

Strategic Staffing

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Week Six

Lecture 5



MCQ

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Critical Thinking

Q1- How does an organization's investment in staffing benefit the organization after an applicant becomes an employee?

The investment helps the organization find qualified employees **who are a good fit for the company culture and can contribute to the organization's success.**

a well-designed staffing process goes beyond just finding qualified candidates. It seeks those who can truly contribute to the organization's success by aligning with the culture and having the necessary skills and experience.

Critical Thinking

Q2- The way we work is constantly changing. How might the rise of automation, remote work, and temporary workers impact strategic staffing practices in the future? How can your organization adapt its staffing strategies to remain competitive?

Critical Thinking

Impacts:

Automation: Repetitive tasks will be automated, reducing the need for employees in certain roles.

Remote Work: The talent pool expands beyond geographical limitations, but managing remote teams requires new strategies.

Temporary Workers: Organizations may rely more on project-based or contract workers for specific skills, requiring flexibility in staffing models.

Critical Thinking

Adapting Staffing Strategies:

Focus on Specialized Skills: Invest in training and development to equip existing employees with skills that complement or manage automation. Recruit talent with specialized skills that are difficult to automate.

Develop Remote Work Infrastructure: Create policies and tools for effective communication, collaboration, and performance management in remote teams.

Embrace Flexible Staffing Models: Develop a talent pool of freelancers, contractors, and temporary workers to access specific skills and scale the workforce based on project needs.

Critical Thinking

Data-Driven Decision Making: Implement HR analytics to track workforce trends, identify skill gaps, and optimize staffing strategies based on data insights.

Invest in Employer Branding: Cultivate a strong employer brand that emphasizes opportunities for growth, work-life balance, and a culture that thrives in a remote or hybrid work environment.

Critical Thinking

Q3- Develop a behavioral interview questions for the following positions:

- Social Media Manager
- Customer Service Representative

Critical Thinking

Social Media Manager

Question: Tell me about a time you analyzed social media data and used the insights to develop a successful social media campaign.

Probe further to understand

- What specific metrics did you analyze (e.g., engagement rate, click-through rate, follower demographics)?
- What insights did you uncover from the data?
- How did you translate those insights into actionable strategies for the campaign (e.g., content themes, audience targeting, engagement tactics)?
- What were the results of the campaign, and how did they align with your initial goals based on the data analysis?

Critical Thinking

Customer Service Representative

Question: Describe a situation where you had to de-escalate a tense situation with a customer. What was your approach, and what was the outcome?

Probe further to understand:

How did you identify that the customer was upset? (verbal cues, written communication)

- What specific de-escalation techniques did you use (active listening, empathy, apologies)?
- How did you manage the customer's expectations and work towards a resolution?
- What did you learn from this experience about handling difficult customer interactions?

References

Main Reference

- Mello A .Jeffrey (2011). Strategic Management of Human Resources (3rd ed.) South-Western Cengage Learning.

Additional Resources for extra reading.

- Boselie, Paul (2014). Strategic Human Resource Management: A Balanced Approach .McGraw Hill Companies.
- Millmor, Mike, Philip Lewis, and others (2007), Strategic Human Resource Management Contemporary issues. Ft Prentice Hall.



Thank You