

Supervisor Training Series

Federal Guidelines

Worker's Compensation

Before the Accident

- Improve department safety and workplace procedures
- Save ClinicalCare24 number to contacts. Encourage employees to do the same

During the Accident

Ask if the injury is life threatening

If yes --> Call _____

If no --> Report to ClinicalCare24

Remind employee to report the injury and not to seek own treatment. Direct them to our preferred provider – Conservative Care

After the Accident

- Worker's comp doesn't kick in until employee has missed 7 days
- Work with HR to determine accommodations
- Ensure employee submits accurate leave reports and to provide documentation of medical status

Do NOT ask the employee for medical information.

Harassment, Title VII and Title IX

Harassment, discrimination or offensive conduct is never acceptable in the workplace, and should be addressed even if it doesn't violate federal standards. Read more about this in our Harassment policy 420.00

Various types of harassment in the workplace include:

_____ : A favor or advantage granted or expected in exchange for something.

_____ : Unwelcome conduct that is so severe, pervasive and/or offensive that it denies someone's equal access to the college.

_____ : sexual contact or behavior that occurs without explicit consent of the victim

Retaliation

Actionable behaviors and conduct by employer that affects the protected terms and conditions of employment

Currently, there are several laws which protect employees and side with them in retaliation claims, no matter the level of harm experienced.

Unlawful Retaliation Examples:

Threats

Different Treatment

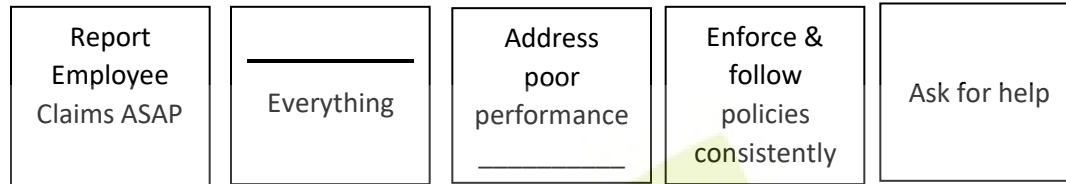
Subtle Comments

Ways to report

EthicsPoint – can be found on Infohub via either a phone number or anonymous report

Email to Human Resources

How should I navigate awkward scenarios with employees that could lead to retaliation?



What to include in documentation:

- Your name
- Date
- Employee involved
- Any documentation or attachments
- Additional information as needed.

Fair Labor Standards Act (FLSA)

De-Minimus Test – This determines whether or not an hourly employee needs to report their time worked.

Does the amount of work make up an indefinite period of time/last a few seconds or minutes in duration?
Yes/No

Is failure to count such time acceptable by industrial realities?

Yes/No

Family Medical Leave Act

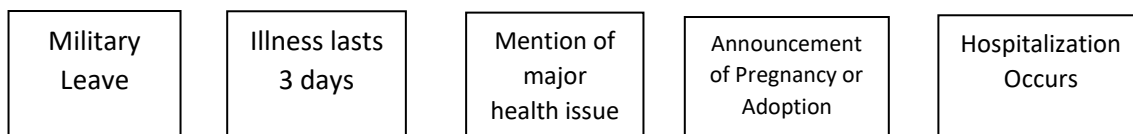
- Grants up to 12 weeks paid or unpaid leave
- Provides job protection and qualified employees are entitled to it

Who Qualifies?

- Someone who has worked 12 months and 1250 hours preceding the leave
- Employee or employees spouse/child must have a serious health condition
- Employees must use paid personal days first
- Employees can only take 12 weeks FMLA leave a rolling calendar year
- FMLA leave will be applied retroactively if employee qualifies.

You don't need to know whether an employee qualifies for FMLA, you just need to know when to let HR know.

Signs you should tell HR: (Both you and the employee)



Americans with Disabilities Act –

Disability: Consistent pattern of behavior that is a potentially impactful medical condition – long or short term

Person with a disability – A person with a history of, currently lives with or is perceived to has a condition that substantially limits major

Navigating Accommodations

Finding accommodations for employees is an _____ process involving the employee, supervisor and department.

