

Conclusion

To add strategic worth, HR practitioners should step outside the human resources arena and think outside the box to truly understand the business they are in. They have to ask themselves “What does my company do?” “How much does it cost to deliver products?” “How does the competition do it?” “Who are our customers?” Develop a workforce that supports the company’s goals and customers. Help the executive team stay ahead of HR issues by finding answers before they ask questions. Are HR departments fulfilling this mission today? According to HR practitioners and my own experience, the answer is still no.

However, if you can implement these five phases, you will see some dramatic changes.

HR will abandon traditional programs that have no demonstrable impact on organizational performance, and it will create programs that boost results—such as compensation plans that tightly link pay with profits and aggressive recruitment approaches that lure the best people away from competitors, or an in-house training program that will create future leaders.

You’ll also see that HR practitioners—under the spotlight and required to deliver—actually fire ineffective HR employees and replace them with more talented people who understand HR’s true role.

Ultimately, you’ll see the real fruits of HR’s new approach reflected in your bottom line and perhaps your pay-check. Good luck.

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