

Think Ops!

Five Proven Strategies To Building the
HR / Operations Partnership



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PROFIT
PERFORMANCE
PRODUCTIVITY



**BE PRESENT WITH
INTERNAL & EXTERNAL
CUSTOMERS**

**USE THEIR
LANGUAGE**

PROVE HR'S ROI

**BE ON THE
COMPANY'S SIDE**

**EARN A SEAT
AT THE TABLE**







Consistent daily interactions
Bring solutions
Use consultative approach
Build credibility and respect



Consistent Daily Interactions



Bring Solutions



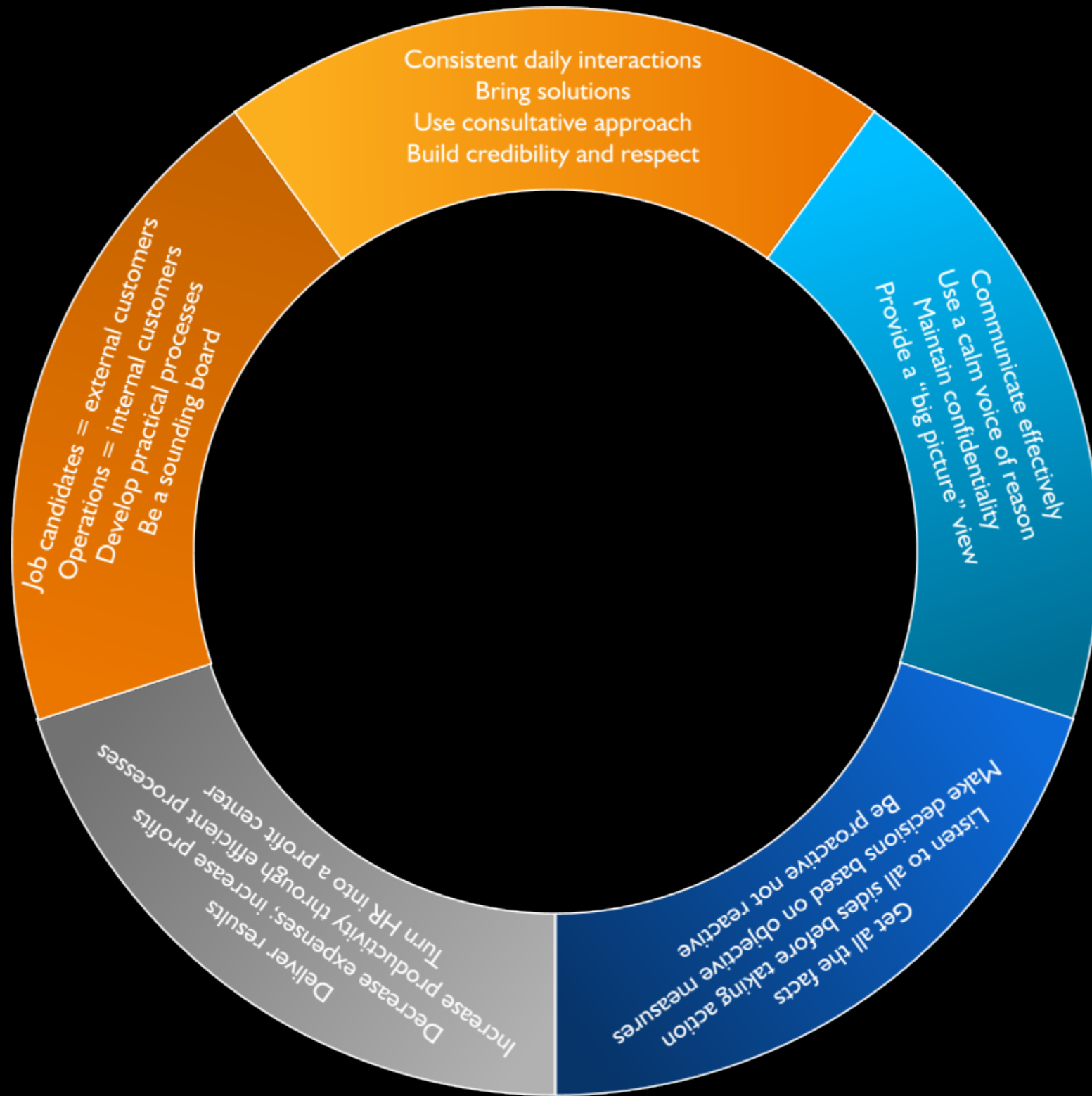
Use A Consultative Approach



Build Credibility & Respect







Communicate effectively/
Use a calm voice of reason/
Maintain confidentiality/
Provide a "big picture" view



