

# TAHOE FIVE STAR RESORT

## HR TEAM DEVELOPMENT PROPOSAL 2022-23

### Human Performance Consultants

Recommendations and actions to be taken for improving HR Team collaboration, processes, development, knowledge sharing, communication, conflict management, and continuous improvement of all processes that support organizational and Team Member and Client needs. HR will become more valued and effective as organizational business partners.

Key Objectives & Processes	
Strategic Sessions with HR Staff – expectations and agenda for next steps	
<ul style="list-style-type: none"><li>• Pre-meeting intro and feedback email ( Will email to HR prior to first meeting)</li><li>• Review feedback and review actions taken</li><li>• Review agenda for next steps, key objectives and processes</li><li>• Weekly Collaboration meeting ongoing</li><li>• Feedback and discussion on current processes</li></ul>	
Successful Collaboration Activity and Worksheet – meeting 2	
<ul style="list-style-type: none"><li>• Successful Collaboration Activity and Assessment Worksheet</li><li>• Discussion for improvements</li><li>• Measuring team effectiveness / goals</li></ul>	
Re-evaluate HR Organizational Structure	
<ul style="list-style-type: none"><li>• Pros and cons of current structure</li><li>• Best practices comparisons</li><li>• Recommendations for changes</li></ul>	
SOPs - Job Descriptions Review and Continuous Performance Improvement Activity – meeting 3	
<ul style="list-style-type: none"><li>• SOPs review of current processes and CPI Activity</li><li>• Job Descriptions/roles/responsibilities review and update</li><li>• Observations and Recommendations</li><li>• Complete HR SOPs and update Job Descriptions - * depends on current processes and documentation in place</li><li>• HRIS refresher training for all HR Staff / create training guides and quick references</li></ul>	
Communication and Problem Solving Activities – meeting 4	
<ul style="list-style-type: none"><li>• Communication Activity (Verbal &amp; Non-Verbal, Written)</li><li>• Problem Solving/Managing Conflict Activity</li></ul>	
Knowledge Sharing via SharePoint and/or other online information sharing mobile platform – meeting 5	
<ul style="list-style-type: none"><li>• Work with HR and operations management team to create a ready- reference library for all HR and Company SOPs ,handbooks or other reference tools with quick links to any corresponding standards, processes, reports or forms online – accessible only to management.</li></ul>	
Rollout updated HR content for Weekly Leadership Activities to improve leadership best practices	
Management has 24/7 access and opportunities for refresher training online here without taxing a supervisor's time or overburdening them	
<ul style="list-style-type: none"><li>• Supplement content through repetition of best practices for Leadership, Engagement, Motivation, Policies and Procedures, Forms, etc... Content and modules would be based on hot topics only</li><li>• Used as a ready reference tool whenever a supervisor needs to take an action or make a decision</li></ul>	
Cross-Training for the four key areas of HR Operations	
<ul style="list-style-type: none"><li>• Each HR Team Member will Cross-Train for 1 day in one of the other key HR areas</li><li>• Overview of duties, functions</li><li>• Observations and debrief with future opportunities for support in areas</li></ul>	