

Human Resources 101

What every Manager needs to know

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Municipal Technical Advisory Service
INSTITUTE *for* PUBLIC SERVICE

Session Goals

- Identify the purpose of human resources management
- Review the major functional HR areas
- Discover laws and regulations that impact the management of Human resources



The Role of Human Resources

Ensure the right number of people - *with the knowledge, skills, abilities, and other characteristics* - are on board to fulfill the mission of your city or town.



HR=Conscious



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Human Resource Functions

Recruitment &
Selection

Onboarding

Compensation
& Benefits

Training &
Development

Employee
Relations

Retention
Strategy

Records
Maintenance

Policy
Compliance



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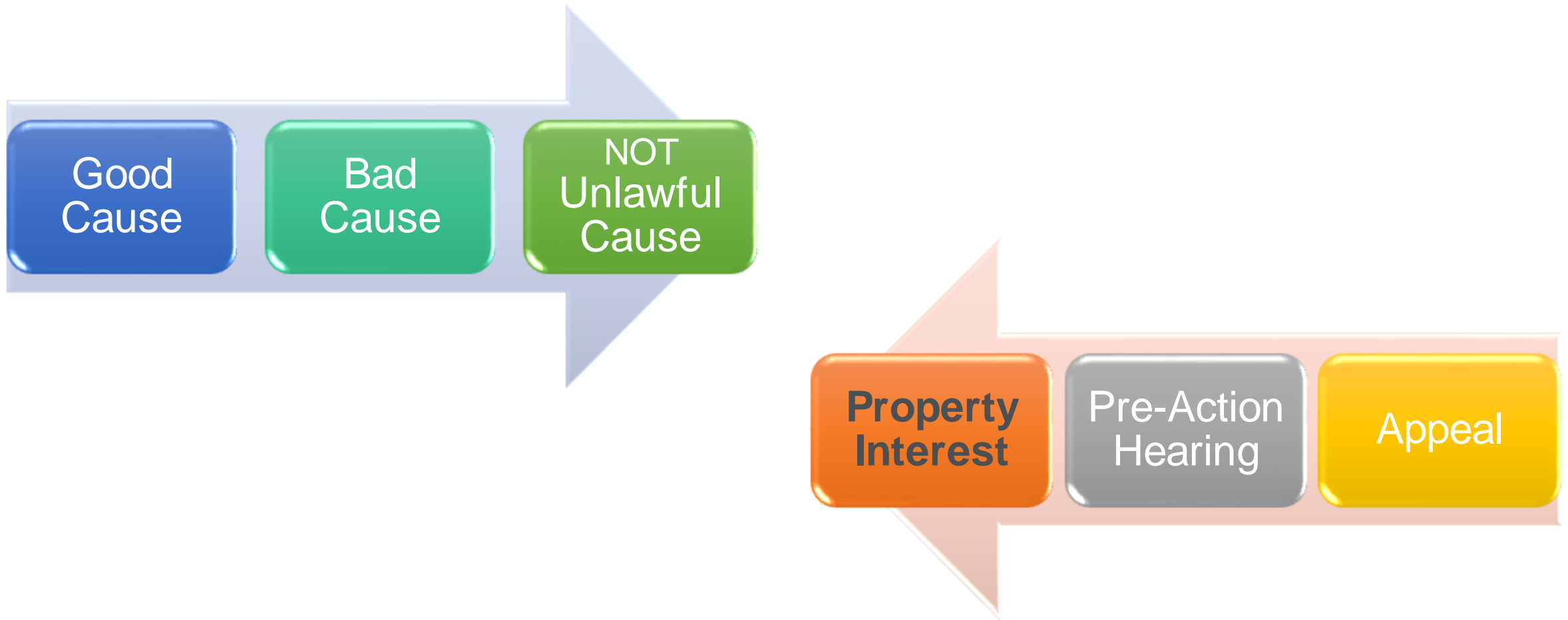
Records
Maintenance

