

Human Resources Careers in This Recession:

*What's Really Going On and
What Will the Future Bring?*

For Bentley College

Presented by:

Priscilla Claman, Career Strategies, Inc.

Who am I?

**Someone committed to
improving that relationship**

**Someone fascinated by the
relationship between people
and the places they work**

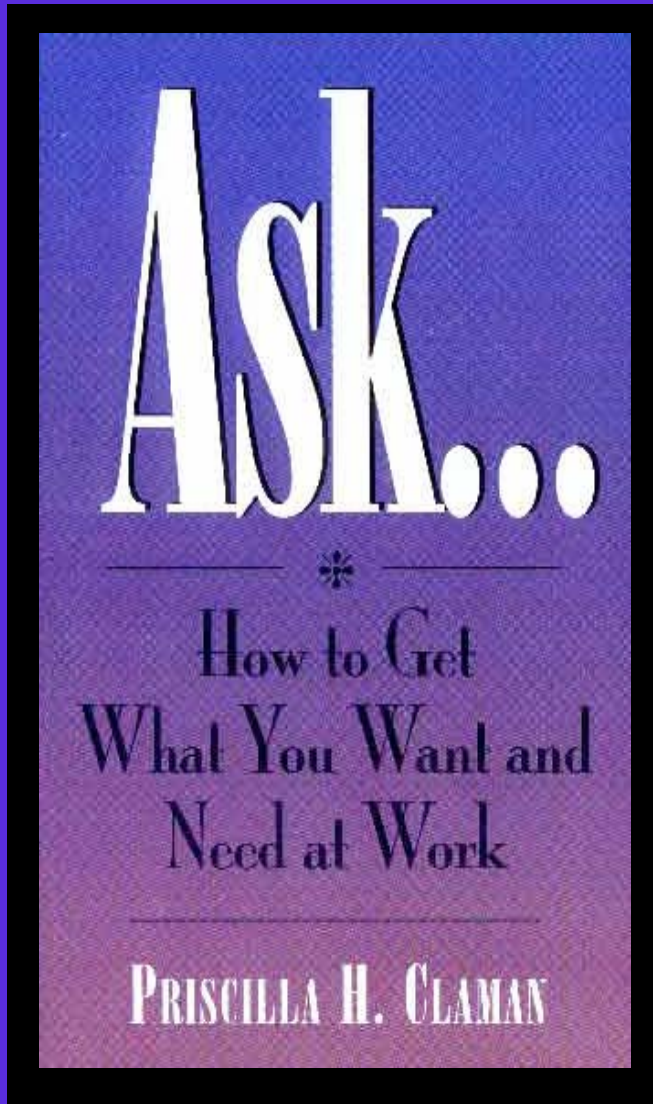
**A career-long trainer,
OD practitioner, and
HR professional**

**Priscilla Claman
President,
Career Strategies**

What We Do at Career Strategies

Competency models and applications of them for organizations seeking improved fit between people and work

Business-focused career programs for organizations and individuals



- **Books**
- **Workshops For Individuals and Managers**
- **Performance Support Tools On-line**
- **An On-line Version?**

