



TGS Communications Library
Section 9 – Frequently Asked Questions for Users

UNDERSTANDING THE HR POWER CENTRE AND HR HOT LINE

FREQUENTLY ASKED QUESTIONS FOR USERS

How do I sign up and start using the HR Power Centre and the HR Hotline?

Your Association has arranged for you to be signed up in *one* of two ways:

1. The Association has a confidential URL. (website link) which has been provided to you. Simply click on this and you will arrive at your Association sign up page which takes about 2 minutes to complete. Here you also select your own personal Username and Password. Click "submit", and you're ready to use your username and password to log in.
2. The Association may give you a confidential password to use and then you use your email address (the one that the Association has) and this confidential password from the Association for all future log-ins.

Now you have immediate full access, just go to the website www.twogreysuits.com click on member log in, use your username and password and start familiarizing yourself and your colleagues with everything the HR Power Centre has to offer. It's as simple as that!

What is the HR Power Centre?

It is an easy access on-line HR Department (a website, www.twogreysuits.com) that you can use to deal with any people management issues which arise. The website is designed to deal with the day-to-day HR issues that invariably come up in business. It is easy to navigate and get the information you need fast. In some sections of the website, it leads the user, step by step, through the implementation of basic HR systems, providing guides and rationale for each step of the process. It is much more than just a resource for HR forms/templates and documents. It has been designed for busy people who need HR answers fast or who want to implement specific HR processes in their business. Thousands of companies have website access, so it has already proven its value. Here is a brief review of the site content:

The HR Power Centre is organized into six key modules:

1. HR Basics
2. Recruitment
3. Performance Management
4. Pay & Benefits
5. Risk Management (Canada & USA)
6. HR Administration

The HR Basics Module contains everything the user needs to set up a basic HR system; preparing job descriptions, setting performance objectives and establishing a formal performance review process. The remaining five modules are designed to provide answers and direction when dealing with all aspects of managing people. For example, there is a complete training guide on behavioral interviewing; there are over 1700 interview questions by category. There is a comprehensive section on managing poor performance (including all forms) and a complete HR Policy Guide and Code of Business Conduct available for downloading with one click. There are hundreds of Frequently Asked Questions, organized by module and the popular "Talking Suits Monthly BLOG" containing articles on current HR issues & solutions.

How does the HR Hotline work?

(647) 259-2609 local to Toronto

1 888 661 9234 outside Toronto local area

We know from extensive experience that for various reasons, people management is not at the top of the priority list in many businesses. Therefore, it's not uncommon for people to want answers to "crisis" situations fast. That's the power and the value of the HR Hot Line. We help you to better understand what materials you can use from the HR Power Centre and more importantly advise you on the "how to's."

The HR Hotline is included in the cost of your HR Power Centre membership. When faced with a critical HR issue that needs immediate attention, you can call the HR Hot Line and be guaranteed to reach a live person and a response from a senior HR Professional within 24 hours, usually sooner. Imagine having instant access to a senior HR Professional whenever needed. Some users refer to TwoGreySuits as their own "HR Insurance".

Here's a sampling of questions we receive on the Hot Line.

- 1. I have an employee who is causing a lot of problems, and I am now at the point of wanting to get rid of that person. How can I do this with minimum cost and no law suits? This also needs to happen asap.*
- 2. I am afraid to approach an employee about some work issues for fear they will blow up in the office or at worst even quit on me. How can I get at these issues in a professional manner, without little office disruption or them quitting on me?*
- 3. We want to hire a new person on our team, but we have not made good hiring decisions in the past. How can I now be sure that we will make a decent hire? What are the proper steps you need to take?*
- 4. An employee has threatened to file a Human Rights complaint if not offered a vacant job which would be a promotion. Should we be concerned about that, or what should we do about it?*
- 5. We have an employee who is refusing to work because they say it is unsafe. What rights do we have, what happens now?*
- 6. I would like to implement a very basic employee benefits plan, but I have little money. Where do I start with this?*

7. *I have an employee who is competent and knows her job but is not fitting in well with our team, she thinks job performance trumps all else. How should I handle this?*
8. *We want to ask an employee to work in a different location which will be about an additional 50 minute commute each day. Can we do this? If so, how? Any legal ramifications?*
9. *This has been a tough winter, now after the 4th recent snow storm; employees are confused about how their pay is being handled. Some employees make it in all the time, others are afraid to drive and don't come in, still others are approved to be able to work from home by their manager. We have been in the habit of paying everyone but we are getting questions raised by those employees who always seem to be able to make it in. How should we deal with this? I'm afraid if we don't deal with this soon, the next storm, we may have to close the business that day.*

In what situations would someone use the HR Power Centre?

