



A BUILDING BLOCK APPROACH TO HUMAN RESOURCES: A STEP-BY-STEP GUIDE FOR BUILDING AN EFFECTIVE HUMAN RESOURCES FUNCTION

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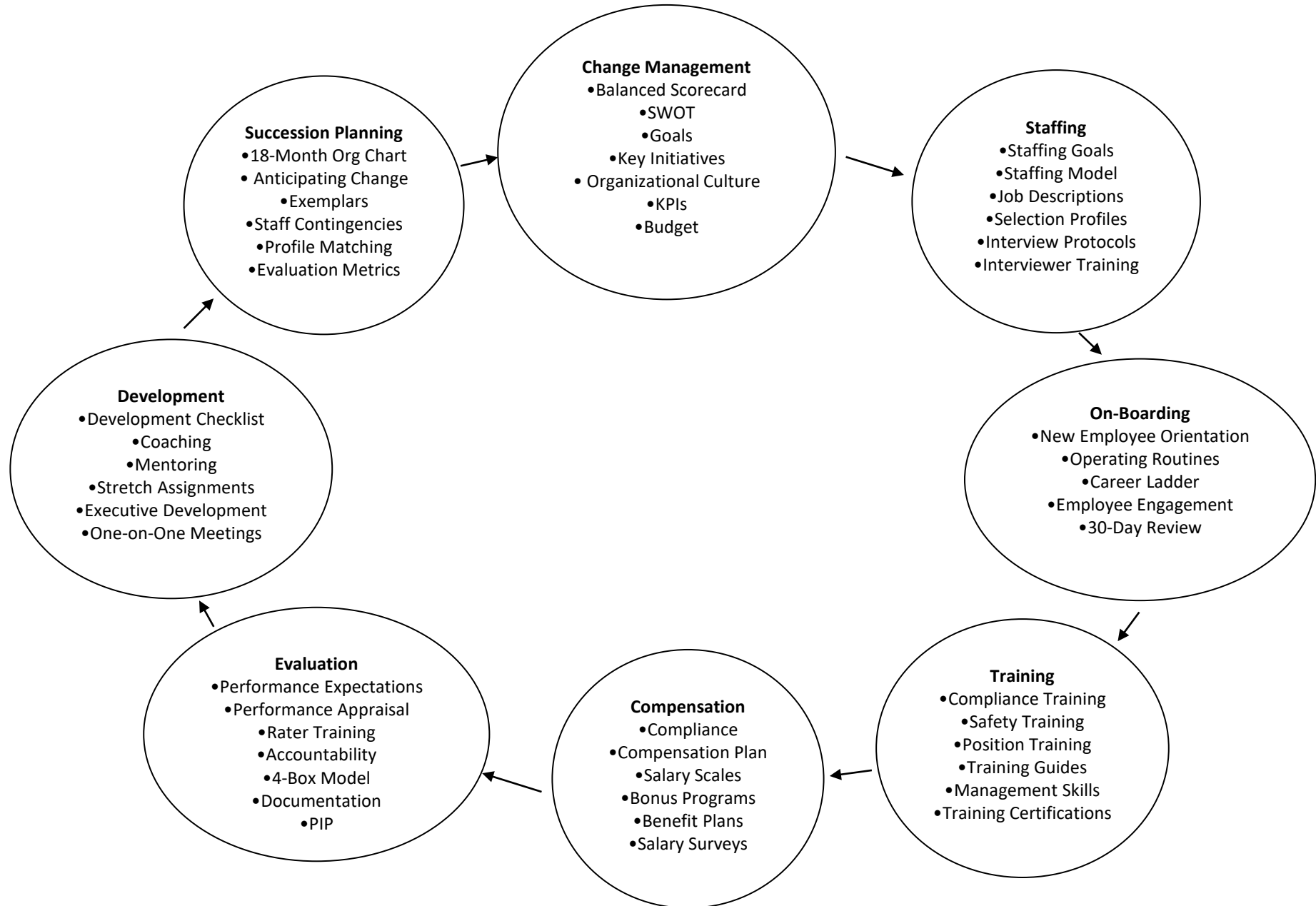
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HUMAN RESOURCES ROAD MAP