THE WAY THINGS USED TO BE IN HR

Vice President

Manager

Manager

Manager

Manager

Manager

Manager

Manager

Manager

Manager

Manager

Manager

Manager

Benefits

Compen-
sation

Recruitment

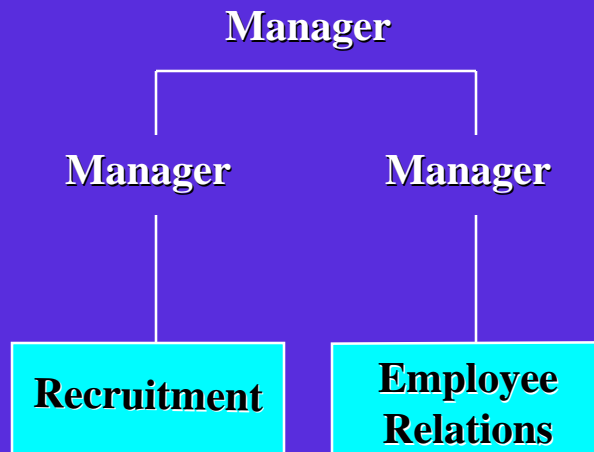
Employee
Relations

Affirmative
Action

Payroll

Records

Old Career Path in HR



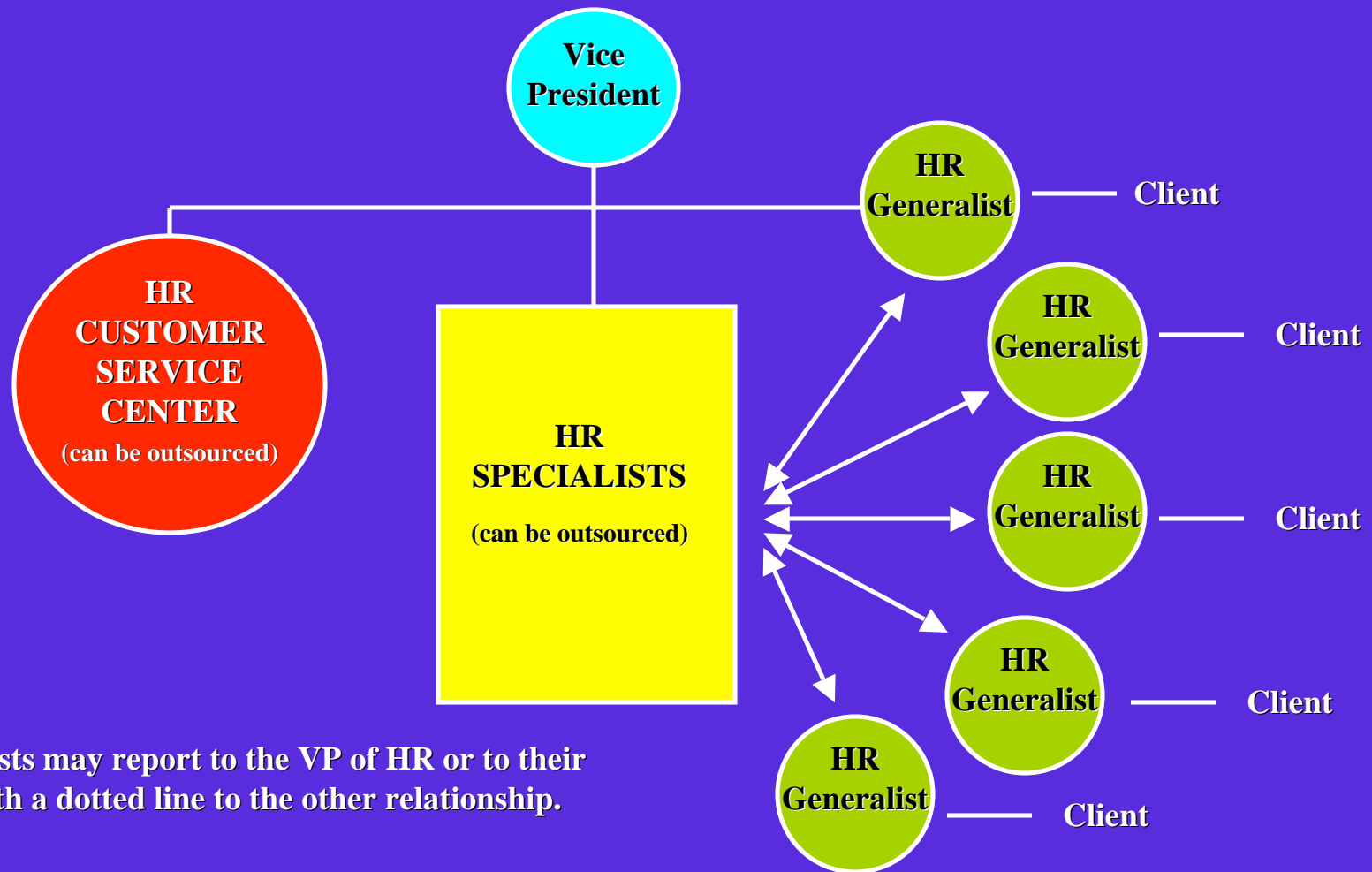
Logical next step:

