

Head & Heart: where do you stand?

Manage People and Monitor Work	Handle the “Tough Stuff”	Ensure Equity and Consistency: Applying MSH HR Policy
- define deliverables; - delegate, coach, and give feedback; - provide continuous performance management and growth opportunities; - ensure employee becomes engaged and productive; - reward and motivate using non-monetary methods; - manage virtually; - advise on effective pathways for career growth; - monitoring and measuring work.	- manage performance issues; - facilitate resolution of differences & conflict among team members & stakeholders; - respond to tough questions about MSH HR philosophy (eg salary equity); - supervise former peers; - share key MSH information and key messages.	- explain annual review and merit process, compensation, benefits, and other HR topics; - select and hire new staff; - deliver an annual review; - make and explain merit/SRP/promotion decisions; - explain and manage legal and compliance issues and SOPs.
Head – how would you rate your skills & knowledge on a scale of 1 – 5? Which would be good to grow?	Head	Head
Heart – what’s your comfort level with these responsibilities? Are there ones you tend to avoid? Why?	Heart	Heart