

Human Resources Risk Mitigation Tools

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Be Clear

Many of the problems that we see in Employee Labor Relations (ELR) arise out of confusion surrounding expectations, roles and responsibilities, or duties.



Tools to Address Lack of Clarity

- Create a clear document outlining roles and responsibilities for your team.
- Update position descriptions to match those roles.
- Have a time set every year, or twice a year, to discuss expectations with the group, including expectations regarding communication and performance.



Engage in Year-Round Performance Management

An employee is most upset, and therefore most likely to act out, about a negative performance evaluation when he or she is surprised by the message delivered.



Tools for Year-Round Performance Management

- Supervisors should have regular one-on-one meetings to discuss performance, goals and action items.
- Those discussions should include positive reinforcement and critical feedback when appropriate.
- If an employee is not performing well in a certain area, supervisors should be clear about those problems, set an expectation for improvement and ask what resources the employee needs to improve.



Model the Behavior you Expect to See in Your Employees

Actions always speak louder than words so it is imperative that supervisors and leaders in an organization model the behavior they expect to see from their employees.



Tools for Modeling Behavior

- Think intentionally about the expectations you are setting for your employees and then hold yourself to those standards.
- Ask your employees for feedback and create an atmosphere where that type of feedback is allowed.
- Hold your self accountable – when you engage in problematic behavior, call it out and address the issue.



Follow the Rules!

It is critical that managers, supervisors, and HR professionals know the rules and know when to ask questions.



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Tools for Following Rules:

- Identify the rules that apply to your unit. If you aren't sure if you understand all the rules, ask your supervisor or reach out to ELR.
- Read through those rules and attempt to understand them. If you have questions, ask.
- If there is a difficult situation or if the answer is unclear, ask questions.