

INTRO TO HUMAN RESOURCES

For the Outdoor Adventure Industry



PRESENTER

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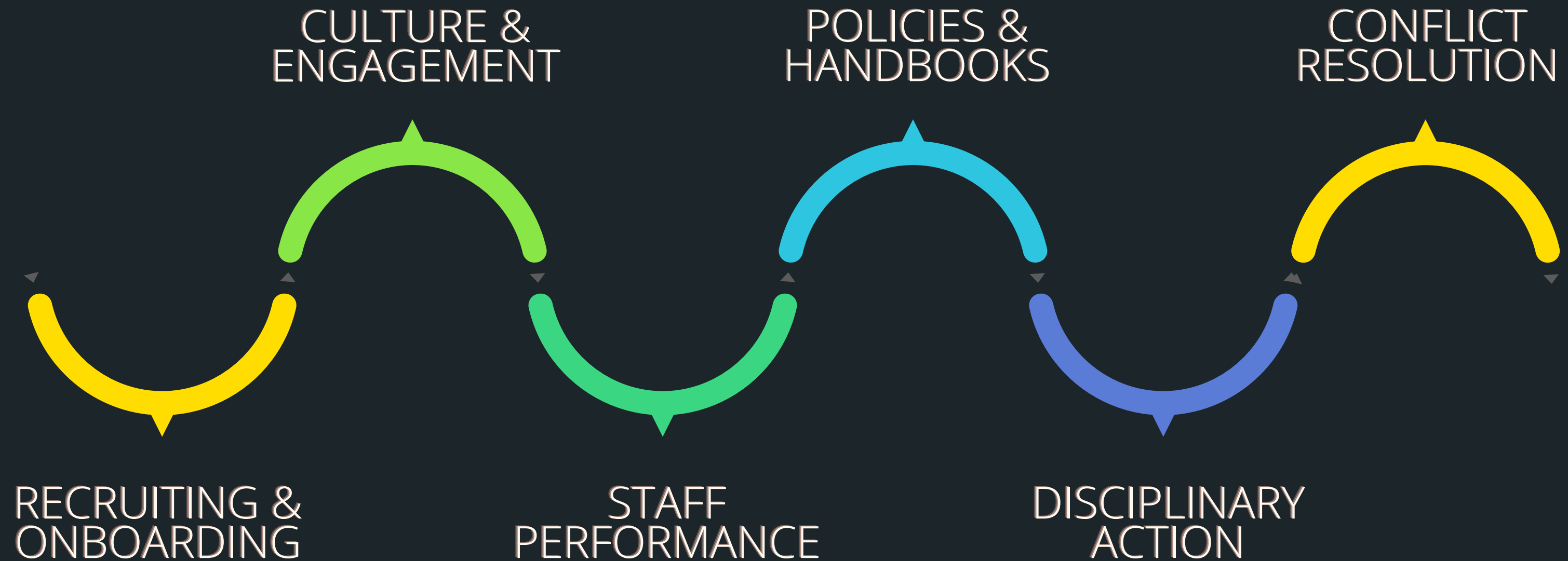
PRESENTER

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WHAT ARE WE GOING TO COVER



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RECRUITING & ONBOARDING

TIPS & TRICKS TO GET MORE APPLICANTS

- Post Pay Ranges
- Get rid of your experience requirement.
 - Training staff to do something the right way is easier than trying to fix someone with bad habits.
 - Create a robust training program that molds staff into your perfect candidate.
- Utilize an Applicant Tracking System and Onboarding System to make the process easier for everyone.



CRAFTING CULTURE

ITEMS TO COVER

- What is culture?
- What type of culture do you have?
- What type of culture do you want?



A woman with long red hair, wearing a blue long-sleeved shirt, a yellow safety helmet, and black gloves, is climbing a rope. She is smiling and looking towards the camera. She is wearing a black safety harness. The background is a blurred green forest.

EMPLOYEE ENGAGEMENT

- What is employee engagement and why is it so vital?
- How to foster and improve employee engagement

A disengaged employee can cost the company up to 34% of their wages due to poor productivity.

EMPLOYEE PERFORMANCE

- Set SMART goals.
- Track Employee Performance
 - Reviews (Quantitative & Non-Quantitative)
 - Trip Reviews
 - Manager Reviews
 - Measurable goals
- Provide development opportunities within the organization
- Utilize their unique skills and talents
- Promote someone into a new role.



POLICY & HANDBOOK DEVELOPMENT

Employees want a clear understanding of what is and isn't acceptable.

Create a centralized employee handbook that outlines important policies and things that are important to a staff member.

Not clearly communicating policies and procedures is a disservice to staff.

POLICIES THAT YOU NEED TO HAVE

1. Sexual Harassment Policy
2. Close Personal Relationships Policy
3. Alcohol Policy
4. Progressive Disciplinary Action Policy

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DISCIPLINARY ACTIONS

- The art of consistency
 - Use the policy fairly across all employees
 - Not using the policy fairly will lead to issues.
- Continuous Improvement & Communication



CONFLICT RESOLUTION

BEST PRACTICES

- Focus on the problem, not on the people
- Allow everyone to speak and listen to their viewpoints
- Reframe the situation
- Allow everyone to brainstorm solutions
- Follow-up with individuals to see if the resolution worked





KEY TAKE AWAYS

- Have a plan to utilize Human Resources strategically to support your business goals and operations
- Utilize technology for recruiting and onboarding
- Provide staff with written policies so they know what is acceptable or not acceptable
- Alignment
- Creating an Engaged Workforce

QUESTIONS?

SOURCES AND LINKS



WORKBRIGHT - WWW.WORKBRIGHT.COM

WorkBright is an Applicant Tracking System and Onboarding System that we highly recommend.

SOCIETY OF HR MANAGEMENT - WWW.SHRM.COM

SHRM provides HR advice and many policy templates for members.

HR OUTFITTER - WWW.HROUTFITTER.COM

Our company is here to help you with your unique HR needs.

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