

A Truly Dark Day for HR Professionals

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If you worked in Human Resources during August of 2005 then you will never forget Keith Hammond's infamous article that elicited the same feeling as being slammed to the turf by an NFL linebacker. Hammonds, the deputy editor for Fast Company Magazine, published an article entitled "Why We Hate HR", and everyone who works in our glorious profession felt like as if we had just collectively gotten thrown under a bus; it was truly a dark day.

If the title of Hammond's article didn't fully express his feelings towards HR, the content of the article left no doubt. Everything about the article hurt, most likely because as much as we didn't want to admit it, we all knew deep down that what he was saying was accurate.

In the article Hammonds states that the HR profession is a "necessary evil", and proclaims that HR consistently performs below expectations. He continues by bashing many of our most sacred programs and insinuating that there is a common theme of HR professionals being under-prepared and under-educated. Hammonds concludes his article by declaring that human resources is "stuck", and even though HR "is a unique organization in the company" that "discovers things about the business through the lenses of people and talent", and therefore offers "an opportunity for competitive advantage", the reality is that "in most companies, the opportunity is totally wasted".

It's been 11 years since Hammond's diatribe against HR was published, and we believe that if a similar article were to be written today, it would more accurately be titled, "Why We Tolerate HR". The majority of the people employed in the HR industry agree that they would prefer to be tolerated than to be hated, but none of us chose this profession for our work to be simply tolerated. We work in HR in order to make an impact on the people side of a company; we strive to get each employee to work together as the individual cogs that culminate into a well-oiled machine.

At **OMS ~ Quintessential Management Solutions, LLC**, we have an HR Consulting Practices Area that can help you build an HR function that contains presence, credibility, and most importantly, has organizational impact. Our HR consulting philosophy is built around the following pillars:

- **Less is more:** We at OMS believe that breakthrough solutions are birthed through simplicity. We excel at designing solutions that are easy to introduce by HR, easy to implement by management, and easy to grasp by employees.
- **Don't attempt to boil the ocean:** We gauge our success in HR effectiveness with a strict emphasis on quality. We stand by the ideal that we would prefer to achieve significant improvements in one or two specific practice areas instead of achieving mediocre results in a multitude of areas. One of the most common mistakes in HR occurs when a department attempts to enhance too many aspects at the same time. When this occurs, the line between "getting tasks completed on time" and "getting tasks completed with excellence" becomes blurred; we recognize this, and have learned how to strategize our timetable in order to maintain a medium where the quality of our work is never compromised.

■ **Each organization has a unique culture.** We hold important stock in realizing that each company that we work with is different and unique, because of this we are extremely passionate about understanding *your* culture. While your particular “organizational swimming pool” might look like others at the surface, the reality is that it’s not the same, it’s unique; it’s *your pool*. So, we jump in and do as many “research laps” as possible in order to diagnose the root cause issues before presenting remedies. It’s this front-end analysis that lays the foundation for successful change and sustainability.

The core areas of **QMS~ Quintessential Management Solutions, LLC**, HR Consulting Services include:

Emerging Leader Identification, Talent Review and Succession Planning *Having the Right Individuals, With the Right Skills, Ready at the Right Time*

QMS views high potential employee identification and development as inclusive of all organizational levels. We understand the importance of and are highly skilled at building leadership pipelines and succession planning. We also specialize in developing high potentials throughout the enterprise, including support personnel with the skills to execute innovative solutions with speed and excellence and sales/marketing professionals who serve as the “face” of the organization. In this respect, companies can be compared to sports teams, because spotting and building top talent at the minor league level is the foundation for success in the big leagues.

Talent Acquisition *Improving Predictability of Performance and Reducing Time to Hire*

Great organizations excel at superior talent acquisition; QMS can help you through the full-cycle process of talent acquisition, from initial recruitment marketing to the inevitable job offer. Our goal is to improve the predictability of your employee selection process while simultaneously accelerating the time-to-hire cycle.

Performance Management *Building a Program and Process That is Meaningful to All*

In today’s world it seems that you have a better chance of meeting your favorite celebrity face-to-face than you do of meeting an employee who feels fulfilled and satisfied by their company’s performance management program. Even if many of us don’t want to admit it, the truth is that most performance management programs need an overhaul.

The QMS philosophy is that nothing happens in performance improvement without vigorous and candid conversations. While fantastic completion rates within your favorite performance management system may make for a great statistic on a PowerPoint slide, they unfortunately have zero correlation with lifting performance.

All too often it seems that conversations between managers and employees about performance are as painful and uncomfortable as two porcupines in an embrace. Our methodology and approach reduces and oftentimes removes the “quills” of performance management that preclude the facilitation of meaningful conversations.

Today, there are 121,900 million workers in the United States spanning multiple generations. Because of this, there has never been a time when there has been a higher importance placed on having successful and effective HR professionals in every company.

We’d welcome the opportunity to discuss with you the challenges that your company is facing, as well as the solutions that QMS can provide. So, give us a call and together we can guarantee that our body of work will serve as the content for a new article entitled: *“Why I Love My Company’s HR Team!”*.