

UGC-AUTONOMOUS
DEPARTMENT OF MANAGEMENT STUDIES

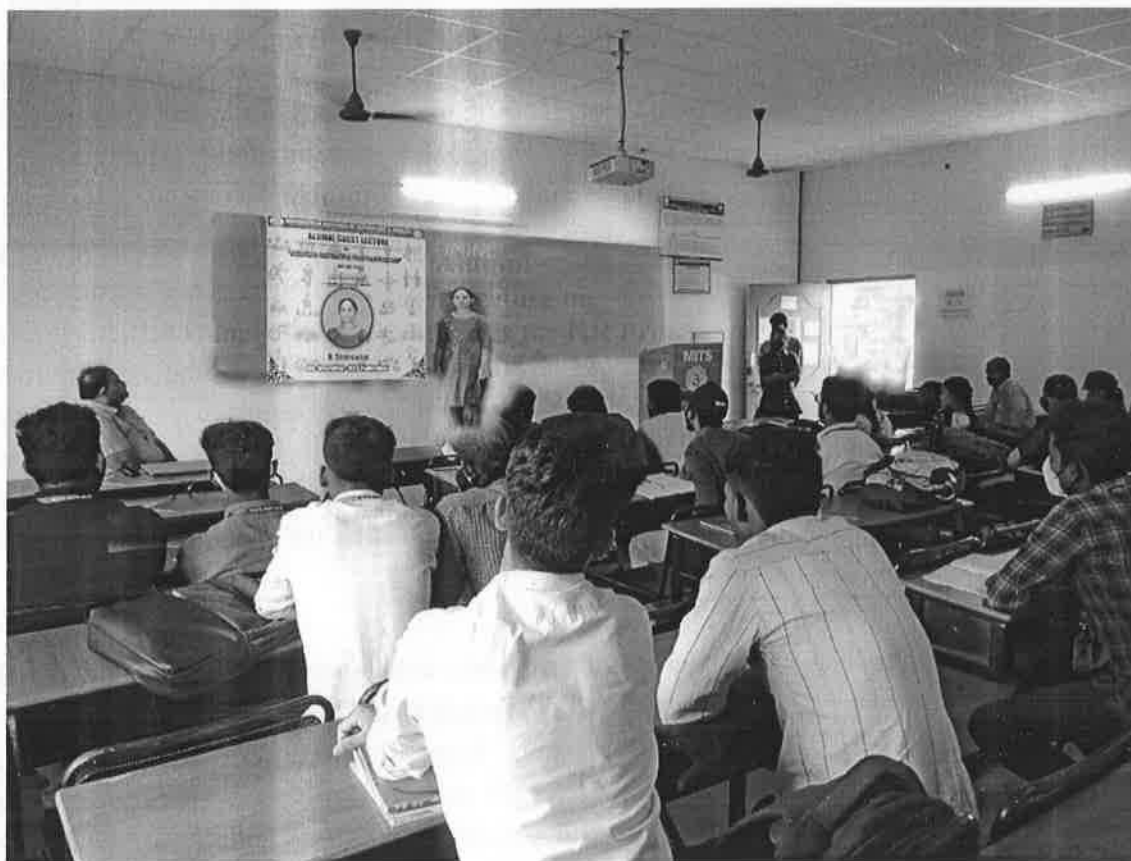
Alumni Guest Lecture Report

Alumni
Guest Lecture on
“Managerial Competencies for HR Professionals”
4th February 2022

Organized by Department of Management Studies
Participants:

II year MBA-Students-MITS

Resource Person: Miss B. Tejeswaini, HR-Recuter,HGS,Hyderabad Photo



A Lecture on “Managerial Competencies for HR Professionals” was organized by the Department of Management Studies for II Year Students in a physical mode

Lecture starts at 11.30 A.M-1.15 P.M

No. of students Participated: 60

Venue: Udai Parek Hall

Introduction on Competency

The competency models for HR managers in both the private sector and the public sector are virtually the same. HR managers in either sector are responsible for creating and sustaining a productive workforce and positive work environment. The U.S. Office of Personnel Management, the federal agency responsible for overseeing management of the nation's workforce, has a clear competency model for leaders of human resources. HR professionals need business acumen, HR expertise, leadership qualities and the ability to establish HR as an advocate. In addition, the OPM describes HR professionals as change agents. In order to fulfill this role, HR managers must have four primary competencies: communication, analysis capabilities, relationship-building skills and leadership qualities.

Communication

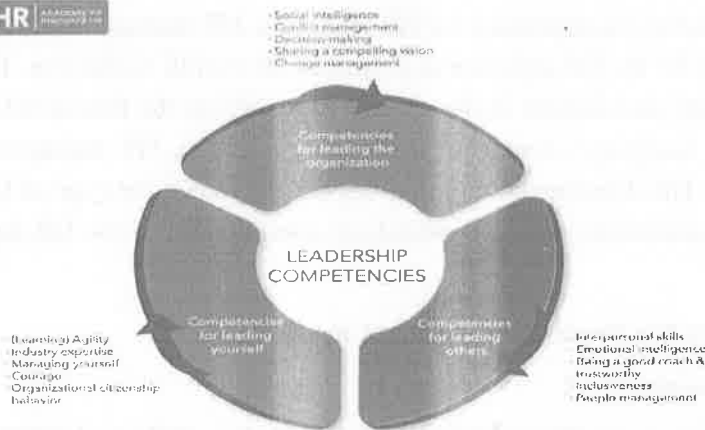
An HR manager must be able to communicate with everyone in the workplace -- from line staff to executive leadership. In addition, communication skills are important for HR managers to interact effectively with outsourcing providers, union leaders, public officials and employees, prospective employees and colleagues. They need to know when to adapt their communication skills to the audience and the situation. For example, HR managers must be able to convey the importance of fair employment practices to the company's executive team with the same genuineness and passion as they would to hourly employees.

