



Highly Responsive or Highway Robbery?

What is HR? What does HR stand for? Increasingly, criticism is targeted at the people management part of the business. What do you in HR contribute? You are not strategic nor are you business partners. You are not in the boardroom. Know your place!

Too true. HR has a Humiliating Reputation at board level. Maybe only one fifth of quoted companies have an HR presence as a High Ranking High Roller.

How many HR Directors are actually directing? Is it a Hostile Reaction or simply personal?

What do HR do? Some say that they provide nothing but Hackneyed Rhetoric; "people are our greatest assets", that is, the first assets to be sold when a cost saving Hatchet Requirement comes down from above. Then, HR people are in great demand to provide the Hanky Ready for the Heavy Redundancy. Of course they are further required to provide the Hapless Raconteur to the media to explain what has gone wrong and why the exodus is necessary.

We all know that HR squander money on Hedonistic Rubrics. Giving good company money away to ungrateful, unappreciative workers. Benefits, extra time off, understanding, opportunities.

Money for nothing and the sick for free.

Bring back High Rate incentives. That's what motivates! High Remuneration! Simple solution. Who needs HR? It's Highway Robbery! Give the Human Responsibility to where it belongs: the line managers.

All the above is Hutter Rubbish!

HR certainly has the opportunity to provide Huge Results to organisations. Why? Because of the increasing Healthy Recognition that people really do make the difference to business performance. It's not about a better business strategy. It's not about a quality assurance programme or research and development. Those are a given. Honourable Research has shown that what makes the difference is the number and effectiveness of HR processes. It's about providing Holistic Rewards encompassing pay, the work experience, home-work balance and inspiration.

High Rewards are commonly used as the primary motivational tool. Yet, time after time, the Harmonious Relationships at work are surveyed as more important. Yes, certainly the money side is Hyper Reactive to errors of judgement. HR have a Heavy Responsibility to get this right. And it is not a small responsibility. Every 100 people in an organisation probably accounts for more than two million pounds of expenditure. Hannual Recurrence too!

Heuristic Recognition and development. No longer is training enough. It has never been enough. People learn through experience. HR provide the Helpful Resources that enable fruitful education and practice. Creating winners, raising the bar of performance.

It is a Human Right that people get feedback about what they are asked to do and how they are doing. People need their metaphorical spine stroked. HR's job is to ensure that people get sufficient quality performance management from their line management (yes, those who have the Human Responsibility) and this means equipping them with Human Relations skills which are, sometimes, sadly lacking, or well intentioned but poorly applied. People tend to join organisations but leave managers. HR must be Hard Regulators to ensure consistency, effectiveness and timeliness of performance feedback. It provides high value to organisations because this is the source of commitment, engagement and discretionary effort.

Honest Recruitment. Naval press gangs were ruthless and without remorse; anybody will do. HR gangs must also be ruthless and without remorse if they are to contribute to the War for Talent. The cost of a poor choice is very high and goes to the bottom line. All modern techniques must be identified and suitably deployed in the front line.

Horrendous Regulation has become endemic in the current employment society. Equal Data Opportunity Rights to Prevent Unfavourable Treatment of Diverse Habits (1998). Amended weekly by the EOC. HR can reduce Huge Recompense by anticipating the High-court Risk. They become guardians against the Heretical Radicals that might allow their organisations to inadvertently commit a Hanging Rope offence.

So where does this lead us?

HR can be Highly Responsive or just Highly Reactive.

Which best represents your HR team? How will you prevent being accused as a Highway Robber of line management's jewels?

Or be the Hero Rex of the modern organisation?

What is HR?

HR is Human Resources. The challenge is to prove it!



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