



New Manager Survival Guide & HR Essentials

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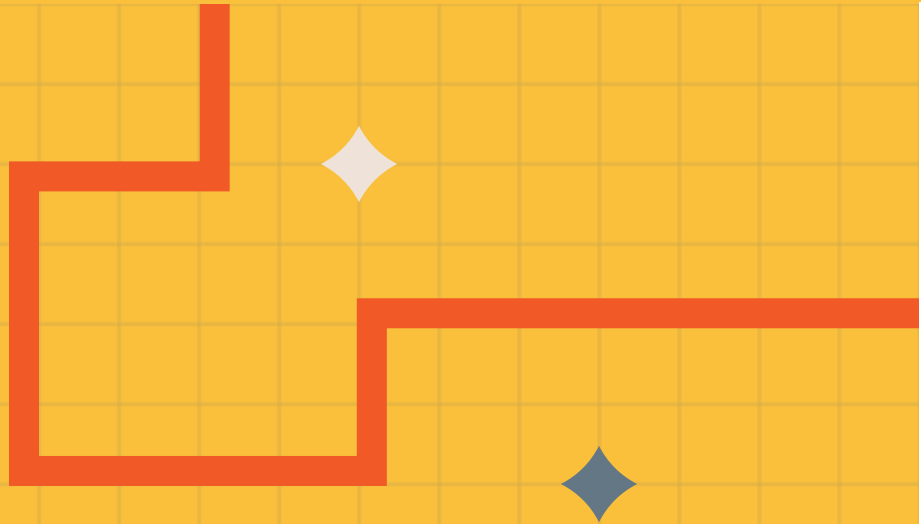
May 18th, 2023

Welcome to the Webinar!

A woman with her hair in a bun, wearing a white lace top, is seated at a desk and working on a laptop. A man in a yellow sweater is leaning over her shoulder, looking at the screen. The background shows a studio setting with a brick wall and a mannequin.

- We'll email the recording and slides within 24 hours
- Please participate in our poll + post-webinar survey
- Use the **Q&A** feature to ask the presenter questions
- Use the **chat** feature to talk to your fellow attendees

