

How to Survive Small Business HR

Common Challenges, Best Practices, and Options



1

What are the Most Common Challenges?

- 54% of small businesses handle employment matters themselves
- In businesses under 50 employees, 70% add HR to the workload of a talented person who already has a full plate
- 82% of those "volunteered" for HR have no formal HR training
- You have minimal resources
- You don't want to call an attorney (\$\$\$) everytime something happens
- It feels **reactive and lonely**, not proactive and supported
- You don't have time to research technology, state laws, compliance issues
- Employees and managers ask hard questions with **unclear answers**

*stats from Mark Feller article, How Small Business Owners Successfully Delegate HR on SHRM website.

2

And Then There's a lot of LIABILITY!



3

Scott Mastley, SPHR, SHRM-SCP

- 25 years HR Experience (17 helping small biz)
- Ownership in 2 Small Businesses
- Best HR Dept Awards
- Risk Control Awards
- Thread !
- Client Satisfaction Score

100%



4

Step 1. Who is Responsible for HR?



5

Step 2. Get Access to Resources and Support



Peer groups, networking groups, HR sites, mentors, consultants, employment law resources, law firm newsletters and webinars...

6

Step 3. Update Your Forms



- Applications
- Agreements
- Job Descriptions
- New Hire Forms
- Offers
- Acknowledgements
- Review Forms
- Surveys
- Checklists
- Interview Guides
- Enrollment Forms
- I-9
- OSHA Log/Summary
- Etc.

7

Step 4. Go Paperless, Use Payroll Technology

- Applicant tracking
- Onboarding
- Employee file storage
- Performance management
- Online courses
- Taxes
- Licensing
- Customized reporting...



8

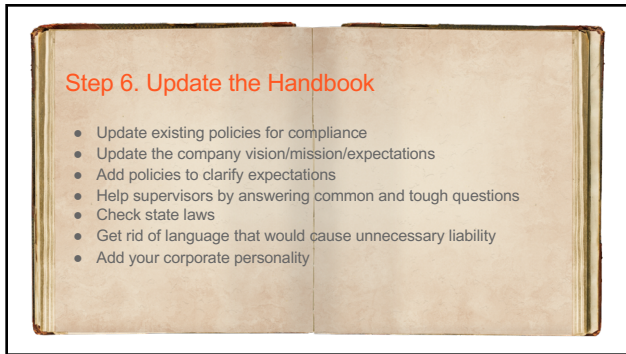
Step 5. Audit for Exposure and Effectiveness

- Employee files and I-9s
- E-verify
- Pre-hire process
- Employee Handbook
- Other policies
- Training and development
- Leaves of Absence
- Performance Management
- Benefits Compliance
- Safety Compliance

- Interviewing and Hiring
- Forms
- Agreements
- Job Postings
- Offer (and other) Letters
- Job Descriptions
- Wage and Hour Compliance
- State Law Compliance

And start fixing the gaps!

9



10



11



12

Step 9. Train Your Team



13

Step 10. Align Your Strategy

Where are we now? Where do we want to be? How do we get there? How do we know we are getting there?

Examples:

- Compensation and benefits (lagging, matching, or leading)
- Performance Metrics that matter (if this is all you see, is it enough?)
- Talent Management (onboarding, growth plans, projections, succession planning)
- Employee Engagement (stay interviews instead of exit interviews)

14

Gain Competitive Advantage

Elevate your:

- **Candidate experience** (simpler, quicker process, better posting, videos, tours, work experience, peer interviews, growth opportunities, clear pay ranges)
- the **Onboarding Process** (planned, communicated in advance, relevant to position, team/dept/leadership interaction, culture project, fun, clear goals)
- the **Employee Experience** (clear expectations and values, competitive pay and benefits, growth opportunities, transparent communication, accessible and well trained management, flexibility, input expected and appreciated, shared goals...)



15



We help small
and growing
businesses
with HR
Support.

Presented by:
Scott Mastley, SPHR, SHRM-SCP
CHRO
threadhcm.com



thread
