



SKILLS FOR EFFECTIVE HUMAN RESOURCE MANAGEMENT

Chapter 4





Everybody, not only the human resource professional, regardless of his position in a company can benefit from good human relations and interpersonal skills.





Management

- Management is getting things done through people.
- Managers make decisions, allocate resources and – this is the most difficult part – direct the activities of others to attain their goals.



Critical Skills and Attributes for an HR Practitioners

Human Relations or Interpersonal

Multitasking

Organization

Ability for Dual Focus

Trust and Confidence

Dedication to Continuous Improvement

Negotiating and problem-solving

Team-oriented

Honesty and Integrity



HUMAN OR INTERPERSONAL RELATIONS

The HR position deals with day to day problems of behavior and motivation, no HR professional can succeed if one is poor in interactive skills.





MULTITASKING

- HR professional handles different concerns:
 - a disciplinary problem
 - incentive package program
 - union negotiation
 - launch a corporate social responsibility program
 - recruitment





ORGANIZATION

HR should be a paragon of orderly and seamless organization; there should be a strong time management skills and personal efficiency.





ABILITY FOR A DUAL FOCUS

- HR Professionals advocate for employees benefits and concerns
- HR must also enforce company policies, rules and regulations



TRUST AND CONFIDENCE

As the custodian of all personnel records which hold a lot of individual personal secrets, the HR personnel should be trustworthy.



DEDICATION TO CONTINUOUS IMPROVEMENT

- HR professionals need to train managers how to coach and develop their employees.
- The goal is continuous improvement and innovation as well as remediation.





NEGOTIATING AND PROBLEM-SOLVING

- HR as negotiator and problem-solver, should achieve conflict resolution that requires negotiating prowess and problem-solving skills.
- HR personnel should have the relevant skills which include the ability to gain trust and confidence of the parties, clear thinking in identifying the real problem and tactfulness and persuasiveness in offering practical solution.



TEAM-ORIENTED

Team building training in developing a more effective organization is a critical function of HR.



HONESTY AND INTEGRITY

- Human Resource professionals are the conscience of the company and the keeper of its moral image.
- HR should ensure that proper ethics and moral standards are observed.