Agenda Part One: Succeeding as a Manager

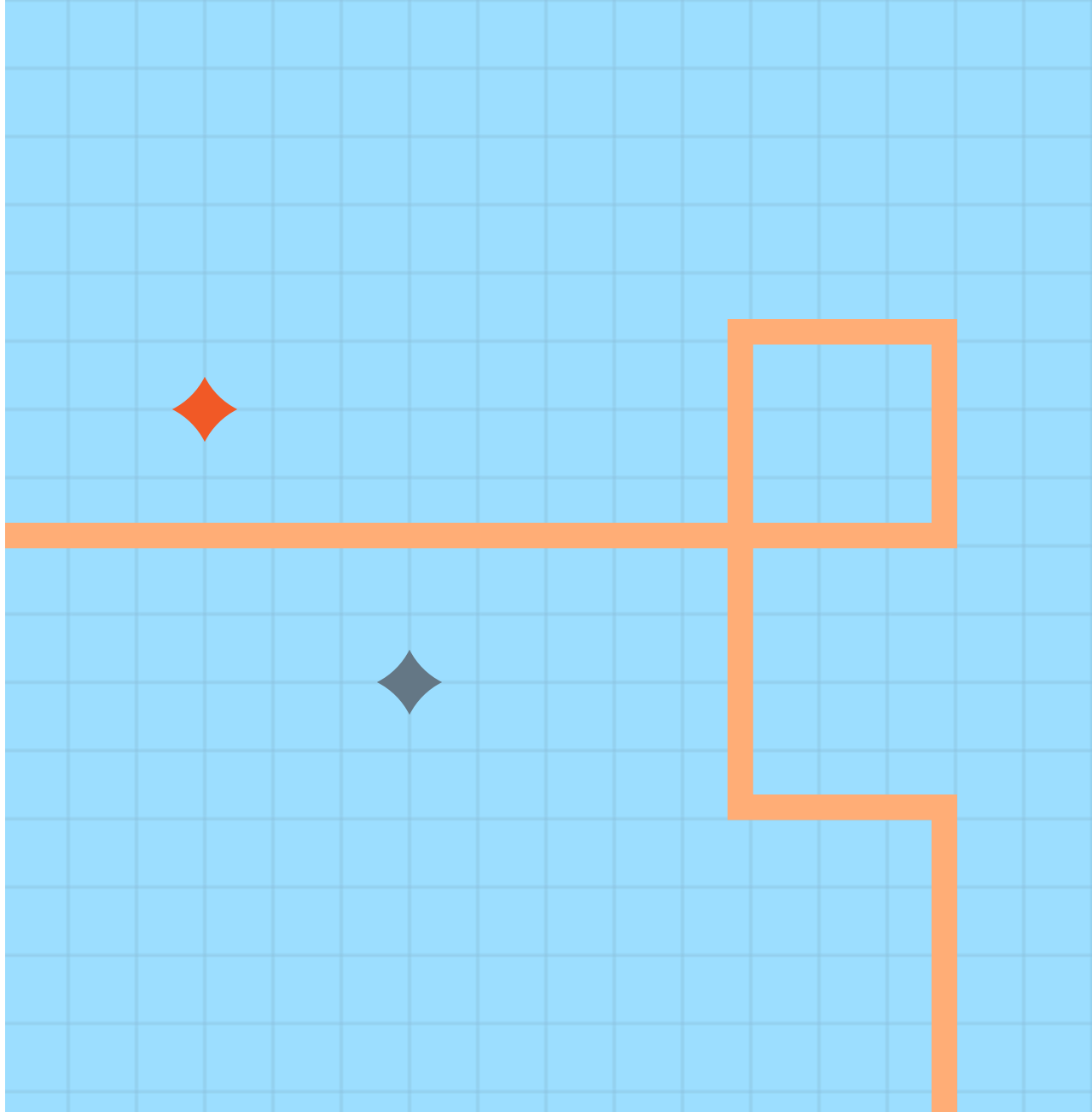


- Becoming a Manager
- Building Manager/Employee Relationships
- Maintaining Company Culture
- Setting Employees Up for Success

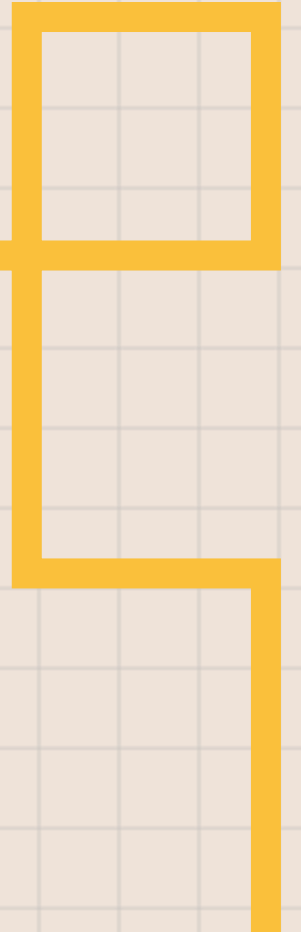
Agenda Part Two: HR Essentials

- Wage and Hour
- Leaves
- Disability
- Harassment
- Corrective Action
- Termination

Part One: Succeeding as a Manager



Becoming a Manager



Your Role

Remember, you are the manager for a reason!

- What are your strengths?
- Why were you chosen for the job?
- Who vacated the job you're in?
- Who else was considered for the position?



Internal vs. External Hire

Internal

- Likely to have knowledge of the department, company, and product
- Areas of focus:
 - Developing leadership skills
 - Changing your workload
 - Learning while maintaining confidence of employees in your leadership

External:

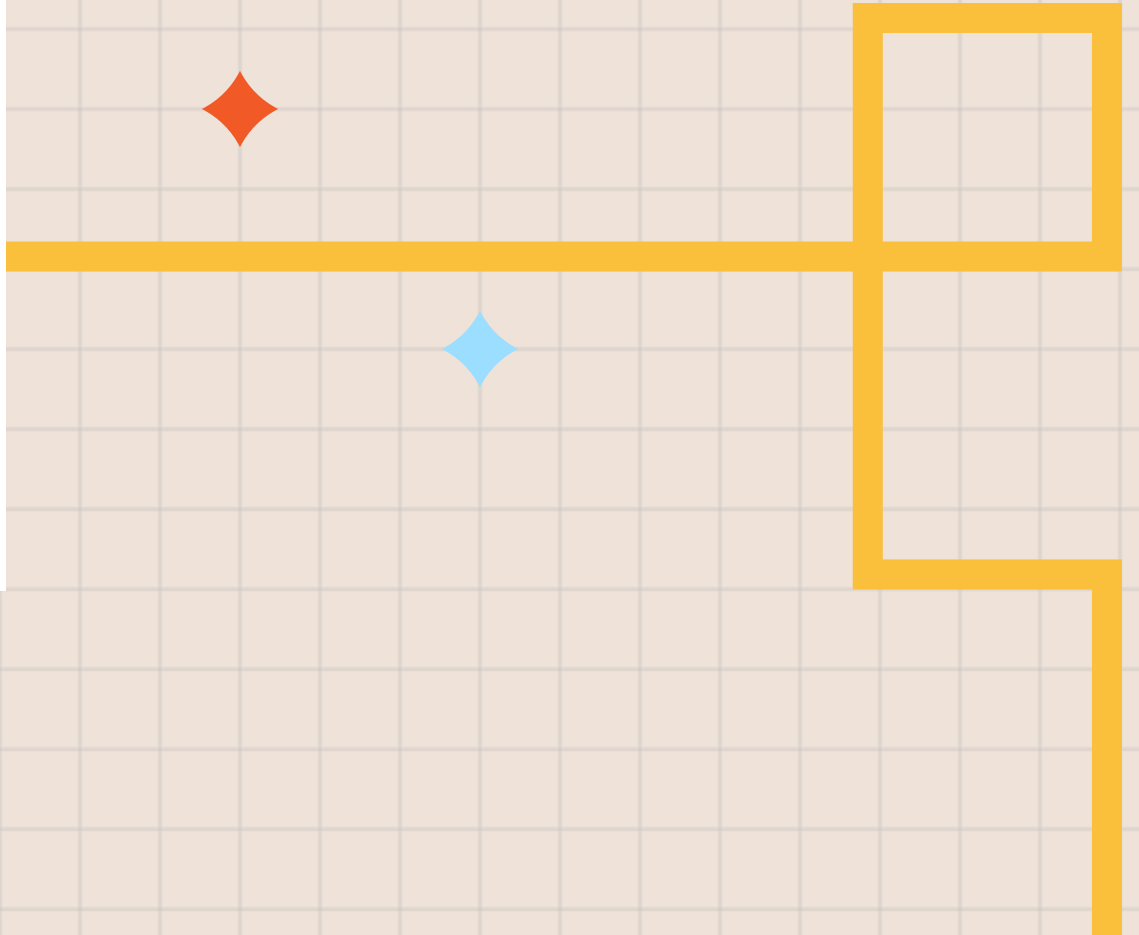
- Likely to have management experience
- Areas of focus:
 - Learning about the company's product and players
 - Learning from your team – utilizing their knowledge
 - Pausing and understanding before making big changes

Peer vs. Leader: Tips for the Transition



1. Evaluate personal relationships
2. Maintain professionalism at all times
3. Gently (but firmly) reinforce leadership role
4. Seek training both for you and direct reports
5. Look at things from an employee perspective
6. Be fair, honest, and consistent

Building the Manager/ Employee Relationship



Trust

- Crucial to functioning as a team
- Helps employees feel comfortable coming to you and keeping you in the loop

Creating trust:

- Transparency
- Coaching management style
- Fairness
- Respect
- Communication

Communication Missteps

- Assuming that employees know what you want
- Not telling an employee how they are doing
- Not telling employees anything at all





Key Conversations

- Individual check-ins
- Team meetings
- Planning meetings
- Addressing issues

Nurturing Coworker Relationships



- Nurturing and facilitating instead of fully participating
- Handling bad relationships
 - Provide support but allow the employees to try to work it out on their own
 - Understand that not all employees will be best buddies
 - Be aware of any employment decisions that may come across as favoritism or discrimination

Company Culture



A photograph of a modern, open-plan office space. The room is decorated with numerous strings of warm-toned string lights hanging from the ceiling. Large windows in the background let in natural light, and several potted plants are placed throughout the space. In the foreground and middle ground, several people are seated at long wooden desks, working on laptops. The overall atmosphere is bright, airy, and collaborative.

What is Culture?

