



Simitri

Being the Influential Human Resources Partner

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Where do we need to be?

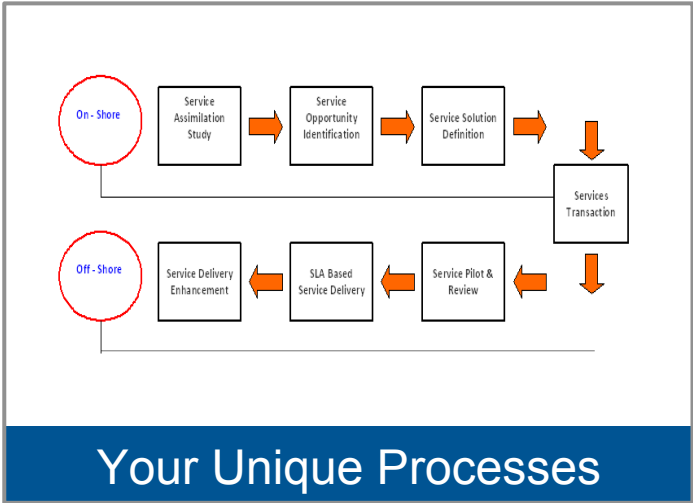
Evolution according to needs of business demand.



The Challenges We Face

What are the challenges HR Partners face when being a 'Player' and influencing up, down, across and outside the organization?

Being a Trusted Advisor is not just about...



It's About...Your Stakeholders

As a Trusted Advisor, focus on what can you do for them.
This is what your stakeholders care about.

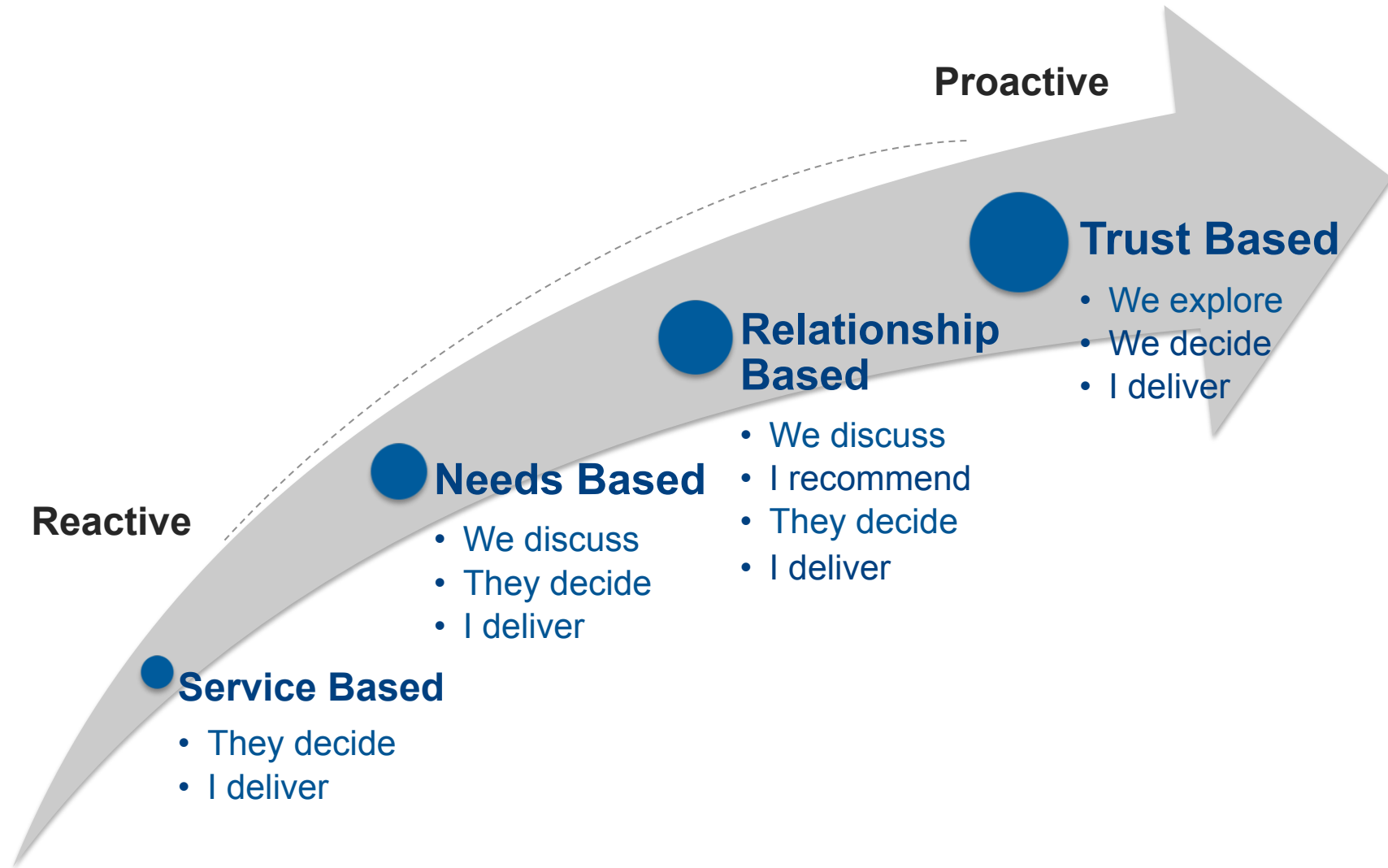
- What is their strategy?
- What are their goals?
- What are their KPIs?
- What are their challenges?
- How do they define success?



