

Human Resources Essentials



Housekeeping





Learning Objectives

- Describe how human resources impact business results.
- Describe the key components of an HR strategy/strategic workforce plan.
- Prepare a simple job description for a job.
- Outline the steps in recruitment.
- Develop sample interview questions for a job.

- Describe the factors that support and sustain performance using the Performance Equation
- Develop a simple orientation plan for a job.
- Identify strategies to retain employees and build employee engagement.
- Describe tools for managing performance.
- Develop a Draft HR Strategy and their next steps.

**Get the Right
People**



**In the Right
Place**



**At the Right
Time**



**With the
Right Skills**



HR Strategy



Attain

- Forecasting
- Workforce Planning
- Job Descriptions
- Recruitment
- Interviews



Sustain

- Orientation
- Training and Development
- Coaching and Mentoring



Retain

- Performance Management
- Employee Engagement
- Compensation and Rewards

Attain: How to Get the Right People at the Right Time



- Forecast Requirements
- Develop Job Descriptions
- Plan Recruitment
- Conduct Interviews

- Title
- Reports to
- Job Purpose
- Duties and Responsibilities
- Qualifications
- Working Conditions
- Physical Requirements

Job Descriptions that Work



Recruitment Plan





- Who
- Where
- Unique factors



- Cover Key information
- Spark Interest

Accounts Supportocat

GitHub is looking for full-time Accounts Supportocats in the Australia / Asia-Pacific timezones, as well as Europe / Middle East / Africa timezones. Basically, we're good on US business hours.

When GitHub users have questions, they email support. We help people as quickly *and awesomely* as possible. Accounts supportocats handle passwords, [email verification](#), billing, legal, spam and abuse, [account lockouts](#), fraud, and helping people choose [plans](#). This requires a logical brain and a spidey sense for problems.

The most important characteristic of our support team is that we <3 helping developers. GitHub is a place for people to work better, together. Our job is to help. Support treats users the way we'd want someone to treat our friends.

Supportocats are excellent writers: stellar grammar, charming written personality, and the ability to explain complicated things simply. We measure our success in swiftness, accuracy, clarity, and the number of exclamation points we receive in replies. The occasional use of an animated gif may be required.

You're good at:

- logic and solving puzzles
- advocating and empathizing
- the English language
- working remotely

Extra awesome

- customer support experience
- technical experience (QA, documentation, elaborate boardgames)
- you've read "How to Win Friends and Influence People", despite its odd name

Developers: this probably isn't the job for you, but perhaps you have a friend who would be a perfect fit. Send them this link. Thanks!

Simple explanation of duties

Spotlight on core value

Definition of success & top performers

Original headings

Few bullets

White space

Referral request

GitHub

Gi

<https://github.com>

How to apply

Email resumes@github.com

*Accounts Supportocats work with users to be helpful and email memorable. We want to match up to the person who makes you go "wow" around. Please include a link to your GitHub profile. OK if you hadn't



Transparency – it takes a particular type of person to want to “respond to mountains of email”

Description of a day in the life of

Addressing the candidate directly, i.e., “You”

Jargon-free attributes of top performers

Very short sentences

Conversational and personal tone

Associate Community Specialists

Meetup's Associate Community Specialists support millions of Meetup members, tens of thousands of Meetup Organizers, and more than 100,000 Meetup Groups on just about every topic under the sun. To keep the Meetup ecosystem humming, Associate Community Specialists respond to mountains of email and take plenty of phone calls: we answer questions, offer advice, hunt down bugs, moderate discussions, enforce Meetup's terms of service, and serve as advocates for the Meetup community at-large.

As an Associate Community Specialist, a typical day might include the following:

- Congratulate the Organizer of a French language Meetup on reaching 1,000 members.
- Call the Organizer of a Motorcycle Meetup Group, and walk her through her email settings.
- Offer a new Meetup Organizer tips for recruiting members.
- Send a member directions for uploading photos.
- Iron out a billing issue and reset some lost passwords.
- Run a quality check on recently-created Meetup Groups.
- Chat with Meetup developers about how a new feature might impact Meetup members and Organizers.
- Brainstorm with fellow Community Specialists to come up with new ideas for making Meetup better.

