

The Rapidly Changing Role of Human Resources



Patrick Ibarra
The Mejorando Group





Are you, your community,
and your workforce
changing as fast as the
world around us?

What **year** is it in
your agency?

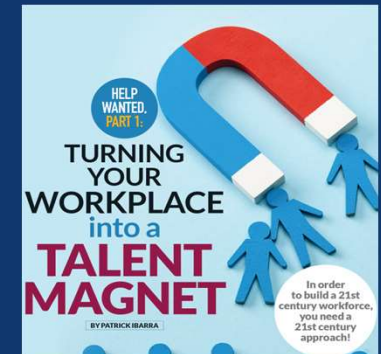
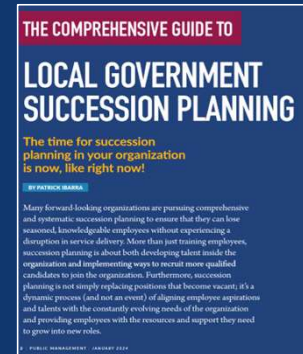
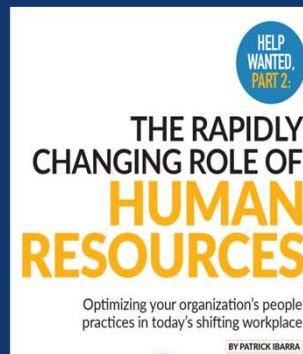
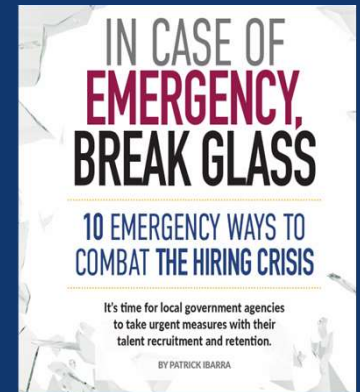
Your organization's most
precious resource isn't
money, it's time.
On what are your people
spending their time?

“People aren’t paid to work – they’re paid to add Value.”

TODAY'S SPEAKER



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Why is an effective HR
function critical to
achieving organizational
success?

Leadership



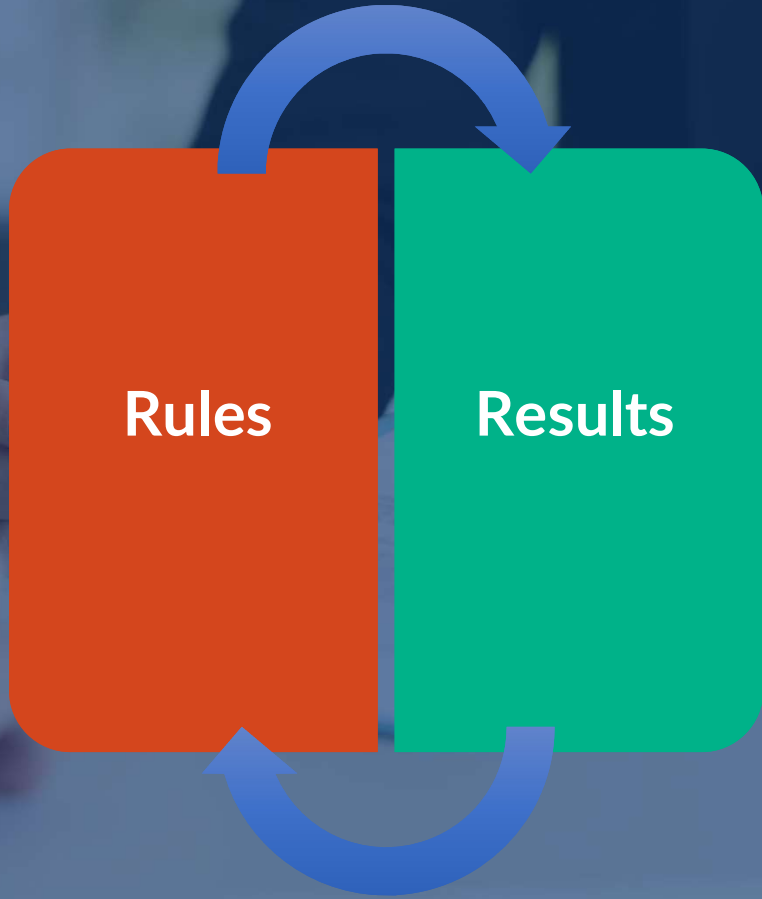
What is your Human Resources Department's Value Proposition?