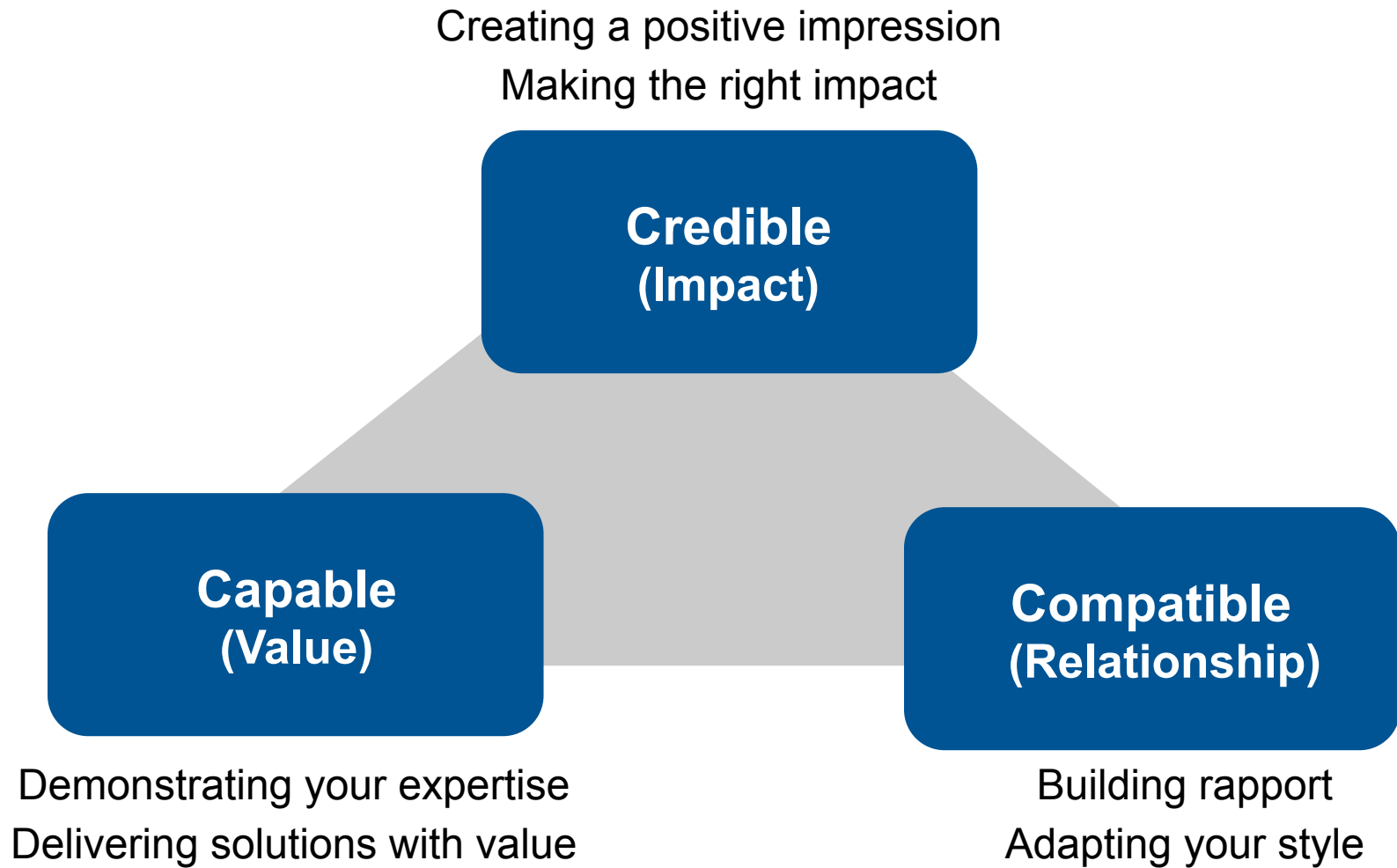
Trusted Advisor Formula

$$\text{Trusted Advisor} = \frac{\text{Trust} + \text{Liking}}{\text{Self-Interest}}$$