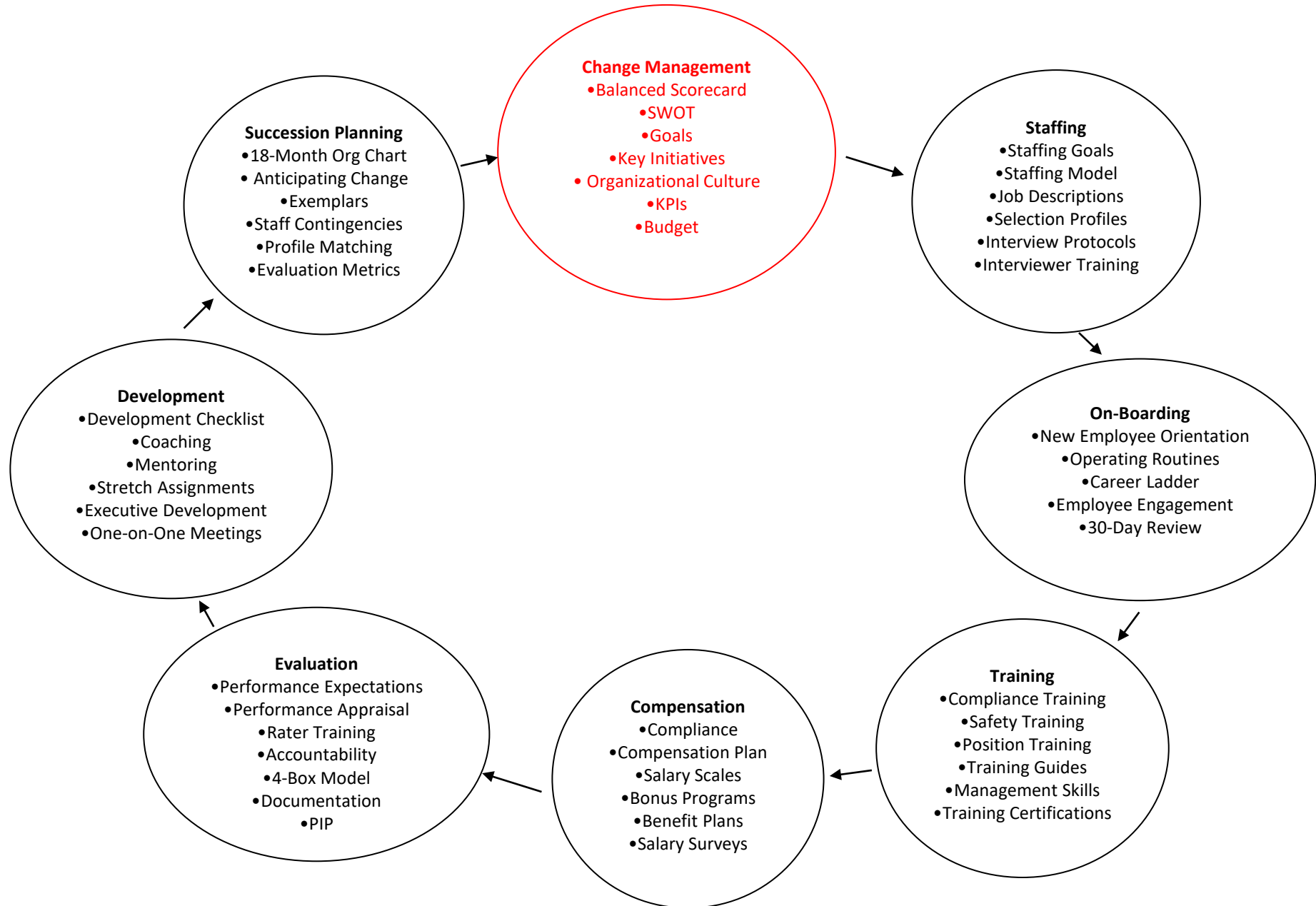
PURPOSE

Provide an illustrative model capable of integrating the ever-increasingly complex and bureaucratic function of Human Resources, into an understandable system to assist strategic planning, executive-level decision-making, and organizational success.

HUMAN RESOURCES ROAD MAP



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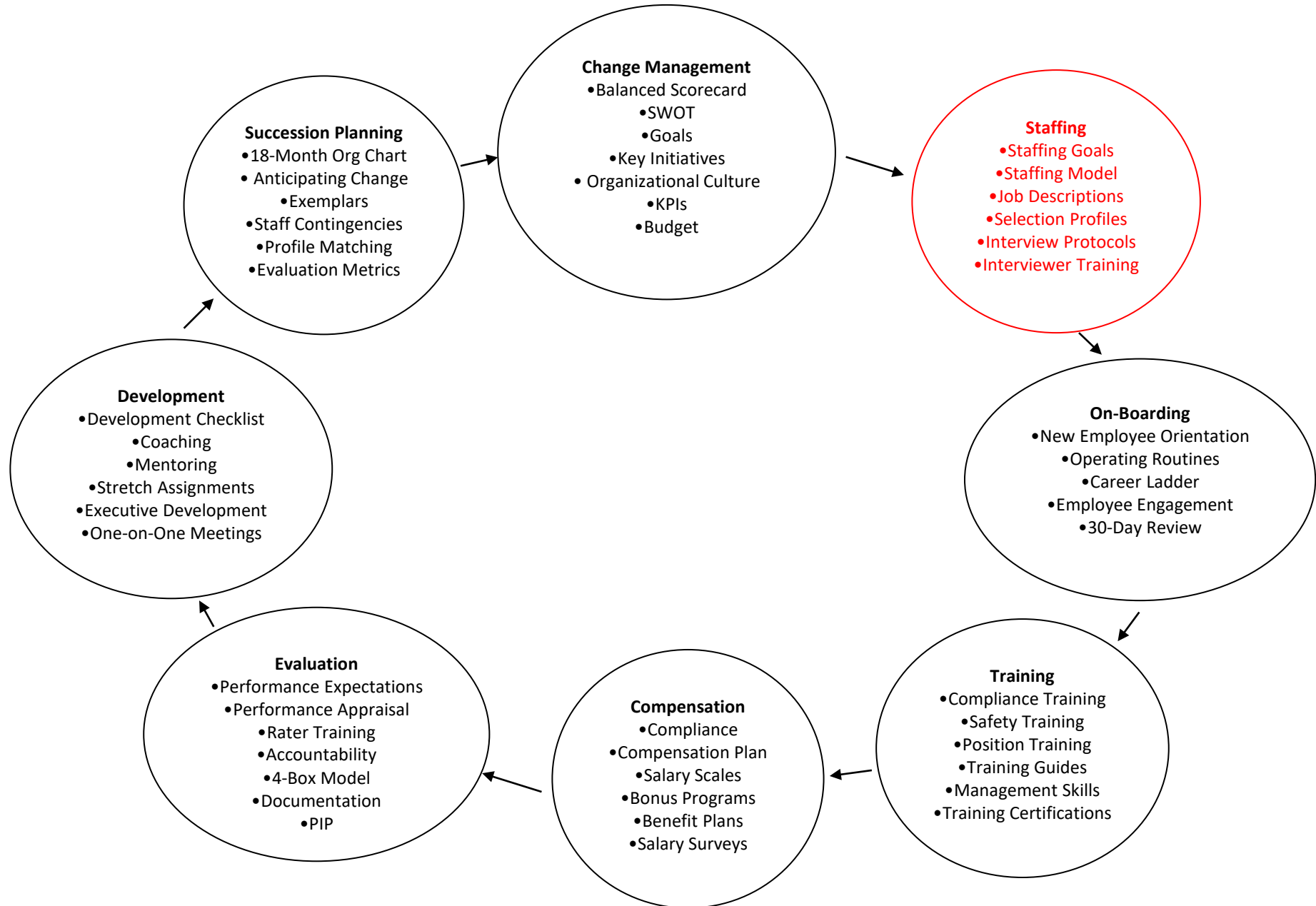