ROLE OF HUMAN RESOURCES

“HR should be defined not by **what it does**, but by **what it delivers** -- results that enrich the organization's value to customers, taxpayers, and employees.”



Must work on what
you do, not just at
what you do.

Change **before** you
have to instead of
because you have to.





MY THOUGHTS ON LEADERSHIP



- Leadership is about affecting positive outcomes.
- Leaders traffic in trust and are relationship-centric.
- While all teachers aren't leaders, leaders must be teachers.
- Leadership has less to do with titles and more to do with behavior.
- No one can give you permission to be a leader.
- The HR profession suffers from a severe lack of attention on their role as leaders.



- Attitudes are the ways people think and feel that affect behavior.
- Language is the words people use to describe their thoughts and feelings.
- Behavior is the ways people act.



WHAT IS CULTURE?





Purpose-
Mission

Credibility
of
Leadership

Opportunity

Six Key
Attributes

Hiring for
Fit

Success

Treatment
/ Well-
Being



Energizes:
inspires
everyone to
do their
“best”

Drives
innovation
and
resilience

Empowers
decision-
making

Healthy
Workplace
Culture

Attracts and
retains
talent

Achieve
strategic
goals

Creates a
challenging,
engaging
workplace



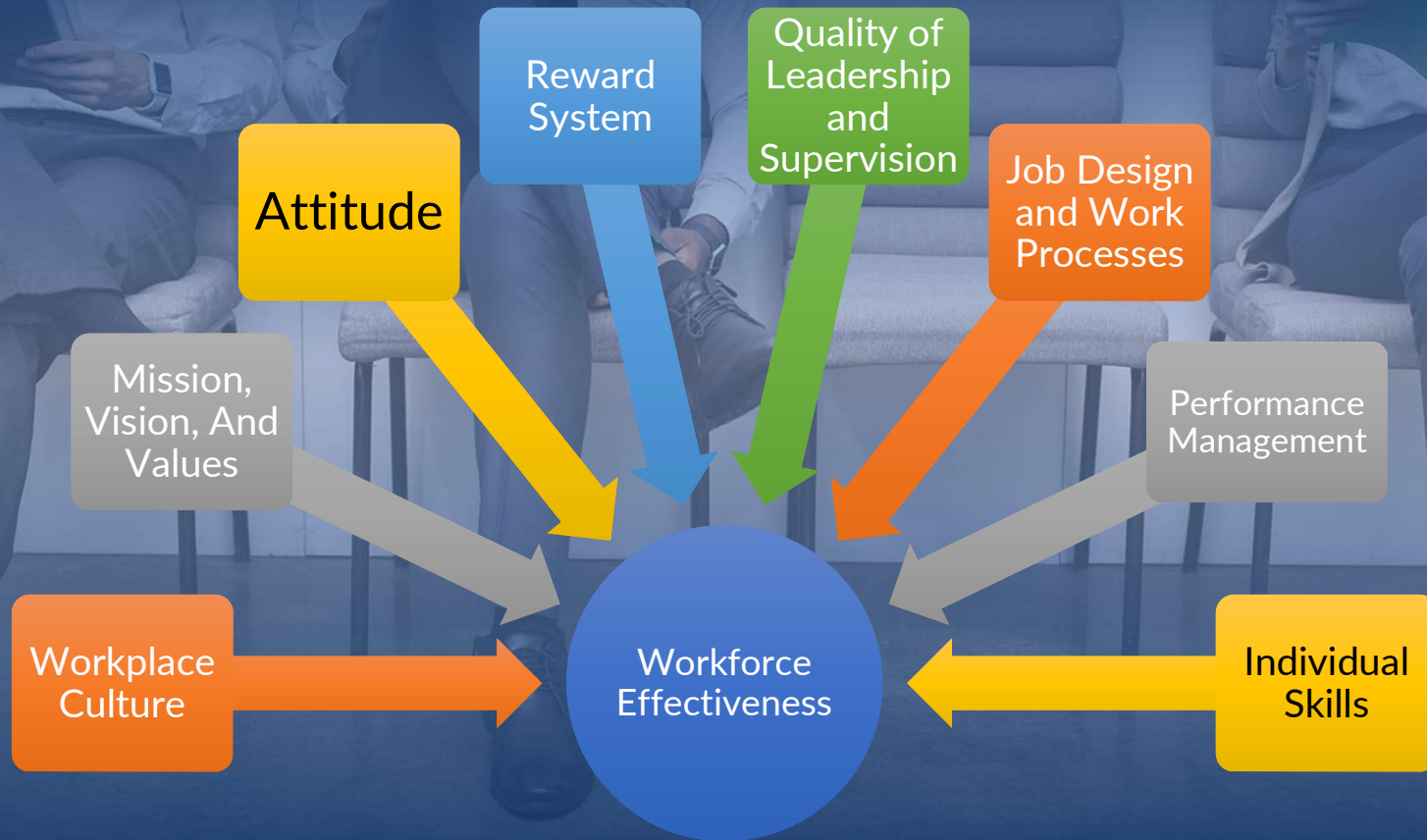


It is not the sole
responsibility of HR to
hire people.

A photograph of three people sitting in a row of chairs in a waiting area. They are all dressed in business attire and are holding and reading documents. The image has a blue tint. The text "Hiring is like dating...you get what you look for." is overlaid in white, centered on the image.

Hiring is like
dating...you get what
you look for.

FACTORS INFLUENCING EMPLOYEE PERFORMANCE



Your **Brand** is not
your logo, it's your
Reputation.

What's your Employer Value Proposition?



Do your
employees have a
Job or a **Role**?

NEW EMPLOYER-EMPLOYEE CONTRACT

- Productive
- Engaging
- Enjoyable work experience



1. Why would a talented person want to join our organization and stay with us?
2. Why would a talented person be reluctant to join our organization and stay with us?
3. What does a talented employee need to learn to be considered for a promotion?



Review MQs

Create a Hiring Plan

Partnerships

Performance Metrics

Candidate Experience

Open Until Filled



SAMPLE INTERVIEW QUESTIONS



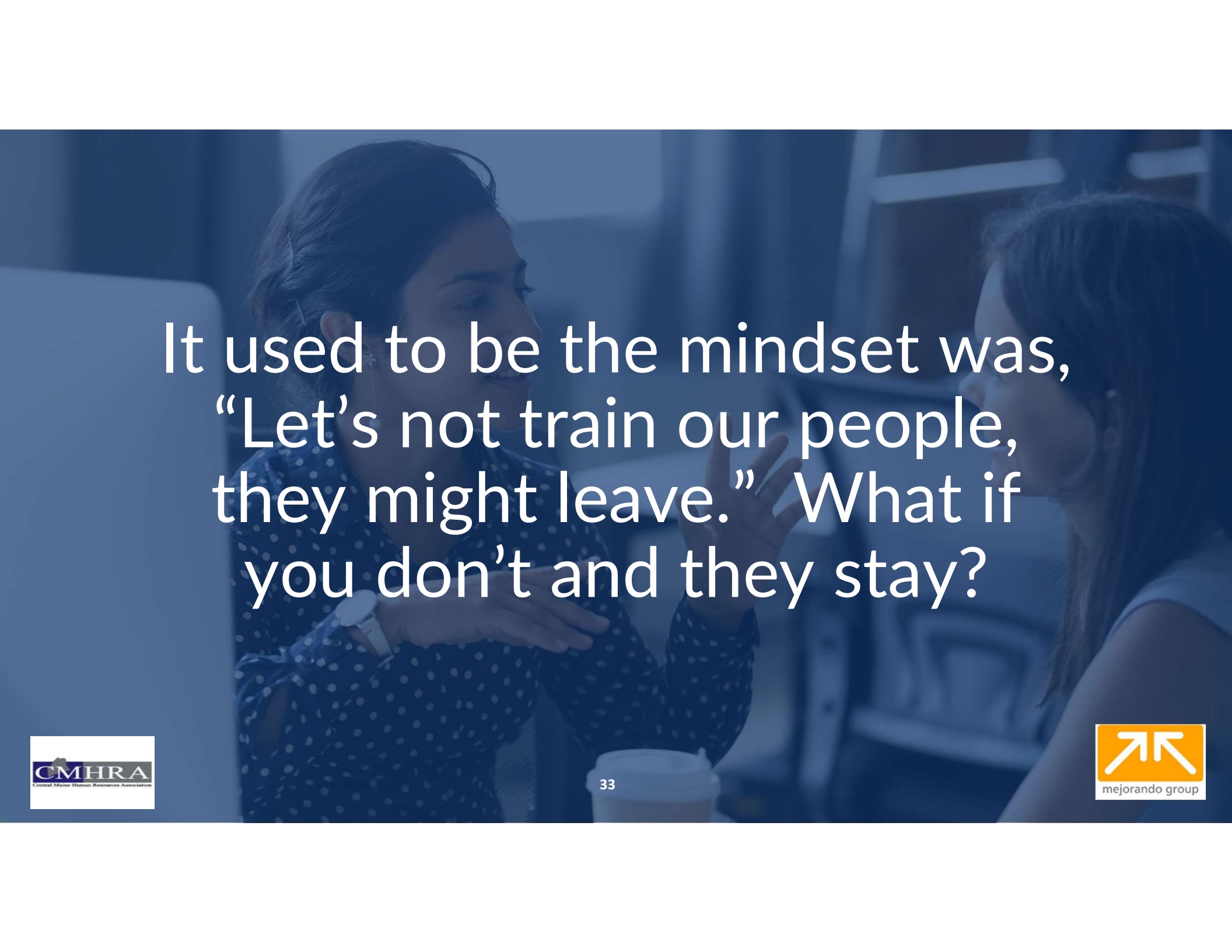
- 01 What do you do when priorities shift quickly?

