LR)

Policy Interpretation & Administration

Organizational Development (in partnership with OED)

Talent Management/Succession Planning (in partnership with OED)

Performance Management/Performance Appraisal Review & Consultation

Leave Management (i.e., FMLA) and Administration

Provides counsel on Promotions, Transfers, Demotions

Counsel & Administer Non-Rep Merit Program

Attendance Management

Employee Reorganization/RIF Administration

HR Consultant

Employee Relations Incidents/Labor Relations Consulting (in partnership with LR)

Conduct workplace investigations (with central HR & OEO as appropriate)

Job Analysis/Job Descriptions/Position Classifications (in partnership with TCW)

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Attendance Management

Employee Reorganization/RIF Administration



Staying in Touch

Pipeline | Directories | Contact WSU | A-Z

WAYNE STATE UNIVERSITY

AIM HIGHER

Search

Transformation

Human Resources

- HR Transformation Overview
- Workgroups/Members
- Project Timeline/Accomplishments
- Org Structure/New Roles in HR
- Upcoming/Special Meetings
- FAQs
- Contact Information

HR *transformation*

Getting to Know Each Other

Dawn Aziz
Organization & Employee Development

Group Resume

- ▶ In small groups, create a group resume including such things as:



- Total Years of HR Experience
- Education & Certifications
- Areas of HR Specialization & Accomplishments
- Positions Held
- Outside Interests

Our Strengths

- ▶ Talent
- ▶ Performance
- ▶ Change



Customer Service Success for the HR Professional

Elizabeth Rager
Organization
& Employee Development



What is the Best
Customer Service
Experience
You've Had?

Defining Your Personal Brand/Your Signature

Instructions:

What do you want to be known for at WSU? To define your personal brand, circle three to five words that best represent the strengths you have now or wish to acquire. Then consider ways in which you could emphasize these in your interactions with others.

Accountable	Action-Oriented	Adaptable	Agile
Agreeable	Analytical	Approachable	Assertive
Attentive	Benevolent	Bold	Bright
Calm	Carefree	Charismatic	Clever
Collaborative	Committed	Compassionate	Competent
Concerned	Confident	Confrontational	Conscientious
Considerate	Consistent	Creative	Curious
Decisive	Dedicated	Deliberate	Dependable
Determined	Diplomatic	Disciplined	Driven
Easy Going	Efficient	Energetic	Enthusiastic
Even-Tempered	Fast	Flexible	Friendly
Fun-Loving	Happy	Helpful	Honest
Hopeful	Humble	Independent	Innovative
Insightful	Inspired	Integrative	Intelligent
Intimate	Inventive	Kind	Knowledgeable
Listener	Lively	Logical	Loving
Loyal	Nurturing	Optimistic	Organized
Outgoing	Passionate	Patient	Peaceful
Persistent	Personal	Playful	Pleasant
	Positive	Pragmatic	Prepared



Exploring Client Partnerships

Group A

- ▶ What can HR do to enhance partnerships with clients?

Group B

- ▶ What initiatives can HR drive to ensure working partnerships with clients?

Exploring Client Partnerships

What **obstacles** may be present to achieve these HR initiatives?

