

The Effective Supervisor®

Principles of Effective Leadership

- Building a culture of success.
- Building a culture of engagement.
- Communicating and leading through times of change.

A Supervisor's Guide to Employment Laws

- Employment at will and right-to-work: What are the differences in these concepts? Exceptions to each concept?
- Anti-discrimination law: "Equal opportunity employer" doesn't mean you must treat all employees the same...so what does it mean and who does it cover?
- Religious accommodations: What is required and what is not.
- The rest (or most of them): National Labor Relations Act for union and non-union employers; Fair Labor Standards Act; Family and Medical Leave Act.
- Anti-retaliation law: Turning a molehill of a frivolous complaint into a gold mine for a plaintiff's attorney.
- Workplace technology law: Addressing concerns about social media, recording devices, and electronic property.
- Mythical law: Rights employees think they have (but they don't).

Harassment, Bullying, Violence: A Supervisor's Role and Responsibilities

- Drawing the line between irritating and illegal.
- Managing in the #MeToo movement.
- Investigations: Planning, executing, and concluding meaningful and reasonable investigations, even in he-said/she-said situations.
- Resolving employee conflict.
- Practices that prevent workplace violence.

Medical Matters Matter

- Sick, injured or pregnant?
- Restricted duty or disabled?
- When accommodations become unreasonable.
- Managing an employee with a personal or family medical matter
- Marijuana, prescription and over-the-counter drugs: Test? Accommodate? Safety? Performance?

Successful Hiring, Interviewing, and Promotions

- The best questions to ask, the legal questions to ask, and winning over the best candidate.
- Resume or application?
- Credit/criminal history background check
- Pay history information

Managing Employee Performance and Conduct

- Great Documentation: Writing that gets responses from subordinates, appreciation from Human Resources and your boss, and deference from employment agencies, judges, and juries.
- Performance Evaluations: Exhibit A, but whose?
- Discipline: Teach or punish?

Ending the Employment Relationship

- Handling resignations, terminations, and reductions in force.
- What is the best business decision? How should it be implemented?

Questions and Discussion