1 – DAY
DEVELOPING AN EFFECTIVE EMPLOYEE HANDBOOK

Introduction

A well-drafted employee handbook can be an important tool to avoid liability in employee lawsuits. The employer that clearly states policies against harassment and discrimination, outlines grounds and procedures for termination and follows these guidelines over time will be in the best position to defend against charges in these areas. Distributing a handbook to all employees ensures that the company's critical standards are accessible to all, and that each employee will have a handy reference when questions arise.

An employee handbook can be an invaluable tool for an employer, serving to inform employees about company policies, procedures and practices and communicate expected standards of performance and conduct. A well-designed handbook can positively influence employees' morale and promote employees' loyalty. It can also be used to introduce a new employee to an organisation, helping the individual to fit in more easily. Additionally, the handbook can create a sense of consistency of practice that will enhance the employees' feelings of being treated fairly. The handbook can serve as a reference guide to help managers and supervisors take appropriate actions in a given situation. Without it, supervisory employees are left to their own devices which can lead to uninformed, inconsistent and possibly illegal decision-making.

Course Objectives

By the end of this course, you will be able to understand and apply:

- Determine policies, practices and procedures
- Use the handbook to help employees make adjustments
- Tailor information to accommodate change
- Use a well written handbook to support employees and supervisors
- Make clear the difference between a policy handbook and a human resource handbook
- Discuss how to write a human resource handbook
- Point out pitfalls to avoid in writing a human resource handbook

Methodology

- Highly interactive; you will learn via power-point presentations, presentations, group discussions and worksheets
- Highly practical and experiential learning examples
- Lively discussions and informative Q&A sessions
- Highly informative and practical course notes for reference

Who Should Attend?

- Human Resource Practitioners
- Human Resources Managers/ Executives/ Supervisors
- Office Managers
- Administration Managers
- Administrators and General Affairs Managers, Executives and Officers
- Personal Assistants and Confidential Secretaries

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Course Outline

MODULE 1: WHAT IS A HUMAN RESOURCE (HR) HANDBOOK?

- Difference between the HR Handbook and the Policy Handbook
- Why do you need a HR Handbook?

MODULE 2: : HOW DO YOU KNOW WHAT TO TELL YOUR EMPLOYEES?

- Finding out what you need to say
- Using the checklist as an Interviewing Tool
  - Interviewing the Managers
  - Using the checklist as a Table of Contents
  - Thinking through the Policies

MODULE 3: WRITING POLICY SUMMARY

- Sample Statements for a Policy Handbook
- Sample Statements for a HR Handbook
- How to write a Policy Summary
- About Style
  - Exercise #1: Writing for Clarity
  - Exercise #2: What's wrong with this
- Policy Summary
  - Exercise #3: Test your Knowledge!
- Testing and Verifying the Contents

MODULE 4: USE YOUR HR HANDBOOK

MODULE 5: REVIEW

- Summary of work steps
- Subjects to consider: Mandatory, Important, & Nice-to-Have
- Sample Table of Contents for Policy
- Manual
- Sample Table of Contents for 2 HR Manuals
- Sample HR Manual