



New Manager Survival Guide & HR Essentials

Presented by
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Part One: Succeeding as a Manager

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

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Part Two: HR Essentials

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

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Succeeding as a Manager



A slide featuring a photograph of a person standing on a pier looking out at a large splash of water against a sunset sky. The PAYDATA logo is in the top right corner.

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?

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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:

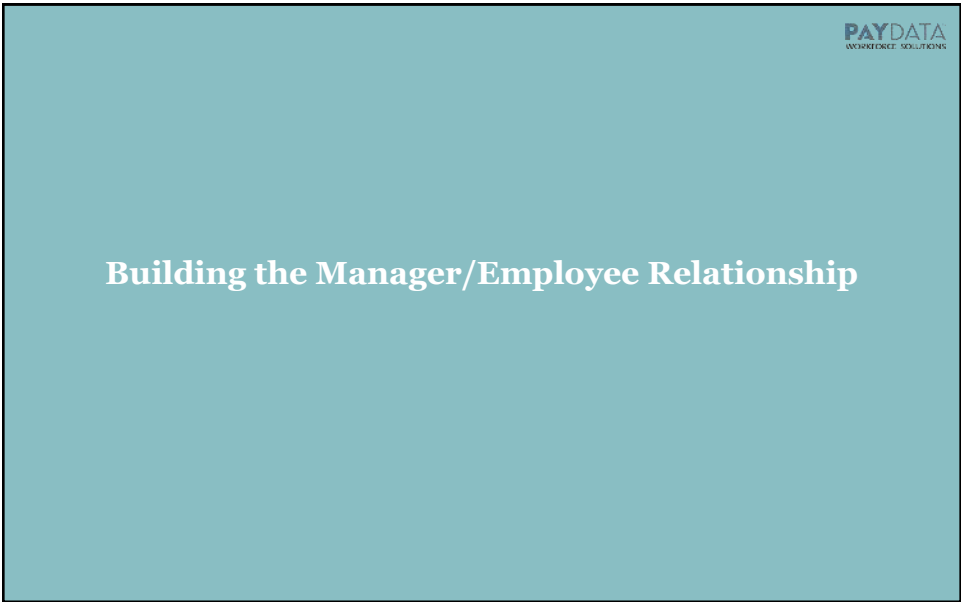
- Likely to have management experience
- Areas of focus:
 - Learning about the company's product and players
 - Learning from your team – utilizing their knowledge
 - Pausing and understanding before making big changes

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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

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Building the Manager/Employee Relationship



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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

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Communication Missteps

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

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Key Conversations

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

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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



What is Culture?

