Assessing Our Services: Leadership's View

As a city leader, how do you view HR's services and roles?

1. What's my impression of HR's work?

What have they done in my organization? What do I want them to do? Are there needs that are not being met? Are there people, patterns, issues or relationships that need more attention from HR? How does the HR Department work with my staff who are in similar roles? Are there any needs there?

2. What would I like to praise?

What are the success stories I do or could tell my colleagues? What services/work am I really using? What actions have been taken that I consider worthy of the utmost respect?

3. How are things different because of HR's work?

What is the value added from the HR Department? What am I (are we) holding the HR Department accountable for? Is there anything we do or wish to track?

3. Where is my attention, energy and interest right now?

On which issues or projects do I spend much of my time? On what issues, or projects is staffing and budget being distributed and concentrated?
What are the city-wide systems that I (we) really value?

4. What help do I want from the HR Department next year?

Where should they put their emphasis?

Assessing Our Services: HR's View

What is HR's View of HR's services and roles?

1. What are we doing well? How can we capitalize on that?

What gets the respect of senior leadership? What do we brag about to our friends, significant others? What actions can we take to elicit even more respect? What do we do that help managers be even more successful?

2. For which services, projects do we get management attention, time, budget or staff support?

What work of the HR Department does the Senior Leadership Team keep tract of? What impact should they be watching for? How are we connected to city-wide systems that the Senior Leadership Team values?

3. What criteria will we use to accept or reject work?

Are we working on the right things? For the services that we are "just right" with or want to do "more", are they a high priority with the Senior Leadership Team? What are we spending more of our time/budget on? How come? What do we say no to or what requests have we turned down? How come? What is the most important work of the city that we are, should be involved with now? Are there areas of our work that we want to elevate in importance? How will we do that?

4. What are the priority issues or projects in the coming year?

What do we anticipate are the important needs of the leaders and the city in the next 6 months to a year? What help can we offer in our own realm before critical events occur? Where should we put our emphasis? What are our pet projects?