Accommodations are:

Decided by HR, doctor's and precedent

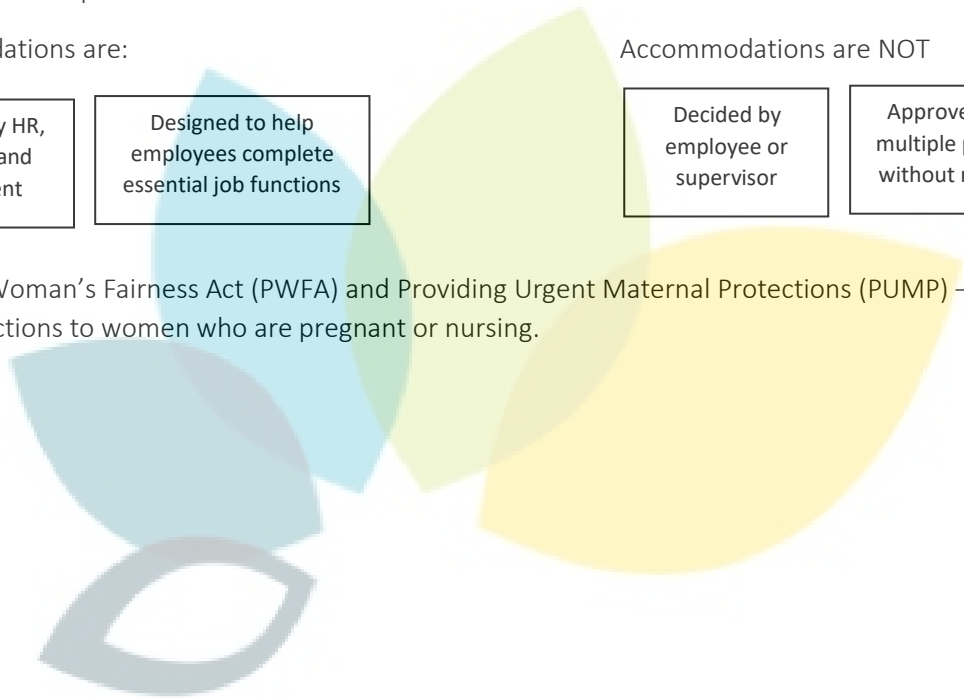
Designed to help employees complete essential job functions

Accommodations are NOT

Decided by employee or supervisor

Approved for multiple people without review

Pregnant Woman's Fairness Act (PWFA) and Providing Urgent Maternal Protections (PUMP) – provide ADA protections to women who are pregnant or nursing.



**JOHNSON COUNTY
COMMUNITY COLLEGE**

Employee Lifecycle

Offboarding

Retirement: The action of leaving one's job usually due to eligibility

Retirements must go through Benefits department.

Involuntary Separation: When JCCC decides to terminate its relationship with an employee due to KPRS (also includes emergency separations)

Involuntary Separations must go through Employee Relations.

Voluntary Separations: When an employee decides to terminate their relationship with JCCC due to their own reasons.

Voluntary Separations will lose access at 4pm on last working day. Request all projects and materials before this point. Supervisors will not have access to employee emails at any point. If your employee works night shifts, use comment section to request that last working day is Sept. 8th if actual last day is Sept. 7 to preserve access.

Separation Process

1. Employee notifies supervisor of _____
2. Supervisor completes and turns in Separation Form to HR
3. HR initiates separation process through Banner & EPAF
4. Supervisor encouraged employees to physically deliver keys/cards/badges to access services
5. Supervisor prompts HR to remove employee access
6. Employee departs, receives offboarding survey via email

Ask employees to save all documents to team sharepoint. Even if they have saved documents to their personal onedrive and shared access rights with you, you will lose access once their account is shut down.

Emeritus Process – Faculty with 10+ year tenure who retire and can reclaim ownership of their office, files, etc after a 60 day loss of access (Due to KPERS) or 90 days if under 65.

- Usually, only FT Faculty come back as emeritus status
- Employees cannot be promised a job – they risk losing all KPERS benefits
- Applies to anytime an employee retires from a KPERS institution (even if they are part time)
 - o Ex. A tutor in your office works for the k12 district and retires – they must also stop working at JCCC until the 60 days are up.