You would use the site for many different reasons. Here's a sampling:

- You are hiring and want to know how to conduct a proper interview, including preplanning, organizing appropriate interview questions and setting up candidate rating systems. There are over 1700 interview questions by category on the site. Reference check forms are there, hiring letter templates, confidentiality agreements, etc. There is a full tutorial on behavioral interviewing.
- You need to terminate an employee and need direction on how to do it properly using legally vetted termination letters and release forms found in the Risk Management Module.
- You want to implement an HR policy manual or an individual policy. The Administration Module contains a complete HR Policy Manual available for downloading with one click and approximately 180 other HR policies from which to choose. All these are in Microsoft word format, so you can customize the policies for your business.
- You want to address a poor performance issue. The Performance Management Module contains comprehensive direction on exactly how to do this, including implementing a Performance Improvement Plan including all forms and warning letters.
- You want to improve the skill levels of your supervisors and managers. The Performance Management Module provides a detailed process for improving these critical skills on a measurable basis.
- You want to implement a Health & Safety policy. Go to the Risk Management Module to download a complete Health & Safety policy that you can customize for your organization.
- There is a union organization threat and you don't know how to handle it. The Risk Management Module contains a sub-section dealing with this important issue.

That being said, people use the HR Power Centre for 2 primary reasons:

1. On an emergency basis or

2. To train themselves on a specific aspect of people management when needed such as interviewing skills, conducting a performance review or implementing a new HR process or tool like Performance Management or an HR Policy Guide/Code of Business Conduct.

It is inevitable that, even in very small companies of 3-4 people, employee issues arise. As we say, **...HR Happens**. The majority of managers/supervisors are not experienced to deal with these issues and they will tend to go unresolved unless they have access to guidance and advice. The HR Power Centre and the HR Hot Line gives you everything you need to deal with any HR issues that arise; promptly and professionally.

How would you save money by having access to the HR Power Centre and HR Hot Line?

There is no doubt that you will save money by using the HR Power Centre and the HR Hot Line. Here are some examples taken from our personal experience as consultants.

- If you hired a consultant to develop an HR Policy Manual, consulting fees would be in the area of \$6,500. The Administration Module contains a complete HR Policy Guide that can be downloaded with one click and customized for the member organization. We also provide you information on exactly how to customize and develop your own HR policy Guide. Go ahead save your company \$6,500! There is also a complete Business Code of Conduct available for downloading as well.
- Users who take advantage of the HR Hot Line experience huge hard and soft cost savings when they receive sound advice on correcting an employee performance problem as an example. These questions are often addressed by the company lawyer at an hourly cost of \$250-\$500.
- Implementing a performance management program with proper job descriptions, performance objectives and a review process are great dollar savers, as employees understand what their job is, what they are expected to achieve and how they are going to be measured.
- You will now know what is required to be legally compliant in your business, minimizing the risk of lawsuits and fines.
- Perhaps one of the biggest savings is in having the capability to hire much better people by reviewing and implementing the wealth of information and guides contained in the Recruitment Module.

Does TwoGreySuits offer any People Management training to users of the HR Power Centre and HR Hot Line? If so, would there be an additional cost?

Our "SuitsInAction" Consulting Division is available for on-site consulting assignments at reduced rates for you.

What types of people in business use the HR Power Centre or HR Hotline?

- Managers, Directors, Vice Presidents, Presidents, Executive Directors
- Office Managers
- Administrative Assistants

- Executive Assistants
- HR Managers, HR Directors, HR Vice Presidents
- Students studying HR
- Anyone with any HR responsibility in a business
- People interested in improving their people management knowledge or expertise
- Those interested in implementing HR infrastructure in their business

