

Buying Business Psychology Services

*A Group HR Director's experience of the good, the bad
and the brilliant*

Martin Kirke, Formerly Group HR Director, Post Office

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ABP

The Good...

The best has been where outcomes have been changed by BPs from their evidence based challenges

Truly understood the business

Trusted to be independent with business psychology as their core business

Increased the technical knowledge of HRBPS

Shared thought leadership on current and future trends in learning and assessment

The Bad

Being ripped off

Crossing ethical lines

Costing us great candidates

Rigid and narrow assessment tools
without understanding business needs

Fuelling the fire of labels

The Brilliant

Learning session at my HR team meeting

HRD networking event with leading autism expert

Uncovering the sleepers

Challenging the Board on mini-me thinking

Providing developmental solutions for the sleepers

How do we decide who to work with?

Mostly networking connections from previous companies- individual BPs more than firms

BP services is a specialist area means much less challenge on HRD decisions than on e.g. management consulting

90% of decisions are only two people CTO and CPO

Incomplete understanding of qualifications so bias towards perceived better degrees and masters

The why question

Let's talk prices !

And the future?

Selling the need for BP services within organisations getting easier for HR

HR are increasingly overwhelmed by candidate volumes and worried about fairness in selection-plus D&I agenda

AI will impact more on assessments and learning than on coaching ?

Ethical issues on using data from social media.

Thanks and
always happy
to connect

www.martinkirkecareercoaching.co.uk

martinkirke@outlook.com

07881 835743