HUMAN RESOURCES ROAD MAP

CHANGE MANAGEMENT

- The Driver, the Premise, the Determinant of Success
- Daily, Weekly, Monthly, Annually, Longitudinally, Inevitably
- Multidimensionally, at various levels of Pace, Complexity, Cost
- Fundamentals
- Have a Plan, circumscribed by Flexibility
- Best Practices, Industry-wide Standards, SOPs, Core Values
- Efficacy vs. Novelty, Resilient vs. Resistant, Alignment
- Job Descriptions, Coaching, Accountability
- Formal Tracking
- Flexibility

HUMAN RESOURCES ROAD MAP

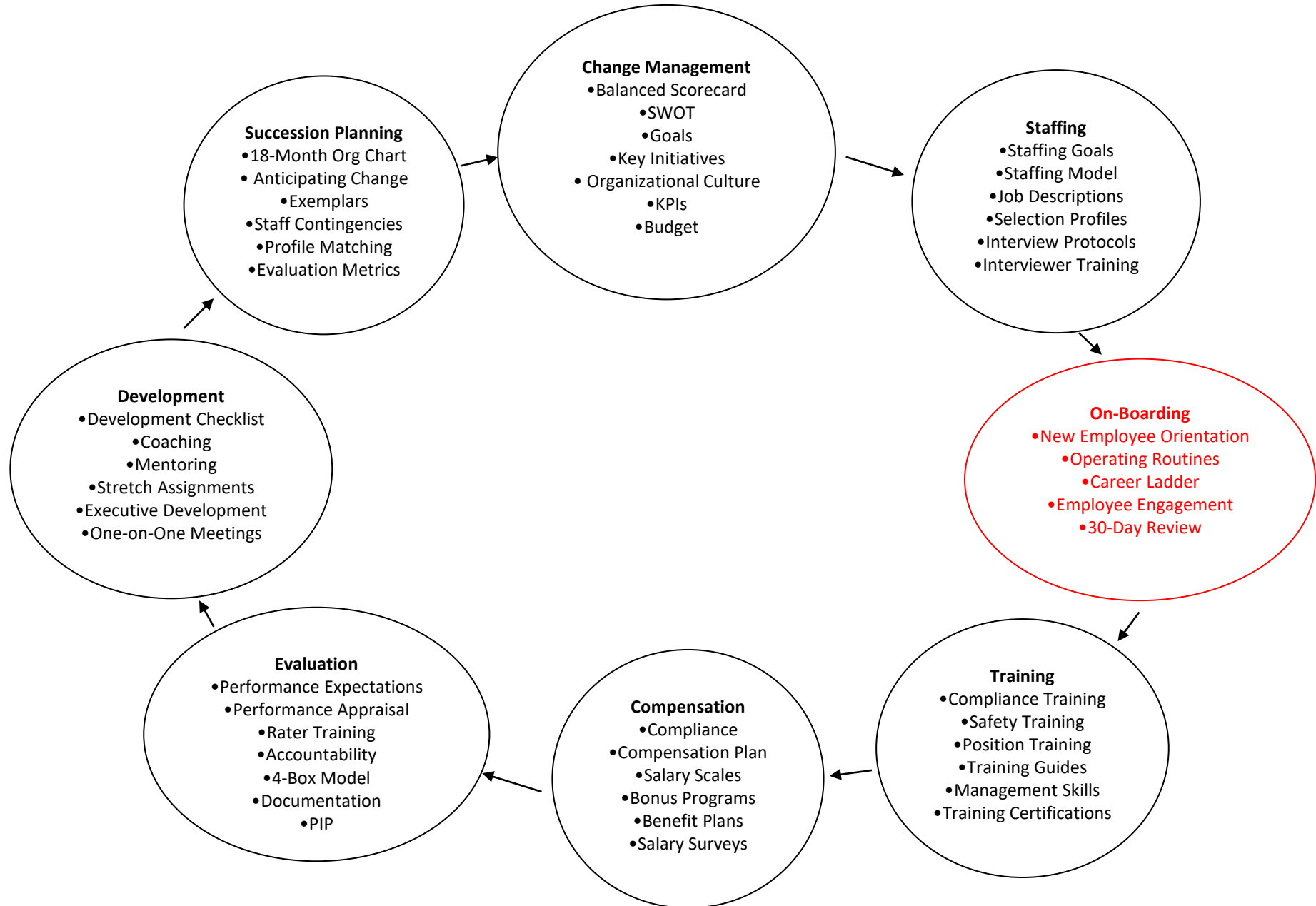


HUMAN RESOURCES ROAD MAP

STAFFING

- Primary Concern
- Quantitative, Qualitative, Chronological, Sustainable
- Responsive
- Have a Plan, exemplified by Integration
- Ownership, Metrics, Accountability
- Underscored by Field Entrepreneurialism
- Retention, Turnover, Churn, Voluntary, Involuntary
- Always be Recruiting
- Now that we have them, What do we do with them?