The Journey to a Trusted Advisor



The 3Cs for Being a Trusted Advisor



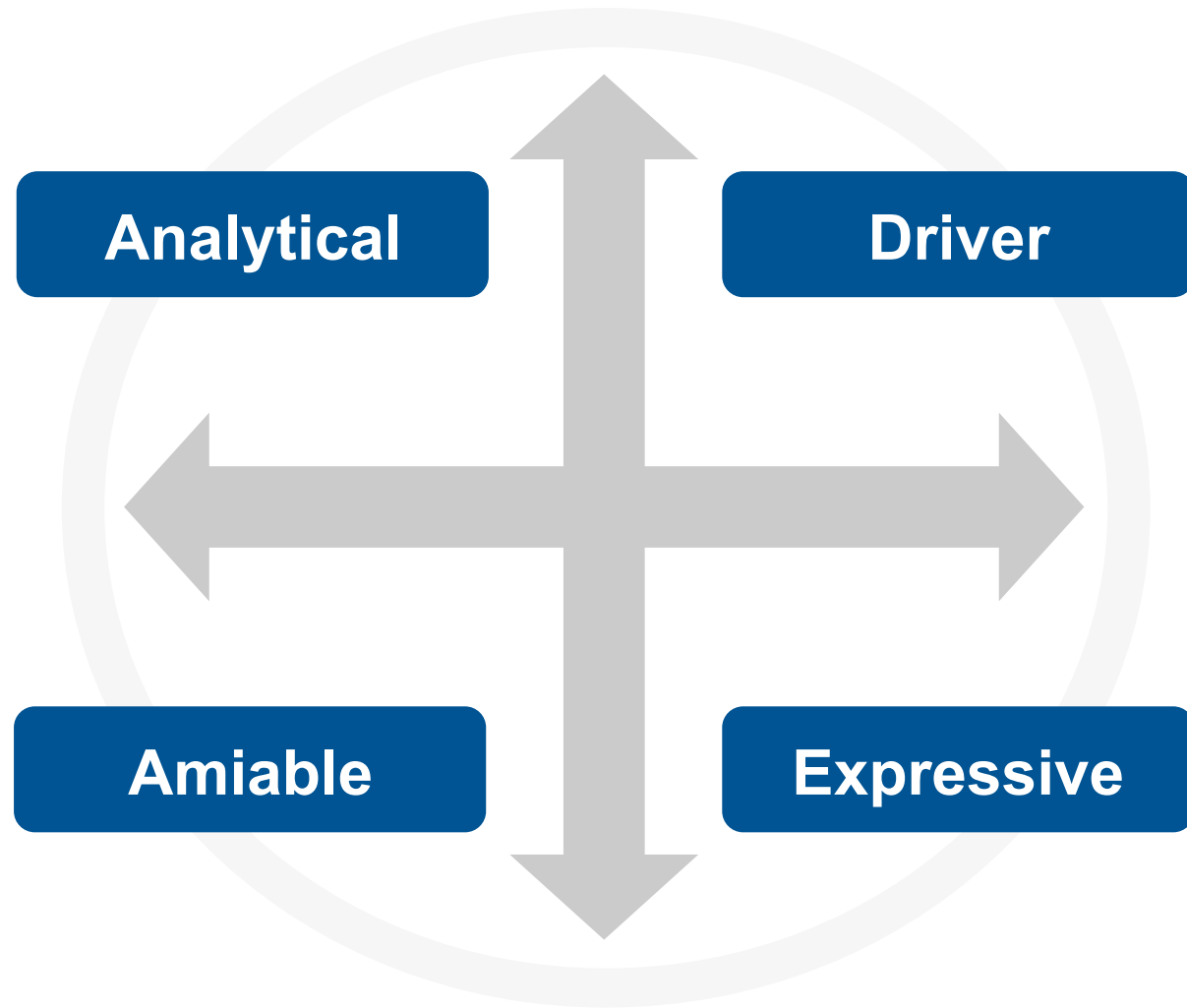
Question...

