

# SECOND ALLIANCE PRESENTS THE MANAGER'S BREAKOUT SESSION

MANAGING PEOPLE  
WEBINAR SECTION 1  
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# Managing People

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- Working with New or Experienced members of the Staff
  - The TEAM Concept is inclusive and Welcomes new IDEAS!
- Many times those doing the job have Ideas
  - Sometimes they know best how to accomplish the job
  - Sometimes they may not see the WHOLE picture
    - The Manager may need to explain WHY
- Team Members take RESPONSIBILITY
  - They understand they are part of a TEAM
  - They see their job as interrelated to others in your Department and throughout the University.



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- Cross Training is a Key to a good Team
  - Effective members feel free to reach out to co-workers
  - Help during PEAK and Special Projects will show positive results
    - All will share in the successes
    - Time sensitive assignments usually are completed ahead of deadlines
- Open Door policy from Managers
  - The Director's and Assistants should promote an open-door policy and welcome discussion on work related items.
- University Services should be offered and available to all team members
  - Mental Health, Physical Health, Job advocates, Union Representatives, Classes toward degrees or certificates
  - Upward mobility should be supported and being a "GOOD FIT" is a plus in every Department.
- The Director holds the Ultimate Decision Power
  - The Buck needs to Stop somewhere and though input is welcome the Decision is YOURS!



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## ■ Policies and Procedures

- Should be reviewed periodically and adjusted or replaced when necessary
  - Things change and our official Procedures need to evolve.

## ■ Inclusion and Understanding

- One approach is to include Your Staff
  - If they participate in the Process they will believe in the Results!
- Have each employee put their job description in writing
  - Be sure they include EVERY aspect of their jobs, including daily processes and special assignments during PEAK
    - **Also Request in writing any suggestions to improve the processes they just described**
  - Compare the Official Job Description with what each employee submits
    - You will be surprised how much “*other duties as assigned*” covers
- Also Obtain overall Office and Team Suggestions
  - Such as:
    - Arrangement of Office for efficacy
    - Scheduling lunch or breaks
    - Training and Classes
    - Overtime or Flex Hours (Peak, special assignments or regular functions)



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## ■ Staff Meetings

- Make sure regular staff meetings are Scheduled and an Agenda Distributed
  - Meetings need to be planned and have a purpose
  - Take input from any and all Team members
  - BE CONSISTENT.

## ■ TRAINING

- Is key to ensure the full understanding of all the aspects of one's job
- Everyone MUST understand timeframes and production requirements...and WHY!
  - If they understand, the TEAM members will feel confident and fully perform the duties as required.
- Offer Outside Training
  - Online
  - Off-site
  - Offer University Continuing Education Classes
  - Work with HR to offer Training Classes to benefit the Team Members

## ■ PROFESSIONALISM

- Make sure everyone knows and understands the Dress Codes
  - Business Attire
  - Business Casual – when Appropriate
  - University Wear (ie: Friday's before Football games, big Conference Basketball games, First day of Classes)



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- ABUSE and Dealing with Diversity in the Workplace
  - What is RESPECT
    - What is EXPECTED
      - From Management
      - From Co-workers
      - Toward Customers and Visitors
  - Individual Rights
  - Not Stepping over the line!
    - HR Training is a MUST
    - Update and Understand laws, rules and regulations
    - Understand University Policy
      - Including Zero Tolerance



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- Progressive Discipline in Union and non-union Environments
  - Official Handbooks from HR and/or the Unions should include policies covering:
    - Attendance and Tardiness
      - Progressive discipline steps should be reviewed and understood
        - Know when suspension or docking of pay is involved
    - Job Performance
      - Evaluations for raises, bonuses or maintaining the job should be formally scheduled
        - Quarterly or Yearly
      - Probation for new hires and transfers have scheduled meetings and reviews
      - A formal meeting (possibly with HR) to announce the passing of probation or termination.
      - Following Policy and Procedures
        - If a violation, follow the write up schedule
          - Conduct a meeting with the employee (and if applicable the Union Representative) for all written and verbal discipline
      - KEEP Proper Records
        - Know what stays in the Employees Record
        - Issue the Employee (and Union if applicable) a copy



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- Discipline to Termination
  - Understand Progressive Discipline
    - Review employee records and communicate “the next step” as a caution following disciplinary cases
      - The next step should never be a surprise to you, the Union or the employee
    - Understand the Appeal Process
      - Know the difference with each Union Contract and ‘At-Will’ employees
        - Understand the rights for representation
        - A good practice is to consult with HR before disciplinary meetings
          - The University may offer HR help for such meetings
  - TERMINATION
    - When called for hold the employee responsible and TERMINATE
      - Follow University exit policies
        - If you have a question rely on HR and upper Management for support.





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- Conclusion of Section One....
- Thank you for your attention..
  - Tune in to our future Webinars for Sections 2 & 3 of our 2019 Manager's Breakout Sessions -- [Internal Collections](#) and [Working with Vendors!!](#)