HUMAN RESOURCES ROAD MAP

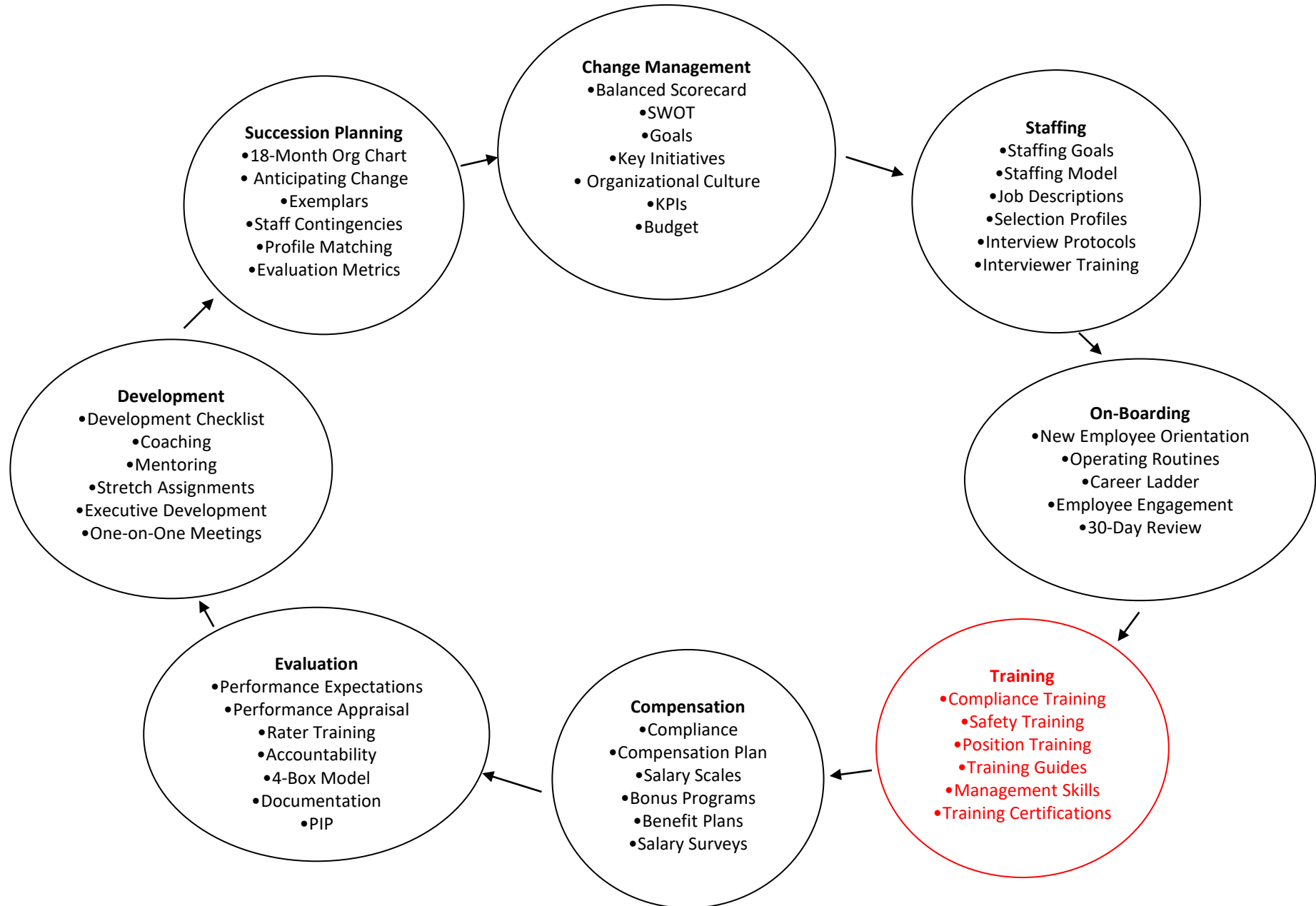


HUMAN RESOURCES ROAD MAP

ON-BOARDING

- Be Careful for What you Wish for...
- First Impression
- It's Boring for You; It's New for them, and they can tell
- Culture, Administrative, Safety, Operations
- Personal Role, Departmental Results, Organizational Success
- On-going Structure
- Forecasting a Career vs. a Job
- Communication, Concern, Commitment; Feedback
- Are Our Employees Really “Our Greatest Asset”?