Policy
Compliance

T. C. A. § 6-54-123



At Will vs. Due Process





8

PROTECTED CLASSES

AGE

RACE

COLOR

RELIGION

GENDER

NATIONAL ORIGIN

DISABILITY

GENETIC INFORMATION



HR By the Numbers

1

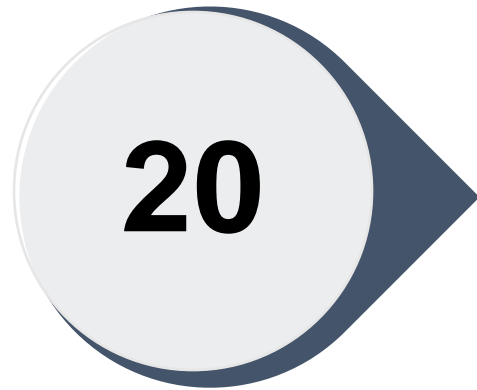
- Fair Labor Standards Act of 1938
- Equal Pay Act of 1963
- Fair Credit Reporting Act of 1969
- USERRA of 1994
- TN Guard/Reservist Leave

HR By the Numbers

15

- Title VII of Civil Rights Act of 1964
- Americans with Disabilities Act of 1990
- Tennessee Pregnant Workers Fairness Act
- Genetic Information Nondiscrimination Act of 1990

HR By the Numbers




- Age Discrimination in Employment Act of 1967
- Consolidated Omnibus Benefits Reconciliation Act of 1986

HR By the Numbers

50

- Family and Medical Leave Act of 1993
- Patient Protection and Affordable Care Act of 2010

HR By the Numbers



100

- Tennessee Maternity-Paternity Leave Act

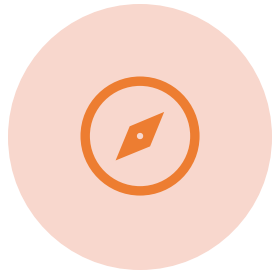
Open Records

- All records are open unless otherwise provided by law. (T.C.A. 10-7-503)
- Public has the right to inspect and copy
- Subject to reasonable rules and charges
- If denied access, citizen can petition court for order to release. (T.C.A. 10-7-505)

FLSA: Fair Labor Standards Act

- Establishes minimum wage, overtime pay, recordkeeping, and child labor standards affecting full-time and part-time workers.
- Tennessee Department of labor and workforce development audits, primary issues:
 - Independent contractor or employee
 - Exempt or non-exempt

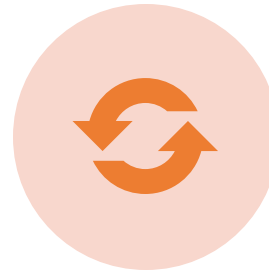
CURRENT Best Practice Onboarding



ORIENTATION



**ROLE
TRAINING**



TRANSITION



**ONGOING
DEVELOPMENT**

Five Effective Pre-Onboarding Tools

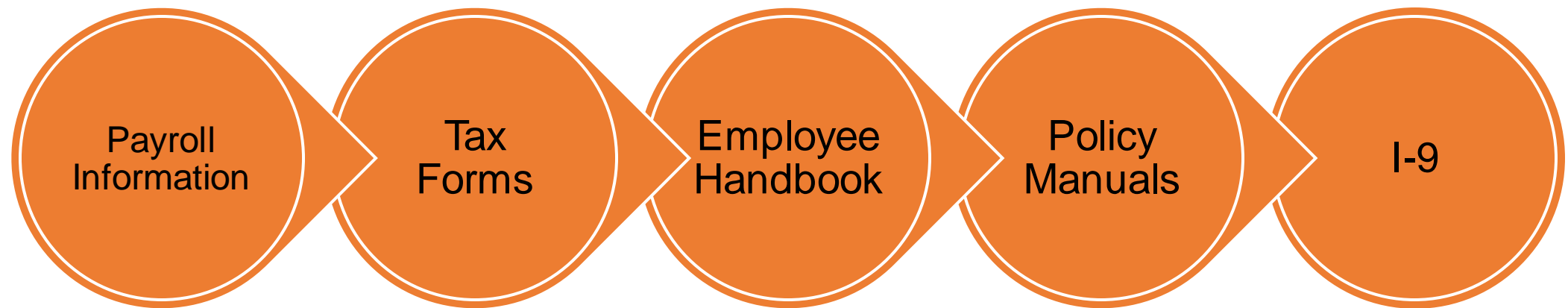
1. Send First Day Information

New employee welcome letter/email

- **Marketing material about the organization**
- **Parking and Entrance Information**
- **Agenda for Day one**
- **Organizational Chart Team Introductions/ First Week Schedule**