What are three words you would like the business to use
to describe you as a HR Partner?

Credible: How do we create the 'right impression'?



Compatible: How do we create the 'right relationship'?



Identify your business style

Recognize the differences in others

Adapt your style to your stakeholder

Adapting to the Analytical

Have facts in order

Use technical terms

Talk specifics and details (not generalization)

Explain the process

Avoid unsubstantiated claims



“Where are the details? You still haven’t convinced me!”

Adapting to the Driver...

Keep it short and succinct

Say it once, say it well


Focus on results and outcome

Go straight to the bottom line



***“What’s the ROI?
What do we do to make
it happen?”***

Adapting to the Expressive...



***“Makes sense but how
does it fit with the
bigger picture”***

Be positive

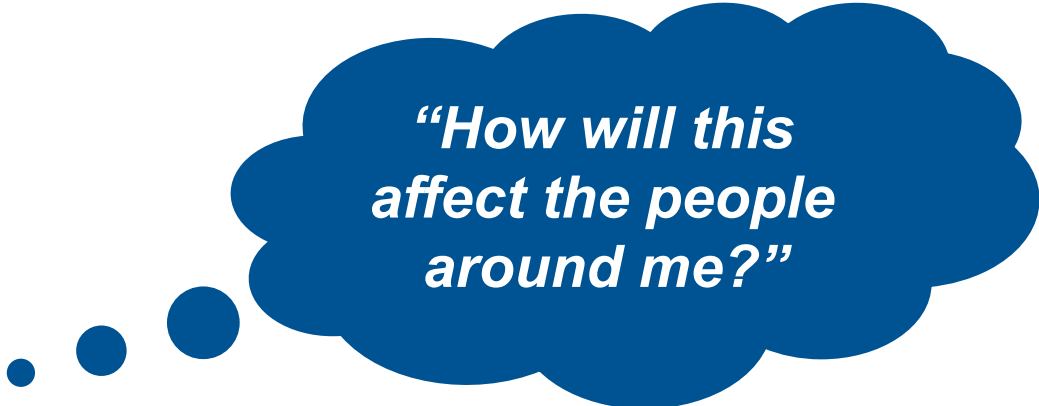
Recognize achievements

Be energetic and enthusiastic

Give the big picture before details

Present ideas creatively

Adapting to the Amiable...



