

## The Eight Core Behaviours for HR Professionals

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### Course Aim

The Chartered Institute of Personnel and Development (CIPD), one of the most respected and largest Human Resource Management institutions has introduced the new Profession Map.

The purpose of the Profession Map is to provide the profession 'with the strongest foundation yet for effective decision-making.' The map defines eight core behaviours that empower HR professionals to 'create value for people, organisations, society'. These behaviours outline 'what it takes to be an effective people professional in an uncertain world of work'<sup>1</sup>.

This course will enable those attending to understand what is required of the HR professional in the 21<sup>st</sup> century, and what is required of the HR professional and HR function to add value to their organisation.

The course will give participants an overview of the CIPD profession map, its purpose and structure.

The participants will gain an understanding of the business benefits of using the Profession map as a framework for their organisations approach to Human Resource Management.

The course will cover in detail the eight behaviours, using practical and useful tools and techniques. Participants will apply the information to their own organisation in the form of implementation plans.

### Course Objectives

By the end of this course, participants will be able to:

- Explain the purpose and rationale of the CIPD Profession Map
- Identify the different areas of the CIPD Profession Map
- List the eight core behaviours of the CIPD Profession Map and explain the differences between the four levels of the core behaviours
- For each of the eight behaviours
  - Self-assess their current level of capability
  - define the core behaviour
  - explain how the behaviour impacts on business, the economy and the world of work
  - explain the rationale for the behaviour being identified as a core behaviour by the CIPD
- For the core behaviour Commercial drive
  - Explain what is meant by a commercial mind-set
  - Describe the concept of 'value' and identify ways areas where value could be created or lost in the organisation
  - Identify different techniques that can be used to enable business change
- For the core behaviour Ethical practice
  - Explain what is meant by ethical practice
  - Identify how ethical practice can be applied in the workplace
  - Describe how ethical practice principles and values can be applied in decision-making
- For the core behaviour Insights focused
  - List the sources of evidence that can be acquired to give insight into an issue
  - Identify ways evidence can be accurately analysed and evaluated
  - Describe ways to effectively summarise evidence findings
- For the core behaviour Passion for Learning
  - Identify ways to expand personal networks and benchmark against external standards
  - List ways to contribute to the development of other people professionals and the wider people profession
  - Create a personal and professional development plan that gives the opportunity to test and learn from new approaches and insights, and obtain feedback to learn and develop
- For the core behaviour Professional Courage and Influence
  - Explain a strategy to use when required to constructively and confidently challenge others

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<sup>1</sup> <https://peopleprofession.cipd.org/profession-map/core-behaviours>

- Identify and use effective influencing and communication techniques
- List key workplace stakeholders and have a plan to develop relationships with them
- For the core behaviour Situational decision-making
  - Describe the factors to be considered when decision making
  - Describe how to adapt to changes in circumstances that impact on decision making
  - Identify ways to measure and evaluate the impact of decisions
- For the core behaviour Valuing people
  - Describe the behaviours that are evidence of demonstrating compassion and fairness
  - Identify ways that would enable all people in the workplace to have a voice
  - Explain the concept of well-being and describe how its benefits can be promoted in the organisation
- For the core behaviour Working inclusively
  - Describe an inclusive culture and identify ways to promote an inclusive organisational culture
  - Explain the benefits of building collaborative relationships and creating a culture of knowledge, experience and expertise sharing
  - Identify ways of resolving workplace conflict and building trust
- For each of the eight behaviours, create a personal development plan

## Summary of Course Content

### Introduction and administration

This session will allow participants to set their personal objectives and understand the format and content of the course.

### Introduction to the CIPD Professional map

This session will give participants an overview of the Profession map. It will provide them with the rationale of the map and the content and structure of the map. The session will cover:-

- The purpose of the Profession map
- The key areas of the Profession map
- How the core behaviours fit into the Profession Map
- The four levels of the core behaviours

Participants will be then asked to complete a self-assessment on their current level of capabilities in each of the eight core behaviours.

The participants will then spend time on each of the eight CIPD core behaviours:

1. Commercial Drive
2. Ethical Practice
3. Insights focused
4. Passion for learning
5. Professional Courage and Influence
6. Situational decision making
7. Valuing people
8. Working Inclusively

### Action Planning

Participants will be required to develop an action plan going forward to implement the skills, knowledge and behaviours that they have assimilated.

*We suggest the course duration is four or five days, however we are able to condense or expand the content and tailor to the requirements of the organisation*

## The course trainer

### **Krista Powell Edwards**

BA Hons (Open) MA Fellow CIPD



#### **A highly qualified and experienced trainer, coach and consultant**

With over 30 years of business experience, Krista started her career managing high level committees for Cheshire County Council. This role involved liaising with senior personnel, meeting strict time scale commitments, working to high quality standards.

After gaining a Post Graduate Diploma in Personnel Management, Krista moved into roles as Qualifications Manager and Quality Assessor for West Cheshire College, where her remit was to ensure the high quality of educational services.

In 1995 Krista established a training consultancy and was awarded contracts with local and national government organisations to design and deliver courses on their management skills training programmes.

In 2000 Krista further enhanced her strategic business and Human Resource Management (HRM) knowledge by studying for a Master Degree in HRM. Krista's knowledge and expertise in HRM was recognised by her being awarded Fellow status of the CIPD.

Since 2000 Krista has utilised HRM and business best practice to support a number of organisations to develop their employees. She has worked both in the UK and abroad, and worked with both public and private sector clients, with SME's and multinationals, Krista was approved as an Investor in People Advisor and Assessor, qualified to advise organisations on Workforce Development strategies.

In 2017 Krista designed and delivered a 300 hour 'International Human Resource Management' programme for Glyndwr University. The programme has been run by four education centres, in the UK and abroad, and the programme has repeatedly been commended by the universities external assessors for its high quality of design.

Krista is an experienced coach, trainer and facilitator and can use this knowledge and skills to support the success of any learning intervention. Krista delivers training courses and workshops internationally, and uses her subject expertise and business experience to give effective and useful tools and techniques to attendees. Krista uses Accelerated Learning techniques, and focuses on designing and delivering programmes that are relevant, interactive and fun.

Krista's in-depth subject knowledge means that she is able to adapt courses to meet the particular needs of the client.

Krista is qualified in Human Resource Management, holding a Post Graduate Diploma in Personnel Management and Master's degree in Human Resource Management.

Krista is a certified NLP (Neuro Linguistic Programming) Trainer and Master Practitioner (Professional Guild of NLP). In addition Krista has several Training and Development Lead Body qualifications including the Trainers and Assessors Award.

Krista has written on her specialist areas for a number of publications including 'Training Journal'. She is currently writing her first book.

#### **Krista's clients include:**

Airbus, Abu Dhabi Police Force, Bibby Distribution, BP, Business Link Cheshire, Business Link Wirral, Careers Wales, The Chartered Institute of Personnel and Development, The University of Chester, Cheshire Constabulary, Cheshire Fire and Rescue Service, Ford UK, Glyndwr University, Luton and Bedfordshire NHS Trust, National Probation Service, North Wales Police Service, Riverside Housing Association, Siemens, The Valuation Tribunal Service (Government department). Vauxhall Motors, the Welsh Government, West Cheshire Chamber of Commerce, Wrexham County Borough Council.