

## Use the CONSULT framework to become a consultative and strategic HR Business Partner.

What does it mean to take a consultative approach to HR? And how do we grow and develop the skills we need to be effective consultants to the rest of the organisation? BasilTree's CONSULT framework offers a simple and effective toolkit for HR professionals to function as strategic business partners. This framework can be used to assess where they are today, and take measures to develop meaningfully where there are gaps.



**Credibility of Individual:** Credibility for HR, or any service provider, stems from the consistency with which the user experiences competence and consideration of the service provider. No credibility can be attained, or at least sustained, without first ensuring substance over form.

**Outcomes for Business:** Consulting orientation, whether in an internal role or external, is about deeply understanding the outcomes being sought by the client, i.e., the business. Absorbing expectations, helps group the outcomes into customer, process, talent and financial metrics.

**Needs of the User:** This involves HR differentiating between the outcomes for the larger business from the unique needs of specific users (typically, the line managers across functions and hierarchies) of the service being provided.

**Solutions for the User:** Much like the identification of needs, the solutions are also to be designed for the unique users of the service, while keeping in mind the larger goals. Solutions can range from fit for now to those that last.

**Unravel Roadblocks:** Every Consultant knows that best solutions can fail due to change resistance, which can be intellectual or emotional. Tackling these deftly, is vital to seeing through the solution.

**Learning Orientation:** Being stuck in the same skill sets and experiences, without constant evolution and adaptation, is often the downfall of being the consultative expert.

**Technology focus:** Hand in hand with a digital mind-set, this attribute will be vital for consultative HR professionals to implement solutions that are sustainable.