- **Up within functional area**

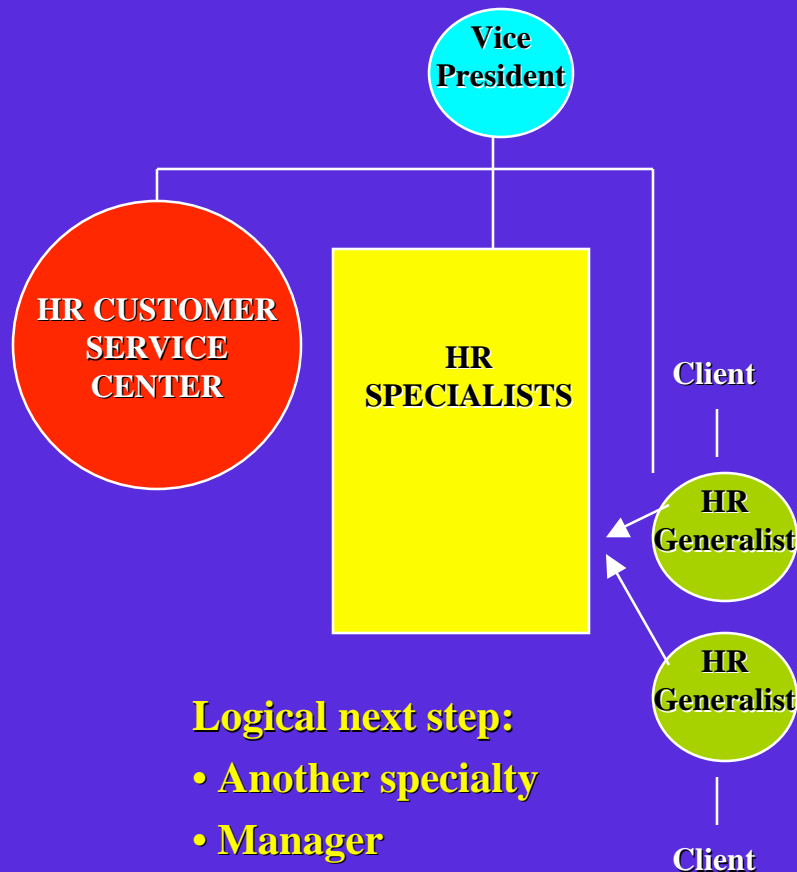
Characteristics

- **The career path is obvious, but you have to wait for an opening.**
- **You know your specialty area very well.**
- **You are well known by your chain of command and your internal clients.**
- **Very little movement outside of HR and an invisible wall between internal HR professionals and vendors.**

MOST HUMAN RESOURCES DEPARTMENTS NOW



New Career Path in HR



Logical next step:

- Another specialty
- Manager
- Generalist
- Vendor

Customer Service Center Advantages

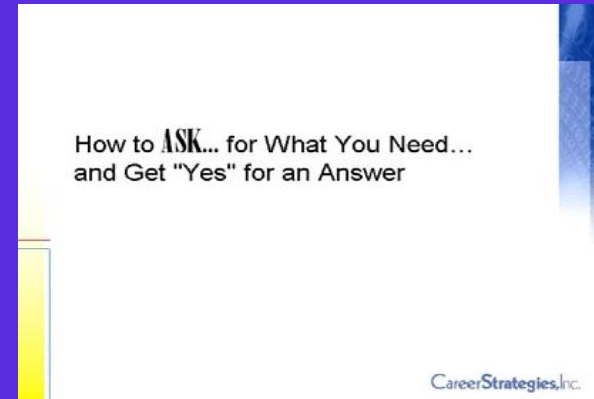
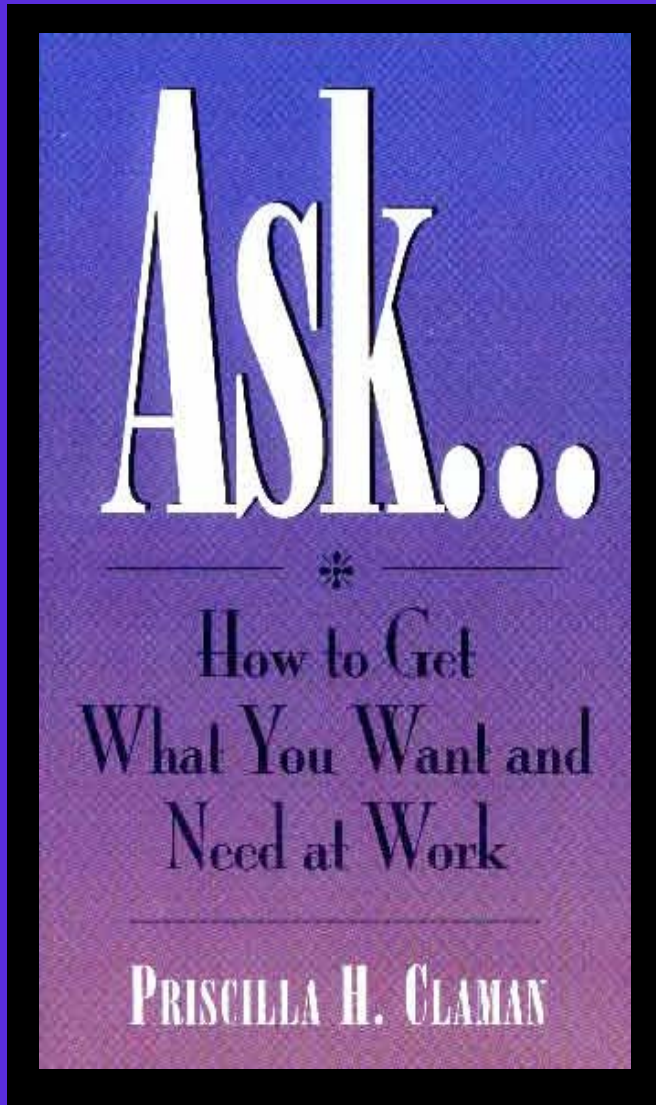
- You have many more career options.
- You are thoroughly grounded in HR policies and procedures.
- You get a taste of most HR specialty areas so you know which ones to pursue.
- You build a peer network that will help you later on.
- You learn customer service.

