

# **New HR Thinking, New HR Possibilities**

**Re-Imagining Human Resource Services  
Leadership Meeting**

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# HRS: How did we get here?

Many years of:

- Inefficient systems and processes
- Served as policy and procedure enforcer
- Compliance/rule focused
- Exercising control over campus
- Transaction-only focused services



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# HRS: Where are we going?

2022 and beyond:

- Streamline systems and processes
- Collaborative developer of positive policy and procedures
- Enhanced partnership with campus
- Faster transactions with strategic support
- Creative, people-centered solutions



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# HRS: How will we get there?

## **OUR VISION:**

Human Resources Services will cultivate community of HR excellence in higher education.

## **OUR MISSION:**

Human Resources is committed to advancing the university's mission and strategic priorities for achieving institutional excellence. We will accomplish this by implementing innovative HR solutions that foster a culture of productivity, engagement and inclusion to attract, develop and sustain a diverse and talented workforce.



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# Core Values

Our eight **C-R-E-A-T-I-V-E** core values embody a framework that promotes the collaborative and inclusive HR culture we are building at NIU.

**C**ustomer-Centric  
**R**esults-Driven  
**E**ngaged  
**A**gile Mindset  
**T**rustworthy  
**I**nclusive  
**V**alued HR Services  
**E**xcellence



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# HR Strategic Focus Areas

The New HR  
Organizational  
Excellence  
Business  
Model

- 1 People and Culture
- 2 HR Continuous Improvement
- 3 Professional Development and Training
- 4 HR Metrics and Workforce Analysis
- 5 HR Strategy and Operations Administration



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# 1 People and Culture

Proactively develop and enhance HR services and strategies to attract, develop and sustain a diverse and highly talented workforce to accomplish the mission of Northern Illinois University.

Examples of current/near-term tactics:

1. Civil Service Salary Study compares NIU pay rates with peer institutions and proposes recommended range and/or increment adjustment to improve employee retention. (Spring 2022)
2. New Remote Work Policy w/Guidelines release. (Spring 2022)
3. Great Colleges/Employee Engagement Survey will yield valuable feedback from all employees, producing data-driven action plans to improve staff retention on campus. (Summer 2022)



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# 2

## HR Continuous Improvement

Model HR agility through innovation, process re-engineering and continuous improvement in delivering effective and efficient strategic and consultative HR services to NIU stakeholders.

Examples of current/near-term tactics:

1. Time and Benefit Reporting Work Group – Automation of Timesheets and Benefit Usage Forms (Spring 2022)
2. HR Liaison Pilot Program will improve HRS /Campus partners to turbo-charge hiring and position review processes. (Spring 2022)
3. Exploring new HR Information System/Enterprise Resource Planning with Software as a Service (Summer 2022)
4. A successful HR Liaison Pilot Program will enable HRS to provide Strategic HR support to Campus Partners. (Fall 2022)



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# 3 Professional Development and Training

Strategically invest in our employees through professional development and training to meet the current and future workforce needs of NIU.

Examples of current/near-term tactics:

1. Campus-wide Core Partners Team (ADEI/ECO/HRS) Professional Development Series began March 2022
2. Monthly Campus-wide Supervisor Session series begins April 2022



# 4 HR Metrics and Workforce Analytics

Measure our success by analyzing, monitoring, and evaluating the effectiveness of our HR services and programs through HR metrics and workforce analytics.

Examples of current/near-term tactics:

1. Gathering and review data on HRS processes and activities (what can we count). (Spring 2022)
2. Developing metrics to measure success (effectiveness and efficiency) of HRS processes and activities. (Summer 2022)



# 5 HR Strategy and Operations Administration

Consistently demonstrate HR strategic and operational excellence to position Northern Illinois University as a recognized HR leader in higher education.

Examples of current/near-term tactics:

1. Partnership with peer IL Higher Education Institutions in developing SUCSS Legislative Reform. (Spring 2022)
2. New Director of Employee Experience position expands HRS Employee Relations support to campus. (Spring 2022)



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Leaps of greatness require the combined problem-solving ability of people who trust each other.

– *Simon Sinek*



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