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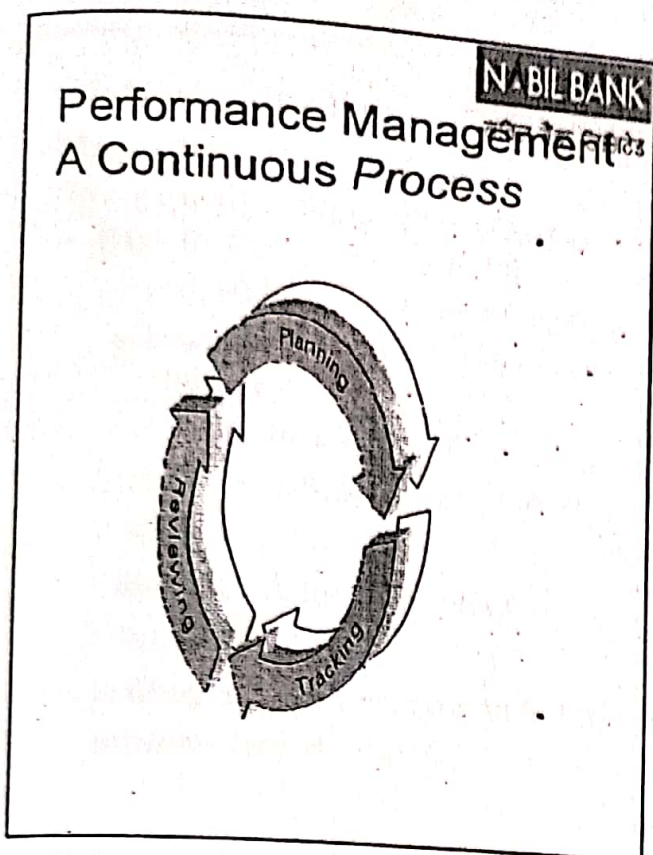
# **Expectations** from **Human Resource Managers**

**What Purpose do They  
Serve?**

**&**

**Who Are They?**

**Anil Shah**



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## Human Resource Manager Servicing Internal Customers

- ▲ Staff are Internal Customers
- ▲ HR Manager must realise each individual has their own:
  - ▲ Needs
  - ▲ Desires
  - ▲ Objectives
  - ▲ Differences
  - ▲ Emotions

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## Human Resource Manager Mantras to Manage Internal Customers

- ▲ Listening & Empathy
  - ▲ Paying Attention Builds Trust
  - ▲ Put yourself in the other's shoes
- ▲ Team
  - ▲ One Team Spirit
- ▲ Build Synergies
  - ▲ Achieve  $2 + 2 = 22$
- ▲ Attitude
  - ▲ Look for the Positive Side
- ▲ Objectivity
  - ▲ Remove all personal biases.

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## Human Resource Manager Training & Development

- ▲ Formulate and implement training and development plans that meet the objectives of the institution by developing the strengths of an individual
  - ▲ Functional and Technical Training
    - ▲ To develop the individual's skills and tools needed to do specific jobs
  - ▲ Personal Effectiveness Training
    - ▲ To develop the individual's overall skills to be a better professional like: People Management, Communication, Creative Thinking, Leadership

## Human Resource Manager

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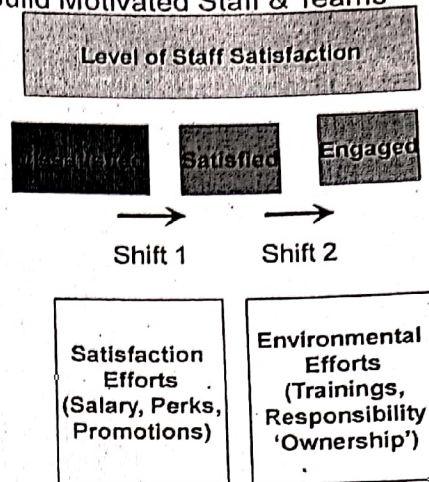
### Placement – Strength Based

- ▲ Right Person in the Right Job
  - ▲ Determine the individuals Strengths
  - ▲ Determine the job that requires those Strengths
  - ▲ Map the Job & Individual
- ▲ Skill Set identification across the institution
- ▲ Plans and implementation of movements
- ▲ Training and development to further enhance core strengths.

## Human Resource Manager

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### Build Motivated Staff & Teams



## Human Resource Manager

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### Who is a HR Manager?

- ▲ In today's competitive & stressful world a good HR Manager is:
  - ▲ Professional career guide
  - ▲ Objective 'sounding board'
  - ▲ Confidant & Friend
  - ▲ Psychiatrist
- ▲ The HR Manager must be able to provide an adequate blend of a professional and personal relationship.

## Human Resource Manager

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### Who is a HR Manager?

- ▲ Each and Everyone of US
- ▲ You are an HR Manager
  - ▲ As one moves up the corporate ladder people management becomes a more critical part of your job
  - ▲ To be successful in any role in any type of institution one has to develop people management skills
  - ▲ Individually as well each of us has to take more of a 'personal interest' in our own career management
- ▲ We are all HR Managers.



## Human Resource Manager

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## Delivering Sustainable Success

- ▲ There is no longer a choice of being a X or Y type of manager
- ▲ You can not choose to carry a carrot or a stick
- ▲ Can no longer choose whether to deliver results or have a motivated team
- ▲ To deliver sustainable success you have to:
  - ▲ Deliver **Results** through a **Motivated Team**
- ▲ Therefore in any institution today, the Role of the Human Resources Manager is more critical than ever, to be successful tomorrow & beyond.