2. New Hire Paperwork Packet



Onboarding Checklist Example

Pre-Arrival	Who Initiates	Completion Date
<input type="checkbox"/> Determine Start Date	Supervisor/HRA	
<input type="checkbox"/> Customize New Employee Onboarding Checklist	Supvstr/buddy/HRA	
<input type="checkbox"/> Create onboarding schedule	Supervisor	
<input type="checkbox"/> Contact new employee to check on any specific needs (e.g., software, hardware, equipment)	Admin	
<input type="checkbox"/> Order computer and peripheral (e.g., printer, monitor, mouse, keyboard)	Supervisor/Admin	
<input type="checkbox"/> Order necessary software	Admin	
<input type="checkbox"/> Add new employee to division, work unit mailing lists and org charts	Admin	
<input type="checkbox"/> Determine office location and order keys	Supervisor/Admin	
<input type="checkbox"/> Setup / order office furniture	Admin	
<input type="checkbox"/> Submit office phone request	Admin	
<input type="checkbox"/> Order nameplate, business cards	Admin	
<input type="checkbox"/> Setup / order office supplies (e.g., pens, notebooks, file folders)	Admin	
<input type="checkbox"/> Transfer clearances	Admin	
<input type="checkbox"/> Develop training program specific to new employee's position and skill set	Supervisor/Admin	
<input type="checkbox"/> Email to work unit/division announcing new hire and start day		
<input type="checkbox"/> Determine who is the new employee's "onboarding buddy"		
Buddy: _____	Supervisor/Admin	
<input type="checkbox"/> Onboarding Buddy contacts new employee 1mth before arrival to introduce self, provide miscellaneous information, contact #s – HRA coordinates with Buddy as needed	Supervisor	
	Buddy/HRA	

3. Company-Wide Announcement



Include background information-previous work experience



Hobbies and school background



A picture is an added bonus!

Example New Hire Announcement

Dear Team,

Please join me in welcoming our newest team member: **Leslie Knope!**

Leslie will be joining us **on Monday, April 20, 2020**, as a **Deputy Director** of the Parks and Recreation Department **reporting to Ron Swanson**. She will be working with Parks and Recreation to implement department-wide goals, objectives, policies, and priorities for the Pawnee's parks and community projects.

Leslie earned her MBA from Indiana University's School of Public and Environmental Affairs and has more than eight years of experience in public service. Leslie comes to us from **JJ's Diner**, where she worked as a Waffle Tester and helped double her region's waffle sales year over year. Leslie is a volunteer leader with the Pawnee Goddesses and an avid crafter. When she's not working, **campaigning or crafting**, you can find her dedicating her time to improve her hometown.

Jerry Gergich will be Leslie's employee **mentor**, so if you have questions or need to meet with Leslie, you can talk with Jerry before she starts. If you see Leslie Knope around the building, make sure you welcome her to the company.

Regards,

Chris Traeger, City Manager



4. Prepare work station

Write a short, personalized note showing how excited you are for your new team member

Company swag with logo



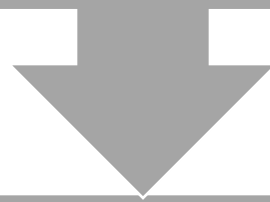
5. Assign an Employee Mentor/Buddy

- **Onboarding buddies boost productivity**-Microsoft
- 56% of new hires met with their onboarding buddy-once in their first 90 days, helped them to quickly become productive in their role.
- 73% - two to three times
- 86% - four to eight times
- 97% - met more than eight times in their first 90 days.



Stay /Retention Interview/One on One

Ask new employees for their input throughout the onboarding process/30/60/90 days



Effective stay interviews

20 minutes

Focused, structured conversations

Schedule before lunch/end of day



Sample “One on One” Questions

Question #1: When you travel to work each day, what things do you look forward to?

Question #2: What are you learning here?

Question #3: Why do you stay here?

Question #4: When was the last time you thought about leaving our team?

Question #5: What can I do to make your experience at work better for you?





Nobody cares how much you know, until they know how much you care.

Theodore Roosevelt



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