HUMAN RESOURCES ROAD MAP

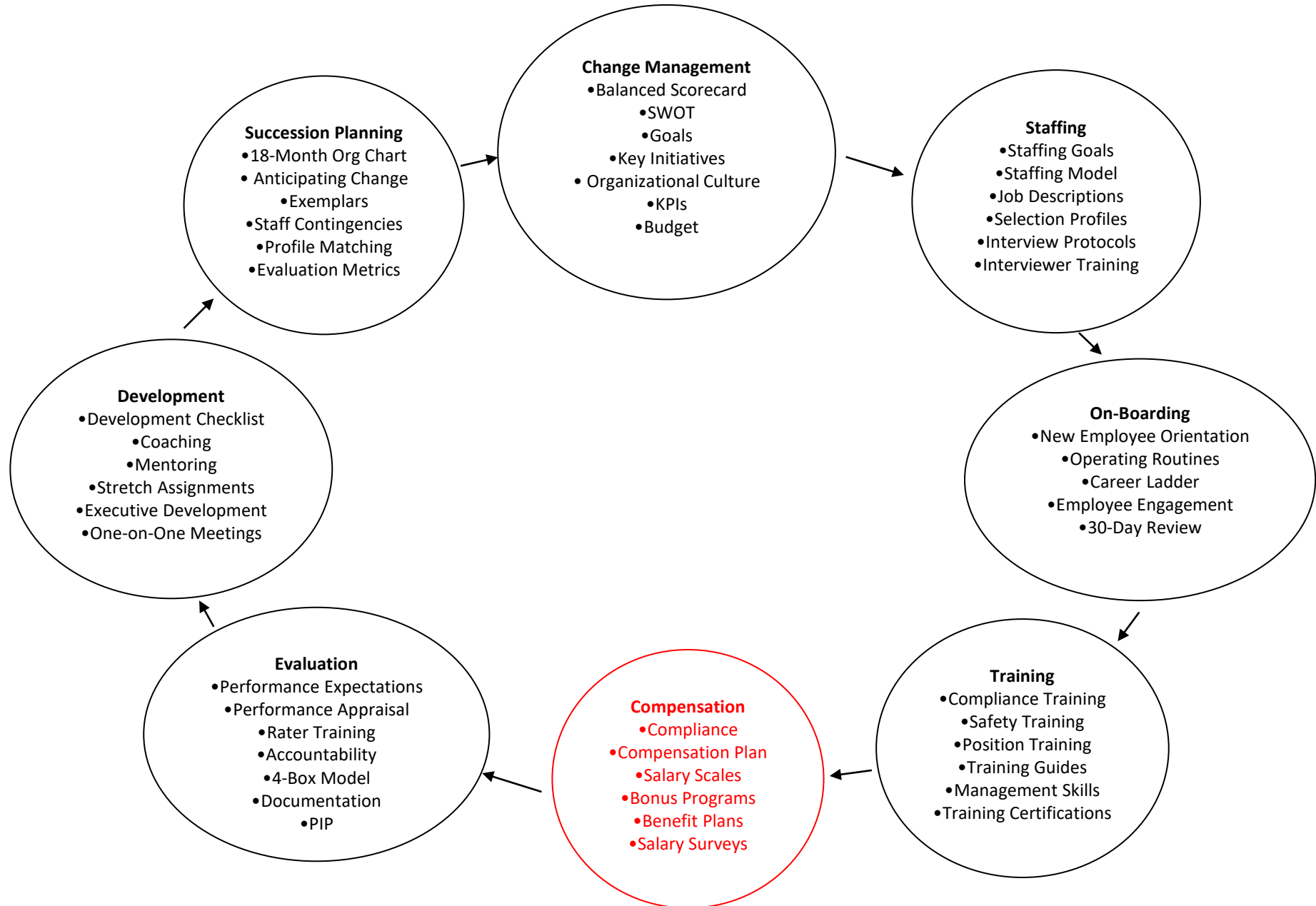


HUMAN RESOURCES ROAD MAP

TRAINING

- An Investment, not an Obligation
- Assets
- Execution
- Training Plan, Training Calendar, Training Roles
- Position, Supervisory, Managerial, and Executive
- Progress, Cost, Recognition
- Responsive, Adaptive, Proactive
- Ongoing Training Needs Assessment; Company, Task, Person
- ROI

