



HUMAN RESOURCES

(Operational Driver)

“How is HR going?” If there are issues with retention, with finding quality hires, and with training, they will all be brought to light with further questions.



The Human Resources Driver can be broken down into five (5) Indicators of your company's practices that need close attention:

- **Roles & Responsibilities:** To ensure that the company's goals and objectives are met, it is imperative to have clear roles for every employee.
- **Recruitment:** In order to ensure that the company is always at full capacity, you have an efficient and effective recruitment process. This includes posting internal jobs as well as appropriately testing potential candidates for those positions before interviewing them multiple times. You also conduct reference checks on all new hires during your standard procedure which ensures you only bring aboard trusted new members.
- **Employee Contracts:** In order to maintain the stability of your business, you should have clear employee contracts that define their legal relationship and responsibilities.
- **Policies and Process:** Your HR department should be a shining example of how to maximize productivity through documentation and process. The company's policies are always clear, the staff members know exactly what they need in order for their work assignments be completed successfully without any hiccups along the way.
- **Compensation and Benefits:** You understand the ins-and outs of compensation for your industry, and use a combination that is tailored to what you need. Depending on the stage of your business, this includes employee retention strategies.



GOAL: *HR has a bad name. Much of the angst that is attached to this department can be attached to poor operational structure. Yes, you are dealing with people, but this is still an area where you need to follow best practices.*

Treat this department as you would any other: with processes and metrics.