

Becoming a Master Facilitator of Human Resources



The Bandwidth of HR

- **Recruitment**

Responsibility for sourcing, attracting, and hiring new employees

- **Policy Development & Training**

Responsibility for the creation, modification, and publication of policies, including the coordination of training

- **Compensation & Benefits**

Responsibility over employees' compensation, benefits, and wellness programs

- **Leave**

Responsibility for coordinating and administering various forms of leave

- **Discipline**

Responsibility for overseeing discipline and ensuring consistency

- **Legal Compliance**

Responsibility for ensuring that the organization is in full compliance with all federal, state, and local laws, rules, and ordinances



Expectations



The reality, however....



HR

Cause.....Effect

- **Inadequate funding**

Affects technology, training, talented personnel

- **Talent gap**

Challenges with recruiting and retaining talent *in* HR

- **Unresponsive to increasing demands**

As the organization grows or changes, it does not consider the same needs to infrastructure

- **Stale policies/procedures**

- **Poor record-keeping/retention**

- **Lack of training**

- **Compliance gaps**

- **Culture shift**

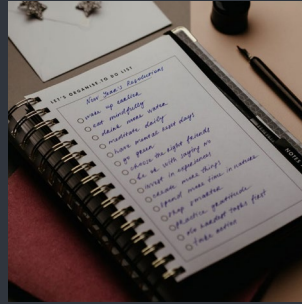
- **Vulnerability to claims**

What You Will Learn Today



A foundation of knowledge

Learn the resources to stay up-to-date on employment laws, rules, regulations and ordinances



Setting priorities

Identifying the policies you must have and that you must train on regularly, as well as other vulnerabilities.