HUMAN RESOURCES ROAD MAP

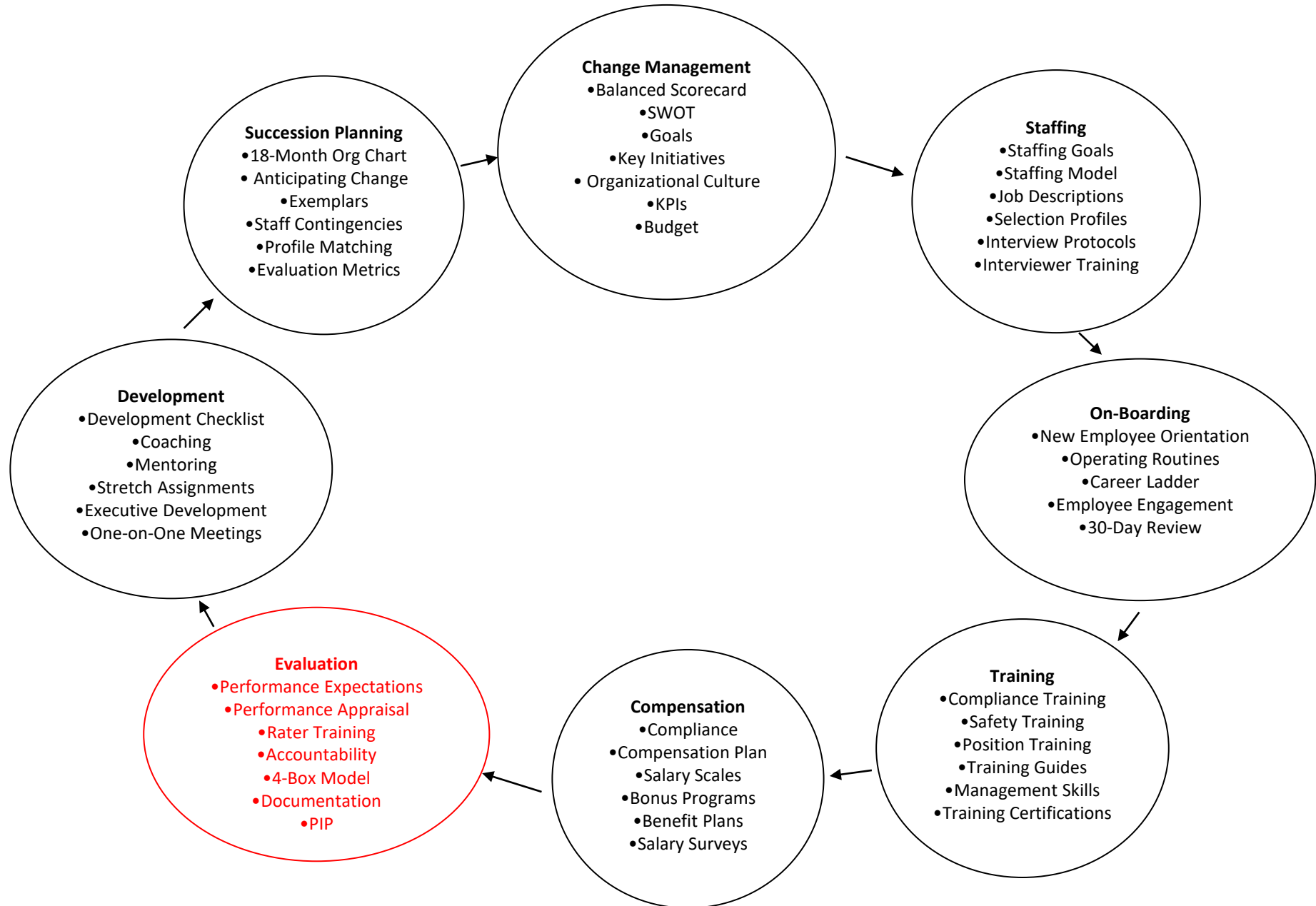


HUMAN RESOURCES ROAD MAP

COMPENSATION

- Sexy and Seductive, Serious and Strategic
- Are Rewards Commensurate with the Investments?
- Capitalistic Infrastructure
- Philosophy
- 51%/49%
- Don't be Cheap
- Burden Rate
- External Equity; Benchmarking Interviews, Benefits, Indeed
- It's Never Going to be Enough