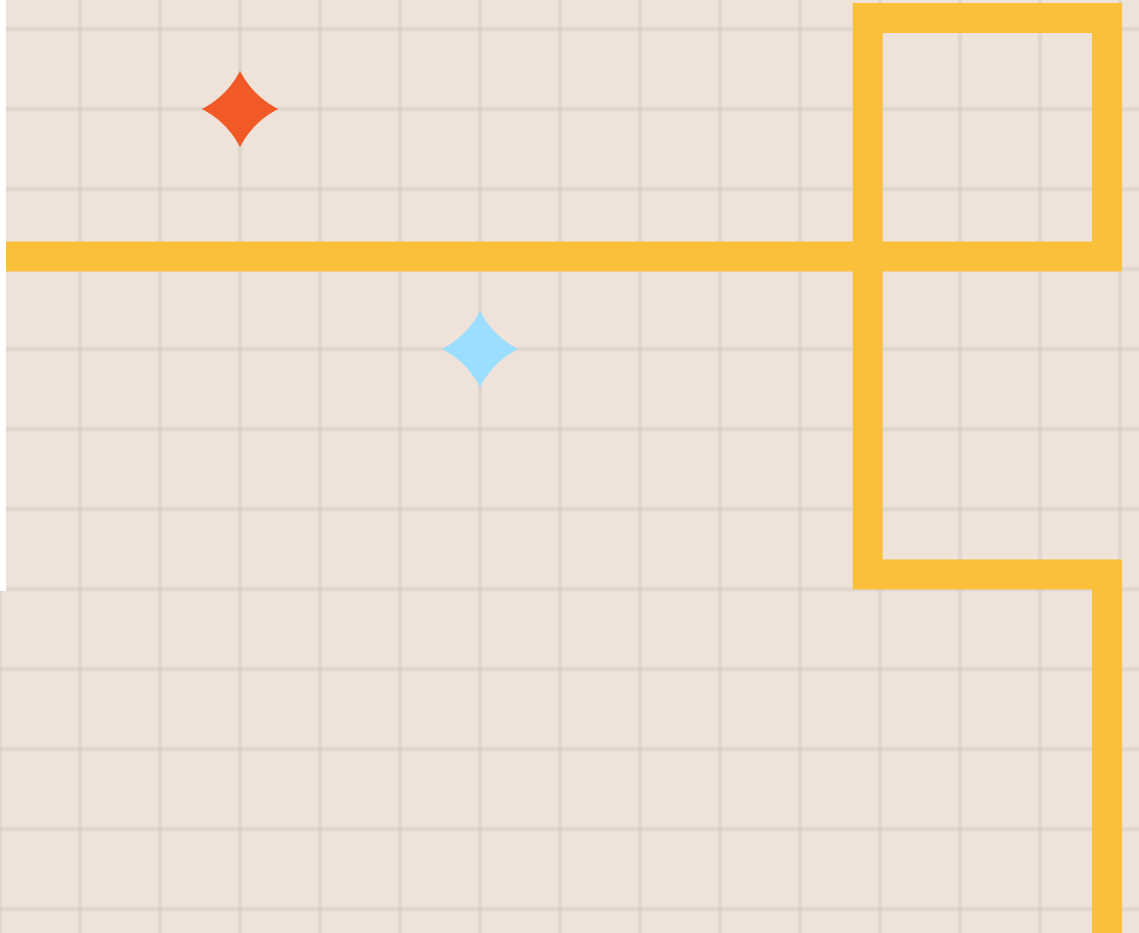
- Policies
- Practices
- General approach
- How employees relate to one another



Consistent Culture

- A unified culture will be seen as more fair
- Understand how managers currently apply policies
- Some differences in application may be okay but they must be justifiable

Setting Employees Up for Success



"As a leader...your principal job is to create an operating environment where others can do great things."

- Richard Teerlink



Trust

Team

- Identifying strengths and weaknesses
- Team-created goals
- Company goals for the team

Individual

- Company/job-based goals
- Career goals



Initial Individual Goal Setting

- Meet with all employees – review and understand job duties
- SMART Goals
Specific, Measurable, Attainable, Relevant, Time-Bound
- Action items and follow up

