



LIVE SEMINAR

# Comprehensive Guide to Human Resource Management



## THIS SEMINAR AT A GLANCE:

- Handle the gray areas of the Americans with Disabilities Act – and come away with resources to protect your company
- Find out where you may be vulnerable, and learn dozens of tips and techniques for avoiding trouble in your recruiting, interviewing and hiring practices
- Discover the HR best practices to smooth out your daily tasks and make your department function at a higher level
- Identify and correct potential employment hot spots before situations arise
- Learn the necessary employee discipline and discharge steps to follow to avoid legal backlash
- Understand how observing the letter of the law begins with proper and legal interactions, and the important roles your employee handbook and policies play in informing employees — and legally protecting your company

# Comprehensive Guide to Human Resource Management

S E M I N A R S U M M A R Y



## Master the many diverse skills essential to successful Human Resource management

As a Human Resources professional, you're on the front line of your organization every day — fighting to stay focused on a moving target. It seems like employment laws are continually being created or revised. Benefits administration is a confusing challenge with unending questions from employees and constant roadblocks by the insurance companies. Then there are the hassles of record keeping, hiring, disciplinary action, documentation — the list is endless and so are the pressures.

In this comprehensive training, we'll cover the many different aspects of your job and arm you with the skills you need to succeed in the demanding field of Human Resources. You'll come away with a wealth of practical tips, sensible guidelines and valuable techniques to meet the real-life challenges you face every day.

### This comprehensive seminar for Human Resources managers will help you:

- Keep your organization up-to-date on new employment laws
- Determine how new privacy rules could affect your company health insurance
- Sidestep the recruiting hot spots that could cost your company a bundle
- Understand your organization's liability in the event of workplace violence
- Investigate sexual harassment claims tactfully and legally
- Ensure your organization's disciplinary process isn't discriminatory
- Establish dismissal guidelines that will hold up in court

## PROGRAM AGENDA

### The Law and Employment

- Surprising information about who's eligible for overtime pay
- The employee who doesn't want the transfer — can your company legally enforce it?
- Military service and active duty — can they be considered family leave?
- Is your employee handbook consistent with the latest changes in employment law?

### Discrimination and Compliance

- The latest on the ADA Amendments Act and how reforms impact your company
- What you must do to accommodate hearing-impaired applicants
- Genetic testing: a question of legality
- Strategies for coordinating short- and long-term disability with ADA, FMLA and workers' comp

### Recruiting, Interviewing and Hiring

- Changes to ensure your job application forms are discrimination-proof
- How to test applicants legally
- Social media as a recruitment tool
- Dos and don'ts for the interview process — questions you must never ask
- Guidelines for walking the legal tightrope of managing contract labor

### Benefits Administration and Management

- Situations in which medical authorization forms are not required
- What you're responsible for if a former employee is late with COBRA payments
- The latest on domestic partner qualification — how it affects benefits eligibility
- When — and how — your company should provide bereavement support

### Best Practices in Human Resource Management

- Functions you should consider outsourcing, and which ones absolutely must not be outsourced
- Workplace bullying and your organization's liability
- How your dress code may inadvertently discriminate
- Steps you can take to handle employee grief when coworkers are downsized

### Handling Employment Hot Spots

- Proactive ways to protect your organization and employees from workplace violence
- Depression in the workplace and how to deal with it
- OSHA and the General Duty clause — your company's responsibilities now
- The best way to successfully and tactfully investigate sexual harassment claims
- How the EEOC defines a "hostile work environment"

### Employee Discipline and Discharge

- The 360-degree feedback and performance appraisals
- The subtle way your organization might be guilty of discrimination in the disciplinary process
- How to document disciplinary actions to protect your company
- Termination guidelines that hold up in court

**Never has so much essential Human Resources knowledge been shared in such a concise format. Come with questions — leave with answers!**

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