- 02 Tell us about a decision you made when you were under pressure.


- 03 What steps do you take when you need to make an immediate decision but there's little data available?

- 04 What did you learn last year?

- 05 Describe the most important attributes in people that you've hired?

A photograph of two women in an office environment. The woman on the left is wearing a dark polka-dot shirt and is gesturing with her hands while speaking. The woman on the right is listening. The background shows office furniture and a whiteboard. The entire image has a blue tint.

It used to be the mindset was,
“Let’s not train our people,
they might leave.” What if
you don’t and they stay?



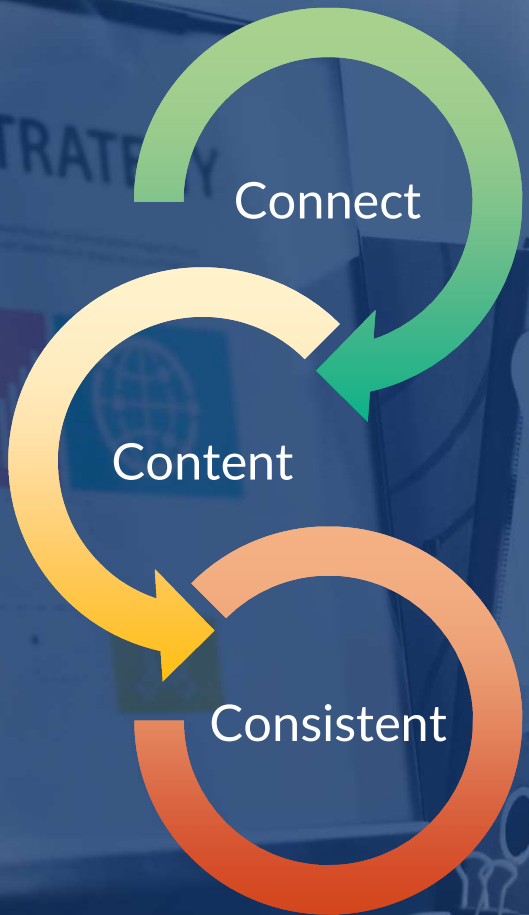
Developing your employees' skills at a rate equivalent to the rate of changes is the key to sustaining high performance.



What's your communications/ marketing strategy?

MARKETING STRATEGY

Learn how to develop a marketing strategy that will help you achieve your business goals and objectives. This document will provide you with the information you need to create a successful marketing strategy.





HR professionals must have access to accurate, real time workforce data.



Be successful by
choice, not by
chance.

THE MEJORANDO GROUP

- *Who are we?* Organizational Effectiveness Consulting Practice.
- *What do we do?* Partner with leaders to implement solutions that improve organizational performance.
- *How do we do that?* We provide expertise in:
 - Culture Change
 - Succession Planning & Talent Management
 - Staffing Analysis
 - Facilitation Services
 - Leadership and Management Skills Training
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