Communicate Effectively





Use A Calm Voice Of
Reason



Maintain Confidentiality



Provide A “Big
Picture” View







Get all the facts
Listen to all sides before taking action
Make decisions based on objective measures
Be proactive not reactive



Get All The Facts



Listen To All Sides
Before Taking Action



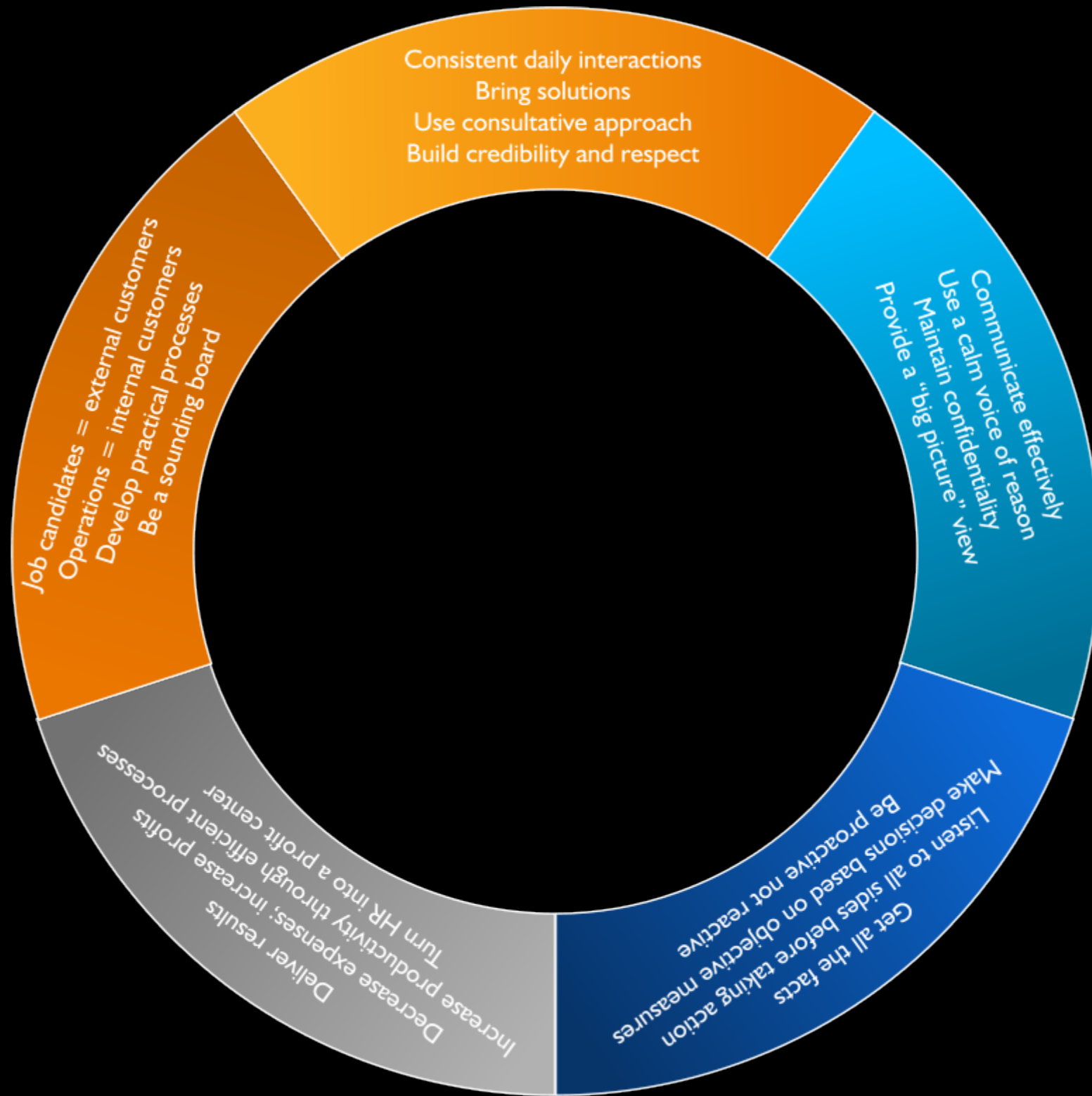
Make Decisions Based On Objective Measures