2. Analytical and Critical Thinking

Analytical and critical thinking skills are a must for HR leaders. An HR manager has to exercise sound judgment and engage in high-impact decision-making in a number of areas. The ability to analyze situations and view the implications of certain decisions from a critical perspective is particularly useful for HR leaders. For example, the decision whether to outsource one or several HR functions isn't something that happens without considering the impact outsourcing has on individual employees as well as the organization overall. HR managers also are involved in representing the company in matters involving employment litigation, which requires that they be able to justify the company's actions related to employment decisions such as hiring and firing.

3. Relationship-Building

Creating a cohesive HR department that works collaboratively to achieve the goals of the department as well as help the organization reach its goals related to workforce development is a competency that HR managers must have. Relationship-building and interpersonal relationship skills are fundamental to an HR manager's success. One of the challenges HR faces is establishing credibility with employees -- many employees equate their HR departments with the school principal's office, which suggests a level of intimidation and trepidation associated with their view of HR's purpose. That being said, an HR manager must have the ability to establish credibility and trust as well as balance the obligation to be an advocate for both the organization and its employees.



Competencies for leading the organization

1. Social Intelligence (SI)

According to Psychology Today, social intelligence is one of the best predictors of effective leadership and therefore one of the top leadership competencies. Social intelligence is about our capacity to understand different social situations and dynamics. It also comprises our ability to operate effectively in these various social situations.

2. Conflict management

This is a leadership competency that fits both this category as well as the 'competencies for leading others' category. It involves helping others in the organization, whether they are fellow leaders or people in your team, in avoiding or resolving interpersonal conflicts.

Conflict management is linked to something that organizational theorist Fons Trompenaars calls the reconciliation competency. Reconciliation is, as Trompenaars puts it, 'the art of combining'. Rather than making a choice between two seemingly opposite opinions, or asking people to compromise, you find a way to combine them.

3. Decision-making

Decision-making is one of the key leadership competencies because it's at the core of a leader's activities. A good leader knows when to make a decision by themselves, when to consult their team members or peers and get their opinion on a certain matter, and, perhaps most importantly, when to take a step back and let others decide.

4. Sharing a compelling vision

The company's vision – what your organization wants to be at some point in the future based on its goals and aspirations – is an important reason why people want to (continue to) work for you.

Leaders need to be able to share the company's vision in a compelling way. It should get both other people in the organization as well as candidates behind it.

5. Change management

4. Leadership

Leadership skills are an essential competency for HR managers. HR managers are responsible for creating strategic plans for the HR department as well as the overall workforce. Therefore, leadership skills are critical, particularly in the process of justifying the functional elements of a strategic plan to the company's management team. In addition, HR managers have to direct the activities of the HR department, and in doing so, they need the type of leadership skills that influence HR generalists' and HR specialists' commitment to the HR department goals.

Leadership Competencies HR Professionals Should Know

What are leadership competencies?

Leadership competencies are a specific combination of knowledge, skills, and abilities (KSA) that represent effective leadership within an organization.

What we can deduct from this definition is that there is not one unique set of leadership competencies that works across all industries and companies. In fact, different leadership positions within a single organization may require different sets of knowledge, skills, and abilities.

Therefore, a lot of organizations work with a leadership competency framework, a collection of competencies they have identified as key for success and that's relevant for *their* leaders and *their* organization. The development of these competencies is crucial for effective succession planning.

Types of leadership competencies

There are, however, certain skills and competencies that are essential for every leader, regardless of the industry and company they are in. Being able to understand and spot these leadership competencies enables HR to make better-informed decisions when it comes to hiring, developing, and promoting leaders.

The Society for Human Resource Management (SHRM) distinguishes three competency categories, namely:

- Competencies for leading the organization
- Competencies for leading others
- Competencies for leading the self

Other categorizations are possible too. Deloitte, for instance, talks about developable capabilities – learned factors that change over time and reflect what a leader can *do*, and leadership potential – innate factors, which are hard(er) to develop, stable over time, and reflect how a person *is*.

Organizations change constantly. Some of these changes are relatively small while others take place over a longer period. A good example of this are the automation and/or digitization processes many organizations are going through right now.

Effective leaders know how to prepare, support, and guide their people through these various organizational changes.

Competencies for leading others

6. Interpersonal skills

Interpersonal skills are also referred to as people skills or soft skills. Examples include, among others, active listening, giving and receiving feedback, (non) verbal communication, problem-solving skills, and teamwork.

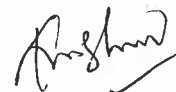
7. Emotional Intelligence (EI)

Emotional intelligence is about our ability to understand people's emotions and emotional situations. It's also about our capacity to understand and manage our own emotions.

At the end of the session, resource person permitted students to ask the questions on CRM practices for the Business Development.

The session is completed at 1.15 P.M and she has clarified the queries with patience and given her details to contact them for the future reference.

Vote of thanks: Dr.SRINIVASA Krishna proposed a vote of thanks to Resource Person, HOD and Alumni Relation Officer Dr.Ramesh Reddy for attending to the function. She has extended her thanks to the Principal and the management for their support to conduct the training and given opportunity.



Alumni Coordinator

