

# BASIC HUMAN RESOURCES



## I. Introduction

- A. Human resources deal with the human side of business.*
- B. Employees are your most valuable resource or liability.*
- C. Small business owners often do not grow because of their reluctance to hire staff.*
- D. Remember---there can be strength in numbers. The numbers have to be of quality however and carefully selected and nurtured.*
- E. An effective human resources program can be an evolving work. A complete program does not have to be in place at the outset. You are, however, required to function within employment and labor law from the outset.*

## II. Overview of Basic Human Resources

- A. Legal issues – employment and labor*
- B. Hiring Staff*
- C. Training Staff*
- D. Managing Staff*
- E. Compensation Package*
- F. Terminating Staff*

### *G. Other Issues*

1. Loss Prevention
2. Safety

## III. Legal Issues

### *A. Employment*

1. Non-discriminatory
2. Minimum wage
3. Exempt and non-exempt
4. Employment of foreign workers
5. Equal pay/equal work

### *B. Labor*

1. Consumer Credit Protection Act
2. Employment Retirement Income Security Act
3. Social Security
4. Medicare
5. FUTA
6. SDI
7. Workers' Compensation
8. OSHA

### *C. Other (some)*

1. AIDS
2. Sexual harassment
3. Drug testing

*D. Develop a policies and procedures manual.*

*E. Independent contractor*

#### IV. Hiring Staff

*A. Job analysis*

*B. Job description and specifications (attachment #2)*

*C. Recruitment and application (attachment #3)*

*D. Screening*

*E. Interviews*

1. Race, religion, national origin
2. Education (unless you specify)
3. Arrests/convictions
4. Sex, marital status, and family status
5. Sexual orientation
6. Physical requirements (unless you specify)

*F. Select*

*G. When hiring, have employee fill out*

1. Form I-9 (Employment Eligibility Verification)
2. W-4 (Employee's Withholding Allowance Certificate)

*H. By the last day of January, you must provide (for the preceding year):*

1. W-4 to employees
2. 1099 to independent contractors.

## *V. Training Staff*

- A. Need a training program.*
- B. Effectively and continually train in those areas where employee is expected to perform.*
- C. Provide coaching and mentoring options.*
- D. Staff members are not mind readers.*
- E. Plan it.*
- F. Involve existing staff.*
- G. Determine goals of training program so you can measure effectiveness.*
- H. Evaluate and revise.*
- I. Use a variety of methods:*
  - 1. Job instruction training
  - 2. Backroom training
  - 3. Seminars and workshops
  - 4. Lectures
  - 5. Video tapes
  - 6. Apprentice
  - 7. Job rotation

## *V. Managing Staff*

- A. Develop an employee handbook.*
- B. Create personnel files.*
- C. Miscellaneous other:*
  - 1. Put commitments in writing.

2. Establish probationary periods.
3. Conduct performance reviews.
4. Have counseling and discipline policy.
5. Give special consideration to employees that are experiencing personal problems.
6. Take corrective action promptly.
7. Develop good documentation.
8. Determine to terminate employees objectively. How would an impartial jury look at the case?
9. Do not terminate an employee while they are disabled.
10. Consult with human resources consultant or an attorney before terminating an employee.

## VI. Compensation Packages

*A. Good employees are hard to find; figure out what it takes to keep them*

*B. Be competitive*

*C. Offer benefits*

## VII. Terminating Staff

*A. There are issues that warrant on the spot termination; still document all the facts.*

*B. Some other possible termination causes:*

1. Absenteeism
2. Tardiness
3. Violating rules of conduct
4. Violating safety standards
5. Work performance
6. Attitude
7. Policy/procedure violation

*C. Use counseling reports*

