

## **Coaching Your Staff on Career Options**

**Objectives are to provide SOM supervisors with** an understanding of how to coach their staff regarding their career path.

**Topics covered include how to talk to staff about:**

- Their career options.
- How to move up.
- How to get a different job.

## **Compensation: Classification & Reclassification**

**Objectives are to provide an understanding of:**

- How jobs are classified i.e. job title and salary grade.
- Reclassification procedures.

**Topics covered include:**

- Job Evaluation.
- Salary Surveys.
- Salary Structures.
- HR1 Process.
- Reclassification Reviews.
- Salary Adjustments.

## **Compensation: Pay for Performance**

**Objectives are to provide an understanding of:**

- Performance evaluations.
- How to reward performance.

**Topics covered include:**

- Annual Salary Increase Program.
- Performance Evaluations.
- Merit Increases.
- Performance Bonuses.

## Fair Labor Standards Act

**Objectives are to provide an understanding of** the Fair Labor Standards Act and the responsibilities of supervisors in the SOM.

Topics include:

- Minimum wage
- Overtime pay
- Exemptions
- Record keeping requirements

## How to Manage Staff Not Meeting Expectations

**Objectives are to provide an understanding of** what supervisors can do to manage staff that are not meeting expectations.

Topics covered include:

- Setting expectations
- Motivational techniques
- Giving feedback
- Documentation
- Penn's policy 621: Performance Improvement/Discipline (which includes oral and written warnings, probation, and termination)

## How to Reduce Your Legal Risk

As a manager, you face personal legal risk due to your role in recruiting and managing staff. This is a rare opportunity for you to hear from, and ask questions of, the attorneys who handle the real-life cases at Penn.

Eric A. Tilles, Esq. and Robert J. Bohner, Jr., Esq. from the Office of General Counsel will offer practical tips on:

- Documenting performance
- Questions to ask yourself before disciplining or discharging
- Developing your management skills
- Reducing your legal risk

## Performance Appraisals: Mid-Year Checkpoint

**Objectives are to provide an understanding** of what supervisors can do to make the Performance Appraisal process easier and more efficient.

**Topics covered include:**

- Setting goals and objectives
- Giving and receiving constructive feedback
- Documentation and ongoing record keeping

## Performance Appraisals: Writing Performance Appraisals

**Objectives are to provide an understanding of:**

- The Performance Appraisal as an ongoing process rather than just an annual event.
- Practical steps to take in preparing for, and writing, a Performance Appraisal.

**Topics covered include:**

- Calibrating what Supervisors write, say and rate during Appraisal Process.
- Preparation Steps for Writing Appraisals.
- Definition of Performance Expectations.
- Types of Expectations.
- Criteria for Writing Effective Expectations.
- Writing Construction Feedback on Competencies.
- Writing Effective Performance Feedback.

## Recruitment & Interviewing

**Objectives are to provide an understanding of:**

- How to recruit appropriate job candidates
- Interviewing techniques that will help you select the best fit for your open position

**Topics covered include:**

- Writing effective job criteria
- Posting a job
- Getting appropriate candidates
- Designing interview questions
- Avoiding illegal questions
- Selecting the best candidate
- Making an offer

**\*\*This seminar takes place over two sessions. You must be able to commit to both sessions in the series in order to register\*\***

## Salaries and Extra Pay

**Objectives are to provide an understanding of:**

- How salary structures are developed.
- Minimum qualifications and their importance.
- The differences between additional pay, overtime pay, and bonuses.

**Topics covered include:**

- Competitive Salary Ranges.
- Classification of Positions.
- Minimum Qualifications.
- Starting Salaries.
- Additional Pay/Bonuses.
- Overtime Pay.

## Sexual Harassment Awareness

**Objectives are to provide SOM supervisors with knowledge of** the issues surrounding sexual harassment in the workplace.

Topics include:

- Penn's policy on sexual harassment
- Inappropriate behavior and prohibited harassment
- The role of managers/supervisors in addressing these situations in the workplace

## How to Use Flexible Work-schedules to Motivate and Retain Your Staff

The SOM Training Department is offering a training session to help supervisors understand how to use flexible work-schedules as a method of motivating and retaining staff.

Some topics which will be discussed include:

- What are flexible work options?
- Why are flexible work-schedules so prevalent and valued in the workplace?
- How to manage flexible work schedules
- How to consider a flexible work option proposal
- How to prepare a flexible work option agreement
- Guidelines for success