The Big HR Trends in This Recession

- **Outsourcing**
- **Cost control**
- **Online provision of HR services**
- **Globalization and standardization**

— **These trends reinforce each other.**

The evolution of *Ask...* is an example of these trends.



If These Trends Continue . . .

You can expect to spend a part of your career working for a vendor and possibly in another part of the business.

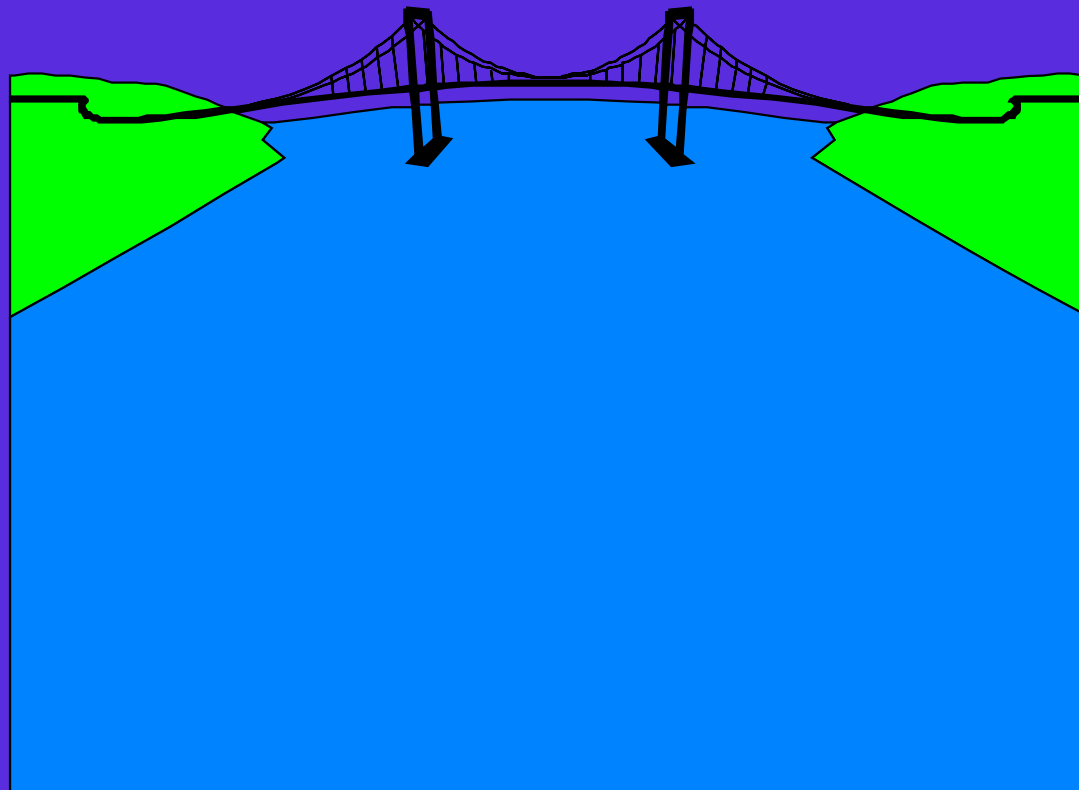
Life Outside of HR and the Closest Equivalents

HR Specialties.....and similar Corporate Functions	
Sourcing/Recruiting	Marketing
Employment	Sales
HRIS	IT
Service Center/Payroll/Processing	Operations
Training	Sales/Product Management
Benefits and Compensation	Financial Analysis

The  **Big 6** Human Resources Skills
You need to learn them all.

