HR 101: Ten Key Principles for Businesses of Any Size

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Overview

“I am convinced that nothing we do is more important than hiring and developing people. At the end of the day you bet on people, not on strategies.”

-Lawrence Bossidy, former COO of GE
1. Hire Good Talent

- Interview all candidates for a position on the same day
- Ask the same list of questions
- Act quickly
2. Onboard with a Sense of Purpose

- Prepare new employees **before** the first day of work:
  - Business Cards
  - Phone Line
  - Benefits forms

- Communicate what should (or must) be completed before starting (i.e. I-9 documents)
3. Train and Plan from the Start

- Introduction to your company’s history and values
- Practical information
- How your company defines (and measures) success
- Business structure and key people
- Who your customers are
3. Train and Plan from the Start (cont.)

- Tools and software used
- Benefits and rewards
- What you expect from employees, including
  - attendance and conduct
  - reporting issues, problems and concerns
  - “dealbreakers”
4. Provide Feedback

- Regularly Scheduled Evaluations
  - Example: For new hires, at 30/60/90 day mark; annual reviews

- Daily or weekly feedback
  - MBWA
5. Communicate with Employees

One example – an Employee Handbook
Employee Handbook

- Workplace policies and guidelines that are:
  - Easy to understand
  - Fair
  - Consistent
Employee Handbook (cont.)

- May include topics such as:
  - Anti-discrimination and harassment policies
  - Safety and security information
  - Compensation and benefits (e.g. FMLA policy)
  - Work schedules, vacation, and Leave
  - Confidentiality and non-disclosure issues
6. Consider Job Descriptions

■ Keep descriptions:
  - Current – and Accurate
  - Succinct
  - Clear
  - Defined

■ Review at regular intervals
  - Example: Before posting a job opening
Job Descriptions (cont.)

- Include Common Details like:
  - Hours of availability
  - Skills and/or certifications required
  - Chain of command information
  - Physical requirements
7. Maintain Employee Files

- **Document** employee relations situations

- **Maintain:**
  - I-9 File
  - General File
  - Medical File

- **Understand retention requirements**
8. Pay Employees Fairly

- Pay Equity
- Minimum Wage
- Overtime

- Be wary of misclassifying employees and independent contractors.
9. Plan for the Inevitable

- Much like an onboarding process, have a termination checklist

- Best Practices:
  - Final check on the last day of work
  - Notice of Change in Relationship
  - Final Pay Acknowledgement
  - If it applies, provide COBRA notices within 14 days
9. Plan for the inevitable (cont.)

- Disaster response
- Workplace violence issues
10. Don’t Go it Alone

- Consider Outsourcing
  - Payroll service bureaus
  - Recruiting organizations
  - Technology vendors
  - Benefits administration software

- Be involved in your industry and your community

- Utilize trusted legal counsel
Thank you...

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