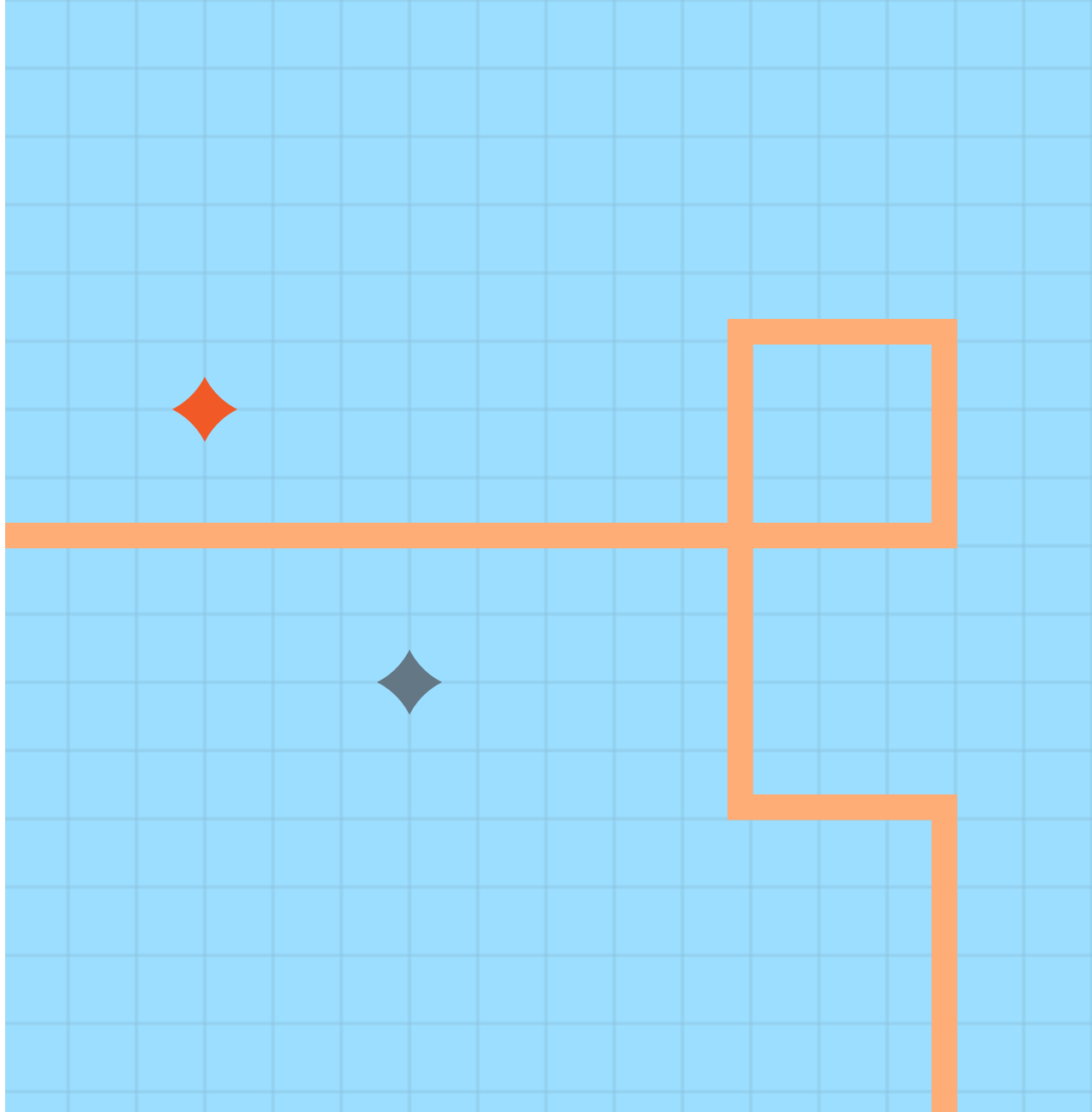


Performance Management

- Employee appreciation and positive feedback
- Coaching
- Discipline
- Annual evaluation



Part Two: HR Essentials





Poll Question

As someone new to managing or as a coach for new managers, the HR Essentials topic that I feel the least confident in is:

Wage and Hour



FLSA: Non-Exempt Employees



- Hourly employees are entitled to minimum wage and overtime
- In order to be exempt, employees must:
 - Be paid on a salary basis
 - Be paid a certain minimum salary
 - Meet the duties requirements for the particular exemption



FLSA: Non-Exempt Employees

- **Time worked:** All time an employee is required to be on the employer's premises, on duty, or at a designated workplace
- Off-the-clock work
- Meal and rest periods

