By Dr Jaclyn Lee

MY PERSPECTIVES OF THE QUALITIES OF A TOP FLIGHT HR PROFESSIONAL

Having practiced in the HR field for the last 25 years, spanning from the private sector to public sector and across a wide range of industries, I would like to humbly share what I think are the qualities that make one succeed as a true blue HR person and what distinguishes you between a mediocre HR person and a top flight HR practitioner.

1. PASSION

One cannot practice HR if you do not have passion and a heart for people. It's a thankless job, and very often when you do good, only 1 in a 100 persons will say thank you. You just keep going because you love people, and want to make a difference in their lives

2. INNOVATION

As a HR leader, one needs to constantly innovate. We are working in such a rapidly changing world that requires us to think out of the box and to come up with solutions quickly to solve people issues. The ability to be creative and be ahead of the game puts us and the company at a competitive advantage

3. CURRENT WITH TECHNOLOGY

We need to know all the latest technologies that are available to allow us to automate processes and draw intelligence through big data and analytics so as to add value to our function. The ability to use data to draw inferences for business decisions gives HR the added advantage.

4. COURAGE

HR is not a job for the faint hearted. Many a times, a good HR person needs to have the courage to speak the truth to our bosses and to try out new ideas that have not been tested before. You never know until you have tried.

6. MENTOR AND COACH

Mentor and Coach your HR team daily. Work with them closely, impart your skills to them, and help them develop personally and professionally.

7. STRATEGIC LEADER AND THINKER

You always need to think about how HR can help the business. We cannot exist in a vacuum. It is crucial that we understand the long term vision and mission of the organization, translate it into our functional area of work, and ensure that what we do help to propel organizational goals.

8. SYSTEMS THINKING

HR folks tend to think like an Administrator. If one thinks like an Administrator providing support at the back end, the chances for success will be very slim. Using Systems Thinking to solve problems help us to dissect issues into smaller pieces, and from there solutions can be engineered and tested with small groups before implementing it in a big scale. This method is low risk and allows for higher chances of success as the solutions are refined along the way.

9. HARD WORK

I never know of someone who does not work hard and get very far. I remember "Boxer" the horse in Animal Farm who was constantly laughed at by his friends for working way too hard. I beg to differ with his friends. When you put effort and time into a project or a task, your efforts will bear fruits in the long run.