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

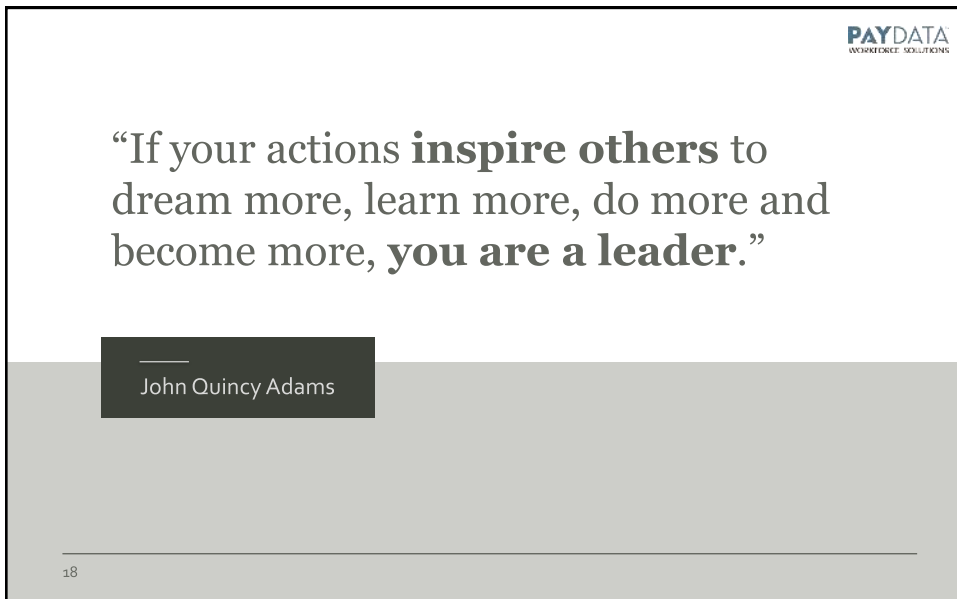
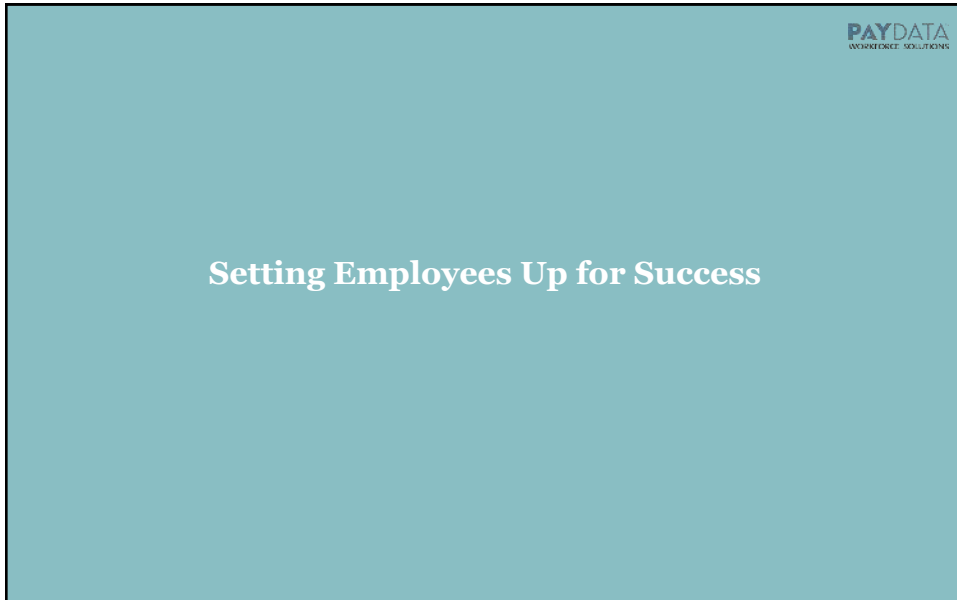
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Consistent Culture

- 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

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Goals


Team

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

Individual

- Company/job-based goals
- Career goals

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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

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Performance Management

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

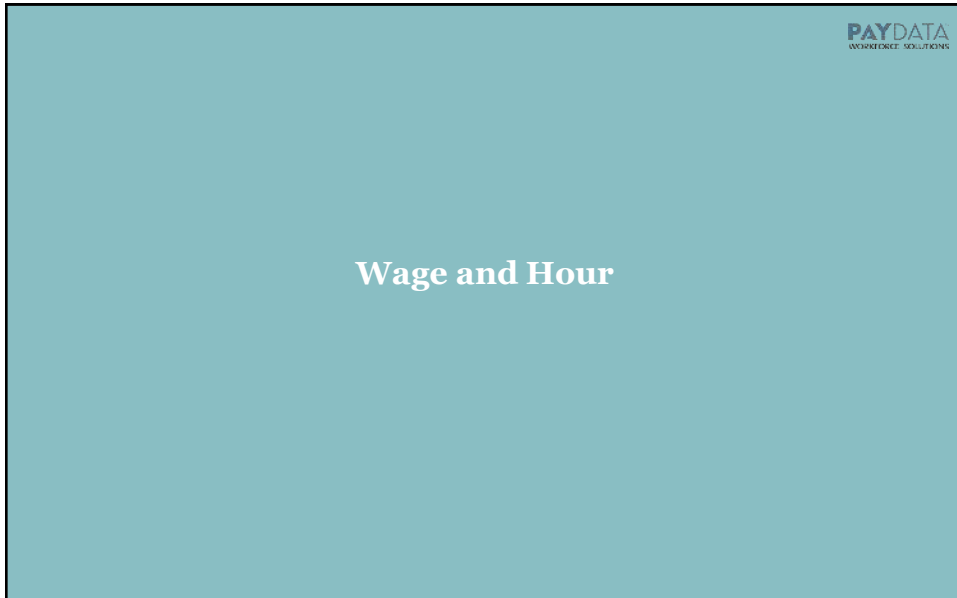
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HR Essentials

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The slide content is presented on a light gray rectangular background. In the top right corner of this area, the logo for 'PAYDATA WORKFORCE SOLUTIONS' is visible. The title 'FLSA: Non-Exempt Employees' is written in a bold, dark gray font. Below the title is a bulleted list of requirements. At the bottom left of the gray area, the number '24' is printed.

