

Human Resources Strategy, HR Operations/Processes and HR Projects – Initial Communication for the business.

Version	Issue Date	Project
1.0	2020	HR Assessment as aligned to the HR Employee Cycle. Understanding The Business Goals, HR Current Strategies, Policies, Procedures, Systems, Processes Understanding Business Key Priorities.

1. Project Scope

Initial communication to understand current HR Framework in place or leverage from Regional/Global Head Office. Understanding the current HR Model in place and Assessment of current HR Practices across the HR Employee Lifecycle and key business strategies and goals currently in place.

The main areas of focus is an initial conversation regards to understanding of the current HR Landscape, current Model in Place, current practices, systems and policies across the organization.

- 1) Review and understand current HR Practices, culture, values and work environment. Style of business structure and leadership in place currently.

- 2) Current HR Model in place, current systems, practices across the Employee Lifecycle as aligned to Principles of Fair Employment Practices, TAFEP Guidelines and The Social Workplace Model as a reference model.
- 3) Key Business Goals, Strategy, Plans and Priorities current and the future.
- 4) Gain an understanding of current Employee Pulse and any Recent Surveys
- 5) Gain an understanding of current Safety Strategy that is in place with Covid-19, review policies to date.



“ Hire, Inspire, Retire” Approach

Reference: Adopted from the Social Workplace Employee Life Cycle Model, Author: Elizabeth Luper.

2. Project Resources

Resources	Value Add Position	Years of Experience

3. Project Budget

Project Budget	Forecast Cost		Real Cost	
	\$	Time	\$	Time

4. Project Milestones Major Tasks

TASK NAME	ASSIGNED TO	START DATE	END DATE	DURATION in days	STATUS
Project Assessment.	Rachael Fysh				

Initial Conversation, Collaboration with HR Leadership Team and Senior Management.

- Assessment of current HR Employee Lifecycle and current business goals in place
- HR Health Check in terms of current strategies in place, practices, processes and systems in place.
- How does the website look for attracting new employees ?
- Are there clear job specifications in place ?
- How developed is the Employee Handbook ?
- Current framework and policies in place ?
- Is there an employee referral program in place ?
- What is the level of sophistication across the HR Strategy ?
- What are the business key goals ?
- What are the business key priorities ?
- Which technology is in place for recruiting ?
- Is there Regular and Ongoing Performance Management ?
- Which technology is in place for learning and development ?
- What sort of engagement strategies are currently in place for employees ?
- Have any recent ‘ Employee Pulse surveys been conducted ?

- What was the result of the last ‘ Employee Survey ‘ in terms of NPS – Net Promoter Score, How satisfied were employees with working at the company ?
- What would management and the leadership team like help with ?

Human Resources, Leadership Team, Senior Management Perspective ?

- Feedback and open dialogue to the above questions.

5. Communication Plan

Per weekly Team meetings each Friday on Zoom with Team Members for full Team Engagement to keep communications positive and open.

6. Other Team Member Ideas.

7. Emphasis on Quality and Best Practices.

8. HR Analytics and Insights.

Sample HR Metrics that are data driven and can be insightful for Business Performance and track performance, to gain insight and from this data build out Career Development Maps to help team members grow, build individual capabilities and competencies to drive engagement and accelerate business performance.

For Example: Employee Performance Metrics.

Work Quality metrics

Work Quantity metrics

Work Efficiency metrics

Organizational Performance Metrics

For Example: Work Quality – Employee Performance Metrics.

Key to tracking how well employees are performing. We can use some various models here.

Management by Objective	Model aimed at improving performance of an organization by translating organizational goals into specific individual goals. Set between employee and management Likert scale from 1- 5. Managers make the goals more tangible and performance reviews yield evidence and are data- driven.
Subjective appraisal by Manager	9 Box Grid Model
Net Promoter Score (NPS)	Customer willingness to recommend and promote a current Company Brand.
360 Degree Feedback	Multi-view Perspective from peers, manager, customers feedback on Performance on specific areas of employees performance, skill level, and points of improvement.
180 Degree Feedback	Employees Direct Colleagues.

Best Practices for Talent Management

1. Set clear expectations and high organizational goals, consultations, clear job specs.
Communication across the goals the business is working towards. Create the context of what each employee is working towards.
2. Go beyond regular performance appraisals by building out career mapping, learning and development programs, regular management feedback and positive coaching.
3. Provide professional development opportunities
4. Measure and improve Talent Management with Analytics.

Question ‘ What skills need to be developed in order for the business to succeed “?

1 Organizational Context.

The whole workforce understands and agrees with the companys’ business goals.

Align Manager, Team, Individual Goals to the companys’ vision, which helps to create context for projects and tasks at the department level, which gives employees context for there contribution.
Review frequently, Business environments can change fast.

2 Go beyond the Performance Appraisal.

Regular performance appraisals provide a chance to review past achievements, current challenges and ongoing goals and skill development.

Performance Appraisal are an opportunity to open the dialogue to discuss skill sets, career aspirations and development plans that address performance gaps.

To maximize Performance, Managers must provide mentoring, coaching and support on an ongoing basis.

‘ Employees need regular, quality feedback and catch up with specifics on how they can improve’ .

How do they consider there manager at providing regular, in the moment feedback and rewarding good performance.

#3 Provide Professional Development Opportunities. Once Performance Gaps are identified, employees know exactly what skills they need to develop in order to progress in there Career.

To help them take action and improve their Performance a strong commitment to developing new competencies in existing staff is required.

Developing Talent and Workforce Planning and Succession Planning is a challenge for business.

Create Readiness – prepare and have internal candidates ready for key positions as they become vacant. Learning Management Systems, Mentoring, Coaching, to help grow employees and build talent pool – potential workers that can fill vacant roles as they come online.

‘ Organisations that assign learning based on Performance Review’ see 38 % better engagement and have 61 % positions with identified and willing successors.

4 Measure and improve Talent Management with Analytics

Analyze HR Data to identify supply and demand trends, assess risks and uncover opportunities.

Web based tools for collaboration and knowledge sharing.

From Performance and Learning Management to employee engagement, these platforms allow employees and managers to locate content, share information, view goals and develop skills and competencies,

While providing valuable data to help continually improve the entire talent management lifecycle.

Most effective Talent Management Practices are directly tied to successful business outcomes

INVEST in Talent Management for Best Practices. Your workforce is your greatest asset.

9. Next Steps, Collaborate on Priorities, Build Out Strategic Initiatives.

Build Out Strategic Initiatives based on open dialogue, feedback and Survey Data from the Business and Senior Leadership Team key priorities.

Business Goals and Vision, Context for a Successful Business Model
Employee Branding Strategy # Market Perception of the Employment Experience # Culture # Work Environment # Rewards # Wellness Solutions # Benefits
Recruitment Strategy
Onboarding Strategy
Employee Engagement, Performance Management, Talent Management Strategy
Retention and Recognition Program and Strategy
Retire Alumni Community
+ Technology, across the life-cycle, systems in place to create efficiency, communications, and data driven HR Analytics.