

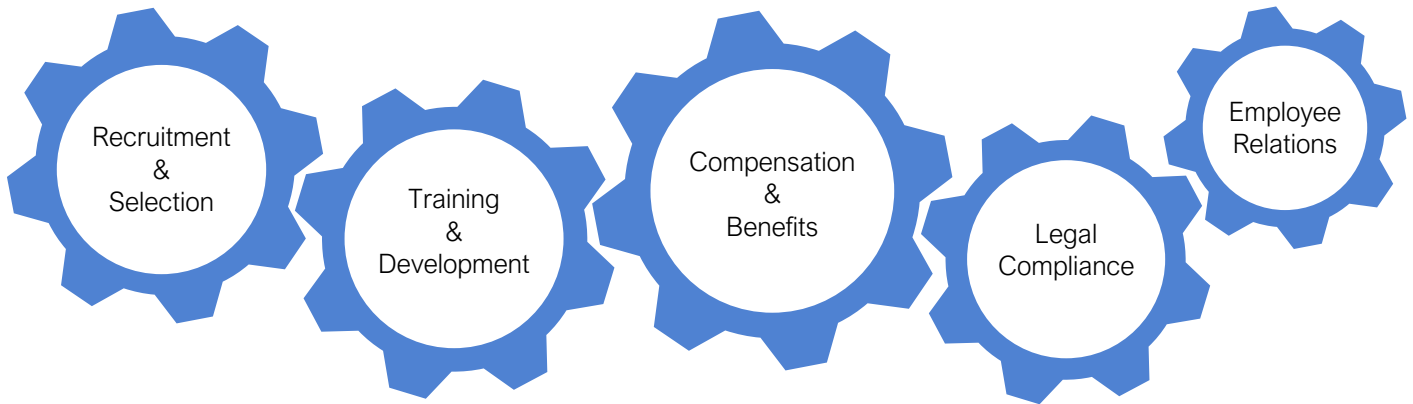


HR Basics

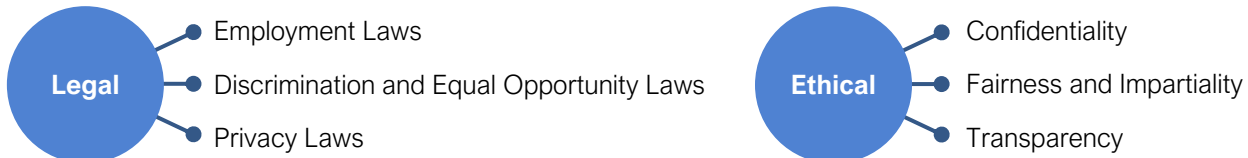
Quick Reference Card

The Fundamentals

Human Resources (HR) is a department within an organization that handles all matters related to employees, including:



HR professionals also have legal and ethical standards they are required to uphold in the workplace:



Recruitment and Selection

There are 3 important considerations when recruiting and selecting an ideal candidate:

1

Job Analysis – What are the details of the position are you hiring for? Consider:

- Job Responsibilities
- Required Skills
- Work Environment

2

Recruitment – How do you find the perfect candidate for the job? Post the position to:

- Online Job Boards
- LinkedIn
- Industry-Specific Job Boards

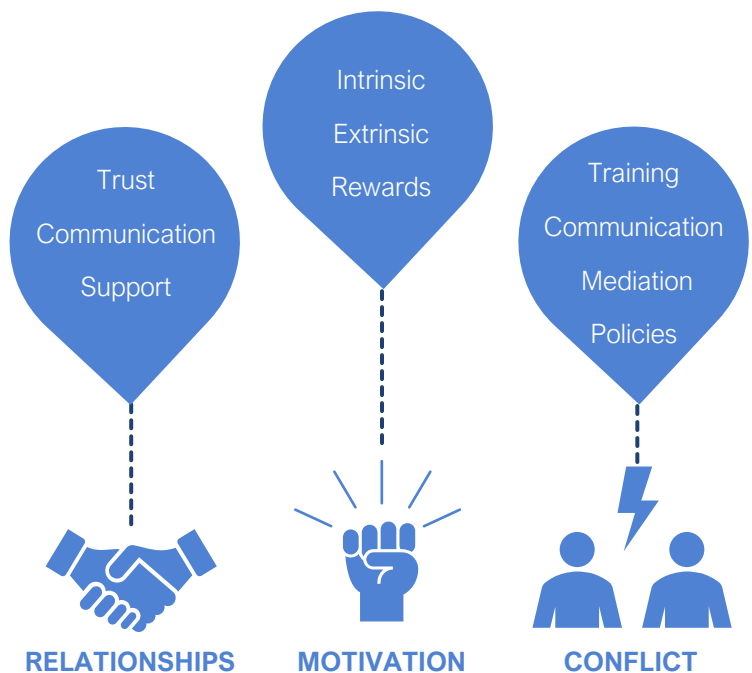
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Fair Selection – How do you give each candidate an equal opportunity? During the hiring process:

- Screen Applications Consistently
- Conduct Structured Interviews
- Establish a scoring system

Employee Relations and Engagement

HR is responsible for balancing positive relationships, enhancing motivation, and managing conflicts to optimize worker satisfaction.



Compensation and Benefits



Performance Management

Performance appraisals provide a formal, recorded assessment of an individual's performance, potential, and developmental needs. They are important for both the employee and the employer and should include:

PERFORMANCE EXPECTATIONS

Set clear, measurable, and attainable performance expectations.

Example: Jane, a sales rep, is expected to achieve a 10% increase in sales this year.

PERFORMANCE STANDARDS

The fair, objective, and applicable metrics by which employee performance is assessed.

Example: A customer service rep must maintain an average customer satisfaction rating.

PERFORMANCE MEASUREMENT

The actual evaluation of the employee's performance.

Example: Quarterly sales reports used to measure a salesperson's performance.

FEEDBACK & COACHING

Essential components to helping employees improve. This should be a two-way process.

Example: A manager coaching a project lead on how to improve team management skills.

Learning and Development

The learning and development component of HR includes:



Employee Onboarding

- Integration to the organization
- Cultural and Operational Orientation
- Foundation for Success



Training and Development

- On-the-job training
- Mentorship programs
- Workshops and seminars



Career Development

- Cross-Training
- Mentorship Programs
- Continuous Learning Programs
- Leadership Development Programs

Policies and Procedures

These are some of the key elements that should be included in your HR policies:

- ✓ **Purpose:** Each policy should have a clear purpose, providing a rationale that employees can understand.
- ✓ **Scope:** A policy's scope defines who it applies to. This could be company-wide or pertain only to certain departments or roles.
- ✓ **Procedure:** The procedure outlines the steps employees should follow in relation to the policy.
- ✓ **Consequences:** The policy should clearly outline the consequences for non-compliance. This could range from verbal or written warnings, to suspension or even termination in serious cases.

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Bias
Diversity in HR
Inclusion



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Slides



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Hiring
HR
Talent Management



Leadership

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