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

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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

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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

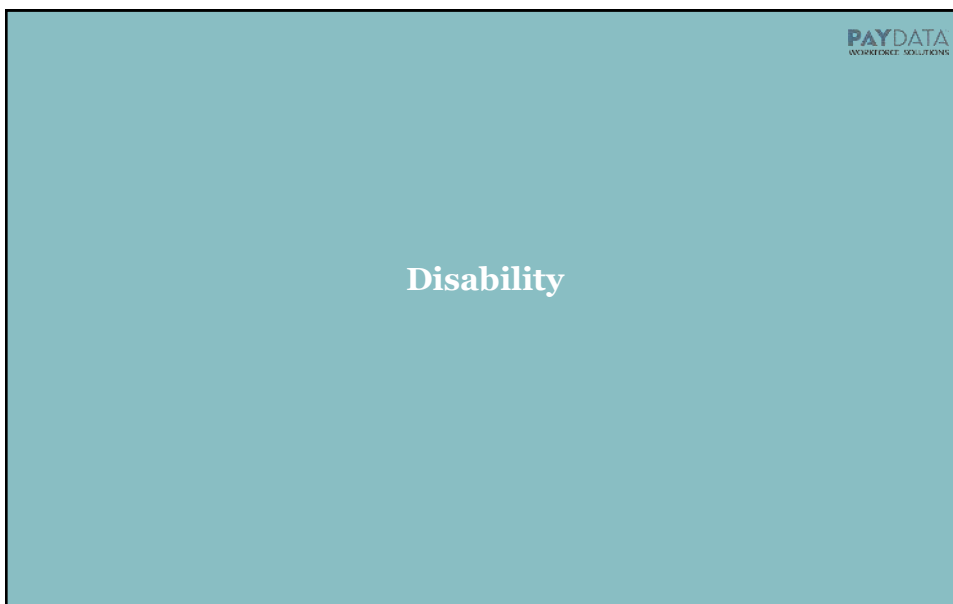
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State Leaves

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

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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

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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

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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

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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

