

# Human Resources - Agenda

- Pre-hire Steps
- Establishing Policies & Procedures
- Hiring Process
- Interviewing
- Offers
- New Hires
- Managing Performance
- Motivating Employees
- Questions?

# Pre-hire

- Pre-hire Steps
  - Tax ID Number (EIN)
  - eVerify
  - Workers Compensation
  - Unemployment Insurance
  - Taxes
  - Required Notices – Department of Labor
  - OSHA requirements
  - Create job descriptions
  - Determine pay rate
    - FLSA (Hourly vs. Salaried)

# Establish Policies & Procedures

- Policies guide your mission
- Establish acceptable performance levels
- Create culture
- Can be as rigid or lenient as you determine
- Consult with Attorney
- Helpful Policies
  - Attendance/Sick/Vacation
  - Dress Codes
  - Performance Reviews
  - Discipline Procedures

# Hiring & Interviewing

- Hiring Process (continued)
  - Applications (Attorney Review); cover letters
  - Websites – where are you going to advertise
- Interviewing
  - Conduct phone screens – cuts down on time
    - Basic questions answered; ie salary requirements; availability
  - Schedule interviews
  - Prepare for interview; questions, resume review; target areas that you want to know more about
    - Behavior interviewing; ask for examples of work they have done

# Interviewing

- Interview Dos & Don'ts
  - Do prepare, give applicant full attention
  - Determine core questions that all applicants will be asked
  - If more than one interviewer, determine what areas will be covered by who
  - Questions you cannot ask:
    - What nationality are you?
    - Can you speak English?
    - Are you married/engaged/pregnant/have children?
    - How old are you?
    - Are you disabled?
    - Have you been arrested?

# Extending an offer

- Create an offer
  - Salary, hours, reporting structure, title, start date
  - Give candidate appropriate time to review and return signed offer
  - Share benefits info (if applicable), confirm vacation, holidays, etc.
  - References/background/drug screening
- Contact other candidates regarding outcome

# New Hires

- Establish a start date
- Discuss Dress Code
  - Safety issues
- Office/Workspace set up
- Forms
  - Fed & State W4
  - I9 – 3 days to complete it, complete it correctly
  - New Hire Reporting
  - eVerify
- Introductions – other staff

# New Hires Continued

- Review Duties
- Review Policies, Pay Practices, Benefits Information
- Training Schedules
- Office/Workspace set up
- Forms
  - Fed & State W4
  - I9 – 3 days to complete it, complete it correctly
  - New Hire Reporting
  - eVerify
- Introductions – other staff



# Managing Performance

- 30/90/Annual Performance Review
  - Important for employee morale
- Establish goals
  - SMART GOALS
    - Specific
    - Measurable
    - Achievable
    - Relevant
    - Time bound
- Provide timely feedback
- Get in front of issues

# Managing Performance Continued

- Performance Issues
  - Progressive Discipline Process
    - Coaching for improvement – informal
    - Action Plan – Collaborative
    - Verbal Warning
    - Written Warning
    - Final Warning
- Mishandling terminations have real financial impact
  - Document conversations

# Motivating Employees

- Motivated employees are key to successful operations
- Create strong sense of connection to mission
- Get creative
- Listen
- Take an interest
- Tie performance to reward
- Work/Life Balance
- Find their passion

# Questions?

Mystic Seaport October 15- 18, 2013  
**Teaching With Small Boats** Conference

# Helpful Websites

[www.sba.gov](http://www.sba.gov)

[www.uscis.gov/e-verify](http://www.uscis.gov/e-verify)

[www.craigslist.org](http://www.craigslist.org)

[www.irs.gov](http://www.irs.gov)

[www.dol.gov](http://www.dol.gov)

[www.eeoc.gov](http://www.eeoc.gov)

[www.ofccp.gov](http://www.ofccp.gov)