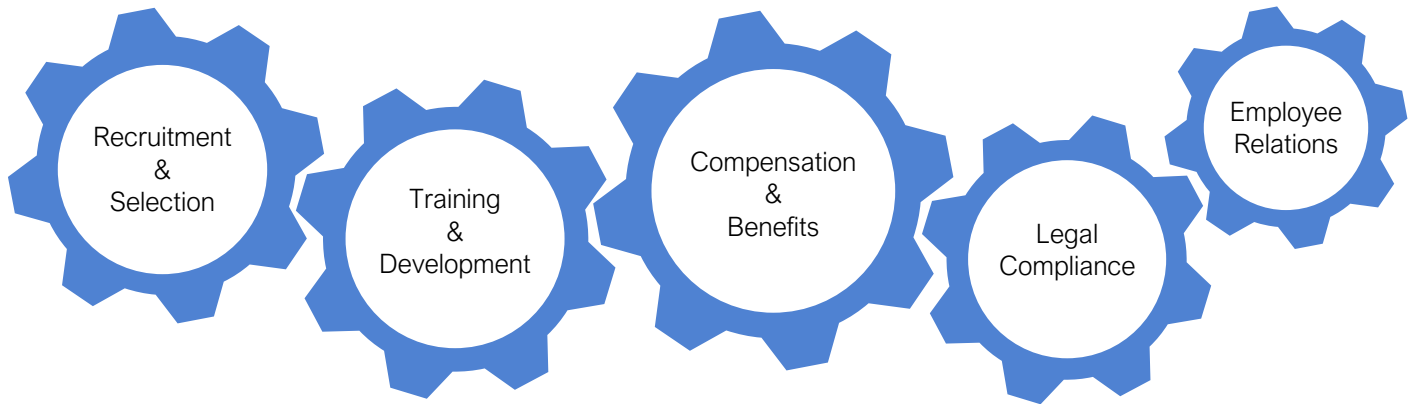# HR Basics
Quick Reference Card

The Fundamentals

Human Resources (HR) is a department within an organization that handles all matters related to employees, including:

- Recruitment & Selection
- Training & Development
- Compensation & Benefits
- Legal Compliance
- Employee Relations

HR professionals also have legal and ethical standards they are required to uphold in the workplace:
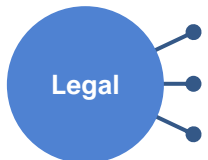
Legal
- Employment Laws
- Discrimination and Equal Opportunity Laws
- Privacy Laws

Ethical
- Confidentiality
- Fairness and Impartiality
- Transparency

Recruitment and Selection

There are 3 important considerations when recruiting and selecting an ideal candidate:

1 **Job Analysis** – What are the details of the position are you hiring for? Consider:
- Job Responsibilities
- Required Skills
- Work Environment

2 **Recruitment** – How do you find the perfect candidate for the job? Post the position to:
- Online Job Boards
- LinkedIn
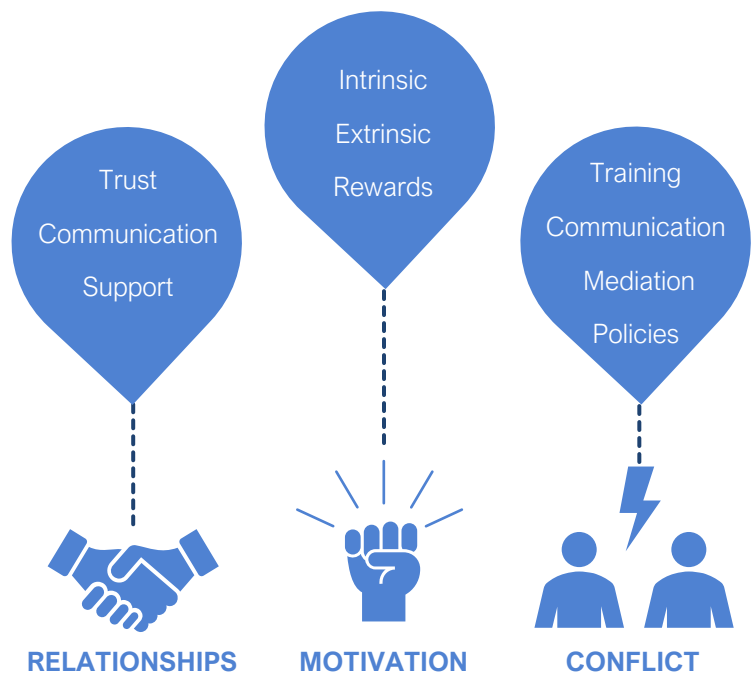- Industry-Specific Job Boards

