

HR Voice

» **BC HRMA and You**

Cissy Pau - Clear HR Consulting



Name: Cissy Pau
Company: Clear HR Consulting
Title: Principal Consultant
Region: Coastal Vancouver

How did you get into HR and why did you decide to make the move into consulting for yourself?

I am a UBC Commerce grad and specialized in IR/HR Management. I got a job right after graduation as a temporary HR Assistant in the fishing industry. That contract turned into a 4 year stint at the company as an HR generalist. I then moved onto being an HR Manager for the start-up Vancouver division of an international aerospace company for 5 years. The aerospace industry was significantly impacted by 9/11, SARS and the Iraq war, resulting in a major downsizing of the company, including myself and the entire HR department. I decided it was time for a change from corporate HR.

Consulting is a perfect fit for my skills and experience. Since my consulting company specializes in working with small and mid sized companies, I've found that I can put all my HR knowledge to use in companies which truly need the help and appreciate it.

If you were not working in the HR field what would you like to be doing?

I would love to be a travel writer or a spa reviewer.

What do you enjoy most about running your own business?

I love the flexibility in my schedule and the variety of work that I do. And, I find that clients value the advice and guidance we give as consultants and HR experts much more so than if we were in-house HR staff.

What can't you live without?

Good food. And my laptop.

What makes a great HR person?

Someone who understands the business, not just HR practices. Lots of HR people work in the "ivory tower" and implement programs and processes which don't make sense in the operational side of the business. If an HR person understands how the business operates, and what its key success factors are, they are better equipped to develop HR solutions which truly help the company.

What is the best book you've read recently?

For business, Million Dollar Consulting. For fun, Harry Potter and the Deathly Hallows.

What is the best film you've seen lately?

Little Miss Sunshine

What's your favourite spot to spend time on a weekend?

Kitsilano with a view of the mountains and the water.

What are the most significant issues your clients are dealing with at the moment?

The biggest challenge is finding and keeping staff. Since most of our clients have under 100 employees, they are really challenged to find ways to stand out as an employer which can compete with the bigger companies out there.

Since the BC economy is doing so well, another important challenge clients face is that they are growing way faster than they can handle and they are overwhelmed with HR issues. The majority of our clients don't have in-house HR expertise so we've been conducting a lot of HR audits lately to help them figure out their HR priorities and strategy.

What would you like to achieve in the next five years?

I love the ability we have to influence business owners to treat their employees better. If employees are being treated better, they are happier, and this has a ripple effect on their families, their communities and the economy. I would like to continue seeing the effects of our influence in positive, tangible ways.

And, I'd like to be able to grow the business to the point where I can step away for a few weeks at a time and still be able to generate revenue.

Do you have any words of wisdom to share or anything to add?

Remember to balance your own personal needs with those of your company. HR people have a tendency to take on the weight of the company on their shoulders and sacrifice their own needs because they care so much, sometimes too much, about the employees in the companies they work in. Remember to rest, relax and take time off, so that you still take care of yourself.

Contact: Cissy Pau, www.clearhrconsulting.com, 604.688.3879