- ① Project management
- ② Change management
- ③ Client relationship skills
- ④ Financial analysis and measurement
- ⑤ Persuasion, influence, coaching
- ⑥ Knowing when to stand for something

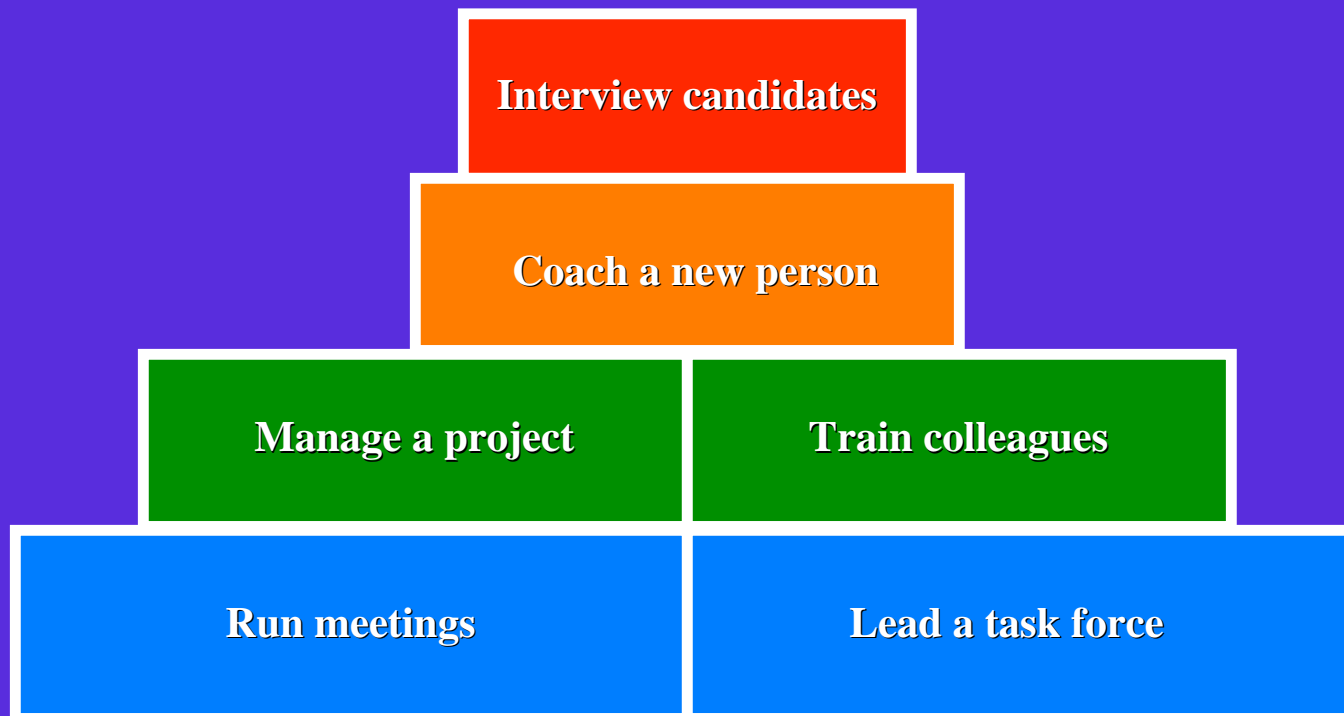
Crossing the Bridge. . . a Bob Gatti Expression and a Human Resources Dilemma



How Do You Prove You Can Do a Job You Have Never Had?

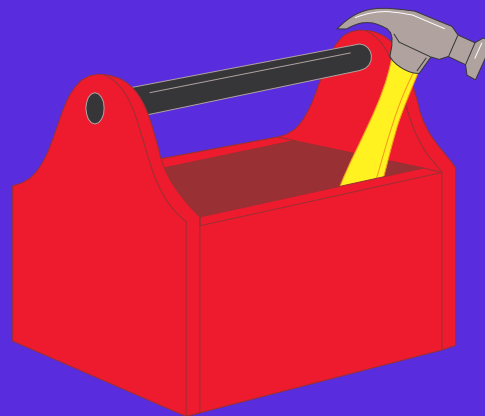
1. Deconstruct it.
2. Get experience doing every piece of it.
3. And *Ask* . . . for the chance.