3 **Fair Selection** – How do you give each candidate an equal opportunity? During the hiring process:
- Screen Applications Consistently
- Conduct Structured Interviews
- Establish a scoring system

Employee Relations and Engagement

HR is responsible for balancing positive relationships, enhancing motivation, and managing conflicts to optimize worker satisfaction.

- Trust
  Communication
  Support
- Intrinsic
  Extrinsic
  Rewards
- Training
  Communication
  Mediation
  Policies

RELATIONSHIPS   **MOTIVATION**   **CONFLICT**

Compensation and Benefits

EMPLOYEE COMPENSATION
- Fixed Earnings
- Performance Bonuses
- Signing Bonuses
- Profit-Sharing
- Stock Options
- Commissions
- Overtime Pay
- Travel Allowances

EMPLOYEE BENEFITS
- Personal Leave
- Dental Insurance
- Life Insurance
- A Retirement Plan
- Child Care
- Paid Vacation
- Sick Leave
- Health Insurace

Performance Management

Performance appraisals provide a formal, recorded assessment of an individual's performance, potential, and developmental needs. They are important for both the employee and the employer and should include:

PERFORMANCE EXPECTATIONS
Set clear, measurable, and attainable performance expectations.
Example: Jane, a sales rep, is expected to achieve a 10% increase in sales this year.

PERFORMANCE STANDARDS
The fair, objective, and applicable metrics by which employee performance is assessed.
Example: A customer service rep must maintain an average customer satisfaction rating.

PERFORMANCE MEASUREMENT
The actual evaluation of the employee's performance.
Example: Quarterly sales reports used to measure a salesperson's performance.

FEEDBACK & COACHING
Essential components to helping employees improve. This should be a two-way process.
Example: A manager coaching a project lead on how to improve team management skills.

Learning and Development

The learning and development component of HR includes:

Employee Onboarding
- Integration to the organization
- Cultural and Operational Orientation
- Foundation for Success

Training and Development
- On-the-job training
- Mentorship programs
- Workshops and seminars

Career Development
- Cross-Training
- Mentorship Programs
- Continuous Learning Programs
- Leadership Development Programs

Policies and Procedures

These are some of the key elements that should be included in your HR policies:

- ✓ **Purpose**: Each policy should have a clear purpose, providing a rationale that employees can understand.

- ✓ **Scope**: A policy's scope defines who it applies to. This could be company-wide or pertain only to certain departments or roles.

- ✓ **Procedure**: The procedure outlines the steps employees should follow in relation to the policy.

- ✓ **Consequences**: The policy should clearly outline the consequences for non-compliance. This could range from verbal or written warnings, to suspension or even termination in serious cases.

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SKILLS	PRE-ASSESS	LESSON	POST-ASSESS	GROWTH
Sexual Harassment Verified Learning	25%		75%	50% Improvement
Quid Pro Quo Harassment	● Fail	● Complete	● Pass	
Hostile Workplace	● Pass	● Complete	● (Pass)	
Protected Characteristics	● Fail	● Complete	● Pass	
Unwelcome Conduct	● Fail	● Complete	● Fail	

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