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topics

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01

R E S P E C T &
D E L E G A T I O N

01

As a business owner, your employees have expectations of you and you have expectations of your employees.

Let's first look into the expectations your employees have of you:

- **Flexibility.** Employees are increasingly expecting the ability to have a more flexible work schedule than Monday through Friday, 9am - 5pm, in the office. Teleworking, is on the rise, as are schedule accommodations for family care.
- **Commitment to health and wellness.** Robust benefit packages and incentives for being healthy are extremely valued by the current workforce.
- **Purpose.** Employees expect to be recognized for their hardwork. Show your gratitude! Also, as an employer you should be making clear how your employees' work is impacting your company's overall vision & mission.



- **Respect & Trust.** These are two huge expectations and you should always be treating your employees with the utmost respect, while also showing them that you trust them to successfully complete their required tasks.
- **Feedback.** Conduct regular performance reviews and involve your employees in the process. Collaborate with them and work with them on creating and accomplishing their goals in the workplace.

Now let's look into how you can properly delegate tasks to your employees while maintaining respect and trust:



- **Identify the tasks you can delegate out to employees.** Think in terms of what certain employees excel at and what they like to do.
- **Remain flexible.** Focus on results and give people room to approach a task in their own way.

- Clarify your expectations. Write out what you want to achieve to see if it sounds logical and comprehensive. Be specific about the timeline and results needed.
- Share your knowledge. Help the person you're working with succeed by being generous with any information or tips you can give them based on your experience.
- Ensure you are on the same page. Remain available for your employees if they need clarification or have questions/concerns.



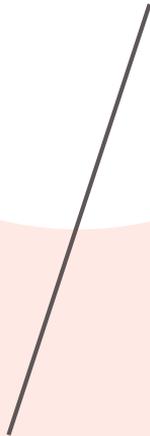
Delegating effectively is the best way to accomplish more and help people feel like they're a vital part of any effort.

Everyone benefits when you learn how to get work done through others. You protect yourself from burnout and you give other people a chance to learn and grow.

02



V A L U E S &
L E A D E R S H I P



02

Owning a business requires you to be a leader. Whether you have 1 employee or 10,000 employees, it is crucial that you continually strive to grow your leadership skills.



One of the most important aspects of being a leader, is personal development. In order to lead others, you first must be confident in yourself and your abilities.

Take note of your strengths and your weaknesses. Develop a plan to improve on your weaknesses and stay committed.

As a leader, you are the main sense of force in a company and you can either steer your company towards success or down the road of failure. You need to be passionate about your work and inspire those around you with your vision.

Leaders have the ability to create a positive, welcoming company culture, or a toxic environment. We will touch more on this in the next section.

Leaders need to be decisive and able to act quickly. The most straightforward approach to facilitate easier decision-making is to focus on values. What your belief system allows you to approve of is the key to relieve the stress that normally comes with tough decisions.

By committing to your values, you can be certain that you're making a wise choice, despite what your coworkers may want you to do.



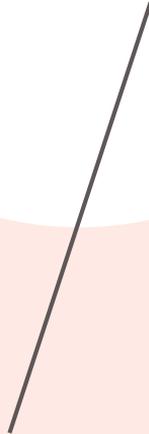
There are many reasons to base your decisions on your value system. Life is about what's important to you! At the end of the day, your ultimate happiness is the ideal focal point. Build that happiness through values-based decision-making.

While your values and your company's values are up to you and are highly individualized, a few that seem to be common and important in most businesses are integrity, trust, honesty, accountability, commitment to customers, and passion.

03



C O M P A N Y
C U L T U R E



03

Company culture refers to the personality of your company. It defines how people interact in your company's specific work environment.

As a leader you need to ask yourself, what kind of company culture would I like my company to have? This should be directly tied into your company's values, mission, and vision.

Do you want a culture of flexibility, patience, kindness, support, and understanding? Or maybe a culture of mentorship, fun, innovation, and creativity?



Having a defined company culture gives your team something to be excited about. It comprises the beliefs and behaviors that influence how employees and leadership interact with one another and how they handle business transactions. It embodies the core values of your company that each team member emulates.

Your company culture will either attract or repel individuals, so it is extremely important to make sure your culture and all of your employees are well-aligned. One mis-aligned individual could throw off your entire company culture and negatively impact those around them.

Company's with toxic cultures may experience high employee turnover and a decline in profit, and the employees of those companies may be in a constant state of stress and negativity.

Happy employees lead to successful businesses. This is due to the fact that happy employees are more productive, more creative, more loyal, and more collaborative.

A few ways to create a culture where employees are happy include encouraging professional growth, promoting work-life balance, increasing flexible work options (telework, etc.), and implementing a rewards and recognition system.

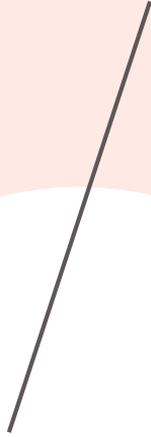


One topic that comes up often when discussing company culture is empathy. Open your door, open your heart, open your ears. But remember that professionally, there always needs to be boundaries.

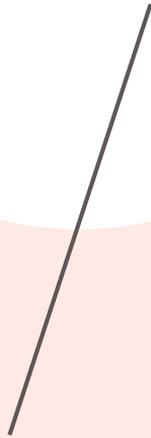
Never pry someone, never make them feel uncomfortable or that their feelings are not important. Just ask & listen. At the end of the day, empathy in the workplace creates an environment that is more welcoming and positive, and might create a more efficient and productive workplace as well.



