

10 Tips For Becoming The HR Leader Your Clients Love Working With



1. Offer Options... Where possible, present 2 or 3 potential solutions when your clients face tough people problems. Clients love choices & know that “one size” does not always fit all. Help them select the best fix and customize it to their situation.

2. Provide An Ear... Sometimes your clients want an ear. If so, just listen, hear them out and be their sounding board. Become the person your client can let their hair down with, be candid with anytime and they will feel well served.

3. Over-deliver... Give your clients 25% more than they were expecting or deliver something a day earlier than anticipated. Consistently. And enjoy doing it, because that’s the type of HR leader you are.

4. Support & Validation... Sometimes your clients need your support and validation that they’re doing the right thing or that they’re on the right track. Be candid. Support them, if they are. Guide them in making corrections, if they aren’t.

5. Space... Sometimes your clients don’t need or want your help. They’d rather work things out alone. In these situations, don’t be a pest -- give them their space.

6. Availability... Many clients want to know that you’re available 24/7 if they need to reach out to you. Most may never contact you after normal working hours, but knowing they can is good enough.

7. Anticipation... Help them understand what’s on the horizon. Give them a heads up on proposed changes in the organization’s HR strategy or policies likely to impact their team or their business. Get them thinking or preparing early.

8. Help Them Play a Bigger Game... Sometimes your clients want you to challenge them, ask more of them, instead of just being “supportive and available.” Raise their bar, offer them insightful feedback, help them leverage their strengths and play a bigger game -- and they’ll love you.

9. Be Their Change Partner... Collaborate with your client on a major change they’re looking to implement. Look specifically at how you can add value in: helping them plan the change...identifying people-related obstacles...providing strategies to handle change resisters...or ways to reward supporters.

10. Finally, Embrace This... Sometimes your clients won’t follow your HR advice, no matter how brilliant it is. Don’t take this personally. Accept this reality & focus on helping EVERYONE ELSE.



Ideas excerpted from the book, “Winning Big in HR” available at:

WinningBigInHR.com

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