

## Process versus content

Everywhere I go and I have been to lots of places, people say " We are special or we are different"

Whilst there are certainly differences between industries there is a common denominator in the fact we are constantly dealing with human beings. People are people and they have the same personal issues, concerns, egos, behaviours, etc wherever you go.

When I was recruiting and advising others how to recruit OHS people I took the approach that interpersonal and communications skills were equally as important as technical skills and experience in your industry was a not as important bonus.

The problem with recruiting people from your industry is that they may accept industry practice as the preferred approach and not challenge the status quo. It is also advisable to obtain new ways of doing things. The real danger is some become entrenched and resistant to change.

A university lecturer with a doctorate in management of organisational change told me everything in management has process and content and if you have the process the content is relatively easy to learn.

In my case I have OHS, Adult & Workplace Education, Management of Organisational Change, Environment, Quality, and a fair smattering of Human Resource Management process and have been able to successfully apply my skills in a wide variety of industries and cultures.

The key to success is to put a lot of work into identifying the skills, knowledge, abilities and attitudes (Some say these are competencies) that are required to perform the required tasks at a high level and develop behaviour based questions and where necessary, demonstration of the skills for interview.