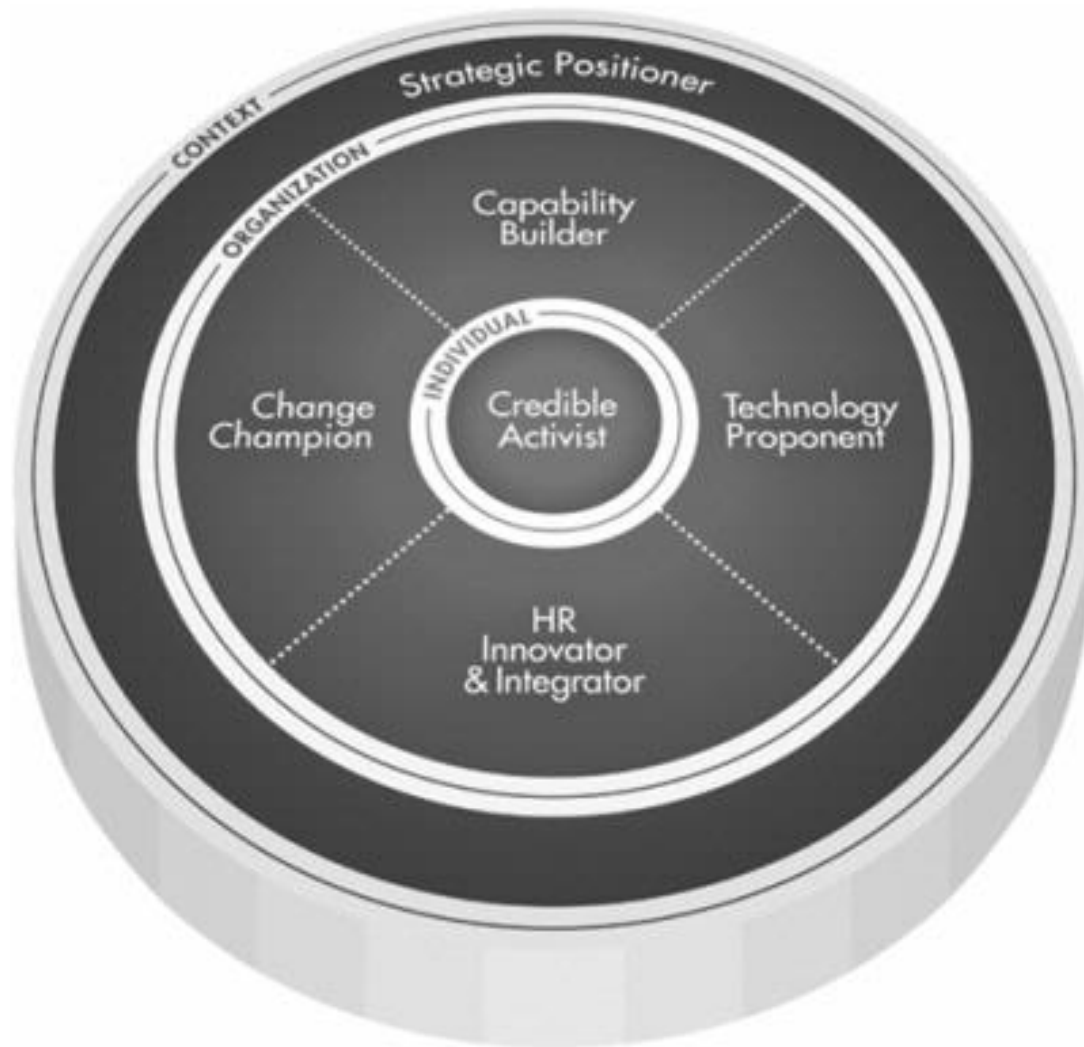
How could we **overcome** these obstacles?



Personal Skill Assessment

Dawn Aziz
Organization & Employee Development

HR From the Outside In – HRCS Study



Personal Skill Assessment

The Human Resource Council at the University of Michigan has identified the following HR competencies for professionals and line managers over the past 20 years:

