

COURSE:

Organizational Communication

INSTRUCTOR:

Dr. Robyn Parker

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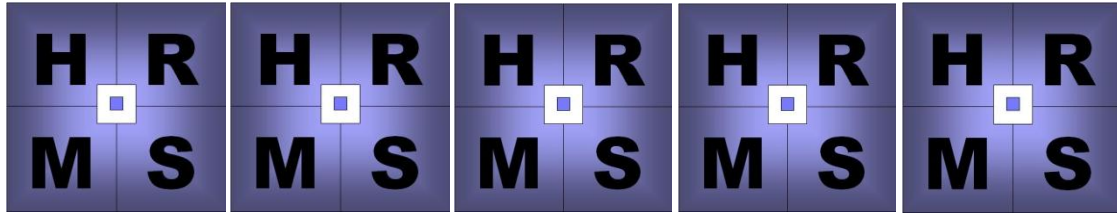
Career Plan

ASSIGNMENT PROJECT DESCRIPTION:

The purpose of this assignment was to explore potential careers that we, as students, were interested in. We were required to visit career services and to spend time researching our possible career choices on the internet and by shadowing a professional in our chosen field of interest. All of this research was then compiled into a career plan that reflected our findings and expressed our interest in the career we had chosen.

REFLECTIONS:

This career plan was meant to be a personal assessment of my interests, skills, and relate the research information to me and my personal goals. I really got into this assignment. Personally, it came at a good time for me because I was really beginning to question what I wanted to go after I graduated and I was also beginning to be asked by my family and peers what I wanted to get into. I was going back and forth between public relations and human resources at the time and this assignment allowed me to decide on human resources. I feel that this assignment was vital to my development as a student and it was this assignment that put me on the track that I am still pursuing.



Human Resources Manager: My Career Plan

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Abstract

This career plan has been formatted and designed to map out my career goals, answer questions regarding my career choice, and to provide an overall outlook on my career of choice which is to be a human resources manager (HRM) for a large company. My career plan has been designed to evaluate my skills and examine the criteria it takes to become a human resources manager. This plan will also provide statistical data relating to the human resources field. I will provide a detailed analysis of the step-by-step process to become a HRM as well as a final plan of action.

My plan outlines the various job duties, qualifications, personal goals, and statistical data. This plan is not only specific to myself, but can be of use to anyone interested in the human resources field. The repetitive theme in this plan is the importance of experience. The research I have conducted has stressed the importance of experience as well as the individuals that I job shadowed and interviewed.

The first portion of my plan involves the job duties. These duties vary from employee satisfaction to training and development. It is also in this section of the report that I explain the different options in the human resources field. There are many different specialties that can be taken on by a human resources employee through interest and experience. These specialties range through different needs of the company, and these specialties are typically found in larger corporations who are responsible for a vast amount of employees.

The second portion of my plan describes job qualifications and requirements. I discovered through my research that a bachelor's degree is typically required for a human resources position and higher education may be required if an employee were looking to develop

a specialty. Another aspect that is described in this section is the importance of understanding culture. Understanding the different aspects of culture will allow managers to better serve, train, and understand employees.

Finally, I will explain the statistical aspects and data of the human resources field.

Following the data portion, I will finish my report with a call to action and my final thoughts in the conclusion. This report provides a brief overview of the human resource field, as well as the job outlook from 2006 to 2016.

Introduction

My career plan is formatted to explain and explore my career as a human resources manager. This plan outlines and provides descriptions of my overall research process, job description, career requirements, my personal characteristics in relation to my career choice and my final plan of action. I was not always entirely sure what career I would end up with upon entering college. I went through two major changes and decided to stick with the School of Communication Studies. I feel that my personality and personal characteristics fit my chosen major. There are many options for a communications major, which is why it became vital for me to align my personal traits with a career that I felt would be a satisfactory fit.

I admit that until this plan I was still unsure of which career within communications I would choose to follow. I feel that this plan has allowed me to completely review my career choice and has, in some way, provided reassurance. I have little hands-on experience with human resources. However, after conducting the research for this assignment, I feel more aware of the skills I will need to develop to achieve my career goals.

After graduation I hope to have developed my skills enough to find an open position at a large company to begin my path as a human resources manager. I have two more semesters until graduation, summer 2010, so I intend on using that time to build my skills and gain experience. Now that I have completed the research and have gotten the chance to interact with human resources professionals, I feel that I have a new understanding and passion for my communications major, and I intend to push myself to become a great human resources manager, hopefully, in the near future. Through my career plan you will get an outlook on the human resources field and the different attributes that make it my final career choice.

