**BBI2O1 – Functions – Human Resources**

Watch the video found at this website <https://www.youtube.com/watch?v=9ZLbSk1Te68>

List the major responsibilities of a Human Resource Department:

* resolve grievances
* career development
* monitor well-being
* pay salaries
* hire staff
* staff retention
* provide advice
* matching people with purpose
* selection process
* staff performance
* training for staff

**Human Resources (page 177 of your textbook)**

Use your textbook to complete the following:

1. What is a labour market?

The **labor market** is where employers (buyers of skills) meet employees (sellers of skills).

1. What is an occupational forecast? Why is it important?

**Occupational forecasts** involvepredictions about jobs that help to inform individuals about future job conditions and wages.

1. Use your textbook (page 178) to help you complete the table below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Labour Market** | | **Earnings Potential** | | |
| **Labour** | **Example** | **Low** | **Medium** | **High** |
| **Unskilled** | Dishwasher | **✓** |  |  |
| **Semiskilled** | Cashier | **✓** |  |  |
| **Skilled** | Cake decorator |  | **✓** |  |
| **Professional** | Lawyer, doctor |  |  | **✓** |

**Terms**

Using the information found at this website <http://smallbusiness.chron.com/functional-roles-hr-10333.html>, define the following terms and explain the importance of each.

1. Recruitment - One function of a human resources department is to recruit employees. Hiring the right people and putting them in the right positions for their abilities and skills is crucial to the success and efficiency of any organization
2. Performance evaluations - They may provide the paperwork and a time frame for supervisors and managers to complete the evaluations with their staff, then collect and work through the results of the evaluations. Often, results of performance evaluations affect compensation, promotions or terminations.
3. Compensation and benefits - Another important function of an HR department is to coordinate benefits, compensation, tax withholding and other wage-related items. An HR representative is generally required to meet with new employees to carefully explain their insurance coverage and wage information.

**Essential Skills**

Watch the video found at this website<http://en.careers.essentialskillsgroup.com/?p=video> titled The Essential Skills Group. List and briefly explain each of the 7 essential skills and provide an example for each.

|  |  |
| --- | --- |
| **Essential Skill** | **Description and example** |
| Reading |  |
| Document use |  |
| Numeracy |  |
| Writing |  |
| Oral communication |  |
| Thinking |  |
| Computer use |  |

**Interview Tips:**

Using your textbook (page 184) list five tips that would help you during the interview process

1. Dress appropriately
2. Arrive on time, just a few minutes early
3. Be pleasant and enthusiastic
4. Be aware of body language
5. Thank the interviewer for his/her time

**Departures, Dismissals, and Retirements - Use you textbook (page 187) to define the following terms:**

|  |  |
| --- | --- |
| **Term** | **Description** |
| Exit interview | During an exit interview, the employee may discuss their future goals, provide some feedback about the workplace, and ways for improvement. Some employers give a positive reference for or letter of recommendation to their employees. |
| Corrective interview | Employers in corrective interviews discuss work problems with employees. Employees then improve or face dismissal. Employees are given a time frame in which to improve typically 60-90 days. |
| Employee layoff | Employee layoffs can occur due to financial cut backs. Employee services are suspended for a period of time. A good example is the automotive industry – GM may lay off assembly line workers when sales are done. |
| Severance package | Companies sometimes offer severance packages. Compensation when you are let go. If you are fired for cause, e.g. caught stealing you won’t receive a package, but if you are fired because the employer is downsizing you would. |
| Outplacement counselling | If provided, outplacement counselling offers terminated employees ways to find new jobs. Services provided include counselling, networking, interviewing skills, etc. Note they don’t find you a job, they help you to find a job. |
| Retirement | Retirement occurs when an employee voluntarily withdraws from the labor market. |

**Compensation – Use your textbook (page 189) to explain the following compensation and provide an example for each.**

|  |  |
| --- | --- |
| **Compensation** | **Description and example** |
| Straight commission | Straight commission is based solely on an employee’s sales. |
| Incentive bonus | When employees perform well, they may be rewarded with bonuses. |
| Performance-based pay | Piecework is performance-based pay that is calculated on how much product can be made by one person.  Sweatshops are piecework factories characterized by low wages and unsafe or unhealthy conditions. |
| Fee for service | A complete job is paid by one fee, and is usually documented in a signed contract. |
| Royalty or Licensing Fee | A complete job is paid by one fee, and is usually documented in a signed contract. |

**Health - Use your textbook (page 192) to help you answer the following questions.**

1. What is sick pay?

**Sick pay** are wages paid to any employee who is absent from work due to illness

1. Why do companies offer health and wellness programs to their employees?

Employers benefit from healthy employees. To encourage this, many businesses have established **wellness programs** that promote the physical and emotional well-being of their employees.

1. Use page 192 in your textbook to list the different types of health and wellness programs offered by employers.

* Fitness programs
* Antismoking programs
* Addiction treatment
* Job stress
* Counselling
* Other benefits (paid vacations, bereavement and personal days, etc.

**Safety – Use your textbook to complete the following**

1. What does the Labour code provide as the 3 basic rights to employees?
   1. To be informed about known or foreseeable hazards in the workplace
   2. Identify and resolve job-related problems in safety and health
   3. Refuse dangerous work if they have reasonable cause to believe that a situation constitutes a danger.

