



The Human Resource Manager should be the top human resource.

By Jennifer C. Zamecki



A Human Resource Manager (HR Manager) possess a list of key skills and personal characteristics needed for the job. Well-Run Concepts understands these areas and have done the research. Let's explore what the key attributes, motivators and behaviors would look like for a successful HR Manager in an organization.

Whether you are searching for your next hire or a new career, Well-Run Concepts used a comprehensive, validated, step-by-step process, Job Matching system to determine what is needed for top performance.

Attributes tells us if an individual can do the job by looking at what personal skills or competencies are needed in the job of HR Manager.

The Top Seven Attributes are:

Diplomacy and Tact

A tactful HR Manager effectively handles difficult or sensitive issues by utilizing tact, diplomacy and an understanding of organizational culture, climate and/or politics.

- Understands cultural, climate and organizational issues.
- Adapts conduct and communications to "politically correct" standards.
- Effectively leverages networks of influence to get things done.
- Is sensitive to the needs of "special interest" groups within organizations.
- Provides advice, counsel and mentoring on organizational issues.
- Utilizes both formal and informal networks internally to obtain support and achieve results.

Personal Accountability

A responsible HR Manager will have the capacity to be answerable for personal actions.

- Accept personal responsibility for the consequences of personal actions.
- Avoid placing unnecessary blame on others.
- Maintain personal commitment to objectives regardless of the success or failure of personal decisions.
- Apply personal lessons learned from past failures to move forward in achieving future successes.

Conflict Management

Addressing and resolving conflict constructively is a skill of an exceptional HR Manager.

- Readily identifies and addresses issues, concerns or conflicts.
- Reads situations quickly and accurately to pinpoint critical issues.
- Listens to gain understanding of an issue from different perspectives.
- Diffuses tension and effectively handles emotional situations.
- Strives to settle differences equitably.
- Settles differences without damaging relationships.

Self-Management

A highly independent HR Manager has the ability to prioritize and complete tasks in order to deliver desired outcomes within allotted time frames.

- Independently pursue business objectives in an organized and efficient manner.
- Prioritize activities as necessary to meet job responsibilities.
- Maintain required level of activity toward achieving goals without direct supervision.

Teamwork

Working effectively and productively with others is paramount to a HR Manager.

- Respects team members and their individual perspectives.
- Makes team mission and objectives a priority.

- Works toward consensus when team decisions are required.

- Supports team decisions.
- Recognizes and appreciates the contributions of team members.
- Responds positively to feedback from team members.
- Raises and/or confronts issues limiting team effectiveness.

Results Orientation

A result driven HR Manager has the ability to identify actions necessary to complete tasks and obtain results.

- Maintain focus on goals.
- Identify and acts on removing potential obstacles to successful goal attainment.
- Implement thorough and effective plans and apply appropriate resources to produce results.

Interpersonal Skills

A healthy HR Manager can effectively communicate, build rapport and relating well to all kinds of people.

- Strives for self-awareness.
- Demonstrates sincere interest in others.
- Treats all people with respect, courtesy and consideration.
- Respects differences in the attitudes and perspectives of others.
- Communicates effectively.
- Sensitive to diversity issues.
- Develops and maintains relationships with many different kinds of people regardless of cultural differences.



About the Author

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"Job Matching & Developing Top Talent"

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Workplace motivators make up the next critical success factor needed, which tells us why an individual will do the job or, in other words, what rewards and cultures are they seeking on the job.



The Top Three Motivators for a Human Resource Manager are:

- 1. Theoretical** Rewards those who value knowledge for knowledge's sake, continuing education and intellectual growth.
- 2. Traditional/Regulatory** Rewards those who value traditions inherent in social structure, rules, regulations and principles.
- 3. Utilitarian/Economic** Rewards those who value practical accomplishments, results and rewards for their investments of time, resources and energy.

Behaviors tell us how an individual will perform the job. We analyzed which of the behaviors an individual should possess to perform well in the job of Human Resource Manager. This is very important information to know in understanding communication styles.

The Top Three Behaviors for a Human Resource Manager are:

- 1. Frequent Interaction With Others**
The job requires a strong "people orientation," versus a task orientation. The Job will comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface with others.
- 2. Customer Oriented**
The job demands a positive and constructive view of working with others. There will be a high percentage of time spent in listening to, understanding and successfully working with a wide range of people from diverse backgrounds to achieve "win-win" outcomes.
- 3. Versatility**
The job calls for a high level of optimism and a "can do" orientation. It will require multiple talents and a willingness to adapt them to changing assignments as required.

Now that we have a clear picture of what the Human Resource Manager job looks like, I would like to ask you this...

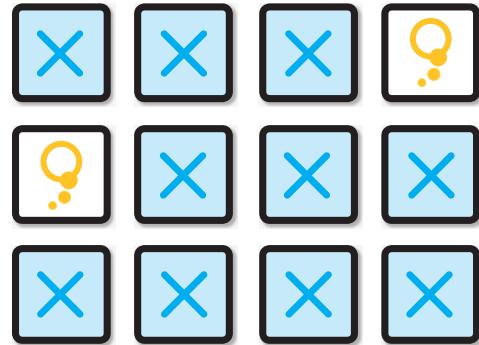
- If you are a HR Manager, do you have these critical success factors mastered? If not, what's your plan to develop them?
- If you are a company, how are you currently measuring the talent in your Human Resources department today?
- Do they have the above named attributes, motivators and behaviors?
- If so, great! You are ahead of the competition!
- If not, how will you develop them or better yet, select talent that already has it?

*Here are a few suggestions to get you started:
If you want to know for sure, then run a Talent Assessment on yourself or your staff. Then match the results to the benchmark of the HR Manager job in this article.*

Better yet you can run your own customized benchmark for your unique organization & culture.

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Job Matching is NOT a game!



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