***“How will this
affect the people
around me?”***

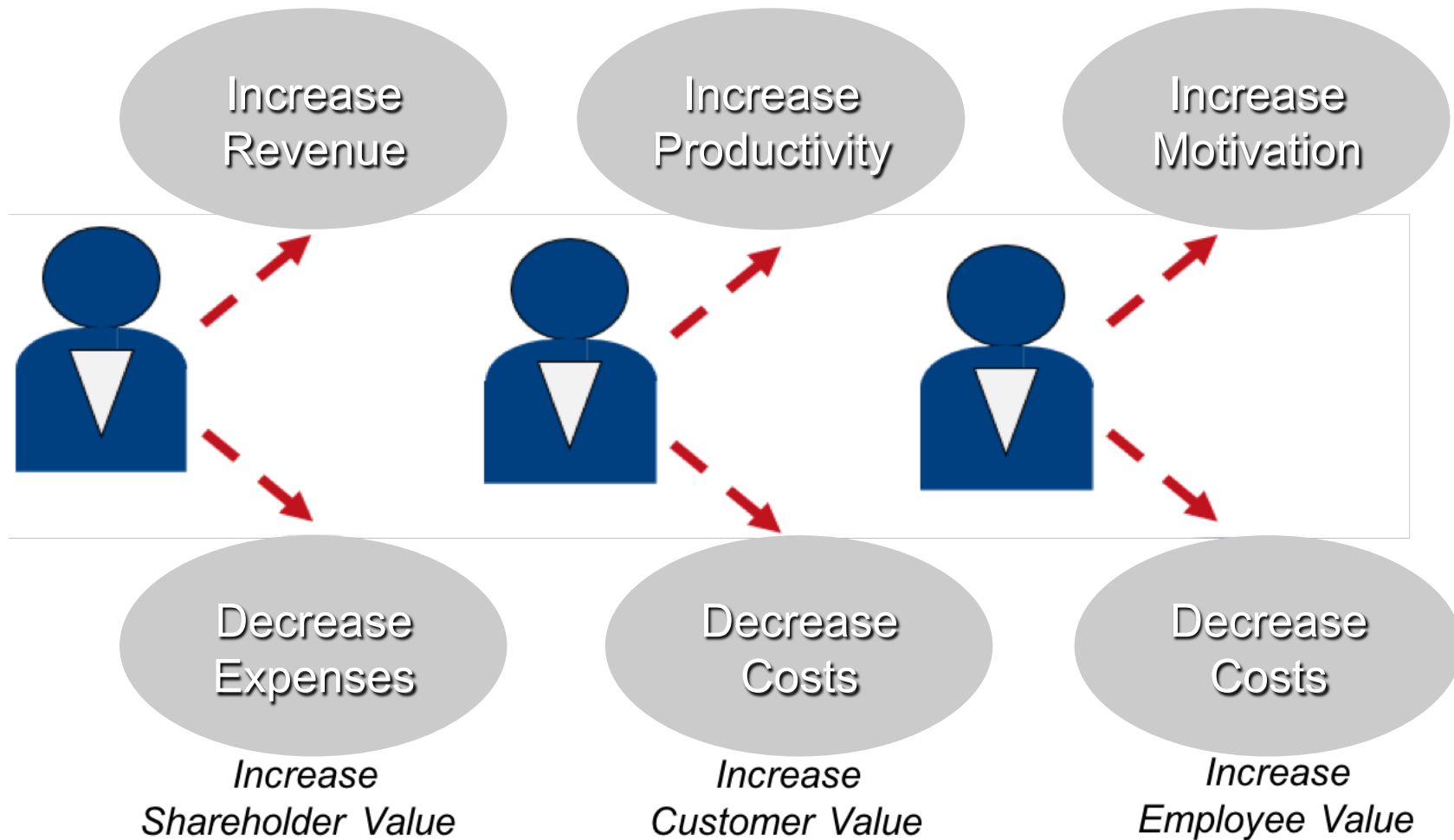
Be warm and cooperative

Remember people count

Give a personal commitment

Avoid conflicts / disagreement

Capable: How do we add the 'right value'?



The Four Levels of Value

Using knowledge, skills and experience to deliver value.



Value Captured

Sharing full risk and reward by jointly capturing the value with the stakeholder.

Value Created

Revealing new opportunities or potential risk to the stakeholder and assuming responsibility in helping the stakeholder realise the envisioned return.