Leaves



Family and Medical Leave Act (FMLA)

- Allows for 12 weeks of unpaid leave for: birth, adoption, serious health condition, or to care for a spouse/child/parent with a serious health condition
- Employees are eligible after 12 months of employment
- Allows for unpaid leave
- Defines maximum allowed leave in a 12-month period
- Employees are entitled to return to their former job





State Leaves

- Jury duty
- Victims of domestic violence
- Leave for children's school needs
- Emergency responders



Disability



Americans with Disabilities Act (ADA)

- **Purpose:** to help people with disabilities access the same employment opportunities as those without disabilities
- Requires employers to provide reasonable accommodations to qualified employees/applicants
- Reasonable accommodation: a change that accommodates employees/applicants with disabilities without causing an “undue hardship” to the employer

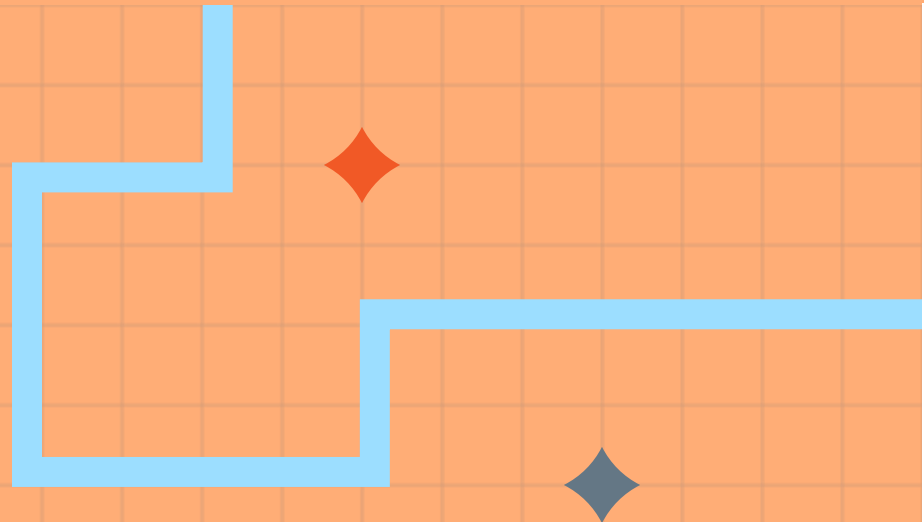




Disability Defined

- **Disability:** a physical or mental impairment that substantially limits one or more major life activities
- **Major life activity:** a very broad and expansive definition (eating, breathing, talking, thinking, etc.)
- Not mandatory that the impairment be related to the job

Disability Considerations



- HR-approved language: “Can you complete the essential job functions with or without a reasonable accommodation?”
- If disability is not obvious, the employee is responsible for requesting an accommodation
- Engage in the interactive process

Harassment



Key Terms

- **Harassment:**

Unwelcome, unwanted, or offensive conduct based on or because of an employee's protected class status

- **Sexual harassment:**

Unwelcome, unwanted, or offense sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

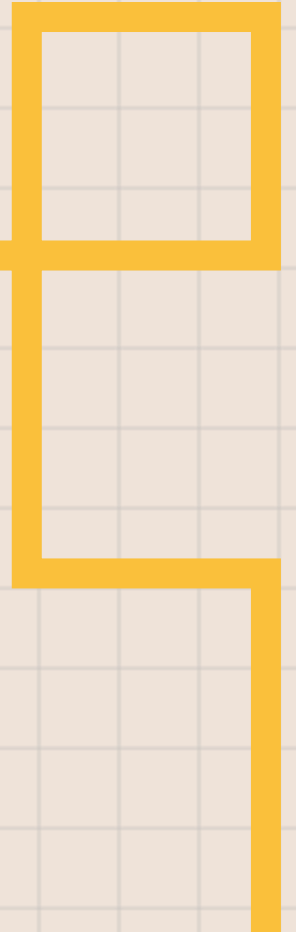
- Submission to the conduct is made a term or condition of employment, or is used as basis for any employment decision
- The conduct has the purpose or effect of unreasonably interfering with an individual's work performance, or creating an intimidating, hostile, or offensive working environment

