HUMANS AND THEIR RESOURCES
HARNESSING “HUMAN RESOURCES” TO FACILITATE CHANGE

By
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Prove You are Human
HUMANS

Thinking

Intuitive

Feeling

Sensing
WHAT ARE “HUMAN RESOURCES”?

- The people that staff and operate an organisation
- Human resources is used to describe both the people who work for a company or organisation and the department responsible for managing resources related to employees
- Human resources are the people who make up the workforce of an organisation, business sector or economy
- A human-resources department (HR department) of an organisation performs human resource management, overseeing various aspects of employment, such as compliance with law and employment standards, administration of employee benefits, and some aspects of recruitment and dismissal
- A Human Resources department has two halves. Human Resource Management / Human Resource Development (L&D)

General Perceptions
“Personal” Human Resources are less tangible resources which originate internally and they constitute the personal characteristics or attributes of the person.

Some resources are more tangible than the others.

When developed they play a vital role in creating a satisfied and a successful individual, however the potential of human resource is often not realised and they tend to be overlooked.

What are the resources?

- Knowledge
- Abilities and skills
- Interests
- Attitudes
- Energy

All Affect our Behaviours

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WHAT ARE “HUMAN RESOURCES”? 

Knowledge
WHAT ARE “HUMAN RESOURCES”?  

Abilities & Skills
WHAT ARE “HUMAN RESOURCES”?

Interests

WHAT are YOU interested in?
WHAT ARE “HUMAN RESOURCES”?

Attitudes

MY ATTITUDE IS BASED ON HOW YOU TREAT ME...
WHAT ARE “HUMAN RESOURCES”?

Energy

How Can We Harness These Resources?
Three, therefore stands for that which is solid, real substantial, complete and entire
THE POWER OF THREE
THE POWER OF THREE

[Image of three camels and a star in the sky]
THE POWER OF THREE
THE POWER OF THREE
ON YOUR MARKS
GET SET
GO!
THE POWER OF THREE

The Business

Learning and Development (L&D)

Human Resources (HR)

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HUMAN RESOURCES ROLE IN CHANGE

Platform for building change capability

Behavior / Personality fit (Psychometric assessments!)
People capabilities

Skill Sets Competency & Capability, Training

Business needs & Requirements

Recruitment, Performance Reviews, Compensation, Benefits, Employee Assistance

People (The Business)

Individual and Business Benefits

L & D (HRD)

HR (HRM)
CREATING A SUSTAINABLE CHANGE ENVIRONMENT

Create a sustainable Change involving the people

Bring Consistency of approach to processes, use of documentation, communications, language and training

Integrate and embed what is agreed into the fabric of the business and implement performance metrics to ensure adherence

Develop a coaching and training programme to ensure staff around the business Understand what Change means and how it affects them

Agree and document how to Optimise and continually improve these initiatives to ensure they are always up to date and everyone stays “on the same page”.
TOGETHER
Tactically and Strategically as a business determine what it is you would like to achieve and the approach you will take
BUILDING CHANGE CAPABILITY — SUSTAINABLE CHANGE

CREATE
CONSISTENCY
INTEGRATE
UNDERSTAND
OPTIMISE
One element cannot be changed without affecting the other...therefore all should be considered collectively.

“Culture” holds the elements together and influences the behaviours within them.

Changes within the elements can affect and change the culture.

Culture should be consistent around all elements.
1. Cumulative benefits of consistency in change management applied across multiple business areas and/or projects

2. Enable the use of common and shared resources that can span multiple projects or parts of the business.

3. Effective change management can reduce: productivity declines, employee disengagement, attrition, work-arounds and divides between “us and them”

Change installation is a substantial problem, for example in our Initiative Legacy database we found that 70% of employees affected by change initiatives report that for them to be fully embedded they needed more support. 

*Changefirst research*
BUILDING CHANGE CAPABILITY – ENHANCING PERFORMANCE

Know the Function
Know Self
Know the Dynamic
Know Others

Performance
BUILDING CHANGE CAPABILITY — MULTI FACETED TEAMS

- Knowledge
- Abilities and skills
- Interests
- Attitudes
- Energy

Individuals make the whole
In a 2009 survey more than 2000 managers were asked what they believed was the most effective way to help their organisation implement change.

The majority – 84% - said that *internal teams were the best way to implement major change*. Those teams might be full time or part time, but *the significant thing was that they were part of the organisation, not external to it.*

This supports findings from other surveys and reports including a 2002 survey: *Helping employees embrace change*, LaClair and ROA, McKinsey Quarterly Nov 2002, which demonstrated a direct relationship between an organisation's change capability and the value it captures.
Join up – be business partners – be inspiring
Collaborate with the business, the people, in a manner that sparks ideas and enthusiasm
Get involved early
Use your knowledge and skills to influence change
Create an environment that identifies, develops and maximizes;
  Knowledge, Abilities and skills, Interests, Attitudes, Energy
Be consistent in what you implement and how it is implemented
Coach and help others understand – again be consistent
Think about your reflex style and how you may need to adapt to achieve your outcomes as well as those of others
Integrate change into the fabric of the business – “Oneness” - not one size fits all

It is HUMANS who transform businesses into successes