Research Process

Before my research began, I needed to make my final career choice. I was wavering between a career in human resources or public relations. After doing brief research on my two choices, I found that public relations had too much of a competitive spirit for my personality. Human resources had all the aspects of a fulfilling career while being able to make executive decisions. My mother has always been fascinated with the study of personalities and temperaments. Her fascination has allowed me to be extremely aware of my personality and the traits that I have been given. My personality is described as melancholy. I tend to be more serious and quiet, as well as being more introverted. I am more prone to organized culture and structure rather than a creative work environment with unpredictable crises or unexpected daily tasks. Therefore, after conducting a vast amount of research of the two fields and picking up on the competitive nature of PR, I was directed towards human resources.

The first place I went searching for research was from the Career Services website. There I explored all the links related to information about careers. The university's site provided me with the basis for a majority of the information I needed to perform the proper research. I was able to read personal vocational diaries in addition to all the statistical support needed for this report. All of the

information conducted during my research will be expanded on and evaluated later on in my career plan report.

Job Description

According to the Bureau of Labor Statistics, a human resource manager provides a company with a connection between new hires and top-level management. In recent job research data, human resource managers have moved from working behind the scenes in a company to providing top-level managers strategic planning options and policy changing ideas. Human resource managers have a plethora of job tasks. They are responsible for the hiring and firing of employees, employee satisfaction, employee benefits and insurance, as well as training and development (Occupational Outlook Handbook, 2008-2009).

In my job shadow experience, I spoke with Theresa Martin, who is the HRM for Value City Furniture (Personal Communication). She spoke candidly about the hiring and firing process, and she noted that this is her sole responsibility. If she fires an employee, she has to file paperwork and make sure there are no loose ends. If Theresa is hiring an employee, she needs to train that individual and file all the new hire's paperwork regarding insurance and benefits. I was really fascinated with the section of the research process. Since I will soon be looking for employment, I feel that it would be very gratifying and rewarding to be able to offer another individual the opportunity for employment. Another important aspect of HRM is employee satisfaction.

Employee satisfaction is pertinent when trying to build a company. It is difficult to keep production on task if there is a high turnover rate. Employee satisfaction means the HRM has to be open to allow employees to express their concerns or needs. After reading this portion of the

data, I felt that an open door policy would be a good way to increase employee communication and satisfaction. Allowing myself to be available to employees and to allow myself to be relatable to them and their issues would provide a safe and happy work environment. In the vocational diary available on Kent's Career Services Website, the HRM stated that she made herself available to all employees, no matter what the situation or the time of day. This permitted her to have a stronger relationship with the company's employees, therefore, more able to express their needs to high-level managers in the position to make major decisions for the company. These major decisions can also affect another portion of a HRM's job which is the training and development of employees.

Training and development is crucial to the daily operation of a company, and it is the human resource manager's responsibility to ensure that the company's employees are well trained and knowledgeable in their area. This training requires HRM's to be extensively informed on everyone's job tasks and daily operations. It is important to note that in larger companies and corporations, there may be one main human resource manager who looks over many different human resource managers. Those managers are typically divided among different departments, such as employee benefits and insurance or a manager specifically for the training and development of employees. It is my goal to work my way up through a larger company by being one of these specific managers while working towards my goal of being an overall human resource manager who is responsible for the whole human resource department.

Job Requirements

A human resource manager typically has, at minimum, a bachelor's degree in communications. According to the Occupational Outlook Handbook, companies look for

candidates with a well-rounded liberal arts education. I was pleased to read this information, considering that I am a Kent State student, and I will be graduating with a liberal arts degree.

The skills that I need for my career are skills that have been taught to me through my higher education here at Kent State. Being a human resource manager requires many different abilities. My liberal arts education will allow me to utilize all the different skills I have learned, such as: psychology, sociology, technical computer classes, in addition to my communication classes.

Some of the different human resource department managers may require more than just a bachelor's degree. Human resource managers that specialize in labor unions may require a master's degree or extensive experience in the field (Occupational Outlook Handbook, 2008-2009). In contrast, entry-level positions are typically learned through on-the-job experience or through internships. Internships can be an asset to any career due to the amount of experience a hopeful employee can gain. "Previous experience is an asset" (Occupational Outlook Handbook, 2008-2009). I also learned that in the field of human resources, entry-level applicants are ideal. This is a field that is based on experience. The more experience you have working with people and developing your writing and speaking skills, the faster you will excel in this career. I feel that, although I am working my way through school as a server, it has allowed me to develop excellent people skills. It is my job to make customers feel welcome and comfortable. The skills I have developed by waiting tables are the same skills I will need in my professional life. However, I feel that my writing skills could use some work. I have an adequate vocabulary; however, the technical aspects of writing is where I struggle. I plan on utilizing some online programs to strengthen my technical writing skills. Also, my mother is a stenographer. Her professional skills would allow me to have a personal tutor. My mother's law experience would

also help me to understand the different cultures of the workplace needed in a human resource manager career.