Handling Complaints

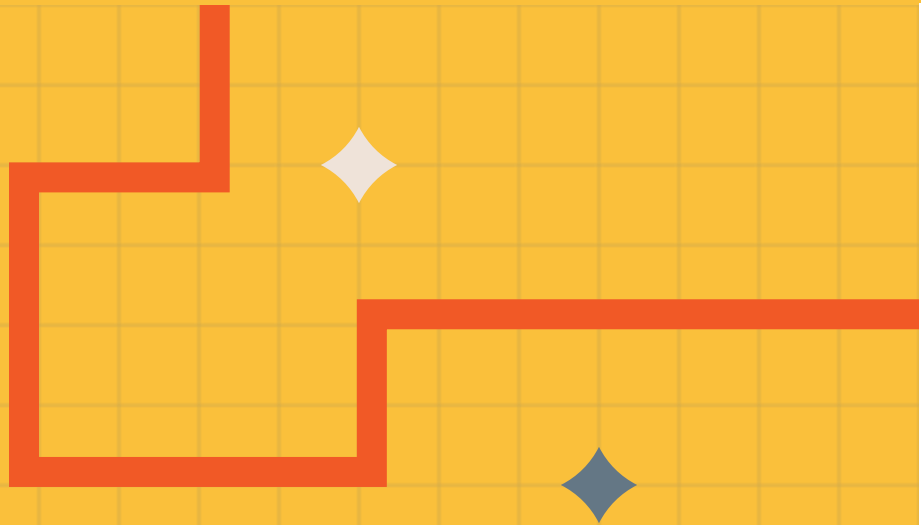
- Complaints may arise verbally or in writing
- If you receive an employee complaint of discrimination, harassment or retaliation, that complaint should be taken seriously and investigated fully and promptly
- Don't promise confidentiality
- Don't retaliate



Corrective Action

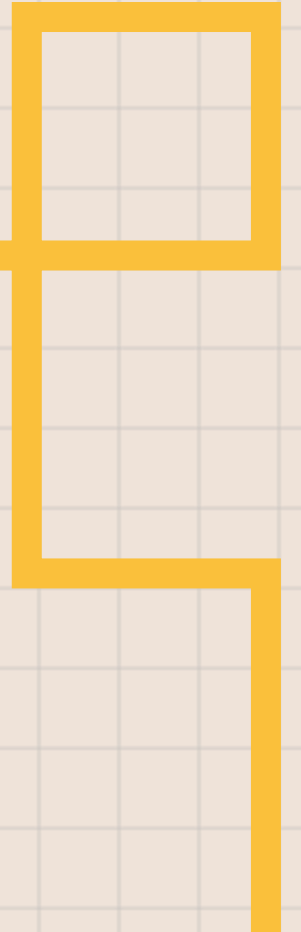


Progressive Discipline



A disciplinary reaction to a specific issue that may involve: verbal counseling, written warnings, suspension, performance improvement plans, final warnings, or termination.

Termination



A photograph of a blue door set in a white wall with arched windows. The door is partially open, revealing a dark interior. A yellow rectangular overlay is positioned in the foreground, containing text. A metal railing is visible in the lower part of the image.

Preparation

- Consider discrimination
- The internal decision
- Final paycheck guidelines
- Termination notices



Final Steps

- Timing
- Witness
- Delivery
- Respect
- Company property
- Internal communication

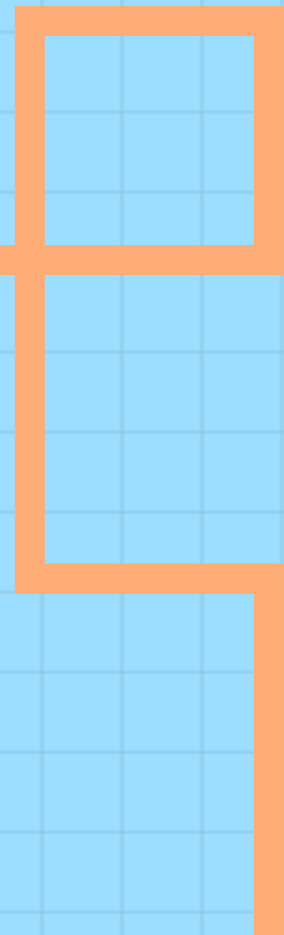


All Terminations Come With Risk

Terminated employees will be speaking with others about your organization, so make their last impression as positive as possible.



Q+A



Thank you!

