

20 HR Questions: 20 Answers

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QUESTIONS
answers & K

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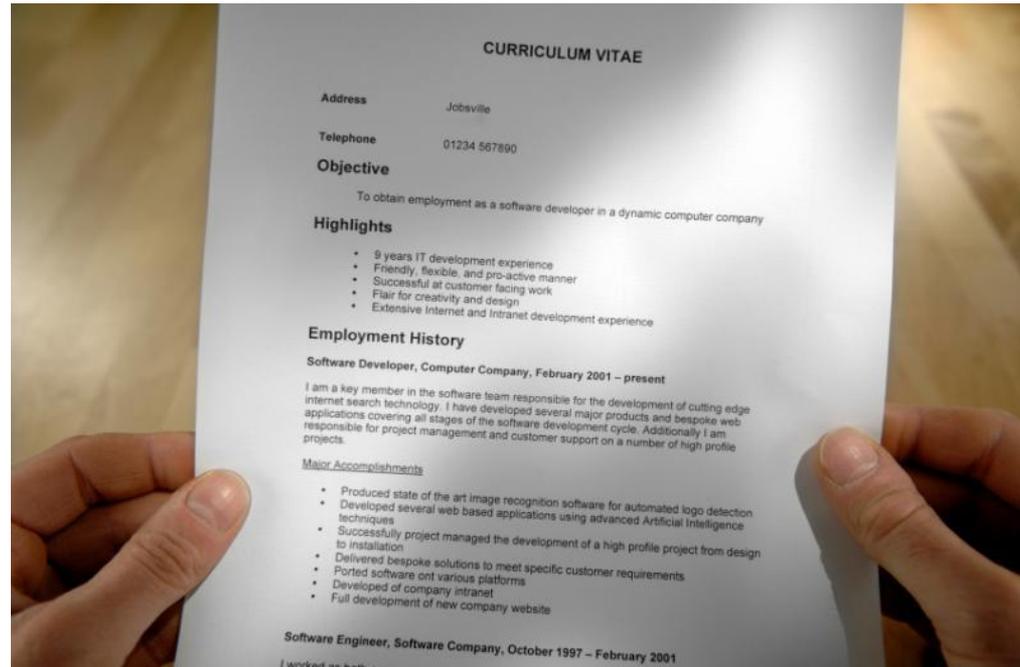
Over 263
Questions
in
52 weeks



5 Per Week

QUESTIONS &
answers

1. How do we find individuals whose work matches their resume?



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QUESTIONS & answers

1. Finding individuals whose work matches their resume

- Conduct thorough interviews
- What did they do vs. what their team did?
- Degrees vs. thought process and willingness to learn
- Ask the right questions
- Two people interviewing



2. How do I find loyal and long-term staff?



QUESTIONS & answers

2. Finding loyal and long-term staff

- Look at past experiences
- Speak with previous supervisors
- Make sure they understand and buy into your mission/vision
- People don't leave organizations, they leave managers



3. How do we keep those we have invested in from using us as a stepping stone to other employment?



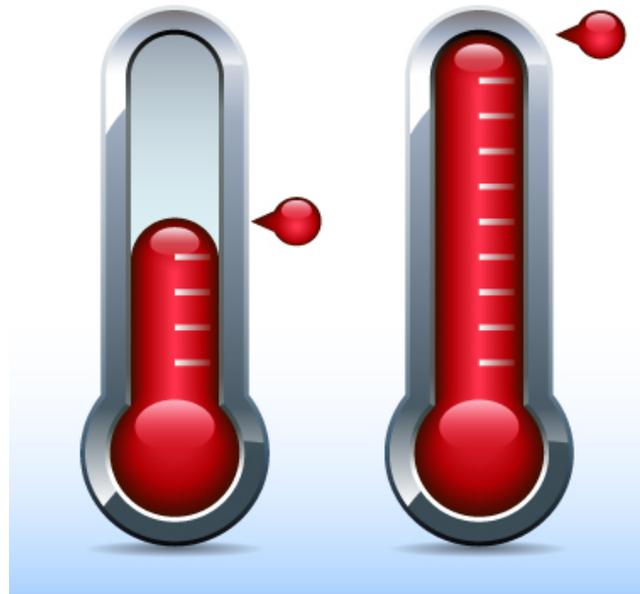
QUESTIONS &
answers &

3. Keeping those we have invested in from using us as a stepping stone to other employment

- Lateral moves
 - Conduct “stay interviews” before they leave
 - Build a healthy culture where trust is high
- Step-up moves



4. How do I promote self-developed and tracked goals for staff?



4. Promoting self-developed and tracked goals for staff

- Keep the mission center of focus
 - Corporate goals
 - Individual goals
 - Personal goals
- Visuals- lots of them
- Measure & review together
- Goals, Objectives and Results
- Line of sight—how their work affects others



What do I know?

