

Supervisor Training

CREATED BY: MOUNTWEST HR, EMPLOYEE DEVELOPMENT & PAYROLL
TEAM

Topics

- ▶ **The Supervisory Role - Communication & Leadership**
- ▶ **Dealing with Conflicts**
- ▶ **New Employee Onboarding**
- ▶ **Legal Issues for Supervisors**

Communication, Leadership & Respect

The Supervisory Role

- ▶ It can be difficult going from “co-worker” to “supervisor”....
 - ▶ How do I communicate with my employees?
 - ▶ How do I earn their respect?
 - ▶ How do I keep from being overwhelmed?

The Supervisory Role: Earning Respect & Communication

- ▶ Realize that previous relationships with co-workers will need to be moved to a different level...have a talk with yourself! It's not a popularity contest
- ▶ Set expectations from the beginning...but it is never too late!
- ▶ Fairness...let the biases go...you are a supervisor now
- ▶ Listen to and encourage feedback, both ways!
- ▶ Example in the HR department...

Overwhelmed...

New responsibilities, different conflicts everyday, difficult employees, new employees, no time...

- ▶ Relax, most people will feel this way, especially when there are a lot of changes
- ▶ Cross Training
- ▶ Do not vent down!
- ▶ Delegate where possible

Dealing with Conflicts & Difficult Employees

Dealing with Conflicts

- ▶ First and foremost, communicate with your employees, don't assume
- ▶ Know what you can or cannot do...talk to HR!
- ▶ Be firm, but fair...
- ▶ Progressive counseling...it really isn't that bad
- ▶ DOCUMENT, DOCUMENT, DOCUMENT

Progressive Counseling

- ▶ IBOG Policy H-10
- ▶ The four components of progressive counseling are (1) oral warning; (2) written warning; (3) suspension without pay; and (4) termination from employment. The components are applied in the order listed.

Employee Infractions

- ▶ IBOG Policy H-14
- ▶ If a classified or a non-classified employee of Mountwest Community & Technical College (hereinafter the College) commits one or more of the employee infractions set forth below and it is factually determined that he/she committed the infraction(s), he/she will be suspended from employment without pay or terminated from employment.

What To Do...

1. An employee threatens to fight another employee on the premises
2. An employee is constantly tardy and you suspect misuse of our leave policy
3. The employee doesn't report to work for three consecutive workdays, and has not notified you
4. The employee has purposely gone against your direct order

Activity: The Difficult Employee

“As an employee, it is your responsibility to [follow policy, provide documentation, behave in a certain manner]”

"I notice every time we sit down to discuss feedback, you get [upset, angry, defensive]. I have your best interests at heart. What can I do to help you receive feedback with more openness? And here's what I need in these interactions."

New Employee Onboarding



New Employee Onboarding

- ▶ We receive constructive feedback regarding the preparedness of departments upon hire...in general, we are not prepared!

Here are some items to help....

- ▶ New Employee Checklist!
- ▶ Probationary Period Report & Checklist – Classified staff
- ▶ Performance Appraisals
- ▶ Job Guide...your responsibility, but we can help!

Q&A Time...

- ▶ Please share what struggles, questions or concerns you currently have
- ▶ What is the biggest struggle in your department?
- ▶ How can HR better help you?

Legal Issues

- ▶ FMLA – Who, What, When, Why & How
- ▶ FLSA – Exempt vs. Non-Exempt, Overtime, Travel, Meal Breaks
- ▶ Title VII & Title IX – Anti-Discrimination Laws
- ▶ Americans with Disabilities Act (ADA) – Workplace Accommodations

FMLA

- ▶ The birth of a son or daughter or placement of a son or daughter with the employee for adoption or foster care, and to bond with the newborn or newly-placed child;
- ▶ To care for a **spouse, son, daughter, or parent** who has a serious health condition, including incapacity due to pregnancy and for prenatal medical care;
- ▶ For a serious health condition that makes the employee unable to perform the essential functions of his or her job, including incapacity due to pregnancy and for prenatal medical care; or
- ▶ For any qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is a military member on covered active duty or call to covered active duty status

FMLA

- ▶ Up to 12 workweeks of leave in a 12-month period
- ▶ Must have been working for a minimum of 1,250 hours in the past year and has been employed full-time for at least 1 year
- ▶ Employee must be restored to the same or an equivalent job after leave
- ▶ Employee may take intermittent leave (if approved by HR)
- ▶ FMLA is eligible for catastrophic leave when available

FMLA

- ▶ FMLA is unpaid, **job protected leave**, but Mountwest requires for all sick and annual leave to be used while an employee is on FMLA
- ▶ If an employee runs out of leave, we may use the catastrophic leave bank if available; otherwise, the employee will be unpaid
- ▶ Intermittent leave is to be tracked in Kronos with a comment “FMLA leave” for each occurrence. Supervisors should attempt to use a modified consistent schedule when possible. Employees have an obligation to attempt to schedule appointments outside of normal work hours when possible

FLSA

- ▶ FLSA is also known as the “overtime rule” and “minimum wage law”
- ▶ Supervisors need to know the difference between the following:
 - ▶ **Non-exempt:** Hourly employees; eligible for overtime; clocks in and out
 - ▶ **Exempt:** Salary employees; not eligible for overtime, does not clock in and out; is expected to receive a set salary regardless of hours worked
- ▶ If you are not sure, HR can provide a list of your employee FLSA Designations

FLSA

- ▶ Non-exempt employees are required to take breaks and meal breaks. Legally, if an employee works more than **6 hours**, they **MUST** take a lunch break. At Mountwest, we ask that employees take their lunch break prior to working 6 hours
- ▶ Employees working more than **4 hours** should also receive one 15 minute break
- ▶ Employees working at least **8 hours** should receive two 15 minute breaks and a 30 minute lunch (not to be taken at the beginning or end of the day)

Title VII & Title IX

- ▶ Title VII: covers an employer who has fifteen (15) or more employees and prohibits discrimination against any individual on the bases of race, religion, color, sex (including pregnancy and gender identity), sexual orientation, parental status, national origin, age, disability, family medical history or genetic information, political affiliation, military service, or any other non-merit based factor. The law also protects individuals from harassment in the workplace
- ▶ Title IX is an extension of this specifically for federally funded institutions, specifically regarding sexual harassment and sexual violence

Americans with Disabilities Act (ADA)

- ▶ Prevents discrimination based on a disability that substantially limits a major life activity; requires employers to provide reasonable accommodations to an employee or applicant with a disability, unless doing so would cause significant difficulty or expense for the employer
- ▶ Supervisors must recognize when there may be a need for reasonable accommodation and bring that concern to HR. Accommodations could be items such as: flexible schedules, seating, job aids, etc.