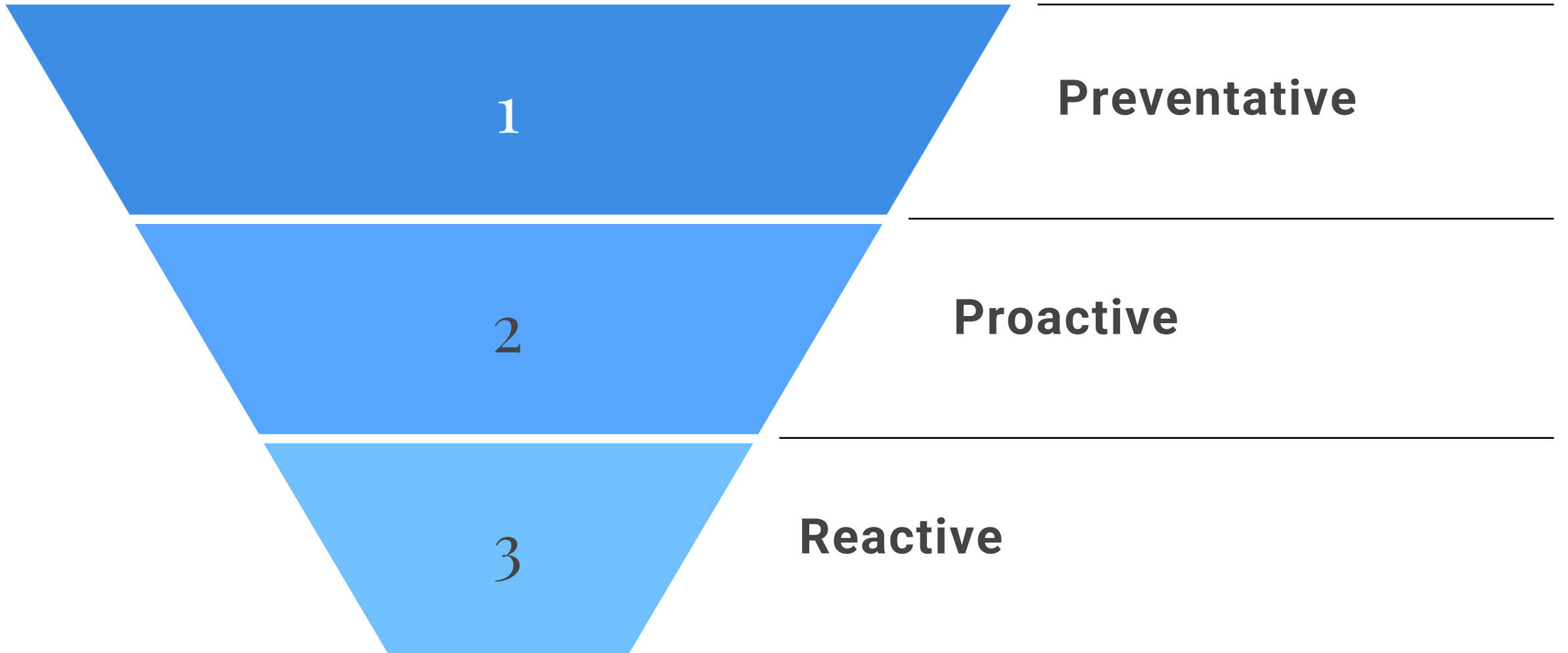


Application & future-telling

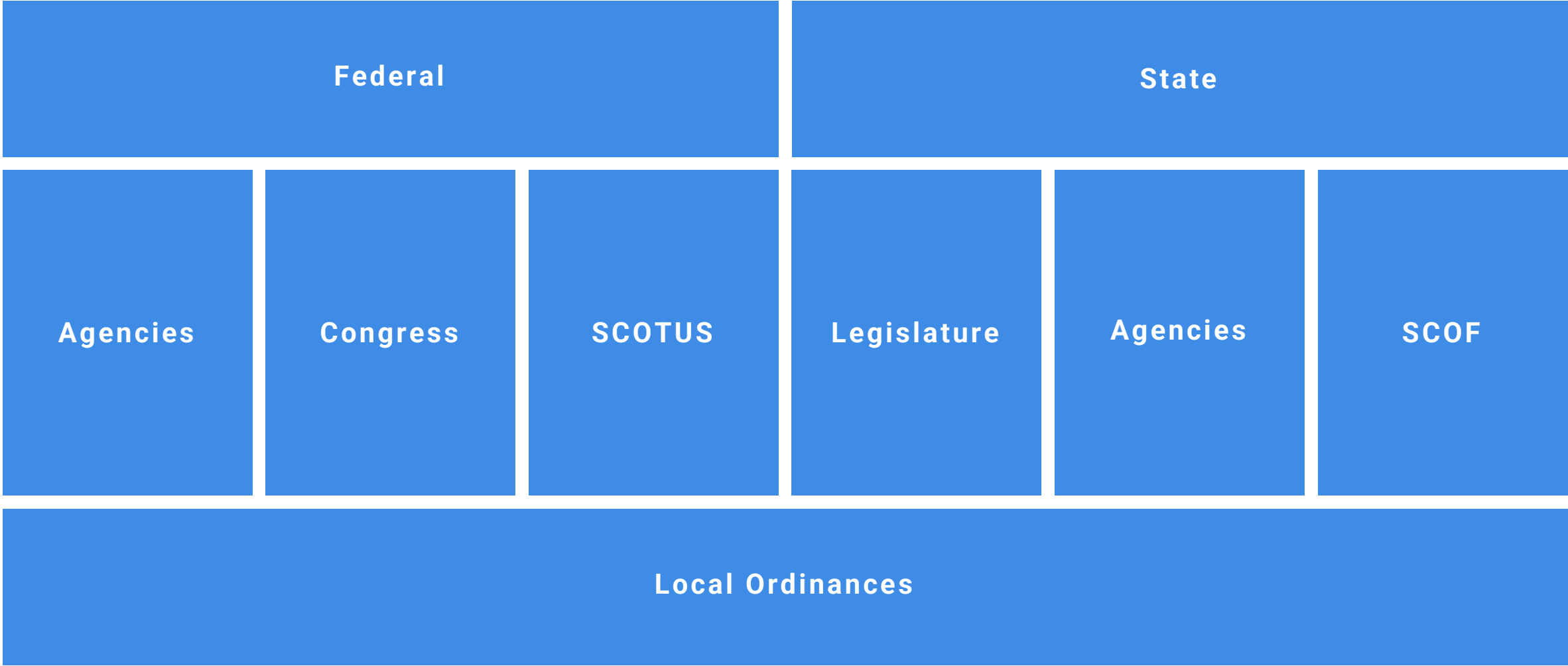
Analyzing some of the familiar scenarios and challenges faced by HR, and looking into a crystal ball for future issues.

