Employee Relations
Round Table for Supervisors

Human Resources
October 2019
Agenda

- Training Objectives
- Employee Relations – Overview
- Managing Employees
- Open Discussion
- Guidelines
- Contact Us
Training Objectives

Obtain guidance regarding employee relations situations

Gain an understanding of progressive disciplinary action process

Understand the importance of following FIU policies, practices and procedures

Manage employee relations matters consistently
Employee Relations - Overview

- HWCOM HR
- EMPLOYEE AND LABOR RELATIONS
- SUPERVISOR
Managing Employees

- LACK OF KNOWLEDGE ABOUT MANAGING EMPLOYEE RELATIONS MATTERS
- FEAR ABOUT POSSIBLE CONFRONTATION
- TOO TIME CONSUMING
- IMPACT ON PERSONAL RELATIONSHIPS
Open Discussion

- Attendance
- Performance
- Behavior
- Others
### Guidelines - Attendance

#### EXAMPLE

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Reason:**
- Late Arrival/Early Departure
- Vacation
- Sick
- FMLA Leave
- Holiday/Emergency Closing

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Reason:**
- Late Arrival (traffic). Informed at 8:25am via email
- Vacation
- Sick
- FMLA Leave
- Late Arrival (traffic). Informed at 8:25am via email

**Time In/Out:**
- Arrived at 9:30am
- Left at 3:15pm

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Reason:**
- Family emergency
- Late Arrival. Informed at 8:50am via email
- Pre-approved vacation
- Pre-approved vacation

**Time In/Out:**
- Arrived at 9:12am
- Left at 3:00pm

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
<td>23</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Reason:**
- Late Arrival. Informed at 8:00am via phone
- Pre-approved vacation
- Pre-approved vacation
- Late Arrival. Informed at 8:45am via phone

**Time In/Out:**
- Left at 3:00pm

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
<td>31</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Reason:**
- Late Arrival. Informed at 8:45am via phone
- Early Departure (son sick)

**Time In/Out:**
- Left at 3:00pm

---

- **IDENTIFY PATTERN OF ABSETEESIM**
  - Leave type & reason
  - Days of the week

- **SICK LEAVE**
  - Identify potential FMLA needs
  - Identify potential pattern of abuse (employees must use sick leave for its intended purpose)
  - Report any medical leave of absence to the Human Resources Team if it consists of **four (4) or more consecutive business days**
Guidelines - Progressive Disciplinary Action

- Informal Discipline
  - Verbal Counseling
  - Written Reprimand or Suspension
  - Formal Discipline
    - Adverse Action
  - Separation:
    - With Cause
    - At Will
Guidelines - Verbal Counselling (Talking Points)

1. Address the **FACTS** (provide supportive concrete examples)
2. Give an opportunity to the employee to provide **FEEDBACK**
3. Explain the **IMPACT** (provide examples)
4. Set clear **EXPECTATIONS**
5. Follow up with a **WRITTEN SUMMARY**
Good Afternoon -INSERT EMPLOYEE NAME-

I am writing to summarize the conversation we held on -INSERT DATE AND TIME-. You and I met to discuss...

-INSERT TOPIC and supporting/concrete examples
  • Insert date and details

You explained...
  • Description of employee response

I then explained to you the impact of -INSERT TOPIC- was having in our department:
  • Description of impact

As discussed, the expectations in regard to -INSERT TOPIC- moving forward are the following:
  • Description of expectations
Guidelines – Written Reprimand/ Perf Action Plan

Always issued by FIU Employee and Labor Relations Department

Done in collaborations with HWCOM Human Resources and Supervisor
Always keep notes and supporting documentation
Ensure annual evaluations accurately reflect the employee’s performance during the fiscal year.
Contact Us - When?

- If you are unsure how to handle an issue
- After you have verbally coached the employee on a matter and improvement is not sustained
- If an act is so egregious it must be addressed immediately (ex. physical fight)
- Prior to any potential separation
HWCOM Human Resources
Natacha Alonso-Director, Human Resources
305-348-6315
natacha.alonso@fiu.edu

Employee and Labor Relations Department
305-348-4186 (main line)
elr@fiu.edu