



Executive Recruiting
Outplacement
Human Resource Consulting
Professional Assessments
Training and Development

Contributing to a Successful Organization

How often does your organization let employees know the effect they have on revenue generated? Are your managers aware of this relationship and able to effectively convey it to employees? How does your organization, if ever, measure both individual employee impact and human resources' role in business achievement? Asking relevant questions and supporting accountability is only a small part of recognizing contribution to the bottom line.

In order to uncover the correlation between revenue and employee action, you must analyze what needs to occur to ensure a successful business. Answering these questions is just the beginning:

- How can employees create success in the business if they don't know the impact actions have on revenue?
- How do employees know they are taking relevant and appropriate actions to achieve success?
- Have we given employees the opportunity to tell us the effect they feel they have on the organization?
- Do employees have the opportunity to question the status quo?
- When employees find a problem, are they comfortable approaching management with it?
- Do you reward initiative or drive top down leadership?

Human Resource Impact on Revenue

In addition to reviewing individual employee impact, when was the last time, if ever, you had your human resource department independently audited? Conducting a self-audit is a start, but it can be difficult to see our own shortcomings. You may continue to miss issues that should be corrected and may be a potential source of future legal problems. In addition to addressing areas of concern, there is always room for improvement and opportunities to drive more profit to the bottom line.

The below questions touch just the surface of what should be covered in reviewing your human resource department. These, among others, should be assessed at least every other year to allow for comparison of previous results and areas of progress or decline. Is your human resource department:

- Properly staffed to meet its goals?
- Finding the quality talent to grow the business?
- Retaining quality talent?
- Linking pay to performance?
- Analyzing the cost effectiveness of its actions?
- Protecting the company from lawsuits resulting from illegal practices?
- Providing training and development resources to support a succession plan?
- Supporting and demonstrating a culture of respect and responsibility?

It isn't possible for the human resource department to be a profit center, but it can avoid unnecessary costs and minimize future spending by becoming a strategic business partner. If human resources does not currently offer concrete contributions that positively affect the business, therein lies an enormous opportunity to advance both the business and human resources' effectiveness.

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