

Peter Haralamos ©

September 5, 2004

The Philosophy of Human Resources

Human resources are an important part of any successful company. It is an area that many companies need to improve upon. The human resource department should be responsible for hiring, interviewing, reviewing, training, developing, rewarding, and disciplining employees. The human resource manager should know the exact needs of the company and fill the positions accordingly. There are many aspects to a productive human resource department, such as responsibility, freedom, development, encouraging and managing feedback and growth.

Recruitment, interviewing, hiring and periodic reviews are an essential part of the human resource department. Choosing the right person for the job is important for many reasons. It helps keep employees happy, reduces turnover rates, increases productivity and most importantly increases profit. Managers must be able to determine who is good at what jobs and place them. Managers must realize that some people are just good at certain things regardless of their training and others are just not cut out for certain jobs. It is a delicate position to be in and is best if several managers are involved in the process. There are many different types of interviews but the one that is the most widely used is the structured format. It is a fine way for a skilled interviewer to get to know the perspective of the interviewee.

There are many different opinions on the best way to conduct employee's reviews. Most managers would agree that yearly reviews are just not enough to get an accurate view of the employee's performance. Most would suggest at least every three to six months and even others would like monthly reviews. What ever is chosen the purpose is still the same; tell the

employee how they have been performing well in some areas and what areas they need to improve upon. The review should also provide an avenue for feedback from the employee to find out how the employer or management has been treating the employee.

Feedback is an important part of human resources because it creates a process that allows continuous improvement in all areas of the company. There is always room for improvement. The feedback should give employees a way to vent their frustrations, and hopefully make the company better in the process. The human resource manager should follow up on feedback that is important to make sure action is being taken to correct the problem. Nothing frustrates an employee more than to think he or she has been ignored. There should be some way to insure that the employee gets some sort of response whether it is positive or negative it will be respected because the employee has not been deemed insignificant.

Employees want and need responsibility in their careers. If an employee does not experience this they may become discontent and unhappy. They need to feel important and appreciated and if they think their job could easily be eliminated or replaced then their responsibility need has not been met. On the other hand if an employee is not willing to accept responsibility then the human resource manager should consider discipline or termination. It is a two way street; the company needs responsible people as much as the employees need to feel responsible.

Rewarding and disciplining are important to keep a well-behaved work force. The human resource manager needs to keep order within the company so that the culture of the company is preserved. The company should be organized just like the real world is, with real consequences. There must be rules to follow and they must be stated clearly. There must be

penalties for unwanted actions and rewards for extraordinary acts. This will allow the workforce to ultimately be more productive and profitable.

With responsibility comes freedom. An employee cannot use their responsibility if they don't have some degree of freedom. They must be able to make decisions and stand behind them whether they are successful or failures. This has to do with the structure of the company. All of the responsibility cannot be with just one person. It must be divided up among managers and employees to be useful. Procedure must be set to take care of unexpected absences and emergencies. If the only person who can sign checks is gone for the day then nothing can get accomplished. Authority must be properly delegated to facilitate the company's needs no matter the occasion.

Training and personal development within a company is one of the most important factors to keeping satisfied and productive employees. The training does not always have to be formal and extremely expensive. The training can just start off as on-the-job training. This is becoming an extremely popular and effective way to train people because it is economical and very practical. It is an easy way to teach people and get immediate feedback from the senior employee that is conducting the training. Another option to provide economical training is to offer it in house. Have a senior employee or hire a professional representative come to your office and train employees. This option is acceptable because it is much cheaper to bring one representative to you then fly all your employees out to the training representative. If the company has enough money and resources to fly employees out to training or that is the only way the training is available then by all means it should be done. There is nothing worse than having untrained and unprepared employees working on expensive products that determine how much profit the company clears. It is a disaster waiting to happen.

The everyday jobs of employees should be full of stimulating tasks that can be used to make them feel useful. It is a good way to keep them happy in between training sessions. Constant tests must be present for employees to take and hopefully pass. Progress should be unending.

Part of a good human resource manager's job should be explaining the goals and missions of the company. Employees will work better if they understand what and why they are working. If they can get the big picture, employees tend to respect the small part that they contribute. Not only is this an important reason for employees to know the goals and missions of the company but it also help make them better representatives when they are away from work. It creates a sense of pride when employees help create a worthwhile product of service and can explain it clearly to family, friends, colleagues and neighbors.

The human resource manager's job is full of extremely important responsibilities that should not be taken lightly. If the department is organized properly then the responsibility will be shared among several talented people. These people have an enormous responsibility because the future growth of the company lies in their hands.

Works Cited

1. Dessler, G. (2003). Human Resource Management. New Jersey: Prentice- Hall.
2. Mission and Human Values. Retrieved from the web September 5, 2004.
http://www.oticon.com/eprise/main/Oticon/com/SEC_Jobs/MissionAndHumanValues.pdf