

How to Excel as a Human Resource Assistant

An Interactive, Two-Day Conference with Practical Strategies to Ensure Success and Minimize Liability Risks

Day One

8:00 am: **Registration and coffee**

Note to Trainers: Please note that most modules will average about one hour (12 topics in 12 training hours). However, this may vary to take into account delegate needs and interests, questions, and content. Some modules contain less information and can be presented in a shorter period. Breaks will be taken at appropriate times.

8:30 am

Module 1: The Keys to Success in Human Resources: Becoming a Valuable Asset to Your HR Department and Your Organization

- Practical strategies for meeting the top ten challenges confronting HR assistants in today's workplace
 - Developing critical organizational and time management skills: Getting more done in less time without sacrificing quality
 - Focusing on the bottom line: Quantifying your HR effectiveness and controlling runaway costs
 - Building alliances with management and staff to gain commitment, quality, and cooperation
 - Enhancing your credibility with both employees and management through critical communication techniques
 - **Case Study:** Managing the madness: Multitasking and successfully juggling competing HR priorities
- Bonus Forms and Charts:** The Map of HR Functions; Time Management Tools for HR Professionals

Module 2: Safely Navigating the Minefield of Employment Laws to Protect Your Organization from Expensive Lawsuits and Costly Penalties

Part 1: Getting a Firm Grasp on the Key Employment Laws that Impact Your Workplace to Reduce Liability Hazards

- Discrimination, harassment, and retaliation
- Leave and disability
- Wage and hour
- Right to privacy
- Workers' comp and safety

Part 2: Complying with Government Agency Regulations

- Equal Employment Opportunity Commission (EEOC)
- Department of Labor (DOL)
- Internal Revenue Service (IRS)
- Occupational Safety and Health Administration (OSHA)
- US Citizenship and Immigration Services (USCIS)

Part 3: What to Do When an Employee Reports Misconduct: A Checklist for Conducting Workplace Investigations

- **Case Study:** Preventing a potential lawsuit by responding to a discrimination dilemma
- Bonus Forms and Charts:** Desktop Employment Law Chart; Posting Requirements; Investigation Checklist

Module 3: Innovative Staffing Strategies to Hire Top-Notch Employees While Avoiding the Legal Snares

- Identifying the top ten sources for advertising: Assessing the advantages and disadvantages
- Writing targeted job advertisements that will boost your response rate and attract the best candidates
- The latest techniques for Internet recruiting and how to avoid the biggest e-cruiting mistakes employers make
- Detecting resumé fraud and separating fact from fiction in the interview
- Staying within the legal boundaries when interviewing applicants: How asking the wrong question can result in a lawsuit
- Conducting thorough reference checks and background checks and administering employment testing that complies with the law: Tips for obtaining vital information that can save your organization millions!
- Obtaining valuable information from credit reports while staying within the boundaries of the Fair Credit Reporting Act
- Drafting clear and concise offer letters that will set expectations of the details and contingencies of the job
- **Case Study:** Handling the application process with a disabled applicant: Making appropriate accommodations for the disability

Bonus Forms and Charts: Sample Application Form; FCRA Authorization Form; Interviewing Notes Form; Applicant Evaluation Form; Sample Offer Letter; Hiring Checklist; Best Recruiting Sources; Prohibited Inquiries Under EEOC Guidelines

Module 4: Ensuring Compliance with I-9 Requirements and Other New Hire Paperwork

- Avoiding harsh penalties for noncompliance in completing government forms
- What are the government's enforcement priorities and what do they want to know about new hires?
- Following a step-by-step process for completing an I-9 form to avoid common mistakes and ensure that you pass a government audit with flying colors
- Staying on top of other new hire paperwork: New issues with social security numbers, emergency contact information, dependents, marital status, and more
- **Case Study:** Spotting slipups on sloppy I-9s and other government paperwork to prevent penalties

Bonus Forms and Charts: New Hire Paperwork Checklist; I-9 Form; New Employee Data Form

Module 5: Maintaining Legally Compliant HR Documentation and Recordkeeping Practices

- Practical, time-saving strategies for maintaining employee records, controlling documentation, and managing highly confidential information
- Preventing the most common recordkeeping mistakes that could result in costly penalties and lawsuits
- What errors do the EEOC and Department of Labor look for in your records?
- Complying with strict rules for maintaining confidential records under EEO, FMLA, ADA, HIPAA, and workers' comp: Ensuring that protected information does not get into the wrong hands
- How missing deadlines could result in violation of employment discrimination laws or inability to defend a lawsuit
- Record retention requirements: Knowing how long to keep employment files
- Avoiding the potential perils of purging documents: Shredding evidence or cleaning up files?
- Going paperless: Why electronic documentation may not suffice
- Complying with posting requirements for EEO, safety, wage and hour, polygraph posters: How the omission of a simple poster can cause an agency inquiry
- **Case Study:** Form filing frenzy: Deciphering which forms go in which files to ensure regulatory compliance

Bonus Charts and Forms: Record Retention Requirements; Posting Requirements; File Maintenance Schematic; Personnel Records Document Control Logs

Module 6: Implementing Orientation and Training Programs that Will Dramatically Improve Retention