HUMAN RESOURCES ROAD MAP

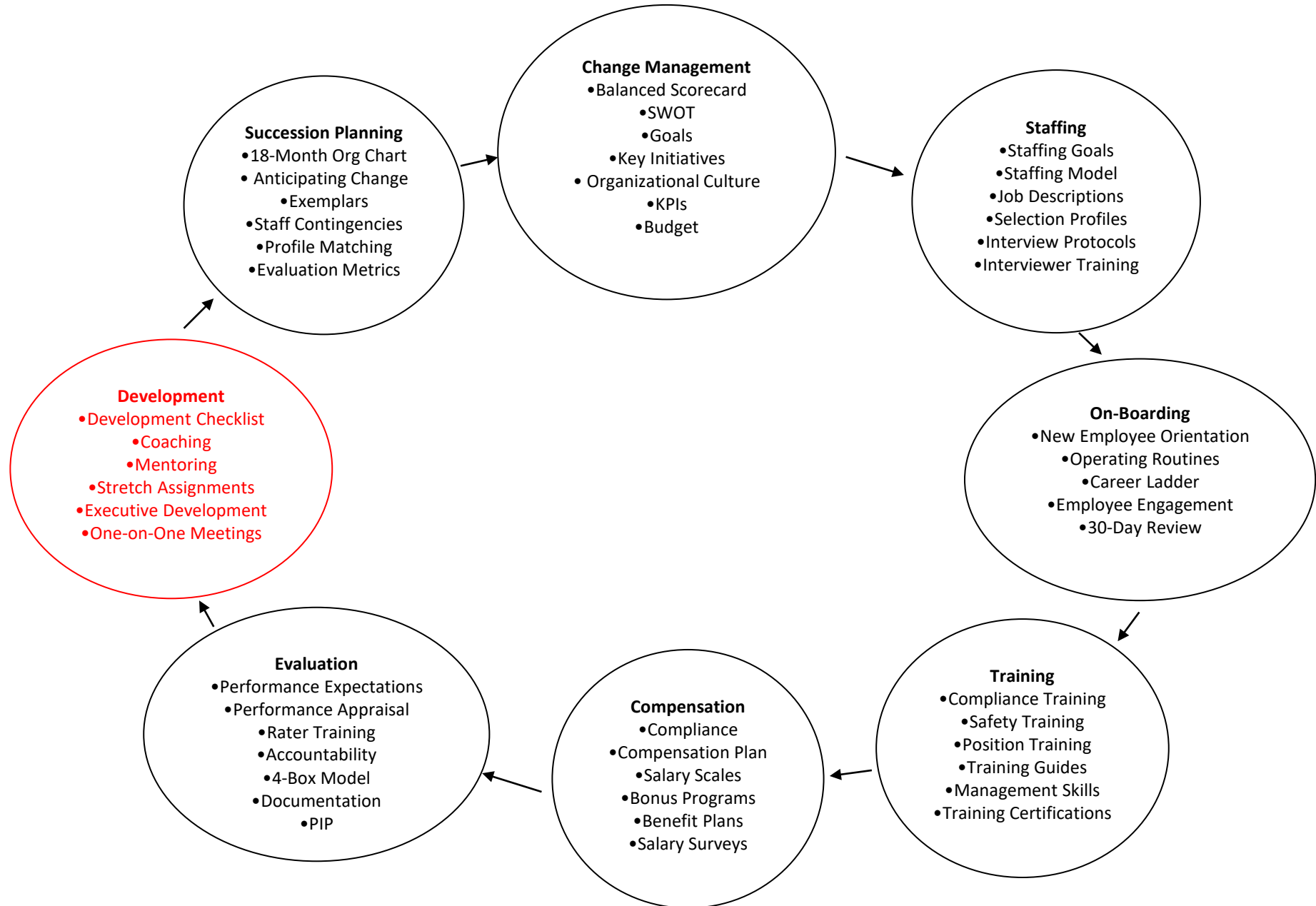


HUMAN RESOURCES ROAD MAP

EVALUATION

- Achievement Culture Validated by Accountability Standard
- Behaviorally-Based, not Personally-Oriented
- Performance Planning Matrix
- 401(k) Model
- Feedback, Documentation, Performance Reviews
- Vertical, not Horizontal
- Prepared, Positive, and Professional
- Evidence for the Prosecution
- Links the Past with the Path

HUMAN RESOURCES ROAD MAP

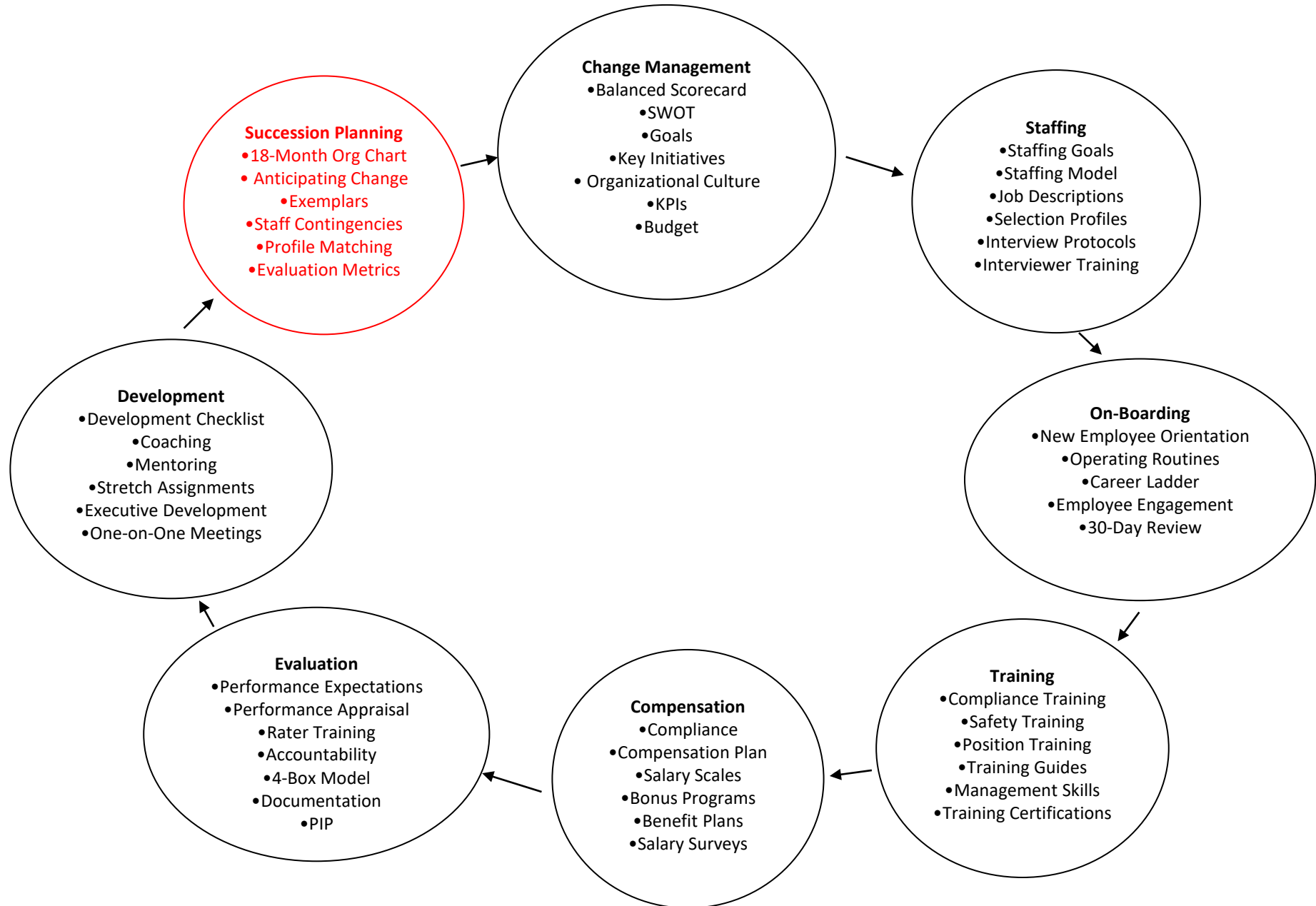


HUMAN RESOURCES ROAD MAP

DEVELOPMENT

- Value-Added Commodity
- Cultivating Potential vs. Improving Performance
- Targeted Involvement
- Longer-term Perspective
- Vertical Progress Reporting
- Every Supervisor's Primary Role is as a Coach
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- Training, Role Modeling, Formal Accountability
- Looking Forward...