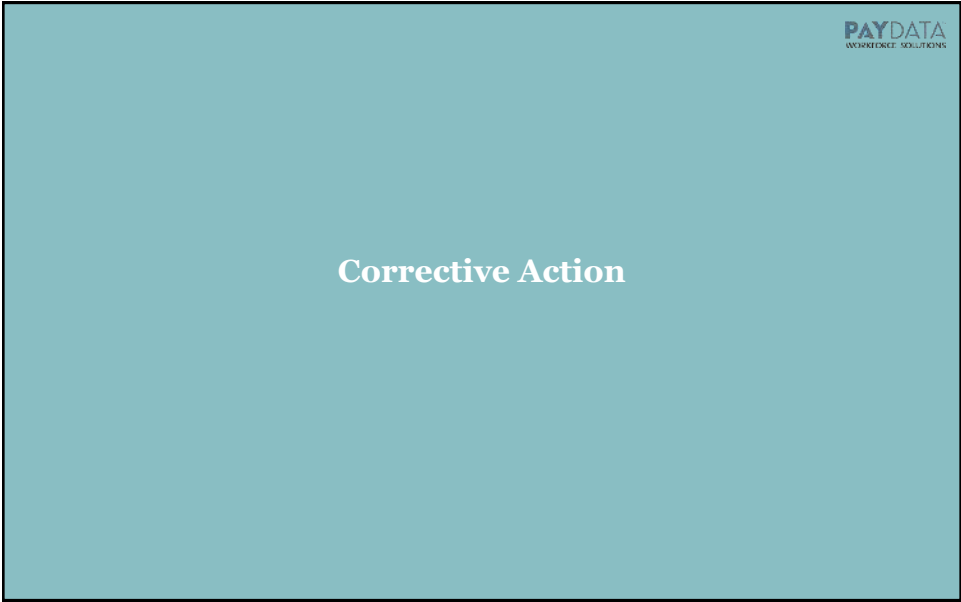


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Handling Complaints

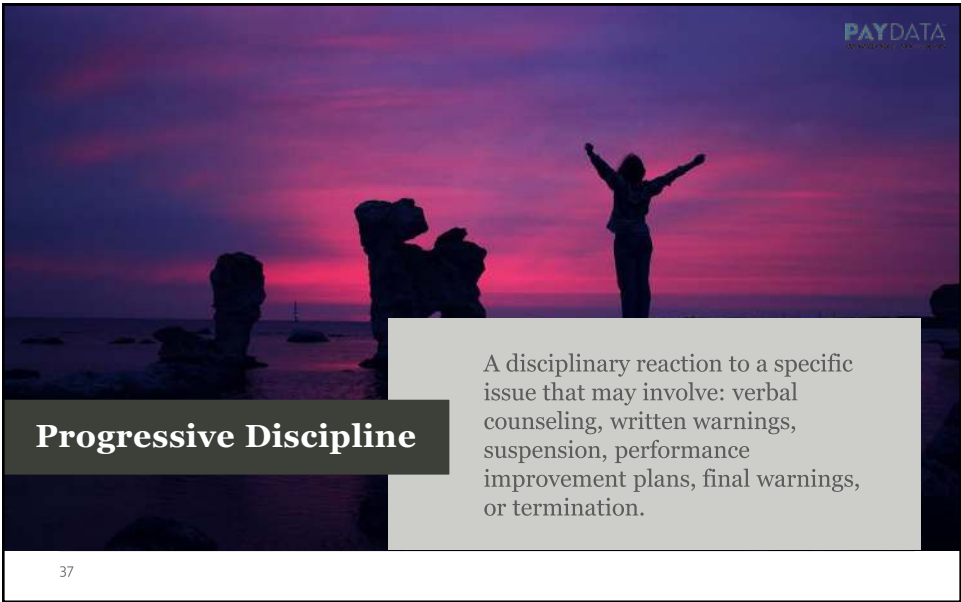
- Complaints may arise verbally or in writing
- If you receive an employee complaint of discrimination, harassment or retaliation, that complaint should be taken seriously and investigated fully and promptly
- Don't promise confidentiality
- Don't retaliate

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Corrective Action



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Progressive Discipline


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

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Termination




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Preparation

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

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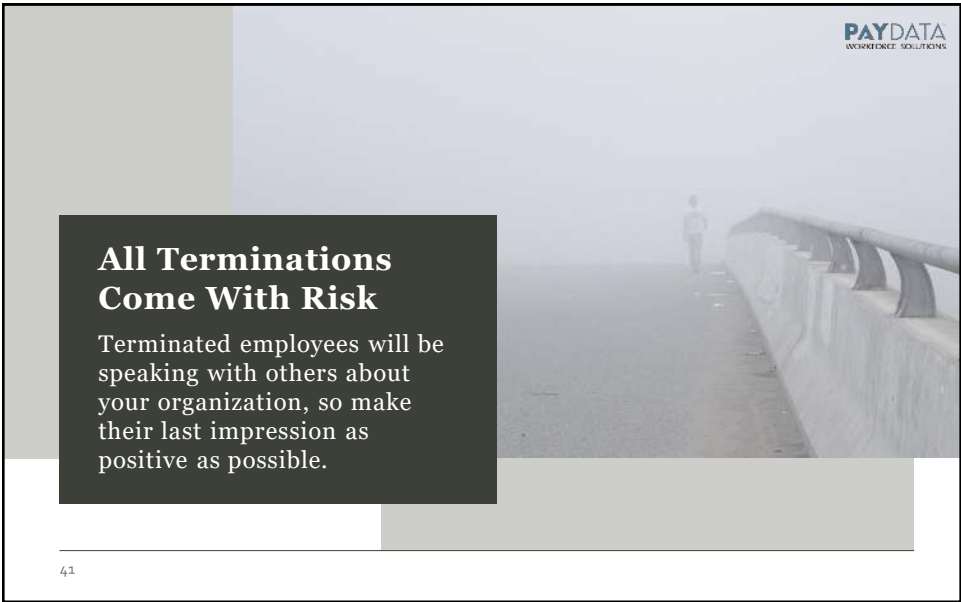


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Final Steps

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

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All Terminations Come With Risk

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

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Q & A



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Monica has held roles as an HR Generalist and Payroll and Benefits manager at a large ski resort, providing HR guidance to more than 500 employees. She also has HR experience in the healthcare field and the non-profit world. Monica holds a Bachelor of Science degree from Linfield College.

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