- Calculating the high cost of turnover: Statistics to help you convince managers to buy-in to your orientation scheme
- How to ensure that your orientation program gets new starters productive faster and keeps them onboard for the long-term
- How to communicate culture, values, expectations and organizational objectives
- Developing a three-tiered program approach that ensures complete assimilation: Defining the roles of HR, management and peers
- Preventing early departures by building in 30- and 60-day follow-ups and successful mentoring programs
- Training and development programs that will keep employees onboard for the long term
- Implementing a web-based orientation and training programs: What are the pros and cons?
- **Case Study:** Keeping new hires from jumping ship: Designing a dynamite orientation program

Bonus Forms and Charts: Orientation Checklist; 30-, 60-, and 90-Day Follow-Up Checklists; Orientation Evaluation Form; Training Needs Assessment; Tuition Reimbursement Form; Training Evaluation Form

4:30 pm: **Day One concludes**

Day Two

8:30 Trainer's welcome to day two and program commences

Module 7: Administering FLSA-Compliant Payroll Practices

Part One: Ensuring Compliance with Wage and Hour Laws and Sweeping DOL Revisions

- Examining federal and state laws that govern how employee must be paid
- Exempt or nonexempt? Deciphering whether employees are entitled to overtime under the revised DOL rules
- Distinguishing between employees and independent contractors
- Paying employees for on-call time, meal periods, sleeping time, travel time, and waiting time
- IRS tax issues: Recordkeeping requirements for paychecks and tax reporting
- Recent trends in state wage and hour laws: How some state laws are diverging from the FLSA

Part Two: Compensation Systems and Payroll Administration Best Practices

- Understanding the nuts and bolts of constructing pay systems: Minimum, midpoint, maximum
- Overcoming the challenges in administering various pay schemes
- What is a salary survey and how can it help you attract and retain employees?
- **Case Study:** Exempt or nonexempt? Resolving tricky classification situations to avoid liability for overtime pay under the FLSA

Bonus Forms and Charts: Time Report; FLSA Exemption Tests

Module 8: Preventing Leave and Absence Issues from Disrupting Your Workplace: FMLA, ADA, and Workers' Comp Laws

- Administering and enforcing attendance policies that comply with the law
- Understanding the requirements of the FMLA: Which employees are eligible and what conditions require leave to be granted?
- Preventing leave administration nightmares from intermittent leave, medical necessity, reduced schedules, transfers, and more
- Complying with the Americans with Disabilities Act: Accommodating employees with disabilities
- Untangling the confusing overlap of workers' compensation, FMLA, ADA, and leave laws
- What about other employees' leave rights? Voting, jury, duty and military service explained

- **Case Study:** Untangling the web: Determining whether an injury or illness falls under the FMLA, ADA, and/or workers' comp

Bonus Forms and Charts: FMLA Administrative Forms; ADA Resources; LOA Forms; Workers' Comp, FMLA, ADA Flow Chart

Module 9: Employee Relations and Performance Management Strategies that Reduce Conflict, Boost Morale, Increase Productivity, and Impact the Bottom Line

- Preventing a toxic work environment that can result in retaliation, poor morale, employee lawsuits, or even violence!
- Conflict resolution strategies to alleviate tension and employee conflict before it infects your workplace
- How using surveys that pulse employees on satisfaction and morale can reduce legal issues and increase productivity
- Knowing when to involve your Employee Assistance Program (EAP) counselor or other outside resources
- What to do when an employee reports misconduct: A checklist for conducting workplace investigations
- How to meet the needs of multiple generations in the workplace of the 21st century
- Creative alternatives to traditional employee benefits that boost morale: Flexible and work/life benefits, flexible scheduling, telecommuting, perks, rewards, and more!
- **Case Study:** Communicating with distressed employees: Addressing concerns about reassignments and restructuring

Bonus Forms and Charts: Employee Attitude Survey; Employee Complaint Form

Module 10: Essential Steps You Must Take During the Discipline and Termination Process to Avoid Liability

- Creating the paper trail: Why you must document all significant performance problems
- The most common mistakes made when terminating an employee—and how to avoid them
- Protecting your organization from wrongful discharge and retaliation suits
- How to communicate with employees who are losing their jobs: The human side of termination
- A checklist for conducting exit interviews that cover the legal bases and provide you with valuable information
- **Case Study:** Preventing a discipline and termination disaster: Training managers to exercise due diligence in addressing discipline issues

Bonus Forms and Charts: Performance Improvement Plan; Exit Interview Form; Self-Assessment and Evaluation Form

Module 11: Workshop Wrap-Up: Moving Forward Armed with Knowledge and Tools and Staying Current on Recent Developments in HR and Employment Law

- Applying your new-found knowledge to design an Action Plan that will significantly enhance your performance
- Staying abreast of HR and employment law trends to increase your value to the organization
- Taking advantage of career growth and professional development opportunities
- How to keep apace with the ever-increasing role of technology in human resources
- Capitalizing on network opportunities to benchmark HR effectiveness and ensure your department is cutting-edge
- **Case Study:** Designing a plan of attack to take back to the office for immediate action

Bonus Forms and Charts: Action Plan; HR Audit Checklist

4:30 pm: **Concluding remarks**