

How can HR support the line more effectively?



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How do your customers see you?

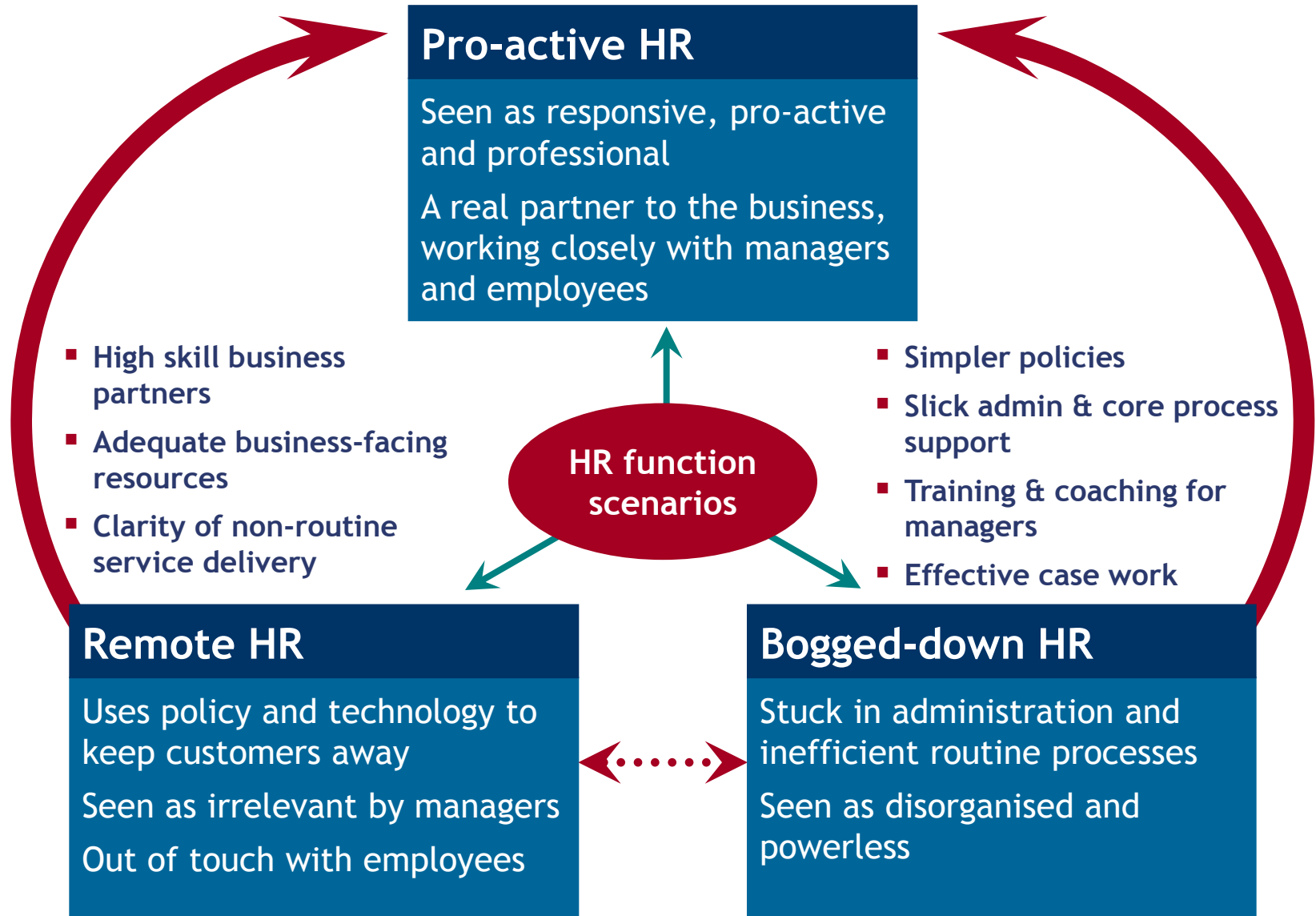
Viewing HR from the perspective of the particular **stakeholder** group you have been assigned
ie senior manager, line manager, employee or HR

How would you describe HR IN ONE WORD?

a) Our HR function is...

b) I would like our HR function to be...

IES research: What Customers Want from HR



Put yourself in the shoes of a line manager...

- a) Which people management issues, processes or situations are most **difficult** for you?
- b) **What do you most need from HR** to help you manage those issues, processes or situations more effectively?



Put your HR hat back on...

- a) **PAIRS** What one thing will **you personally** do differently to support line managers more effectively?
- b) **GROUP** What can **HR** do to support line managers more effectively?

Two key points for your table to share with the room please