As we learned in class, many different cultures make up a work environment. Different cultures consist of more than just race. Culture can be defined as someone's educational background, religious point of view, family lifestyle, and many other aspects. Understanding the different aspects of each individual's culture is crucial to running a successful company and HR department. I feel this falls under the qualifications of my career rather than the description, due to the pertinence of understanding how critical culture is to the working environment. Through my conversations with my interviewee, Vanessa Shaw-Barb, and my job shadowing experience with Theresa Martin, I learned that dealing with employees is the number one job priority which makes it a crucial part of the job requirement section of my career plan.

Job Outlook

Overall, the Occupational Outlook Handbook states that the field of human resource management is projected to grow faster than average. They estimated that employment will grow 17% between 2006 and 2016. The Occupational Outlook Handbook explains the growth due to, "Legislation and court rulings setting standards in various areas—occupational safety and health, equal employment opportunity, wages, health care, pensions, and family leave, among others—will increase demand for human resources, training, and labor relations experts." In today's economy, it is a relief to find that my career is expected to grow faster than normal. After comprehending the research, it seems that human resource managers with specific specialties will grow faster than human resource employees with basic company information and job skills. I am unsure of what specialty I would be able to develop after graduation. I feel that

when determining a specialty, it would be best determined through experience. I have not had any experience in the human resources field. Therefore, I feel that without actually experiencing the qualifications of a specialist, I would not be able to decide on a specific specialty.

The handbook also explains that college graduates have the greatest opportunity for employment upon graduation, especially in a newer company who is rapidly expanding. Considering I will soon be a graduate, it is important to have realistic ideas of what a human resource manager offers salary wise as well as benefits.

As expected, the salary rate of a HRM depends on experience, company size, and location. In May 2006 the median earnings of human resource managers were \$88,810, the middle percent of that number averaging \$67,710. The pay rate was reported high in areas where the typical cost of living was higher than the national average (Occupational Outlook Handbook). Also another crucial statistic was the average starting salary for entry-level positions. The national average starts at \$41,680 (National Association of Colleges and Employers, 2007). Another aspect of income is benefit packages. Benefit packages allows companies to attract well-qualified employees. According to BLR.com the best benefit packages are those that are in tune with company policies, strategies, culture, and environment. Benefits provide employees with security for the present and for their future. The best benefit packages can be found at large corporations who have a large investment in their human resources department, as well as fast growing companies who rely on their HR department to keep the business running and organized through transition.

Action Plan

My immediate plan of action is to continue building my education next semester by moving on to courses such as training and development. In my final semester, I hope to achieve an internship to not only gain experience but also count towards my last three credits towards my degree. One of the companies I am interested in obtaining an internship from is Diebold Inc. They have been in business for 150 years which clearly shows they are well established. I feel that it would be most beneficial for me to begin gaining experience at such a large corporation because they are limitless in learning opportunities. They are involved in over 90 countries and yet they are locally based in my hometown of Canton, OH. They represent quality work and service. I feel it would be a great opportunity and honor to work for such an established corporation. They state on their website that they are open to an extensive amount of career opportunities and they are willing to help you achieve your personal career goals. I also have had personal accounts through family friends about what a wonderful work environment they provide. Diebold also provides excellent benefit packages, rewarding compensation, and endless opportunities. Diebold is also known for hiring on interns for full-time employment which is, obviously, my ultimate career goal for immediate achievement.

Conclusion

This career plan has allowed me to expand my knowledge and appreciation for HRM's. I hope that my plan will also provide information for those who are also interested in this field. The most significant piece of information that I have taken from this career is its vital importance to any company. The human resource department is truly the backbone of a company. They are responsible for so many different aspects of daily activities, and their importance is growing. I

feel that there are many opportunities waiting for me after graduation, even if that means starting at an entry-level position. I have also become aware of the skills that I need to develop to become a well-rounded manager, and I hope to find a specialty through hands-on experience. I hope this plan will also inspire those communication students that are looking at the economic situation in our country as dismal. There are possibilities in lower-level positions, and those possibilities will only provide you with experience that is necessary for this career. This assignment is of utmost importance to those who have known their chosen career since childhood or for those who are still unsure. It is important to do your research and discover yourself. This project has allowed me to envision myself as a human resource manager and has given me inspiration and drive to put myself out there and start gaining experience to achieve my career goal as a human resource manager.

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