




**Leading  
the  
WAY**  **customer service  
efficiency  
capacity**



HR Policies,  
Challenges, and  
Motivation

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## HR Policy Discussion

- Difficult/complex policies and issues
  - Work from home
  - Exempt/Non-Exempt
  - Time and attendance
  - Flexible schedules
  - Raises cost of living
  - How to compensate
  - Addressing poor performance

## Employee Classification

- Foundation for almost all Management Activities
  - Know – Be – Do (C-A-P)
    - Compensation
    - Discipline
    - Training
    - Recruitment

Management Concept to Remember:

“ Remember to be  
Kind and not Nice”

## Performance Management



## Compensation Challenges

- Internal vs. External Equity
- Don't fall into the trap of "Punishing by Rewards"
  - Intrinsic vs. Extrinsic motivation
- Don't always go for the easiest tool in the toolbox

## Find and Keep the Right Talent

- Basic Skills Needed
  - Decision making
  - Leadership
  - Communication
  - Technical
- First 3 are part of Emotional Intelligence
- Last 1 is generally a threshold

## Back to Flexibility

### Equilibrium is the Next Step to Death

- Yellowstone Fires of 1988
- Law of Requisite Variety
  - "Survival of any system depends on its capacity to cultivate (not just tolerate) variety in its internal structure"
  - Fish tank model
  - Business world
- Reframe the problems

## Reframe Challenges

- Reframe problems to find solutions
  - Alexander the Great
    - Persian Navy
    - The Island of Tyre

Questions?