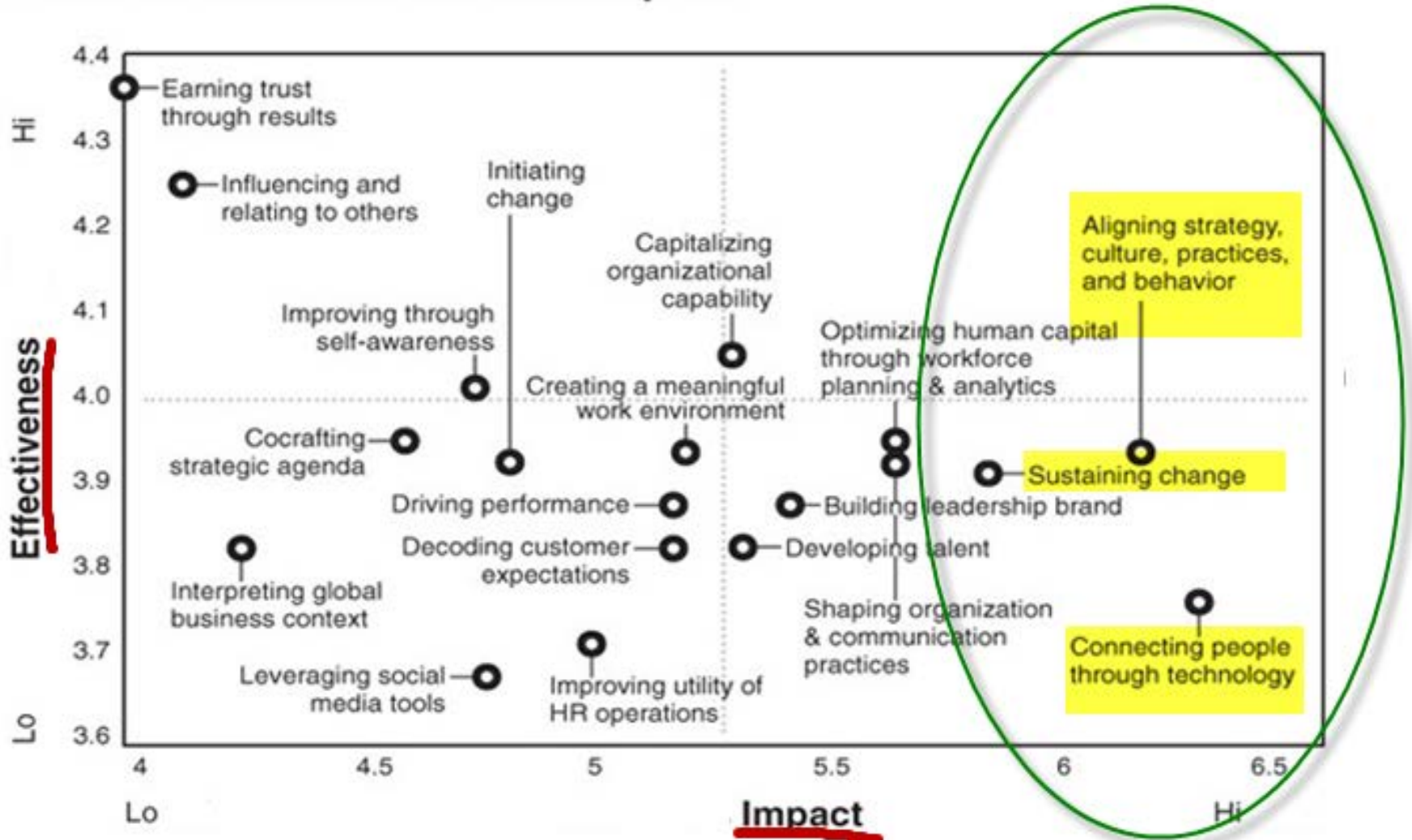
- Credible Activist
- Capability Builder
- Technology Proponent
- Strategic Positioner
- HR Innovator & Integrator
- Change Champion

Instructions:
Using the HRCS self-assessment as a framework, identify the level of skill you currently demonstrate for each competency and compare it to the importance of improving that skill based upon the needs of WSU S/C/D partners. Circle the number that best reflects your assessment, with 1 indicating low competence or value and 5 indicating high skill or value. Then determine 1-2 competencies in which you offer unique strengths and 1-2 competencies in which you would like to continuously improve.

	My Current Competence <small>1=low, 5=high</small>					Value of Improved Competence to WSU <small>1=low, 5=high</small>				
Credible Activist <i>Earning trust through results, influencing and relating to others, improving through self-awareness and shaping the HR profession</i>										
1. Has track record of results										
2. Demonstrates personal integrity and ethics										
3. Works well with his or her management team										
4. Communicates effectively										
5. Takes appropriate risk										
6. Seeks to learn from both successes and failures										
7. Plays an active role in professional bodies										
8. Involved in developing the HR function										

HR From the Outside In – HRCS Study

Prioritizing HR Competence Actions: Based on Current Effectiveness and Business Impact





Wrap Up

Elizabeth Rager & Dawn Aziz,
Organization & Employee Development

What's Next?

Date	Course	Format	Time	Location
7/2	Banner Navigation with WSU Application Overview	Classroom	9:00 - 12:00	UGL Lab A
7/3	The Role of the Senior HR/HR Consultant	Classroom	1:00 - 3:30	3700 AAB
7/9	WSU HR Fundamentals	Classroom	9:00 - 10:30	3700 A
7/9	EPAF Introduction	Classroom	10:30 - 11:30	3700 AAB
7/10	Labor Relations/Academic Personnel	Classroom	1:00 - 2:30	4339 F
7/12	AppXtender	Classroom	8:30 - 10:30	UGL Lab A
7/12	Cognos	Classroom	10:30 - 12:30	UGL Lab
7/15	Staffing Overview	Classroom	1:00 - 3:30	3700 A
7/18	Employment & WSU Introduction			



Summary

Today we:

- ▶ Defined **WSU Client Service's mission** and how their role fits
- ▶ Identified the **knowledge, skills, abilities and values needed** to contribute to the success of this position
- ▶ Appreciated the unique **strengths** we each bring to create value for our S/C/D partners
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