HUMAN RESOURCES ROAD MAP

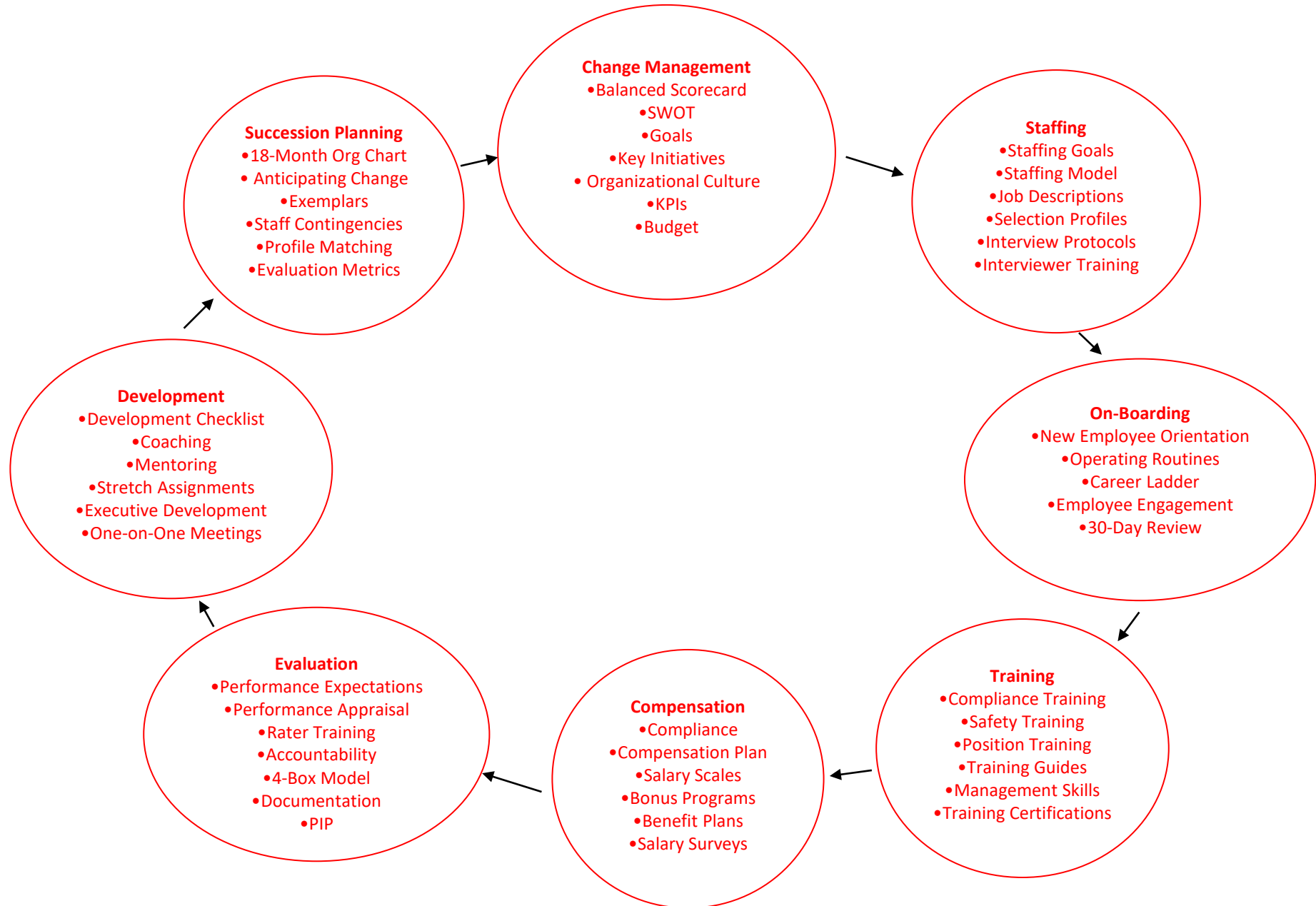


HUMAN RESOURCES ROAD MAP

SUCCESSION PLANNING

- If only we would have known
- The Future just Happened
- Picture Tomorrow as if it was Yesterday
- Anticipate the Change, Instead of being Managed by the Change
- Upgrade
- Formal Monthly Executive and Quarterly Managerial Meetings
- 75/25 Blend
- More Change is Coming
- It will NEVER Stop

HUMAN RESOURCES ROAD MAP



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SUMMARY

- Human Resources is a System
- Nothing Happens in Isolation
- Human Resources Actions have Antecedents and Consequences
- Must be Aligned with Company Change Management Efforts
- Legal, Procedural, Operational, Financial, Personal, Longitudinal
- Communication, Tracking, and Planning
- Flexibility
- Stay Focused on the Goals

FOLLOW-UP

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