

Human Resources

The policy, protocol and practicality.

Jean Healy - jeanhealy80@gmail.com

Bill Albrecht - Yote57@gmail.com

FLSA Overtime Rule

- Fair Labor Standards Act
 - Federal overtime rule – exemption from overtime pay
 - Update on status
 - Prepare regardless
 - Size ? Is there a difference for smaller and larger
 - The nuts and bolts
 - Employee status – exempt or non-exempt
 - What are you paying exempt employees?
 - Are they classified correctly?

FLSA Overtime Rule

- Things that need to be in place regardless
 - Job Descriptions
 - Projected payroll for the next change
 - Employee handbook
- Why
 - Wage and hour review
 - Recruiting
 - Employee performance

Job Descriptions

- Classifying for Salary or hourly (Exempt and non-exempt)
- Recruiting
 - Helps define the employee you are looking for
- Expectations – for manager and employee
- Performance issues
- Samples

What should a job description look like?

- Review sample

Handbook

- Outline of what your business is
- Why have one?
- Policies and procedure
 - Employee complaints
 - Benefits
 - FMLA
 - Time and
 - Attendance - vacation, sick, bereavement

Handbook

- What information should a handbook include?
 - Employment at Will
 - EEOC Statement
 - Conflicts of Interest and Confidentiality
 - Employment Relationship
 - Workplace Safety
 - Workplace Guidelines
 - PTO and Employee Benefits

Employee Performance

- Expectations
- Regular communications
 - 1:1 – schedule and actually held
 - 30 minutes tops and formatted
 - Employee driven – opportunity for manager to learn
- Performance reviews – achievers and non-achievers

Disciplinary Process

- Progressive discipline
 - Reason
 - Process
 - Verbal, written, final written warning.
 - Materials – documentation
 - Consistency
 - Documentation
 - What do I need
 - Where should it go
 - Follow-up with employee

What would you do??

- Roleplay - option

Date: January 26, 2017

To: Bill Albrecht

From: Jean Healy
Human Resource Director

Re: Attendance and Performance Meeting

Bill –

This memo is to recap our conversation we had on January 25, 2017 regarding your attendance/tardiness and the effect it is having on your performance. We discussed the following:

You have been late to work – 30 minutes or more - four (4) times in the past two (2) weeks.

Because of this tardiness, you missed important calls from two (2) of our largest accounts. You also failed to return the calls in a timely manner. Failing to return those calls led to the accounts calling the publisher. This disrespect of their time/urgency could have led to the accounts pulling their business.

Recommended and agreed upon actions.

Going forward, you have agreed that you will be to work on time every day. In the event you need to go directly to an account prior to coming into the office, you must notify your immediate supervisor of your plan.

You will return calls to all customers as soon as possible. If you are not able to return the call in a timely manner, you will work with your supervisor to possibly assist you with this.

Your performance and attendance is imperative to your success with the company. Your supervisor and I will do everything to help you succeed but you must take responsibility for your actions. Consider this a verbal warning. If you fail to improve your performance and attendance, further disciplinary action up to and including termination will be implemented.

Date: February 3, 2017

To: Bill Albrecht

From: Jean Healy
Human Resource Director

RE: Written Warning

Bill – On January 26, 2017, I met with you regarding your attendance/tardiness and performance. You were given a verbal warning that if your behavior did not improve, there would be further disciplinary action. You agreed to improve your attendance and your performance.

In the past 5 working days, you have been late every day – from 30 minutes to 2 hours. The two customers who had complained about your failure to return their calls have now informed us that they refuse to work with you and will pull their business unless we assign them a new sales rep. We have moved those accounts to another sales reps in the effort to save their business.

Because of your failure to improve your attendance and your performance, you are being suspended without pay for 1 week effective February 6 – 10, 2017. Upon your return to work you must improve your performance and your attendance. If you fail to do so, further disciplinary action up to and including dismissal will happen.

Bill Albrecht

Date

Jean M. Healy

Date

Coaching

- Coaching up
- Behaviors and Activities = Results
- Commitment
 - Mutual commitment
 - Expectations

Team Member:		Manager:		Date:	
Development and Coaching Session					
Team Member	Skill	1 to 10	Manager	Skill	1 to 10
	Will	1 to 10		Will	1 to 10
Identify					
What is to be discussed and desired outcome?					
Investigate					
What obstacle(s), behavior(s) and/or activity(ies) needs:		Improve?	Change?	Begin?	Eliminate?
Agree					
What will be changed		Improve?	Change?	Begin?	Eliminate?
Materialize					
What resources by whom, what specific behaviors, what specific activities, what outcomes?					

Team Member:		Manager:		Date:	
Standards of Performance					
Specific	Measurable	Performance based	Behavior or activity	Consistant	Results
1					
XYZ					
Standard				Below	Achieve Exceeded
1Q					
2Q					
3Q					
4Q					
2					
ABC					
Standard				Below	Achieve Exceeded
1Q					
2Q					
3Q					
4Q					
3					
EFG					
Standard				Below	Achieve Exceeded
1Q					
2Q					
3Q					
4Q					
4					
HU					
Standard				Below	Achieve Exceeded
1Q					
2Q					
3Q					
4Q					

Environment and Motivation

- Participation area
- Recognition and rewards
- Public displays of success
 - Bring people together and share positive things you noted in the last month
- Little things that make a big difference
 - Technology – that works
 - Broken window theory
 - Thank you
 - Personal interest – care and concern

Environment and Motivation

- Logo wear program
- Employee of the month
 - Birthday lunch once per month
 - Anniversary lunch/cookies once per month
- Pick a cause in the community - engagement
 - Ask employee to represent your organization on a board or committee
 - You don't have to do everything
- People leave bosses not companies

Q & A
