



**ICE
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**54TH INTERNATIONAL
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Building Capabilities for a Successful HR Career

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Presentation Outline

- What is a Capability?
- Competency as a Three Legged Stool.
- Competencies for a Successful HR Career.
- Pillars of a Successful HR Career.
- Tips for Building a Successful HR Career.



What is a Capability?



“A capability is the ability to execute a specified course of action or to achieve certain outcomes. As it applies to human capital, capability represents performing or achieving certain actions/outcomes in terms of the intersection of capacity and ability.”–Wikipedia.

Synonyms are aptitude, proficiency and competence.

For the purpose of this session, we will use the synonym **competence**.

Competencies as a Three Legged Stool



Competencies for a Successful HR Career



Communication Skills

Refers to the ability to send and receive information, ensuring clarity and understanding and using the techniques of active listening, summarizing, questioning, friendliness and empathy among others.



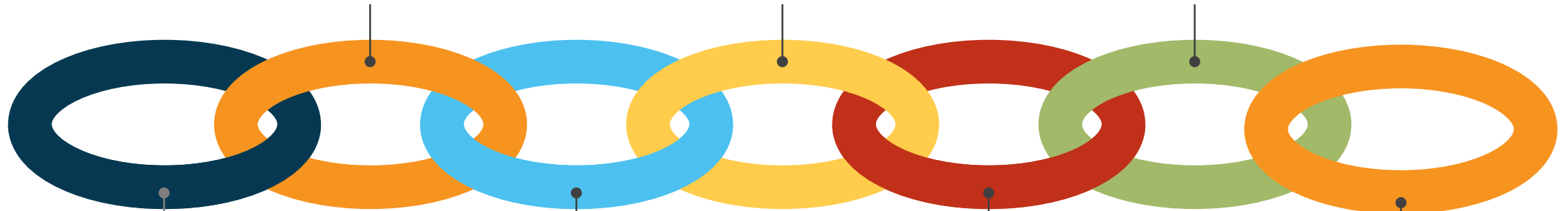
Emotional Intelligence

Being fully aware, in control of, and to express one's emotions, being able to handle interpersonal relationships judiciously and empathetically.



Business Acumen

The ability to quickly and keenly understand, interpret and operate in the business environment and elicit a positive outcome.



Operational Excellence

The ability to consistently deliver best outcome through continuous improvement of those processes, that have been put in place to meet customers' expectations.



Tact and Diplomacy

The fine art of applying skill and sensitivity while dealing with others or navigating difficult situations.



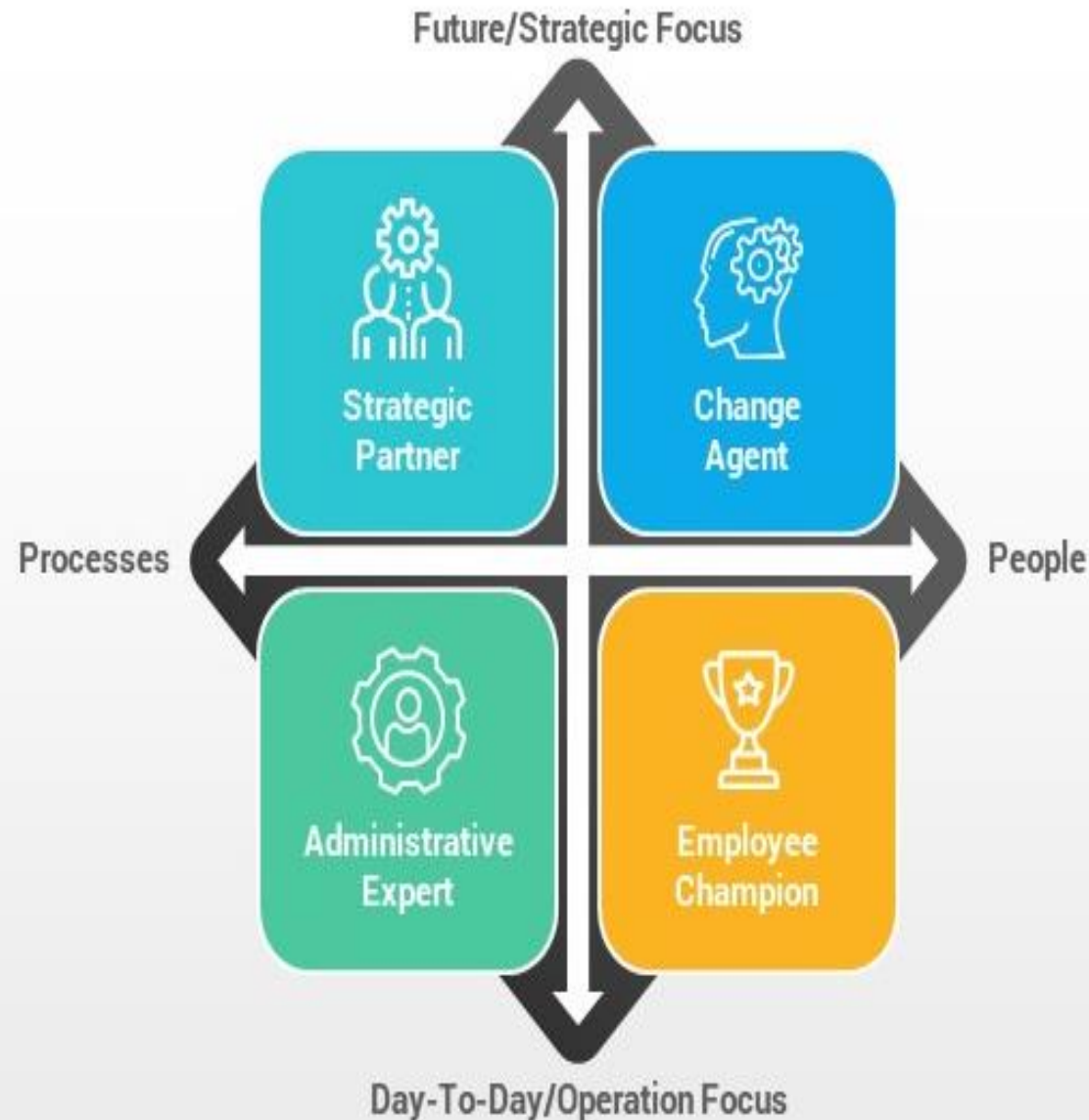
Stakeholder Management

The ability to identify, prioritize and engage key individuals who are critical to the success of your projects or drive.



Credibility

Being perceived by your stakeholders to be a trusted advisor, believable, and confident. This is often achieved through exhibiting a high level of expertise in the exercise of your function.



Competencies for a Successful HR Career (2)

The Ulrich Competency Model

Pillars of a Successful HR Career



1 Skills and Capabilities

2 Opportunities

3 Attitude, Mindset and Work Ethics

4 Relationships and Social Capital

Tips for Building a Successful HR Career



- 1. To build an excellent career seek out masters to equip and groom you.**
 - Sponsors.
 - Coaches.
 - Accountability Partners.
 - Mentors.
- 2. Understand the phase of your career journey you are in.**
 - Learning Phase.
 - Value Delivery Phase.
 - Earning Phase.
 - Visibility and Thought Leadership Phase.
 - Legacy/Giving Back Phase.

3. Pursue growth and mastery.

- Pay attention to professional certifications. E.g. CIPM
- Growth is a process, enjoy it.
- Growth is a journey, treasure every moment.
- Growth transforms, love it.
- Invest in your personal and professional development.
- Cultivate learning agility.

THE MASTERY PYRAMID



4. **Beware of the traps of comparism, excuses and complacency.**

Thank You