This seminar will provide you with the tools and knowledge to become a master facilitator of human resources.

Inverting the Pyramid



Sources of Legal Authority



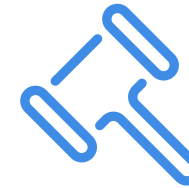
Resources: Federal Agencies



Department of Labor

www.dol.gov/agencies/whd/employers

Fact sheets and forms



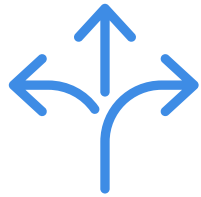
EEOC

www.eeoc.gov/eeoc-publications

Fact sheets, Technical Assistance, Guidances, and
links to specific laws

**These websites contain resources and information about the federal laws
they are charged with enforcing.**

Resources: Florida



Miscellaneous laws

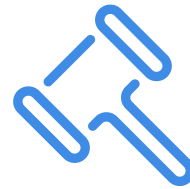
Wage and Hour (min. wage)

Background checks

Wage theft

Guns in the Workplace

Various leave



FCHR

FCRA and court decisions: follow federal court interpretations.

BUT, some unique twists in the FCRA



Local Ordinances

Ongoing tension between state preemption of local ordinances

Florida resources are not centrally located

Resources: Miscellaneous & Online



SHRM

www.shrm.org

Extensive resources for policies, training materials

Local chapters



Internet

People Managing People

Hppy

HRExaminer



State/Local

Florida Statutes Online

Law firm blogs/newsletters

Academic resources

business.fsu.edu/departments/management/chrn

Florida resources are not centrally located

Policies – the MUST-HAVES

- **Anti-Discrimination, Harassment & Retaliation**
 - **Include disability, religious and pregnancy accommodation**
- **Electronic Use (social media, email, internet)**
- **Leave (accrual, use, carryover, FMLA, military, etc.)**
- **Wage and hour (including how to record time, OT or Comp Time and any use-it-or-lose-it deadlines)**
- **Discipline & Appeal rights, timelines**
- **Drug/Alcohol Use, Testing**
- **Standards of Conduct (attendance, personal appearance, use of personal cell phones, etc.)**
- **Employee Classification (with a safe-harbor provision)**
- **EAP/Conflict Resolution**

Policies – Drafting & Revising



- Reinventing the wheel can be avoided....
- **But....**
- Careful attention should be given towards ensuring consistency and a general flow; avoid a patchwork quilt of policies
- Best resources include SHRM and other local governments in Florida since communal interests

The Hygiene of Policies and Training



- Establish regular intervals to review policies and assess their effectiveness. Ask:
 - When was this policy (or this version) implemented?
 - Is the policy (or its current form) still applicable?
 - Have there been changes in the law, the workforce, or in society in general that require revision?
- Use input from your frontline supervisors and managers to determine if policies are working, antiquated or missing.
- Once published, immediately schedule training as well
 - Online vs. In Person (or \$\$ vs. effectiveness)
- Set ***regular training intervals***

Application to Present Day Scenarios



The Bermuda Triangle of Leave



TMI or the case of the unwanted disclosure



QUESTIONS???

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