This job might be for you if:

You enjoy solving problems. You love taking on difficult challenges and finding creative solutions. You don't get flustered easily. If you don't know the answer, you'll dig until you find it.

You like helping people. You get a kick out of getting people to those *aha!* moments. You are patient, level-headed, and cool under pressure. Teaching someone something new makes you feel warm and fuzzy inside.

You pay attention to the details. As far as you're concerned, anything worth doing is worth doing right, every single time. You stay focused, and nothing falls through the cracks on your watch.

You think on your feet. You like learning new things, and you can learn quickly. When things change, you know how to roll with the punches.

You communicate clearly. You write well. You speak eloquently. You can explain just about anything to anyone, and you're comfortable communicating in writing and on the phone.

You are motivated and driven. You volunteer for new challenges without waiting to be asked. You're going to take ownership of the time you spend with us and truly make a difference.

To land this gig, you need to have some experience helping other people solve problems. It doesn't need to be traditional customer service experience: we have a former park ranger and ex-Maitre D' in our ranks. Internships, volunteer work, and side projects count. Just make sure we can see where you picked up your helping-people super powers somewhere in your cover letter or resume.

QA Engineer

Location: Tel-Aviv, Israel

Are you a stubborn person who's not afraid of searching for a needle in a stack of hay? Do you love the border between development and product? Are you an ardent learner who's always looking to improve? Can you play nice with both humans and machines?



We Have:


- A top notch application spanning multiple mobile platforms.
- HTML5 web apps in abundance.
- A team of aces to work with.
- An open mind for new ideas and methodologies.

You Have:

- The knowledge to test for consistent UI, content and user experience.
- A precise attention to detail.
- The ability to collect data, define problems, establish facts and draw valid conclusions.
- The understanding of team strategies and objectives.
- The motivation to learn and constantly improve processes and tools.
- The people skills required to work with designers, developers and product managers.

You might also have:

- Experience in creating and implementing test automations.
- Working knowledge with UI testing frameworks (e.g Selenium).
- Mobile device testing experience (e.g KIF, Frank).
- HTML and front end development knowledge.

[Apply with LinkedIn](#)  or Email us at: jobs@everything.me
Get hired faster

Compelling introduction that grabs attention

Eye-catching and tongue-in-cheek description of key qualities

Original headings

Lots of white space

Few bullets

Separation of the nice-to-haves

'Apply with LinkedIn' so process is streamlined



- Set the Stage
- Open the Interview
- Ask Planned Questions
- Close

- Can and Can't Ask
- Behavioural Descriptive (BDI) Questions



- Purpose
- What to ask

Sustain: Developing and Growing Ability

- Orientation
- Train and Develop





- Before the 1st Day
- First Day.
- First Week
- First 2 Weeks
- Within 3 months
- Within 6 months

Training and Development





Retain: Keeping Good Employees and Keeping Employees Good



- Communicating Clear Expectations
- Addressing Performance Concerns
- Employee Engagement
- Rewards and Recognition

Performance =
***f*(role clarity + goal clarity) x ability x**
willingness[©]

Clear Expectations



- Clearly explain the desired end results
- Explain the value to the business
- Brant authority
- Explain how performance will be monitored
- Get agreement to deadlines
- Provide feedback on results



Addressing Performance Concerns



Prepare for the conversation

Have the conversation

Follow up and follow through

Document

G

R

O

W



Goal

Reality

Options

What Next

[Empty box for Goal]

[Empty box for Reality]

[Empty box for Options]

[Empty box for What Next]

HR Strategy Checklist

Attain

- %
- Priority

Sustain

- %
- Priority

Retain

- %
- Priority

