

# For Human Resource Departments And Teams

## IMPROVING HUMAN RESOURCE SERVICE

*A process for receiving and analyzing feedback from internal customers, and for developing action plans to improve service.*

A process for receiving and analyzing feedback from internal “customers,” and for developing action plans to improve service. This is not a training program or a typical workshop. It is a process led by a skilled, experienced facilitator who customizes the workshop, tailoring the content of each session to the needs of the group.

### Methodology

#### PRE-WORK (2-3 days on-site consulting)

1. We diagnose the organization, taking a careful look at:
  - tools, processes, methods that are already in your tool kit.
  - competencies of HR staff
  - applications of competencies
  - existing feedback from internal “customers”
  - HR team effectiveness
2. We prepare internal “customers” for the Feedback Meeting:
  - identifying internal “customers”
  - preparing the customer, managing expectations
3. We debrief the team leader, incorporating into the workshop design, logistical and administrative preparations for workshop.

#### THE WORKSHOP (Phase One)

##### Day 1

- AM Prepare participants for the customer meeting – listening and communications skills, service quality principles.
- PM Conduct the customer meeting.
- Debrief the customer meeting, summarize key issues and establish priorities.

##### Day 2

- Analyze the feedback, determine relationships and processes that need improvement .
- Establish customer satisfaction measurements.
- Develop action plans. (Various tools, i.e. problem solving, strategic planning, team development, service quality, project management, will be drawn from a “tool kit” and applied based on the needs of the group i.e. “just-in-time training.”)

##### Day 3

- Develop action plans and a cultural change strategy.
- Determine next steps, including communications with internal “customers” and other stakeholders.

#### THE WORKSHOP (Phase Two)

This session can be run immediately after Phase One or at a later date.

##### Day 4 & Day 5

- At this point, we work on team development issues and/or action planning. This may include a follow-up meeting with internal “customers.”

#### The Facilitators

Our facilitators are Ed Cripe and Jerry Plec. One of them will be the lead facilitator. Each has over 30 years experience as a practical OD consultant and HR executive. They have worked together on similar projects as consultants for Workitect, Merit, Kaset International/AchieveGlobal (a firm specializing in service quality) and Prism Performance Systems, serving companies such as NCR (AT&T Global Information Solutions), Scottish Hydro and Allied Signal.