

HR Management

An Introduction



What is Human Resources?

'Best Practice' Recruitment

Employment Issues

The Evolution of HR



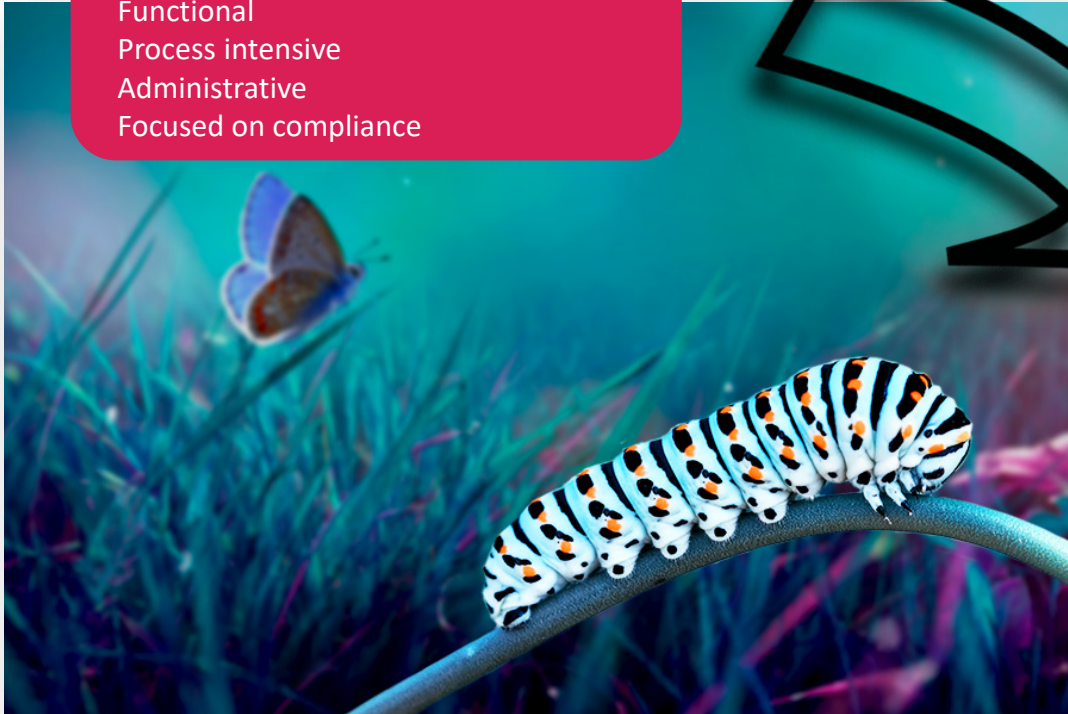
Personnel Administration

Data stored manually
Transactional
Functional
Process intensive
Administrative
Focused on compliance



Human Resources Management

Digital HR technology
Data/Analytics
Automated process
Strategic partner
Transformative
Focused on talent and employee experience



The Legislative Framework for Employment Relationships in New Zealand



HR Areas

- Workforce planning
- Recruitment
- Learning & Development
- Compensation & Benefits
- Goal Setting & Performance Appraisals
- Engagement
- Compliance
- Employment Relations
- Payroll
- Health & Safety



What is Human Resources?



'Best Practice' Recruitment

Employment Issues

Reflect



What do you remember about the recruitment processes you have been through in your career? Which ones stick out as particularly good or bad?

In your current working environment, how does your employer find and hire a new employee? Do they always get it right? Why or why not?

Have you or someone you know ever taken a job where it hasn't worked out long term due to fit. How could this have been avoided?

Advertising



Writing a Great Advertisement

Use a person specification or position description as a starting point.

Undertake some competitor research.

Use a catchy headline.

Provide some information about the organisation and team.

Be clear about the role and the purpose or expectations of the role.

Be clear about the skills, qualifications and experience required.

Outline the package and benefits (including non-monetary benefits).

Provide a call to action.

Break



Interviewing

Effective Interviewing

Selecting the best format.

Using a guide.

Professional first impression.

Introduction and explain format.

Questions to test out technical skills and experience.

Behavioural based interviewing techniques.

'Fit' questions.

Candidate questions.

Wrapping up.

Following up post-interview.



Onboarding

Onboarding

Prepare the team – provide communication ahead of time.

Prepare the workspace or working environment.

Have a plan.

Make introductions.

Be clear about how the role is crucial to overall success.

Allow for informal opportunities for connection.

Consider a buddy/mentor option.

Check-in, regularly (for a reasonable period of time).



What is Human Resources?

'Best Practice' Recruitment

> Employment Issues

Reflect



Have you or someone you know ever experienced an employment relationship issue? What happens to engagement and satisfaction at work when someone has these types of concerns? How could the situation have been avoided?

What steps do you take personally to ensure your engaged and satisfied at work? What strategies do you use to mitigate becoming involved in employment relationship issues?

Employment Issues

Feedback

- Verbal Feedback
- Coaching
- Disciplinary/PIP
- Performance Review

Coaching

- When?
- How?
- Agreed Actions
- Summary/Acknowledgement



Question