**Employee Rights and Responsibilities - Use the links shown to access the following information.**

Workplace rights are determined by the federal and provincial governments.

1. Access

[Information for Employees About Hours of Work and Overtime Pay](http://www.labour.gov.on.ca/english/es/pubs/hours/infosheet.php).

1. Maximum daily hours of work is (usually): 8 hrs.
2. Maximum weekly hours of work is (usually): 48 hrs.
3. Overtime hours start after: over 44 hours

Overtime rate of pay is: Time and a half or 1.5 times the hourly rate

1. Rest period between shifts is:
   1. after 11 hours, 24 hour rest period
   2. 8 hours off work between shifts and 24 consecutive hours off each work week, or 48 consecutive hours off every two work weeks

Eating time provided is \_\_\_\_\_\_30 mins\_\_\_\_\_ after: 5 hours

Access

<http://www.labour.gov.on.ca/english/es/pubs/guide/termination.php>

1. **Written Notice of Termination**

Length of notice for employees working less than 3 months requires: termination pay

What happens to the notice required when the length of employment is longer?

(either written notice of termination, termination pay or a combination – as long as the notice and the number of weeks of termination pay together equal the length of notice the employee is entitled to receive.) schedule below shows the notice required.

|  |  |
| --- | --- |
| **Period of Employment** | **Notice Required** |
| Less than 1 year | 1 week |
| 1 year but less than 3 years | 2 weeks |
| 3 years but less than 4 years | 3 weeks |
| 4 years but less than 5 years | 4 weeks |
| 5 years but less than 6 years | 5 weeks |
| 6 years but less than 7 years | 6 weeks |
| 7 years but less than 8 years | 7 weeks |
| 8 years or more | 8 weeks |
| Amount of notice required if an employee has been continuously employed for at least three months | |

1. **Mass Termination**

What is the length of notice for companies with 500 or more employees?

The amount of notice employees must receive in a mass termination is not based on the employees' length of employment, but on the number of employees who have been terminated. An employer must give:

* Eight weeks' notice if the employment of 50 to 199 employees is to be terminated
* 12 weeks' notice if the employment of 200 to 499 employees is to be terminated
* 16 weeks' notice if the employment of 500 or more employees is to be terminated

1. **Wrongful Dismissal**

What can an employee do in the event of a wrongful dismissal?

**An employee can sue.**

The rules under the ESA about termination and severance of employment are minimum requirements. Some employees may have rights under the common law or other legislation that give them greater rights than notice of termination (or termination pay) and severance pay under the ESA; because such rights generally cannot be enforced under the ESA, some employees may want to sue their former employer in court for “wrongful dismissal” or pursue other options. Employees should be aware that they cannot sue an employer for wrongful dismissal and file a claim for termination pay or severance pay with the ministry for the same termination or severance of employment, an employee must choose one or the other. Employees may wish to obtain legal advice concerning their rights.

1. Use the internet to answer the questions below:
2. What is a strike?

A strike is a collective action by employees to stop or curtail work. Section 1 (1) of the [Labour Relations Act, 1995](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_95l01_e.htm) defines a strike as a cessation of work, a refusal to work or to continue to work by employees in combination or in concert or in accordance with a common understanding, or a slow-down or other concerted activity on the part of employees designed to restrict or limit output.

1. What is a lock-out?

A lock-out occurs when an employer closes a workplace, suspends work or refuses to continue employing a number of employees during a labour dispute.

1. What is a strike vote?

Employees cannot lawfully strike unless a strike vote by secret ballot is taken within 30 days of the collective agreement expiring or at any time after the agreement expires, and more than 50 per cent vote in favour of the strike. With a first collective agreement, the vote must be conducted after the appointment of a conciliation officer.

1. Access

<http://www.employer-rights.com/t1.html>

What are the 3 types of warnings a company usually gives an employee?

1. **Verbal Warning**

The employee is to be interviewed by the supervisor in private and made aware of the rule being abused or the performance problem. Any explanation the employee has to offer is to be heard and considered. Finally, the employee is to be made aware of the improvement expected. The date and content of the discussion are to be recorded in a memorandum to be retained in the employee's personnel file.

1. **Written Warning**

If the desired degree of improvement does not follow the verbal warning or if a further incident occurs, whether it is a repetition of the first or a different infraction, a written warning is to be given to the employer by the Manager following agreement with the Personnel Department. The written warning should include:

1. a confirmation of the warning discussion;
2. a statement of the rule or standard abused or the nature of the unsatisfactory performance;
3. a statement describing the improvement that is required; and
4. if an infraction such as punctuality or a relatively minor performance problem is under review, a statement that further disciplinary action will follow if corrective action is not adopted to bring about immediate and continuing improvement; or
5. if a more serious infraction such as insubordination or a major departure from rules and regulations is under review, a statement that failure to exhibit immediate and continuing improvement will provide cause for termination of employment without further notice or payment in lieu thereof;
6. any written warning is to be acknowledged by the employee in writing and a copy retained in the individual's personnel file.
   * 1. **Final Written Warning**
7. in most cases of progressive discipline a second (or final) letter of warning is to be issued by the Manager following agreement with the Personnel Department. The timing of this letter will be subject to clear evidence that the employee has failed to heed the warning previously given