

HR for Supervisors and Managers

Length: 3 Days

COURSE CONTENT

DAY 1

Foundations for Human Capital Management - 8:30 am

- Describe the nine merit system principles
- Recognize the agencies that provide oversight for the merit principles
- Given a situation, determine whether a prohibited personnel practice has occurred and recommend a course of action
- Understand government ethics and how they relate in a variety of settings

Equal Opportunity, Sexual Harassment, Diversity and Reasonable Accommodation in the Federal Workforce - 10:00 am

- Discuss some ways your agency fosters and environment that values and respects differences
- Analyze workplace situations to determine whether an illegal practice has occurred
- Describe your role in preventing and dealing with sexual harassment and hostile work environment
- Understand the basic concepts of reasonable accommodation
- Recall the steps in the EEO complaint process

BREAK - 10:15 am

EEO continued - 10:30 am

LUNCH 12:00 pm

EEO continued - 1:00 pm

BREAK - 3:15 pm

Federal Pay- 3:30 pm

- Recognize the three statutory pay systems.
- Discuss how to use relocation, retention, and recruitment bonuses.
- Identify different types of premium pay and when to use them.
- Understand how to apply the Fair Labor Standards Act (FLSA)

DAY 2

Position Management and Classification - 8:30 am

- Explain the goals of position management and the classification process
- Use the FES format to write a position description
- Recognize the items included in a FWS position description

Filling Positions - 9:30 am

- Use OPM's workforce planning model to determine mission-critical positions and future needs
- Use job analysis to identify mission-critical competencies for a position in your workgroup
- Identify appointing authorities and hiring flexibilities available
- Identify competencies and appropriate assessments related to a position
- Identify ways to assess applicants, interview candidates using behavior based interviewing and make selections to fill positions

BREAK - 10:15 am

Filling Positions, continued - 10:30 am

LUNCH - 12:00 pm

Effective Performance Management - 1:00 pm

- Identify strategically linked performance elements and write measurable standards for each
- Implement strategies to communicate performance expectations to employees
- Identify methods for monitoring performance within your work unit
- Describe the characteristics of effective feedback and follow guidelines for providing positive and corrective feedback effectively
- Assist employees to assess competency skill gaps and create and implement personal development plans
- Recognize and use development resources and opportunities
- Evaluate and rate employee performance
- List some common awards that may be associated with performance ratings.

BREAK - 2:30 pm

Effective Performance Management, continued - 2:45 pm

Problem-Solving in the Workplace - 3:00 pm

- Describe the benefits and application of alternative dispute resolution procedures
- List the steps in a grievance procedure
- Discuss the role of the supervisor in handling complaints and grievances
- List the advantages of ADR and describe the process

DAY 3

Handling Employee Problems - 8:30 am

- Distinguish between performance and conduct problems
- Describe the steps for handling both conduct and performance problems, including use of the Employee Assistance Program
- Explain the value of counseling for minor conduct problems

- Maintain appropriate documentation of employee conduct and performance
- Examine the range of penalties and determine appropriate disciplinary actions for conduct problems
- Use performance improvement plans effectively to address performance problems
- Explain employee rights in both performance and conduct matters

BREAK - 10:15 am

Leave Administration and Approval - 10:45 am

- Describe the various types of leave and accrual rates
- Recognize when and how each type of leave can be used
- Identify the supervisor's role in managing time, attendance and leave
- Discuss how to recognize patterns of abuse and handle problems with leave and attendance

LUNCH - 12:00 pm

Labor Relations - 1:00 pm

- Understand the collective bargaining process and recognize the rights of employees, unions, and management
- Determine whether practices affect conditions of employment
- Evaluate situations to determine whether union participation is required

BREAK - 2:30 pm

Workers Compensation - 3:15 pm

- Describe supervisory responsibilities in Workers Comp
- Discuss where to get additional information

Course Summary - 4:00 pm