It is my opinion that human resource employees tend to be interested in hiring individuals they feel would be well-qualified for positions within their company.  Many times, however, it seems that the personal service from the human resource department that new employees see when they start working disappears over time.  It is unfortunate because personnel are the glue that holds companies together.  Human resource managers do need to have empathy for all workers, not just entry workers regarding their backgrounds and personal life styles.  Empathy and sympathy are two different emotions, however.  You can be empathetic with your workers and treat them with respect and dignity.  Understanding where your employees come from and their prior experiences both in life and at work can enable a manager to relate to them in a more civilized manner.  Some managers may not agree with personal life styles of their employees, but they must be accepting and willing to work with people from all walks of life.    
  
If the working environment is one in which there is bitterness, hate and unaccepting attitudes, employees can feel that and will not be willing to give their all to the company.  As a human resource manager, you must be willing to set aside your thoughts and opinions and reach out to your employees.  The manager needs to make time out of their busy day to spend a few minutes here and there just to say hi.  The atmosphere of the company and the attitude of the employees will improve if they feel they are being treated as human beings and listened to by management.  Working for the federal government is a special case as many of our human resource personnel are in another state.  It is difficult to get in touch with these people sometimes and you aren't able to put a name with a face.  If your employees see a friendly face, they are more likely to share their successes and problems with you.   
  
I believe that anyone in a human resource position should be a "people person" and know how to respond to the needs of others.  It is imperative that these individuals continue to take training throughout their career to learn advance techniques to handle problems.  Proactive is a word I would use to describe those in human resource positions.  It is much better to be proactive and be aware of what is happening in the workplace instead of reactive and having to handle situations after they occur.

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