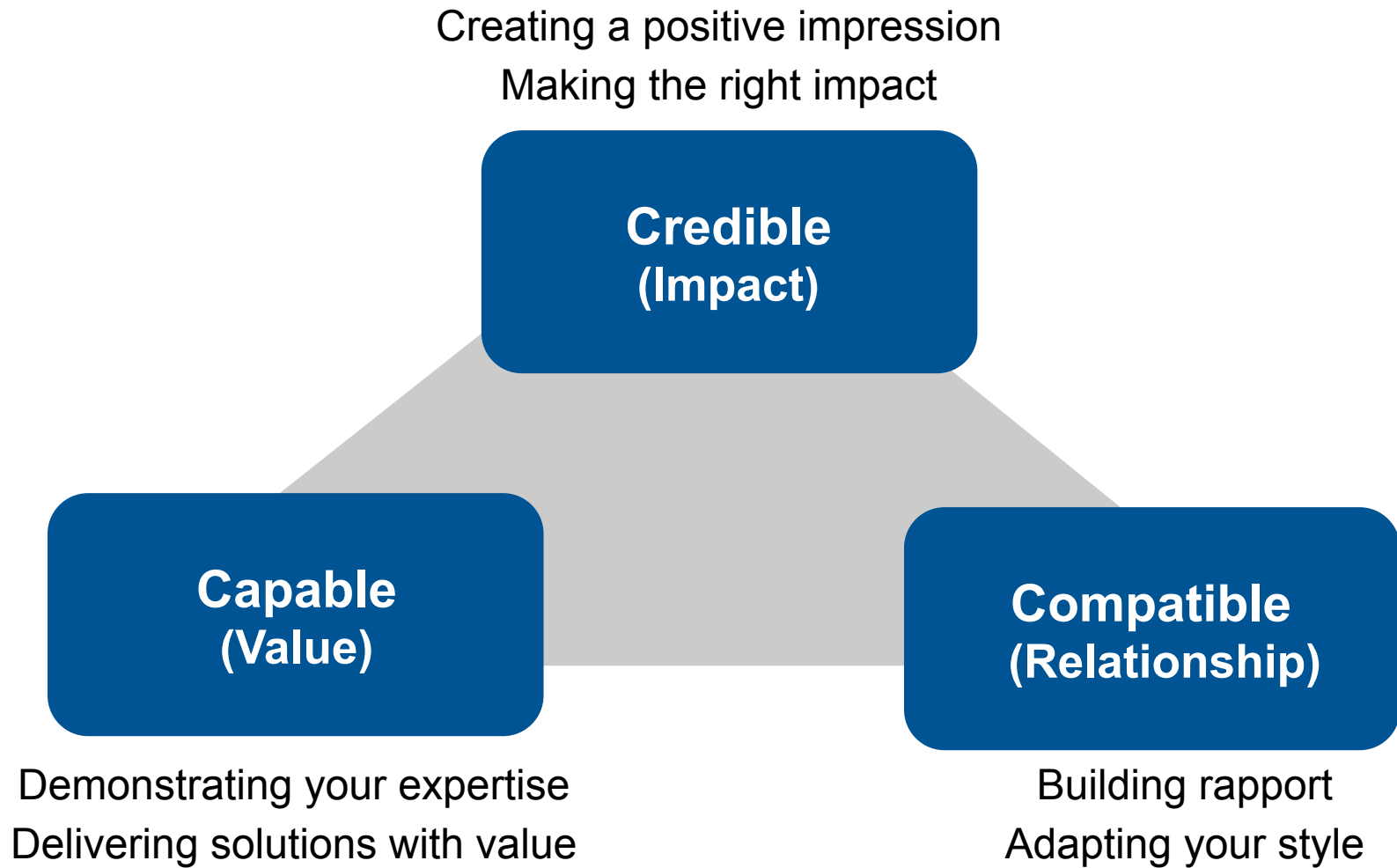
Value Added

Responding to the stakeholder's needs by using your knowledge, skills and expertise to the products and service to offer additional value.

Value Offered

Making your products or services available to the stakeholder. The stakeholder then applies their knowledge to drive shareholder, customer or employee value.

The 3Cs for Being a Trusted Advisor



What are you going to do?

Start

Stop

Continue

I'm here to help...

Feel free to contact me

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