THINK LIKE BUSINESS OWNERS: FROM HR COMPLIANCE TO CULTURAL CURIOSITY

MY STORY

It all started on 9-11...

FINANCE

PAYME... TO PAYROYLR OLL

MARKETING



MOUGATION

As a business owner:

Balance the priority of customers and employees coming first

Establishing roles and responsibilities (mini-me vs anti-me)

Processes

Delegation

Reminding myself it's a business

About MY employees:

Their priorities

Backgrounds vs expectations

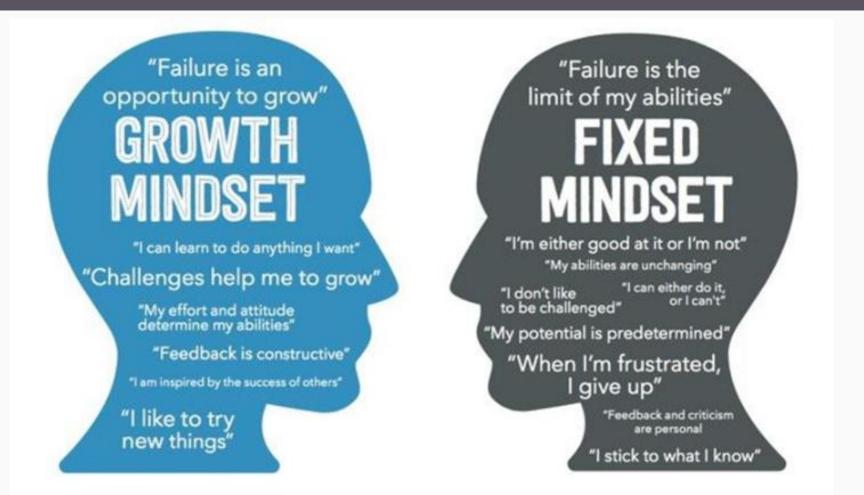
Aligning values and mindset

Showing appreciation, but...

Reminding them it's my business

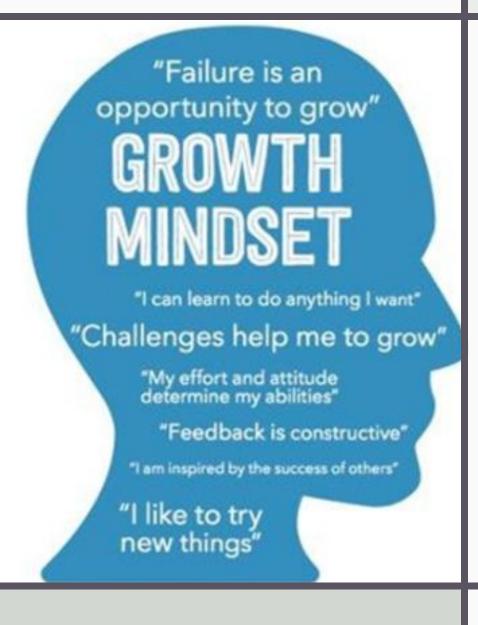
Early lessons – moving from EE to Owner

Let's talk ownership



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Signs you might be thinking like an owner

You start to see design and intention.

You think, "I could do that!"

You don't see things as static.

Evolution and revolution excite you!

Everything is a question: WWWWW&H



ECONOMIST FORECASTER RISK MANAGER

AND...HR PROFESSIONAL

How does this translate to HR?

Put on your own oxygen mask first.

Remember, your first priority: Protect the company (but not at the price of jeopardizing the people and culture)

Don't only focus on the here and now; think about the "there and when"

Think about what you need to model to and expect of others.

Build your employee engagement strategy:

- Acknowledge employee value
- Listen and respond
- Plan and communicate
- Delegate and empower

- Train to values/culture
- Teach, don't preach / 3 then me
- Celebrate failure
- Recognize and reward

USE CULTURE

Feel passionate about their jobs

Are committed to the organization

Put discretionary effort into their work

Acknowledge employee value

Set clear expectations that align with company goals and vision

Set employee goals that allow for "stretch and achieve"

Trust in the reasons you hired them

Allow for autonomy

Compensate for knowledge, skills, and abilities

Compensate equitably and consistently through a transparent comp plan

Listen and respond

Conduct surveys, do listening meetings, conduct orientation/stay/exit interviews

Invite employees to be part of the solution through helping design the solution

Create a safe environment that promotes and rewards ideation, WWWWW&H, and constructive disagreements (the egg; yes, and...)

Acknowledge ideas not only verbally, but through body language and eye contact

Recognize and teach that listening is not just with your ears – respond to all the cues

Plan and communicate

Share information (financials, long-term strategy, decision-making processes, the WHY)

Share consistent information throughout the organization

Build and model productive and effective communication and expect it from everyone

Have a plan but be prepared to pivot

Encourage WWWWW&H

Conduct regular check-ins

Empower

Delegate and empower - explain it, "constrain it," then let 'em go

Expect (and demonstrate) accountability

Create a culture around "Be curious, not judgmental."

Encourage initiative

Keep the faith

Train to values and culture

Share the big picture

Reinforce values and culture

Tie actions and words to culture and values

Be honest and transparent

Give the WHY

Remove barriers so employees CAN work

Shut down negativity

MBWA

Teach, don't preach / 3 then me

Invest in your employees - help them see their future

Telling isn't learning - demonstrate/model what you want

Encourage managers and supervisors to use a "3, then me" approach; encourage the "figure it out factor"

Ask probing/open-ended questions

Give feedback regularly

Debrief to learn and revise

Celebrate failure

Failure is:

- A learning opportunity we learn what's missing
- Resilience building we learn how to respond
- A chance for self-reflection we learn what matters
- A motivator for change we learn how to start again
- A crucial part of growth and development we learn what's next

Recognize and reward

Acknowledge efforts

Say thank you

Reward initiative, even if it doesn't go exactly to plan

Utilize incentives, bonuses, recognition, and career advancement (vertical and horizontal) to motivate continued desirable performance

It's less "work to live" and more "live to work"

It's more about stepping up than stepping out

They've embraced the egg

They simultaneously think 5 steps ahead while working out steps 1-4

They own and learn from their failures

They equate risk with opportunity

They collaborate and help pull others along

They're present and turnover is reduced

Work quality increases

And when your employees take ownership, managers are freed up to MANAGE



What do "owner" employees look like?



Thank you!

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