## The Business of HR

### What We’ll Do:

- Develop a personalized road map for your day of learning
- Evaluate efficiency opportunities for managing vendor relationships
- Identify and analyze “hidden” services from your vendors and partners
- Examine partnering techniques to manage risk in your organization

### What You’ll Leave With:

- Your guided road map
- HR tasks that you are doing and some that you aren’t but should be
- Suggestions for vendors who can help solve your problems
What does HR do?

SOLVE PROBLEMS
How Many Layers Are You Wearing?

Top 10 Challenges

- Developing “Next Gen” leaders: 64%
- Failure to attract/retain top talent: 60%
- New competitors globally: 48%
- Cyber-security: 28%
- Slowing economic growth in emerging markets: 25%
- Labor relations: 24%
- Global recession: 22%
- Income inequality/disparity: 21%
- Outdated/Insufficient national infrastructure: 20%
- Global political uncertainty: 18%
Your Roadmap

MASTERCLASS ROADMAP
Advanced Human Resources Administration for Legal Management Professionals

Here is what keeps me up at night:

Where’s Your Pain?

No pain | Discomforting | Distressing | Intense | Utterly horrible | Unimaginable unspeakable
---|---|---|---|---|---
0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10
Very mild | Tolerable | Very distressing | Very intense | Excruciating unbearable
Common Pain Points

Recruiting & Hiring
- Talent sourcing
- Pre-employment verification
- New employee paperwork

Training & Development

Payroll & Benefits

Employee Retention

Safety & Compliance

Recruiting & Hiring

You Currently Do:
- Talent sourcing
- Pre-employment verification
- New employee paperwork

You Might Miss:
- Assessments/ Diagnostics
- Diversity issues (bias reduction)
- Job analysis
Partnersing

Add-On Services
- Strategic planning
- Coaching
- Workforce optimization
- EEO/AA/ Diversity

Training & Development

You Currently Do:
- Coordinate external training seminars
- Professional association memberships
- Administer online learning

You Might Miss:
- Onboarding & Offboarding
- Competencies
- Career Laddering
Partnering

Add-On Services

- Executive coaching
- Outplacing
- Career paths & laddering
- Performance Management

Payroll & Benefits

You Currently Do:

- Payroll approval
- Benefits enrollment
- Create Total Reward policies

You Might Miss:

- Compensation benchmarking
- Wellness opportunities
- Total Reward trends
Partnering

Add-On Services

• Compensation benchmarking
• Executive compensation
• Preventative medicine
• Supplemental benefit management

Employee Retention

You Currently Do:

• Appreciation events
• Performance appraisals
• Grievances & Terminations

You Might Miss:

• Coaching
• Recognition culture
• Rounding for results
Partnersing

Add-On Services
• Engagement surveys
• Integrated onboarding
• 360-feedback tools

Safety & Compliance

You Currently Do:
• OSHA requirements
• DOL inquiries
• Emergency response procedures

You Might Miss:
• Routine audits
• File maintenance
• Staying current on EE law
Partnering

Add-On Services

- On-site audits
- Employment law
- Electronic record keeping

Qualifying Partnerships

- What adoption support do you provide?
- How does your product integrate with our current resources?
- How will we measure success?
- What data do you provide? How do I receive the data? With what frequency will data be available?
- What is the typical time commitment for managing this service?
What does HR do?

SOLVE PROBLEMS

SOLUTIONS

- Co-operatives
- Internal resources
- Current vendors:
  - Training
  - Compliance
  - Insurance
  - Benefits
  - Audits
Business Case

• What is the organizational need?
• How will the proposed solution address the need?
• What’s your EVP (Employee Value Proposition)?
• What are the hard costs?
• What are the opportunity costs?

DRIVE THE DATA

SOLUTIONS
Your opinion matters!

Please take a moment now to complete the evaluation.

Thank You!