

SAVE THE DATE
Alaska State HR Conference



May 18-19, 2017  Anchorage Hilton
<http://alaska.shrm.org/conference>



ALASKA SHRM STATE COUNCIL



From Good 2 Great
Heather Kinzie

Program Handouts: <http://alaska.shrm.org/slides>

- Bookmark our page <http://alaska.shrm.org>
- Follow us on Facebook <http://www.facebook.com/AKSHRMStateCouncil>
- Follow us on Twitter @akstatecouncil
- Follow us on LinkedIn Alaska SHRM State Council

From Good 2 Great

Presented for
SHRM; Alaska State Council



Session Objectives

- ✦ Identify the foundational KSA's needed for all good HR professionals;
- ✦ Identify and better understand the behavioral competencies that distinguish the good from the great;
- ✦ Better understand how these competencies are used to add value to an organization; and
- ✦ Identify ways to improve and/or develop their own competencies so they can move toward greatness.



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

Knowledge Domains & Competencies

Leadership and Navigation			
Business Acumen	Ethical Practice		Relationship Management
Consultation	Critical Evaluation	Global and Cultural Effectiveness	Communication
People	Organization	Workplace	Strategy



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

KSAs in the Knowledge Domains

People	Organization	Workplace	Strategy
✓ Talent Acquisition and Retention	✓ Structure of HR Function	✓ HR in the Global Context	✓ Business and HR Strategy
✓ Employee Engagement	✓ Org. Effectiveness and Development	✓ Diversity and Inclusion	
✓ Learning and Development	✓ Workforce Management	✓ Risk Management	
✓ Total Rewards	✓ Employee Relations	✓ Corporate Social Responsibility	
	✓ Technology and Data	✓ Employment Law and Regulations	



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

Behavioral Competencies

Leadership and Navigation			
Business Acumen	Ethical Practice		Relationship Management
Consultation	Critical Evaluation	Global and Cultural Effectiveness	Communication



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

KSAs and Competencies

Technical Competencies are often referred to as KSAs

They are seen as a skill or ability, through knowledge and practice, to perform a task.

Behavioral Competencies

They are compilations or aggregates of KSAs and generally accepted as a set of behaviors or actions needed to successfully perform a job.



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

KSAs and Competencies, cont.

Technical KSAs/Competencies

Demonstrate you know WHAT to do.

Behavioral Competencies

*Demonstrate you know HOW to **do it well**.*



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

Knowledge Domains & Competencies



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

Leadership and Navigation

- ✓ Leading and managing change
- ✓ Working with other executives to design, maintain and champion the mission, vision and strategies of the organization
- ✓ Developing HR strategies in alignment of organizational objectives
- ✓ Serving as an influential voice
- ✓ Managing risk and capitalizing on opportunities
- ✓ Setting tone for positive and engaging culture
- ✓ Gaining buy-in from all members of the workforce



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

Leadership and Navigation

✓ Where might you see this in action?

✓ How might you better develop this competency?



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK


Ethical Practice

- ✓ Empowering senior leaders to maintain internal controls and create an ethical environment
- ✓ Maintaining contemporary knowledge of ethics, culture, laws, standards, legislation, and trends that may effect business practices (and aligning practices accordingly)
- ✓ Establishing oneself as credible and trustworthy
- ✓ Challenging and influencing others accordingly
- ✓ Withstanding pressure
- ✓ Balancing organizational success with employee advocacy



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

Ethical Practice



- ✂ Where might you see this in action?
- ✂ How might you better develop this competency?


STRIVE @HeatherKinzie @TheStriveGroup #good2great #SHRMBok

Business Acumen

- ✂ Ensuring HR initiatives add to organizational value and are aligned with objectives
- ✂ Assessing risks and SWOT of initiatives as they pertain to human capital, ROI and accountability
- ✂ Demonstrating fluency of business language/jargon
- ✂ Developing solutions that impact ROI and sustainability of organization
- ✂ Benchmarking, comparing and analyzing metrics
- ✂ Maintaining knowledge of external factors that affect HR and business strategies
- ✂ Serving as a strategic contributor

STRIVE @HeatherKinzie @TheStriveGroup #good2great #SHRMBok

Business Acumen



- ✂ Where might you see this in action?
- ✂ How might you better develop this competency?

