Business and Management

Institutional Affiliation

Student’s name

Course

Date

**Business and Management**

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Profession- Labor Relation Specialist

**Introduction**

Business is one of the sectors that require a lot of skills in order to be successful. Both external and internal support play a significant role in enabling the firm to achieve its goal. For this reason, you will find most of the firms utilizing the skills of some of their clients once they realize the potential n them. The aim of such approaches is simply to ensure that all opportunities are well utilized for the sake of the company’s progress. Being a human resource manager in the Small Business Administration (SBA), organization, there are a number of things that are involved in the human resource sector. This creates the need for enhancing external interactions so that we might learn from other firms and people different things, in order to improve the performance of the whole firm. Human resource highly determines the overall performance of the company as compared to other departments within our institution.

Other than that, competition has become the order of the day in the current market. More institutions/agencies are set up on each and every time. For this reason, there is a need for implementing things that would at least make the company different from others. There is a need for putting many efforts in ensuring that the firm performs its best and all the goals are achieved on time. Recruiting and generating qualified workers is also a major factor which increases the chances of having the firm performing well. All these factors are some of the things which make most organizations go an extra mile and implement things which would benefit the company. For this reason, our human resource department came up with an idea of enrolling the client, who is a specialist in labor relations so that he could enable the company to transform in a positive way.

**Reasons for enrolling the client**

The reason why we enrolled this client is that he has skills which are needed in improving the way various processes are being carried out within the organization. This involves the training of the clients, advice on the policies that need to be implemented when it comes to recruitment of new clients, relationship matters among other things. In the past years, the company has been suffering losses which arise from mistakes like poor training of the newly employs as well as manager-employee poor relationships. There are also cases where employees demand more salaries while the company does not have enough to meet their request. For this reason, we felt enrolling a labor interaction specialist for a given period of time would definitely restore the stability of the company, and also create a basis that all employees would need to follow for a longer period of time.

We also realize that other successful companies make use of their clients. There are many instances where you find the advisor of a certain company belongs to another company. This means that the firm might be I need of someone who has the potential to transform the whole organization. For this reason, there is a need for utilizing the opportunity, like simply enrolling the clients so that their skills may benefit the organization (Hatten 2015). According to psychological research, at some point, people tend to believe and even respect strangers as opposed to the people they are used to. This means that the advice provided by the client is taken with much weight. This is why we felt now the need of having the client supporting the firm on various aspects, since they have the potential of improving the way processes are done and hence the general outcome of the company.

**Main goals of the client**

Having a twelve-year experience in labor relations, there are different goals the client has for our company. One of them is to ensure that all the rights of the customers are met. This includes the environment they work in. There is much advice he provides on ways to make the environment conducive for the workers. This includes providing all resources needed in facilitating their work, encouraging teamwork among all members and also avoiding all sorts of discrimination when it comes to leadership roles. These are some of the basic steps the firm should employ, in order to ensure that all clients feel good while working. Client satisfaction is one of the factors that increases the chances of achieving good performance within the company. Collaboration, on the other hand, enhances the sharing of ideas, which leads to innovation and other things that might be of benefit to the company.

Another goal of the client is to ensure that there is a good relationship created between the clients and the workers. This is in terms of dealing with different issues affecting the firm. Through the client, managers and supervisors now understand the need for calling regular meetings, not for the sake of making announcements but rather to listen to the concern of the workers. Good relationships make it easier for the workers to consult their managers/supervisors on different important aspects affecting the company. A good relationship also improves the productivity of the firm, due to the ability to settle issues that might affect the company in a negative way in good time. Another goal of the client is to ensure there is the creation of policies which govern the behaviors of each member of the firm. This is to ensure that everyone behaves responsibly and perform their tasks well to ensure there is an overall improvement in the productivity and the competence of the firm.

**Role of the firm to the client**

As much as the company is benefiting so much from the client, especially when it comes to advising which facilitates the smooth running of the firm, we also play a significant role in supporting our client. First of all, we have a duty of ensuring we implement all the best suggestions made by the client. The success of the company would not only be of benefit to the firm but also to the client. This is because he will use our company as a reference when looking for a job at higher levels or in better and bigger companies (Scarborough 2016). This means that all the improvements made through the client in the company will have to be used as a piece of evidence when it comes to promoting the client as well. We also have a duty of marketing the client to other institution, especially those having many problems in the field of Human resource.

Having the client supporting us in different aspects affecting the firm is also a good opportunity given to the client to build on his experience. As the saying goes, it is through other that one gets to learn more. This means that in return the client is also benefiting since he will probably meet other new issues and come up with other additional ideas that might be needed in solving the same. This would even prepare him to handle greater cases in other organizations. Basically, we are also playing a role in facilitating the success of the client. This is by contributing to increasing his experience and also working for the company would be important when he would need referencing in order to be accommodated in other institutions.

**The current crisis faced by the client**

Even though the client is trying his best in ensuring all his goals for the company are achieved, there are certain challenges he faces at the moment. Being a specialist, you will find that he is required in different places at the same time. This limits his time for the company. In the firm, there are various things which need constant monitoring in order to understand the progress. Lack of adequate time to monitor what he supports is actually one of the major challenges. You will find that there are many confusion created, which in turn affects the whole department and other clients involved. Therefore this issue of being attached to different places actually affects the effective working of the client. At times things that would have been done right end up being messy.

Despite this challenge, the HR department is trying as much as they can just to ensure that everything is done in the right manner. The little time we have with the client we utilize it to the fullest. This includes consulting different staffs that are important in improving the overall performance of the firm. These include advice of creating new policies, the need for recruiting more employees as well as various things that should be done to ensure there is minimal turn off for the workers. At the moment we are in a position to handle this challenge, and the client is even trying as much as he can to ensure that he does not affect the company in a negative way. Generally, the current situation is manageable, and we also try to adjust to the schedule of the client. If first, we found it tricky but with time we are really improving, and his inconsistency does not affect the firm.

**Recommendations**

In my opinion, I feel that the client has greatly contributed to the improvement of the firm. This is because at the moment we are in a position to understand various aspects concerning the employees, thereby doing the right thing in ensuring that they are well supported. It is through the client that we have been able to reform our policies. Before then the policies created focused more on the success of the company. But then today we also have more policies which are meant to govern the role of the employees as well as their relationship (Noe et al, 2017). This is actually one of the basic steps towards achieving the objectives of the firm. Catering for the employee concern has been of benefit to the company, in the sense that its productivity has increased and even we are receiving more clients due to the best services provided.

For this reason, we have various strategies that are being put in place in order to support the client. One of them is giving him chance to attend various conferences which the company officials get invited. Through this, the client is able to meet other people and even seek more opportunities using our company name as a reference. The company also caters for his transportation and other things, just the way the staff members benefit. This is basically to ensure that the client does not strain when it comes to things like traveling. The client is also provided with various staff resources, to enable him to build on his knowledge and skills. This is one strategy of ensuring the clients receives what he needs in order to support the company and also grow in terms of his skills. His efforts are really appreciated since they have highly contributed to the current success of the company.

References

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