Be Proactive
Not Reactive







Deliver results
Decrease expenses; increase profits
Increase productivity through efficient processes
Turn HR into a profit center



Deliver Results



Decrease Expenses;
Increase Profits



Increase Productivity Through Efficient Processes



Turn HR Into A Profit Center







Job candidates = external customers
Operations = internal customers
Develop practical processes
Be a sounding board



Job Candidates =
External Candidates



Operations =
Internal Customers

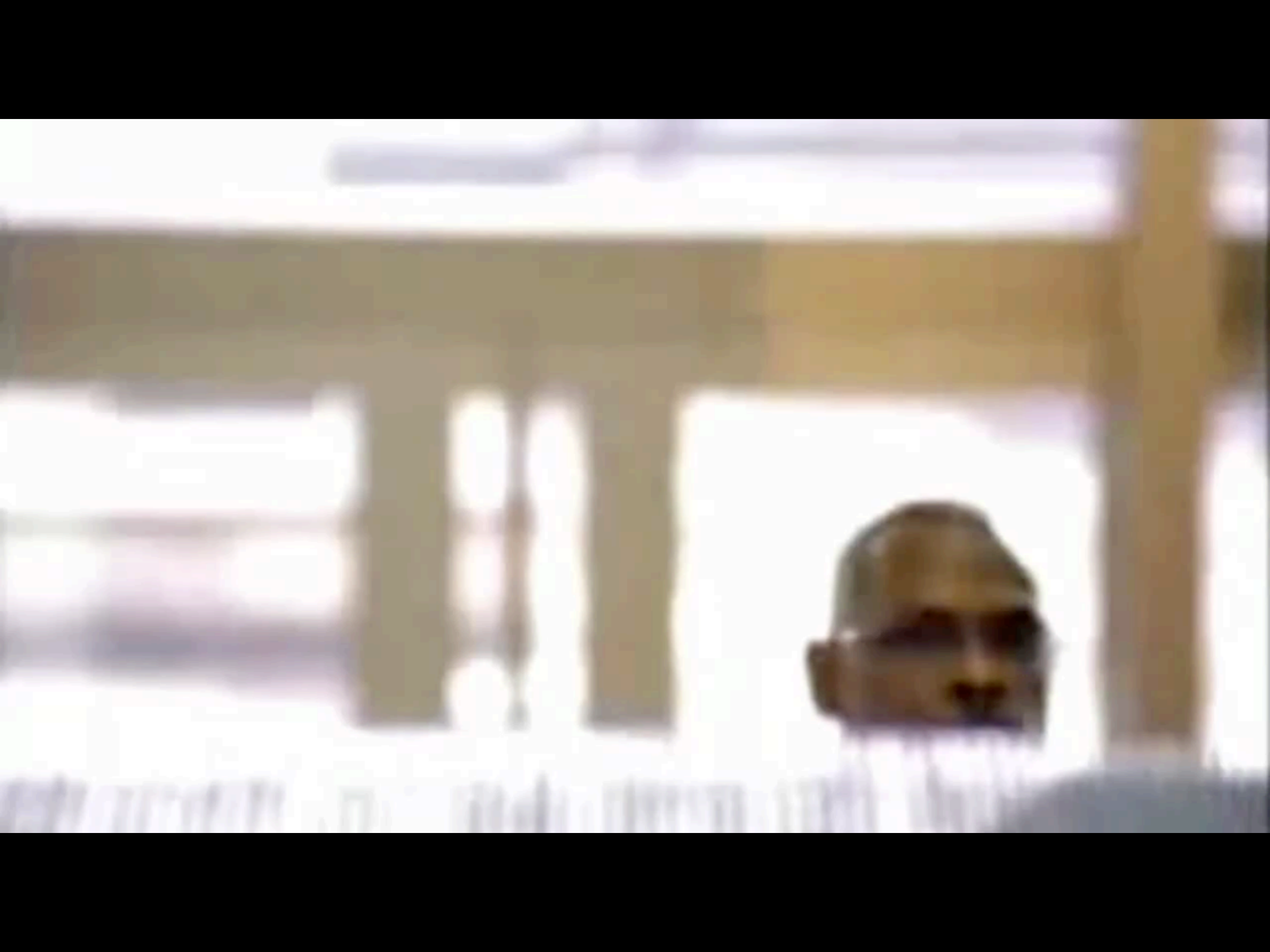


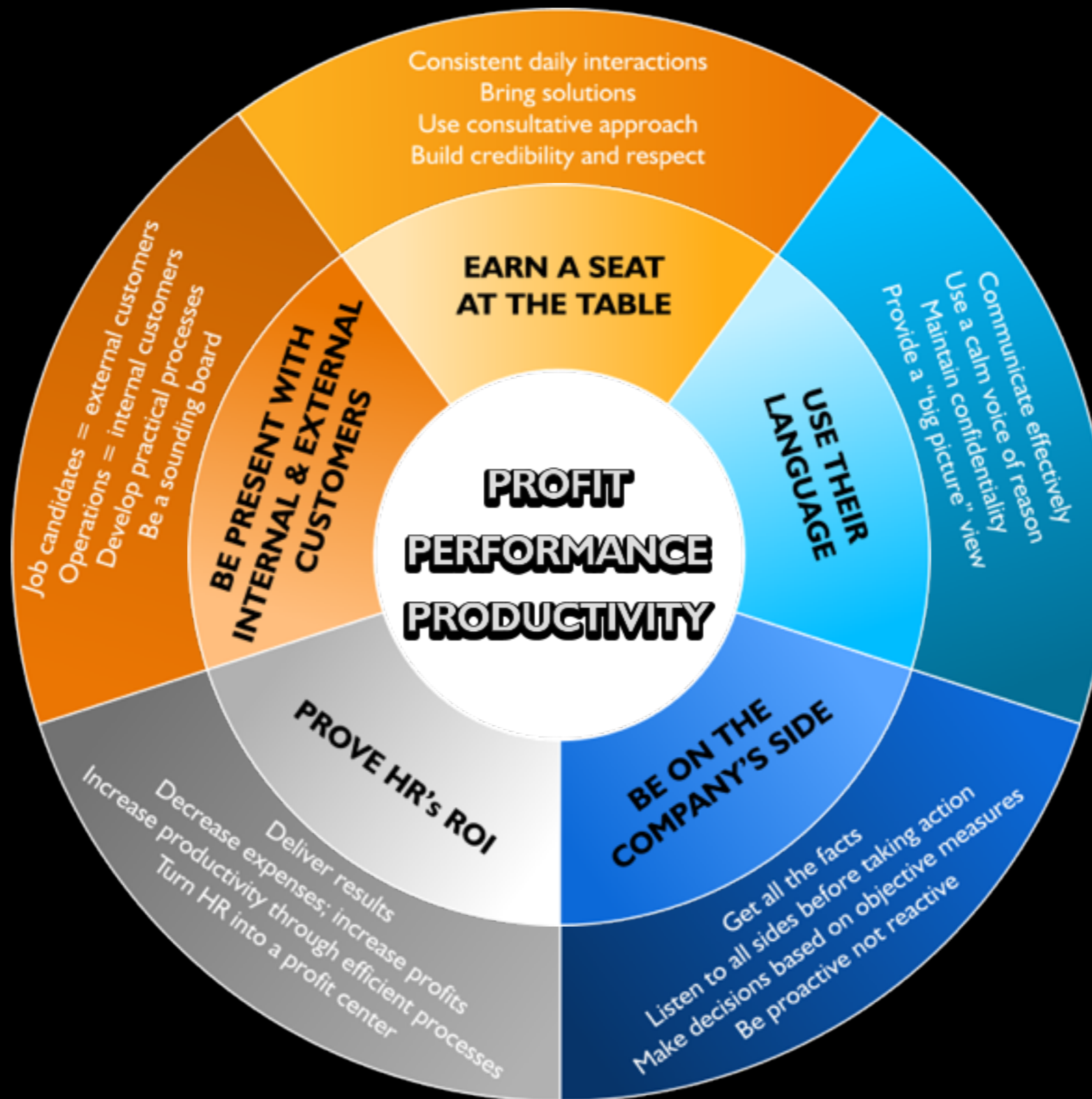
Develop Practical Processes



Be A Sounding Board







Thank You!

“Human Resources isn’t a thing we do. It’s the thing that runs our business.”

- Steve Wynn, Wynn Las Vegas



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