STRIVE @HeatherKinzie @TheStriveGroup #good2great #SHRMBok

Relationship Management

- ✔ Networking with and influencing legislative bodies, union officials and other external leaders
- ✔ Negotiating with internal and external stakeholders to advance interests of organization
- ✔ Create conflict resolution strategies and processes throughout organization
- ✔ Fostering a culture that supports cross-functional collaboration and engagement
- ✔ Designing strategies that encourage and build employee networks and relationships
- ✔ Demonstrating approachability and openness

STRIVE @HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

Relationship Management



- ✔ Where might you see this action?
- ✔ How might you better develop this competency?

STRIVE @HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

Consultation

- ✔ Listening to business leaders problems, challenges and barriers and provide potential value-added solutions accordingly
- ✔ Developing visions for critical solutions to organizational challenges
- ✔ Identifying tools to enable leaders to better make and/or analyze strategic decisions and/or issues
- ✔ Identifying creative and value-added solutions
- ✔ Recognizing liabilities and risk and providing analysis for pro-active strategic guidance and remediation
- ✔ Coaching executives and management

STRIVE @HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

Consultation

- Where might you see this in action?
- How might you develop this competency?



@HeatherKinzie @TheStriveGroup #good2great #SHRMBok

Critical Evaluation

- Maintaining expert knowledge in the use of data and evidence based research, benchmarks and metrics
- Interpreting and providing analysis of data to help improve decision making
- Sponsoring and/or facilitating process improvement and/or quality improvement initiatives using an evidence-based approach
- Communicating the impact of strategies based on data and/or evidence
- Encouraging and assisting others in challenging assumptions



@HeatherKinzie @TheStriveGroup #good2great #SHRMBok

Critical Evaluation

- Where might you see this in action?
- How might you better develop this competency?




@HeatherKinzie @TheStriveGroup #good2great #SHRMBok

Communication

- ✔ Articulating alignment between strategies, objectives and vision and mission
- ✔ Fostering an open and trustworthy communication pipeline
- ✔ Negotiating with leaders and other stakeholders to receive the best possible outcomes
- ✔ Developing and executing positive and value-added communication strategies
- ✔ Building support for HR initiatives
- ✔ Comfortably communicating with all types and sizes of audiences

STRIVE @HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

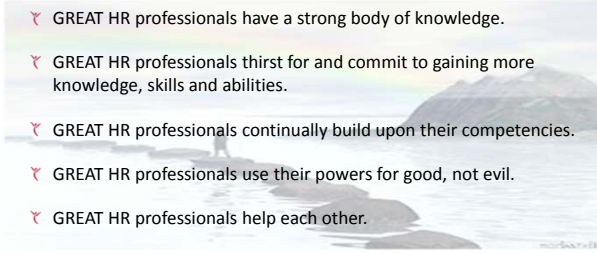
Communication



- ✔ Where might you see this in action?
- ✔ How might you better develop this competency?

STRIVE @HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

So...



- ✔ GREAT HR professionals have a strong body of knowledge.
- ✔ GREAT HR professionals thirst for and commit to gaining more knowledge, skills and abilities.
- ✔ GREAT HR professionals continually build upon their competencies.
- ✔ GREAT HR professionals use their powers for good, not evil.
- ✔ GREAT HR professionals help each other.

STRIVE @HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

Heather Kinzie, SHRM-SCP, SPHR, GPHR



- ✔ Strategic Management
- ✔ Workforce Planning and Development
- ✔ Executive and Leadership Coaching
- ✔ Facilitation
- ✔ Process Analysis and Improvement
- ✔ Team Building
- ✔ Public Speaking



907.830.0313
thestrivegroup.com
blog.aleadingsolution.com
Heather.Kinzie@thestrivegroup.com



@HeatherKinzie @TheStriveGroup #good2great #SHRMBoK

 ALASKA SHRM STATE COUNCIL 

Thank You!!

You may download your credit certificates at
<http://alaska.shrm.org/certificate>