04



D I S C I P L I N A R Y
A C T I O N



04

While it would be great to never have to take disciplinary action against an employee, that is not reality. Here are a few important things to keep in mind regarding disciplinary action:

- Create a policy that is enforced for all employees! You can not pick and choose who the rules apply to. They must apply to all in order for you to properly enforce them.



- Gather the facts of the infraction and document every incident. Documentation is SO crucial. Documentation is not just for the negative, you also want to document the positive conversations as well. It is important to be timely and precise with your documenting.

- List all expectations, guidelines, and disciplinary procedures in your Company Handbook. This makes it so your expectations are clearly laid out, as well as the consequences for any employee that does not adhere to your expectations or guidelines.



While each company has different expectations and consequences, a tiered approach to disciplinary action is usually the best way to go. Meaning most offenses, unless extreme and noted as such in the company/employee handbook, will be met with a verbal warning. Following the verbal warning, if the negative action is still occurring, a formal written warning is given. If the offense continues after these approaches, termination is usually the final step.

05

I M P O R T A N T
D O C U M E N T S

05

The previous topics in this ebook mentioned two very important documents for companies. The employee handbook and job descriptions.

Let's first look into the handbook. A handbook is the document that contains all of your policies, procedures, working conditions, and behavioral expectations for your company.



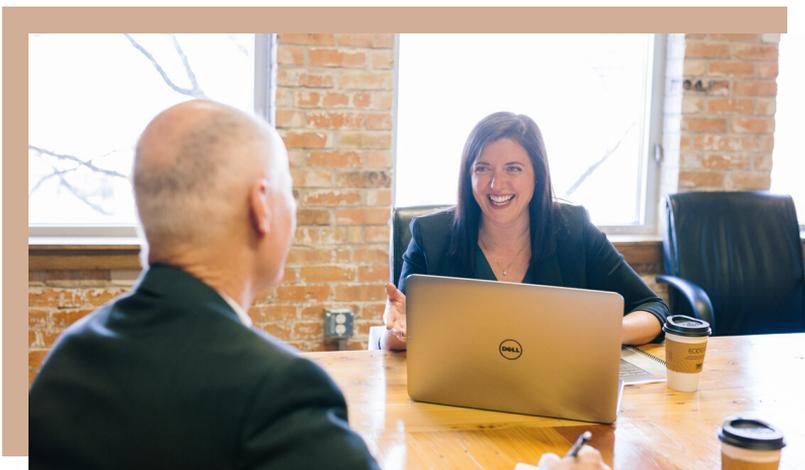
With a handbook, employees always know what is expected of them and what their employer expects in the workplace. This allows the employer to know that the employees are informed about actions and behaviors that could lead to progressive discipline including termination procedures.

Poorly written, outdated or inconsistent handbooks can hurt your company, so it is important to routinely reassess and adjust your handbook as needed.

Now let's discuss job descriptions. We touched earlier on how your company's culture will either attract or repel potential employees. It is important that your job description aligns with your company culture so that you are attracting the right candidates.

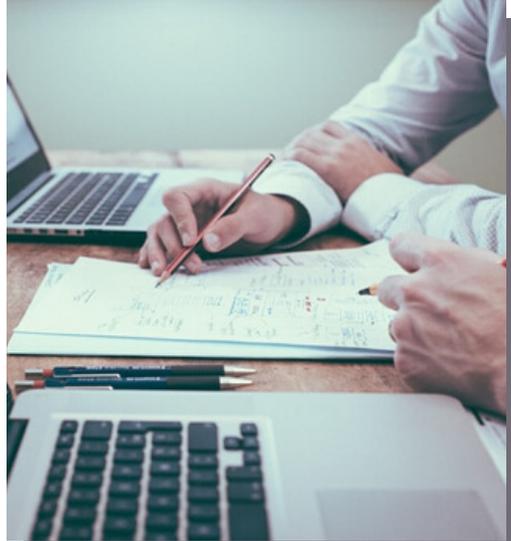
Job descriptions assist in making sure your staff duties align with your company vision. They allow you to make informed hiring decisions by developing recruiting strategies that clearly outline to applicants their role and responsibilities.

When conducting interviews, job descriptions should form the foundation for the development of interview questions. Job descriptions can also be used to determine areas in need of training and development when expectations or requirements are not being met.



Having clear job descriptions also allows for a basis on which to develop compensation plans that ensure jobs are being compensated in ways that reflect their levels of responsibility and qualification in the organization.

Finally, when used as a means to communicate expectations, job descriptions can also be used as a basis for performance management. Having a clear job description allows employees to understand the responsibilities and duties that are required and expected of them.



Job descriptions should include a high-level summary of the key duties, identification of the values that should be demonstrated by all staff, a detailed list of the responsibilities for the specific job, a description of the experience, knowledge, skills and abilities required and a list of any special working conditions or minimum physical requirements.

Conclusion

As a small business owner or part of a leadership team, we understand the difficulties that come with everyday business. The HR Trail was founded to help small businesses reinvent their business through their people.

We strive to create an environment where employees and employers have a mutual respect and trust by taking the stress from the owners and providing simple, yet efficient processes.

When business owners try to do it all, HR gets pushed to the wayside. We have found that putting the time into creating a process for effective delegation and compliance can pay off ten fold in the future.

Whenever you feel stuck or need assistance, please feel free to reach out to us at: **thehrtrail@gmail.com** or via phone at **301.992.8725**. You can always check us out at www.thehrtrail.com.