




*"Human Resources Essentials for
Elected Leadership"*

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*The Wild Meanderings Of
An Insane HR Guy*

Topics

- ◆ President – AE Working Relationship
- ◆ Potential Areas of Conflict
- ◆ Online HR Toolkit
- ◆ Pacific Institute
- ◆ Leadership Pillars

President – AE Working Relationship

- ◆ Communication Style
- ◆ Goal Setting
- ◆ Delegation
- ◆ Daily Communication
- ◆ Performance Appraisals
- ◆ Dealing with Problem Performance

President – AE Working Relationship

◆ Communication Style

- ▲ Reader or Listener or Talker
- ▲ Email or Phone or In Person
- ▲ Detail or Big Picture
- ▲ Text or Bullet Points
- ▲ Mornings or Afternoons

President – AE Working Relationship

◆ Goal Setting

- ▲ Specific
- ▲ Measurable
- ▲ Attainable
- ▲ Realistic
- ▲ Time frame

President – AE Working Relationship

- ◆ Daily Communication
 - ▲ Communication Record
 - ▲ Time Activate

President – AE Working Relationship

◆ Performance Appraisals

- ▲ Yearly
- ▲ Use job description as a guide
- ▲ Create own form
- ▲ Must be in writing
- ▲ No surprises
- ▲ Don't avoid the hard issues

President – AE Working Relationship

◆ Dealing with Problem Performance

▲ NAR Employer/Employee Guidelines for Wrongful Termination

- ◆ \$1,000,000 worth of coverage
 - Regular performance review
 - Disciplinary Process
 - Results in Termination

President – AE Working Relationship

◆ Dealing with Problem Performance

▲ NAR Employer/Employee Guidelines for Wrongful Termination

◆ Disciplinary Process

- Verbal Warning
- Written Warning
- Probation
- Suspension
- Discharge

President – AE Working Relationship

- ◆ Dealing with Problem Performance
 - ▲ Performance Improvement Communication
 - ◆ Statement of Problem
 - ◆ Statement of Solution
 - ◆ Statement of Time Frame
 - ◆ Statement of Consequences

Potential Areas of Conflict

- ◆ President leads the Association – the AE runs the Association
- ◆ AE's make the personnel decisions
- ◆ Micro management vs. absentee management

The Pacific Institute

- ◆ Lou Tice
- ◆ Investment in Excellence
 - ▲ Study of how your mind works
 - ▲ Control the way we think
 - ▲ Increase self-efficacy
 - ▲ Cognitive and Social Psychology

Beliefs

◆ Formed

▲ Words

▲ Pictures

▲ Emotions

▲ Repetition

Behavior

- ◆ We behave in accordance with the truth as we believe it to be
- ◆ We must behave consistently with our beliefs about our self
- ◆ We stay within our comfort zone

Lessons

- ◆ Self-talk – Self-image – Behavior
 - ▲ Catch the positive
 - ▲ Create the vision
 - ◆ “I see you as...”
 - ▲ “The next time...”

Lessons

- ◆ Drive out negative talk
- ◆ Move towards that which we think about
- ◆ Efficacious people are positive
- ◆ Public compliments

Leadership

Vision

Future

Possibilities

President signature

Where

Big picture

Reality

Daily operations

Must do's

Stability

How

Details

President

AE

Leadership

Ethics

Principles

Integrity

Trust

Value of the Person

Employment Law

President & AE

Courage

Accountability

Decision Making

Free will

Control

Communication

President & AE

HR Toolkit

- ◆ HR Audit
- ◆ Employee Relations
- ◆ Recruiting
- ◆ Legal
- ◆ Compensation
- ◆ Benefits