HEALTH WEALTH CAREER

# STRATEGIC PARTNERING FOR HR: EXPERIENTIAL LEARNING WORKSHOP

## BACKGROUND

In recent years, many organizations have adopted the concept of strategic partnering with HR. They have introduced the Ulrich model and the role of HR Business Partner, as well as Centers of Expertise and HR Shared Services. These developments represent a major change in the way HR operates and how its value is perceived.

Despite a great deal of literature and the hard-won, practical insights gained, these new HR roles have proved difficult to implement and, consequently, are underutilized.

Leaving this problem unresolved means that the potential benefits of strategic partnering with HR will remain unrealized.

## THE SOLUTION

In an ideal world, HR professionals and their customers would come together to define the relationship they want, creating the right dynamic to bring about the outcomes they seek. In reality, HR professionals are likely to need to do two things:

1. Build their own skills and capabilities.
2. Own the re-education of their customers to best leverage the new HR roles.

Mercer's 2.5-day experiential learning workshop will equip HR professionals with the insights, skills, and motivation to begin shifting their own behaviors and more effectively influence their customers and others in the wider organization.

The course is designed to achieve the following outcomes for participants:

- Gaining clarity on the roles of HR business partner, HR expert, HR service professional.
- Learning to balance the transactional, tactical, and strategic demands the business makes on HR.
- Acquiring the ability to read, anticipate, and manage potential conflict situations using the Thomas-Kilmann Conflict Handling Modes instrument.
- Assessing their organization's current performance against Mercer's best practice HR competencies, and insight on personal strengths and development priorities.
- Learning to drive consensus and action using HR data to tell compelling business stories.

## AGENDA

Each day will combine instructional plenary and practice sessions.

### DAY 1: STRATEGIC PARTNERING

Key sessions include:

- Next-generation HR Operating Model
- The HR Strategic Partner Role: What your customers need from you
- Good Practices for the HR Professional: Assessment diagnostic
- Building and Leveraging Your Personal Brand

### DAY 2: CREATING VALUE

Key sessions include:

- Your Role in Creating Shareholder Value
- Diagnosing Business Problems and Designing Coherent Solutions
- Anticipating, Mitigating, and Managing Conflict Situations
- Creating the Right Conversations to Make Collaboration Happen

### DAY 3 (HALF DAY): HAVING IMPACT

Key sessions include:

- Using HR Data to Tell Business Stories
- Currencies of Influence: Capstone activity
- Developing a Plan That Will Make a Difference

## WHO SHOULD ATTEND?

This program is created for organizations who want to develop their key HR leaders and HR professionals to make a real difference — a difference to bottom-line, sustainable results; a difference to the way they and HR are perceived as vital and value-adding business partners.

Whether working in a business partner role or as a senior figure in another allied HR business unit, this program will provide the theory, practice, and confidence to align HR with the business agenda and embed it at the core of strategic thought and implementation.

## TALK TO MERCER TODAY:


ASIA, MIDDLE EAST AND AFRICA
Joanna Yeoh
T: +65 8118 9123
E: joanna.yeoh@mercer.com

ASEAN
Vidisha Mehta
T: +65 6398 2969
E: vidisha.mehta@mercer.com

JAPAN
Masato Shirai
T: +81 3 5354 1921
E: masato.shirai@mercer.com

KOREA
Jiyoung Chung
T: +82 2 3404 8324
E: jiyoung.chung@mercer.com

MIDDLE EAST, AFRICA, AND INDIA
Rania Abushukur
T: +971 4 327 87 00
E: rania.abushukur@mercer.com

LATIN AMERICA
Martin Ibanez-Frocham
T: +54 11 4000 0940
E: martin.ibanez-frocham@mercer.com



MARSH & McLENNAN COMPANIES

Copyright 2016 Mercer. All rights reserved. mercer.com



20419A-TL-040516