Fostering a climate in which every staff member views him/herself as a valued member of the community.

The purpose of this discussion today is to help answer some frequently asked questions about what we expect from you in the hire and exit process, performance reviews and coaching, health/medical leave requests, etc. as well as what you can expect from us.

Presented by The Office of Human Resources
Opening Prayer

https://en.wikipedia.org/wiki/The_Most_Holy_Name_of_the_Blessed_Virgin_Mary

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.

**Brief Introductions**

1. Name, Program
2. Length of Service
3. Number of Staff / Direct Reports
4. Favorite aspect of your ANO role
5. #1 question for take-away today

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.

Think...

What are your top 3 questions for us?
Fostering a climate in which every staff member views him/herself as a valued member of the community.

Discussion Points

1. Job Opening Process & HR JobLink
2. Hire & Onboarding Process
3. Benefits Resources & Leave Requests
4. Performance & Engagement
5. Coaching & Documentation
6. Integrity, Trust & Team Dynamics
7. Harassment Free Zone
8. Safety / Risk Management
9. Transfer / Exit Process
10. Your Ideas for “H|R Chats”
Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.

**Gift Planning Officer, Catholic Foundation**
Karen Heil • Wed, Aug 30 2017 at 4:17pm

The Catholic Foundation for the Archdiocese of New Orleans is seeking...

**Processing Archivist / Records Analyst**
Karen Heil • Wed, Aug 16 2017 at 4:39pm

The Office of Archives and Records for the Archdiocese of New Orleans is...

**Blessed Trinity Catholic Church in New Orleans is seeking a Maintenance Technician**
Karen Heil • Tue, Jul 11 2017 at 9:45am

Blessed Trinity Catholic...

**Second Harvest Food Bank is seeking a Major Gifts Officer**
Karen Heil • Fri, Jun 23 2017 at 9:21am

---

Human Resources Homepage: [http://nolacatholic.org/hr](http://nolacatholic.org/hr)
Hiring and Onboarding

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.

Benefits & Retirement

Eligibility

Qualifying Life Events

Organizational Exit
Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.
Performance & Engagement

FOCUS ON THE WHOLE PERSON, ALL YEAR

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Performance & Engagement

Employees want to feel:
- Valued
- Accepted
- Fulfilled
- Connected

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Performance & Reviews

Incorporate Program Goals
Identify Staff Development
Enlist Feedback
Conduct Regular Conversations

Formal record of your Conversations

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.

Performance & Reviews

EMPLOYEE EVALUATION AND COMPENSATION

Employee Evaluation Process
The objective of employee evaluations is to provide the employer with tools for helping the employees under the supervision achieve their maximum potential. The formal procedures involved in the program are as follows:

1. Development of a written job description – This job description should be as complete as possible, so that both the employee and his supervisor know what is expected. Where possible, timelines and performance standards will be included with the job descriptions and the relative priorities of the various duties will be indicated.

2. Performance evaluations – All employees must receive an annual evaluation of their performance after the conclusion of each calendar year. This evaluation may be used in determining merit-based raises in compensation. As important as the formal evaluation program is, supervisors should still provide informal feedback on an ongoing basis.

If an employee believes that his evaluation was not a fair reflection of his performance he may appeal the evaluation to the next higher level of management. In the case of most employees this will be to the Executive Director of the Department. If he reports directly to an Executive Director the appeal will be to the Vicar General.
Fostering a climate in which every staff member views him/herself as a valued member of the community.

**Performance & Reviews**

**S** - Specific
Who, What, Where, When, Why, Which
Define the goal as much as possible with no ambiguous language.
WHO is involved, WHAT do I want to accomplish, WHERE will it be done, WHY am I doing this (reasons, purpose), WHICH constraints / requirements do I have?

**M** - Measurable
From and To
Can you track the progress and measure the outcome?

**A** - Attainable
How
Is the goal reasonable enough to be accomplished? How so?
How much, how many, how will I know when my goal is accomplished?

**R** - Relevant
Worthwhile
Is the goal worthwhile and will it meet your needs?
Make sure the goal is not out of reach or below standard performance.
Is each goal consistent with other goals you have established and fits with your immediate and long term plans?

**T** - Timely
When
Your objective should include a time limit. “I will complete this step by month/day/year.”
It will establish a sense of urgency and prompt you to have better time management.

**Link** individual performance goals to **Program’s Objectives**

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Performance & Reviews

The PR Process helps your Staff member feel appreciated by being Heard and also understand where their efforts may need adjusting.

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.

