Agile Human Resources

Continuously listen to their internal customers and establish relationships based on mutual trust

Align HR practices and priorities with current & future business strategy and market needs

Willing and able to design and adapt HR processes and practices as situations change

Invest in systems that provide relevant data to "efficiently" drive decisions and enable "self-service"

Willing to take risks (with guardrails...)

Focus on problem prevention not "fixing"

Know when "no" is the right answer

Traditional Human Resources

Uncomfortable with saying no because they don't want to make anyone unhappy

Believe "fire-fighting" creates heroes

Tend to rely on outdated analytics and doggedly comply with "legacy" HR Policies and procedures that create obstacles to self-service

Monitor & enforce policies ("Compliance Police")

Do things because "it's the way we've always done it..."

Don't rock the boat

Risk averse