

## Reason #73 for Outsourcing Your HR Function

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A young HR manager was recently promoted from HR generalist when the former HR manager retired. She was an outgoing person and had made many friendships within her organization. Her best friend was the accounting supervisor. They often talked and laughed in the hallways and went to lunch a couple times each month.

One day, not long after the HR manager had settled into her position, a long-time accounting associate gave notice, explaining that she was moving back to her home town to take a position closer to family.

However, the accounting associate confided a different explanation to a friend in the company. She intimated the *real* reason she was leaving was she had been feeling bullied by her supervisor for months and didn't feel the situation would ever improve. The associate was African-American and wasn't entirely certain race hadn't been a factor in her treatment. Her friend suggested the associate raise her concerns with the HR manager. The associate refused to do that, saying it wouldn't help anyway, since it appears the HR manager and her supervisor are good friends.

In this case, the associate left the organization quietly, but the organization missed out on all the institutional knowledge she'd built and also risked a costly EEOC complaint and lawsuits, should the associate have filed a complaint that her supervisor was harassing her.

One of the benefits of having a third-party HR consultant available for help with HR issues is the assurance of impartiality and the freedom from office politics (real or perceived) that this service affords. HR Advantage consultants can be available to improve communication between line employees and senior management, should there be problems brewing with a supervisor of which owners or senior managers are unaware.