For example: How do you get to be a manager of others?



How Do You Analyze What You Already Know?


1. Deconstruct your current experience at work or in college.
2. What skills and experiences do you have in your toolkit as a result?
3. What skills or experiences do you need to have to get you to your goals?

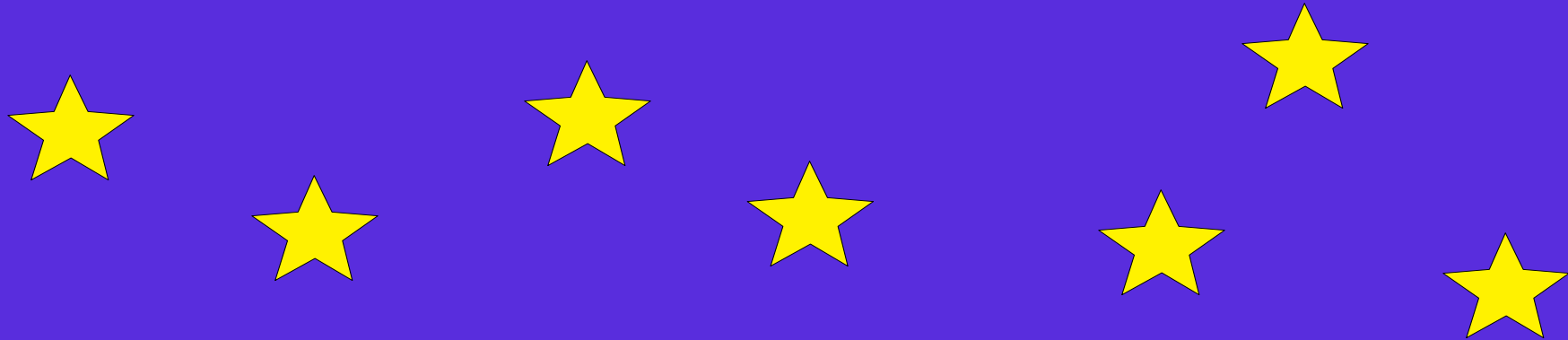


The **Big 6** Human Resources Skills

- **Project management**
- **Change management**
- **Client relationship skills**
- **Financial analysis and measurement**
- **Persuasion, influence, coaching**
- **Knowing when to stand for something**

What's Next in Your Career?

- ① Looking at the first five of the  **Big 6** skills:
 - Which one is your biggest strength now? What story of one of your accomplishments illustrates that strength best?
 - Which one do you want to learn more about in the next three months? Whom can you *Ask*. . . for an opportunity to practice this skill?
- ② In pairs, share your biggest strength, what you want to learn next, and how you're going to accomplish that.
- ③ And on January 1, 2003. . .

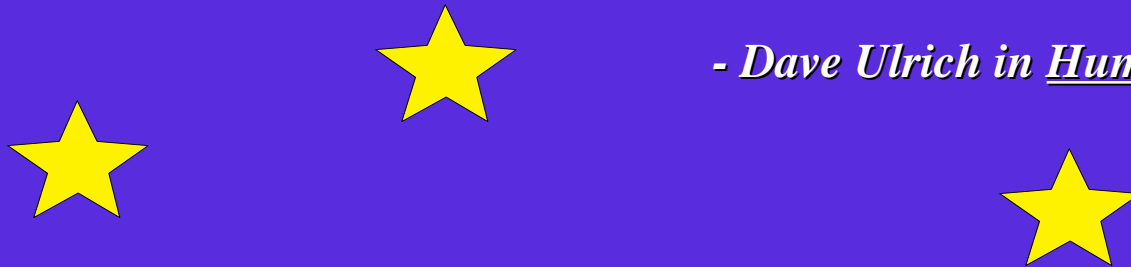


Today, the sky's the limit if you learn the HR tools for managing an organization's people resources. You can become anything you want because you will understand how to use:

"...human resources as a source of competitive advantage. The successful leaders of the future... must be able to identify the capabilities critical to business success and to design and deliver the human resource management practices that can create those capabilities."



- *Dave Ulrich in Human Resource Champions*



What I Would Like From You

Please:

- **Remember to Ask. . . for what you need to be successful and satisfied at work.**
- **For more information on HR careers, have a look at the HR White Paper on my web site www.career-strategies.com.**
- **E-mail me your thoughts at pclaman@career-strategies.com.**

P.S. Ask... is also available through Amazon.com.