Prepare for Involuntary Separation

- Document
 - o Kansas is At Will – but higher ed requires us to adhere to strict guidelines. Follow up every conversation with an email to the employee reviewing the conversation.
- Implement PIP (*reach out to Employee Relations for templates*)
 - o Once PIP is finalized and all demands are not met, leads to termination
- Provide appropriate warnings
 - o Constantly communicate. Employees should never be surprised they are on a PIP.

Initiate involuntary separation

- Invite to private, in-person meeting – *HR has spaces available*
- Honestly explain reasoning for separation. Write a script for what you want to say that includes facts of the situation. *ER has script templates available*
- Prior to meeting, shut down access card and email
- Request all JCCC property
- Give space for employee to gather belongings

Content has been created by the Office of Human Resources for the means of providing learning opportunities for our employees.
For questions, email staffdev.dept@jccc.edu

- Ask for help – HR prefers to be present for these conversations

Do not contact any employees regarding work after they leave. That counts as working and they legally must be paid. *Scribeshow.com* can help you document processes quickly and easily.

Recruitment Process > Hiring by identifying, attracting, screening and interviewing qualified candidates.

New Position: 1.) Create job description 2.) Reach out to Compensation

Creating Job Description: Only require education that can't be trained on the job. Outline department needs. *Milkround.com* will help you eliminate jargon from your job description.

Fill existing position: 1) Complete employment separation form 2) Request to post form

Hiring Committee: Remember, there is a full training available for Hiring Committee members

1) Every job search must have committee 2) Must have 2+ members 3) Every member must complete training

PageUp has a list of great questions to ask candidates. Ask lots of behavioral questions. Make sure everyone gets the same questions

Recruitment Process

- 1) Post Job
- 2) Evaluate Applicants
- 3) Select Candidates
- 4) Interview
- 5) Select Candidates/calculate salary
- 6) Offer to Candidate

References: Contact References by email or phone during salary calculation. Review at least 2 references before making verbal offer.

Onboarding: Process that maximizes engagement and retention while welcoming new employees into JCCC culture

PageUp Process for Supervisors:

- 1) Initiate in PageUp once candidate selected
- 2) Proceed with verbal offer
- 3) Update PageUp upon Acceptance
 - a. Then HR starts background check, create employee in Banner, begin I9 and tax form process. HR will not share background check flags with supervisors to protect the information of applicants. Applicants' current employers can complete I9 process if they can't make it to campus

Classifications:

Part Time Temporary (PTT) – Must work less than 630 hours/calendar year (Avg: 12 hours/week). Not benefits eligible

Part Time Regular (PTR) – Eligible for Benefits. Work 25 hours/week or less

Non Credit Instructors – Teach non credit courses. Not benefits eligible. Paid via Supplemental Contracts. Only in Continuing Education

Adjunct – Part time, for-credit instructors. Paid via supplemental Contracts. Not benefits eligible

Faculty – Full time college employees who teach for-credit classes, part of Master Agreement. Benefits Eligible

Fully Time Hourly – Work 35-40 hours/week. Benefits Eligible

Fully Time Salary – Work 40 hours/week. Benefits Eligible

Supervisor onboarding duties

- 1) Computer set up
- 2) Access request
- 3) Phone Request
- 4) Email is set up by employee

Tell new hire

- 1) Dress code
- 2) Parking Information
- 3) Start date, time, location

Prepare

- 1) Coworkers
- 2) Training schedule

On an employee's first day

- 1) Introduce employee to coworkers and tour around office space/campus
- 2) Take employee to Access Services
- 3) Complete a 1:1 to discuss priorities, job functions, policies and expectations
- 4) Ask how they are feeling, ask how they're doing

During an employee's first week

- 1) Train on relevant information orientation and benefits
- 2) Introduce to key stakeholders
- 3) Ensure they are signed up for
- 4) Celebrate at the end!

Supervisors are responsible for training: Banner, Concur, Timesheets, Dress Code, Canvas, Policies

Other major employment events:

Job Changes – if an employee changes, ensure that Access/Phone/Email/and Move requests are completed. There is no other onboarding unless the employee has been with college 5+ years. If moving from part time to full time, they will be invited to benefits orientation. Employees cannot be in both an exempt and nonexempt position at the same time.

