

ADP HR AssistSM HR Crash Course for the Small Business Owner

MyBizDay
October 18th, 2018



How today will flow...

Finding Great Talent

Keeping Your Best Talent

*End Employment
the HR Way*



HR Experts ready to help!

HR Professional for 17 years!

- CHRL certified
- Active member of the HRPA
- HR Certificate from Ryerson University
- *21 years of customer service experience in hospitality from business to luxury hotels*

Previous Experience

- President of the Hospitality Human Resources Professional Association
- Chair of the Centennial College Hospitality PAC
- BA from York University



***Hanan Haddad, CHRL
Director, HRBA***

Finding Great Talent



Value Proposition

- Ensure your job descriptions are relevant, accurate and engaging
- What do you have to offer prospective employees
- What will prospective employees get out of a working partnership
- Flexibility and autonomy
- Pay and perks

Search

- Reach out and build your network
- Benefit of interns and graduates
- Diversify your Search
- Look outside the experience box
- Always reply to applicants

Interviews

- Ensure your applicants know where, when and what to expect
- Is your interview a quiz or discussion
- What do you really need to know?

Onboarding

- How do you welcome a new hire
- Who, What, When, Where, How?
- Is it working and when to assess
- What's next...



Keeping Your Best Talent



Celebrate Success

- Set smaller as well as larger key milestones and goals
- Celebrate all your successes – Recognition is key
- Thank you, thank you, thank you
- Find out how your team likes to be recognized and make it personal

Engagement and Growth

- How much do I like my job to How much will I do for my company
- Speak to your teams and keep up with the pulse and mood
- Offer opportunities to learn, develop and grow
- Get the basics right (safety, communication, clarity)

When to Let Go

- Don't wait too long and avoid giving too many chances
- Consistent performance issues and fit and culture breakdown
- Respectful process and clear communication
- Understand due diligence and notice requirements (if any)



End Employment the HR Way



Cause or Not for Cause

- Is this a for cause or not for cause termination
- Know the difference and what steps need to be followed for each
- Do you have enough evidence for cause
- Why terminate in a not for cause situation

Be Prepared

- Do you have all your information and speaking notes
- Have the parties that need to be advised know
- When to clean out a desk or locker
- Keys, passes, the way out

Payments and ROE

- Do you own the employee any money
- How much do you need to pay
- What do I do with an ROE
- When does all this need to be done

What Comes Next

- How much do you want to communicate with the team
- Who does the work now
- Keeping pulse on the rest of the team



Questions?



Employee Lifecycle

Find HR forms and guides for the entire employment management life cycle from recruitment to retirement.



Hiring



First Day



HR
Administration



Managing
Employees



Ending
Employment



Tips of the Week

The Tips of the Week provides useful tips to help you manage your employees [CHECK IT OUT](#)

HR Toolkit

Collection of tools, templates and other resources available to support your HR needs.

Managing HR
Compliance

LEARN MORE

Document
Builder

BUILD MY DOCUMENTS

HR Helpdesk

CONTACT US

Library &
Resources

VIEW NOW

Thank you!

Let's stay in touch:

- 1) Visit me at the ADP booth. You may even win a prize!
- 2) Email: hanan.haddad@ADP.com



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Director, HRBA***