- I don't know what I don't know
- I know what I don't know
- I have an action plan to address what I don't know
- I am knowledgeable and effective in the core competencies and can mentor others



4-Whats

- What could we do?
- What should we do?
- What must we do?
- What will we do?



5. How do I develop and document short/ongoing evaluations over one annual one?



QUESTIONS & answers

5. Developing short/ongoing evaluations over one annual one

- Pop-up management
- Open dialogue about change
- Weekly Goals, Objectives and Results
- Six-month combined review focused on growth of organization and employee's contribution



6. How do I motivate employees to continue to want to be part of the team?

when you feel like giving up,
look back at how far you've come.



be strong. stay on your path.
never stop going.

Motivation 
&
 Emotion

[This Photo](#)

QUESTIONS &
answers &

6. Motivating employees to continue to want to be part of the team

- Employees need to be emotionally tied to mission and vision
- What is your organization really doing for others?
- Model your passion
- Listen to your employees (read comments)

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QUESTIONS &
answers

7. What are some incentive/reward ideas for team members to keep them motivated, engaged, and reduce turnover?



QUESTIONS & answers

7. Incentive/reward ideas for team members to keep them motivated, engaged, and reduce turnover

- Birthdays off
- Thank you notes – hand written or SOC
- Gift Cards (taxable)
- Flex-time
- Recognition in front of group
- Have fun!!!



8. How do we build unity amongst our staff given the different interests?



QUESTIONS & answers

8. Building unity amongst our staff given the different interests

- Off-campus retreats
- Play together
- Brainstorm together
- Two truths, one lie game



9. Can we restrict the usage of employee's cell phone for personal calls during the day?



QUESTIONS & answers

10. How do we ensure employees who work remotely are using their time wisely and stay connected to the team?



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QUESTIONS &
answers &

10. Flexibility, accountability and engaged employees who work remotely

- Results over time/hours
- Projects over billable hours
- Open, honest discussions
- Mandatory weekly online meetings with group

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QUESTIONS &
answers &

11. Can we take employees over 65 years of age off our Health Insurance plan since they have access to Medicare?



QUESTIONS & answers

11. Taking employees over 65 years of age off Health Insurance plans

- Medicare plus gap plan, saving insurance premium dollars
- Fewer than 20 employees – Medicare first
- Greater than 20 employees – Medicare second



12. We are having a difficult time with reference checking applicants because previous employers are afraid to speak out. Any suggestions?



QUESTIONS & answers

12. Getting previous employers to speak out and provide reference checking

- Release forms from applicant
- Written request produces more results
- Phone calls



13. How often should we conduct Background Checks on employees and volunteers?



QUESTIONS & answers

13. Conducting Background Checks on employees and volunteers

- 3-5 years
- 4th on list
 - Negligent hiring
 - Negligent supervision
 - Negligent retention
- 1st Lawsuit was filed against a church last year for not conducting background check



14. We want to update our Personnel Manual. How do we get people to buy into the changes?



QUESTIONS & answers

14. Getting buy-in to Personnel Manuals and Policy Changes

- Involve the whole team
- Ask for feedback-top five most important items
- Ask for consequences for not following the policy
- Focus on benefits to employee



15. We have an employee that gets her work done but has a bad attitude and is not a team player. Can we terminate based on attitude?

A bad attitude
is like a flat tire

you can't go anywhere



until
you
change
it



*Attitude?
What Attitude?*

**QUESTIONS &
answers**

15. How often should we be conducting Employee Reviews and how do we get people to assess fairly?



16. What steps do you include in the New Hire process and in what order?



17. Are we required to offer Unemployment Insurance?



QUESTIONS & answers

18. Are we required to have Worker's Compensation Insurance?



QUESTIONS &
answers &

18. Worker's Compensation Insurance

- State by State—know your State laws
- Texas – no, but you are required to help employee get back to same condition as before accident
- SBC incident
- WC Insurance – small price to pay for what could be



19. Can we lay people off or reduce hours legally?



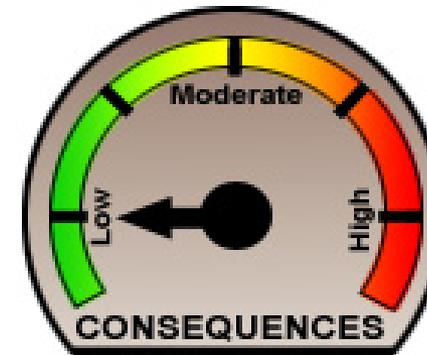
20. Can we cut someone's salary or benefits?



QUESTIONS &
answers &

In Summary

RISK METER



QUESTIONS &
answers &



Connecting People and Resources

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QUESTIONS &
answers