Position Audit Process – Process that evaluates & prioritizes requests annually. Done with annual budget process. Does not go through HR, is for your department.

Review job duties, education/experience requirements and other details

Positions considered for audit process include:

- Individual positions that have assumed additional higher-level duties (Admin assistant doing work of a coordinator)
- Individual positions impacted by changes to a department or org structure (Coordinator in a department that has eliminated the specialist position)
- Part time positions that you'd like to move to full time. (Specialist who currently works 20 hours, but you'd like to move to 40 hours)

Vacancy Review Committee : Reviews: PTR& Full-Time recruitment postings, Salary/Hourly increase request, Reorgs and level changes

Supervisor Training Series

Employee Engagement

What is Employee Engagement

Employee engagement is the emotional commitment an employee has to the organization and its goals.

In JCCC's recent employee engagement survey, we found that on the question "How satisfied are you currently with your overall employment experience" that we were at 3.97 on a 5.0 scale

Our strengths at the college include:

- JCCC support services,
- work contributes meaningfully,
- enjoy my work,
- work is motivating,
- work is engaging,
- depend on others,
- someone cares about me as a person,
- immediate supervisor support professional and personal growth,
- supervisor advocate on my behalf,
- trust in my supervisor,
- supervisor communicates important matters to me

Employee engagement is not employee happiness or satisfaction. Happy employees don't necessarily work hard for the org – rather they work for their own goals. Satisfied employees may not go the extra effort and can be easily persuaded to leave.

What does Employee Engagement Affect

- Absenteeism
- Productivity
- Profitability
- Customer Satisfaction
- Turnover

Engagement numbers across the world

- 29% engaged
- 52% not engaged
- 19% disengaged

How as supervisors can we engage our employees?

Communication

Set and communicate expectations consistently

- How to set – work together as a team to develop
- When to set – onboarding, yearly review, reinforce regularly
- Be transparent, active listening, being responsive and available

Emotional Intelligence

Ability to understand and manage emotions

Improve your emotional awareness through self-awareness, self-regulation, social skills, empathy, motivation

Empathy is different than Sympathy. With empathy, you approach by focusing on the other person, you listen, you put in the extra effort to understand.

With Sympathy – you focus on solutions, there is an element of judgment, you express expected sentiment, you have a focus on self. These are not intentional, but they are hallmarks of sympathy.

Coaching for Growth and Development

Positive feedback focuses on an employee's strengths, talents and accomplishments. You are reinforcing their greatness. How to deliver:

- Immediately
- Consistently
- Sincerely
- Directly
- Explain Impact
- Choose the right method
- Recognize their effort

Negative feedback focuses on what an employee has done wrong and how it can be improved. How to deliver:

- With emotions under control
- Privately
- Behavior centered
- Timely
- Specifically

Coaching format: State the behavior, wait for a response, remind of the goal, ask for solution, and agree together.

Recognize and Develop Your Employees

Recognition can be done informally through email or in person. Be specific when giving recognition. Recognition can be done formally through the Staff Development office through awards.

Investing in employee development benefits both your employees and your department through retaining employees and improving your department's performance. Employee development ties back to employee engagement by:

- Keeping employees engaged and energized about future at the college
- Increase in employee skills and effectiveness in their roles
- Employees feel valued by the college when we invest in their development
- Remind your employees of internal learning resources
- Budget for professional training and conferences for your department
- Set aside time in department meetings for development
- Set aside time in your one-on-one meetings with employees to discuss their professional development needs
- JCCC provides numerous ways for supervisors to help engage and retain their employees and themselves through development

The logo features a stylized flower or leaf design composed of several overlapping, semi-transparent shapes in shades of blue, green, and yellow. Below this graphic, the text "JOHNSON COUNTY COMMUNITY COLLEGE" is displayed in a large, bold, sans-serif font, with "JOHNSON COUNTY" on the top line and "COMMUNITY COLLEGE" on the bottom line. The text is in a light gray color.

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