Performance & Engagement
Hold “Stay” Interviews

• Know the reasons your staff members feel connected!
• Make supervisors accountable to debrief with their managers for exit reasons
• Engage with Community Service!

Rethinking Retention
in Good Times and Bad
Breakthrough Ideas for Keeping Your Best Workers
Richard P. Finnegon

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Community Outreach

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Build Trust

“Deposits in the Emotional Bank Account” ~Stephen Covey

1. Understand the Individual
2. Keep Commitments
3. Clarify Expectations
4. Attend to the “Little Things”
5. Show Personal Integrity
6. Apologize Sincerely

http://www.stephencovey.com/blog/?m=200802
Fostering a climate in which every staff member views him/herself as a valued member of the community.
Stand for Something!

“Everybody can be great, because anybody can serve.”
You don’t have to have a college degree to serve, you only need a heart full of grace; a soul full of love.”

~ Martin Luther King (1929 - 1968)

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Each time a person stands up for an ideal, or acts to improve the lot of others... he sends forth a tiny ripple of hope, and crossing each other from a million different centers of energy and daring, those ripples build a current of oppression and resistance that can sweep down the mightiest walls of resistance.

~ Robert F. Kennedy (1925 - 1968)

Fostering a climate in which every staff member views himself/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.
Coaching Strategies & Documentation

The Gap

"IF A GPS WAITED UNTIL YOU GOT TO THE DESTINATION TO TELL YOU THAT YOU TOOK THE WRONG TURN, YOU WOULD NEVER GET WHERE YOU WANTED TO GO."

— Rob Ollander-Krane, Director of Talent and Performance

Focus is regular conversations and real-time feedback

Regular feedback helps people re-calculate and stay aligned

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Coaching Strategies & Documentation

The "HOT STOVE" Rule

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Coaching Strategies & Documentation

Coaching Discussions

- Keep a ‘Journal Entry’
- Use Outlook: Date/Time

When no improvement, Written Acknowledgement of Discussions

PIP | Timeline & Consequence if not met

- Transition plan when failing to act on your coaching
- 2nd Manager in term meetings

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.

Harassment Free

Unwelcome | Offensive

Stop! Report & Act

“Should have known”

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.
Risk Management

H|R Consult

- When considering releasing a staff member
- Required conversation
- Refer to ANO Handbook
- ANO General Counsel, ANO HR, or Outside Counsel

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.

Transfer and Exit Process

- Reason will affect process
- Exit Interview for Vol.
- Final Payck - within 15 days, include accrued Vacation
- Benefits Continuation Letter

*Fostering a climate in which every staff member views him/herself as a valued member of the community.*
Fostering a climate in which every staff member views him/herself as a valued member of the community.

**January**
- Staff PR due to Supervisors
- 1095-c’s due to Staff

**February**
- Supervisors begin Meetings for Staff Reviews

**March**
- Site Admin Briefing Meetings for Open Enrollment
- Sup/Staff Reviews due to Human Resources

**April**

**May**
- OPEN ENROLLMENT for any Benefits Changes

---

*Fostering a climate in which every staff member views him/herself as a valued member of the community.*
Fostering a climate in which every staff member views himself/herself as a valued member of the community.

**June**
- Recommendations to Accounting Office for Staff Merit Increases

**July**
- **Fiscal Year**
  - Benefits Changes effective July 1st
  - Merit Increases effective July 15th

**August**
- New School Year Begins

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.
Fostering a climate in which every staff member views him/herself as a valued member of the community.

Celebrating Chancery Unity

Briefly discuss ideas to bridge the geographic ‘distance’ of Walmsley / Howard / Outside Entity Offices

Define a top challenge in your Program / Office

Brainstorm a solution to share

Solution Debrief

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Office of Human Resources

1000 Howard Ave. Suite 1200
New Orleans, LA 70113 | HR Fax: 504-568-1699

Pam Power
Phone: 504-310-8793 | ppower@arch-no.org

Ainsley McGovern
Phone: 504-310-8795 | amcgovern@arch-no.org

Karen Heil, SPHR, SHRM – SCP
Phone: 504-310-8792 | kheil@arch-no.org

• www.nolacatholic.org/hr

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Join us for “H|R Chats”

Seeking to Co-Host some breakfast or lunchtime Collaboration / Conversations!

Contact hr@arch-no.org

Fostering a climate in which every staff member views him/herself as a valued member of the community.
Thank you!!

- www.nolacatholic.org/hr

Fostering a climate in which every staff member views him/herself as a valued member of the community.