

Bringing the Human Back into Human Resources



JUNE 21, 2022



Who Am I?

- Speaker, Coach, and Facilitator who focuses on engaging, encouraging, & empowering companies and communities towards intentional progress.

- ✓ Masters Degree in Human Resources
- ✓ Bachelors in Organizational Leadership
- ✓ Certified DiSC Trainer
- ✓ Mental Health First Aid Responder and Trainer
- ✓ Diploma in Life Coaching
- ✓ Certified Mental Health Coach
- ✓ Certified in Advance Mediation
- ✓ 28 years of progressive Human Resources in Corporate America

I have combined my people/employee relations skills with my passion to help others, help themselves.



The Goals for Today

- Understand & compare the value of the human interaction vs automated processes
- Identify the importance of Mental Health in the Workplace
- Apply human dynamic for discipline
- Learn how to reward & recognize for an impact through communication

Understand & compare
the value of the human
interaction vs automated
processes

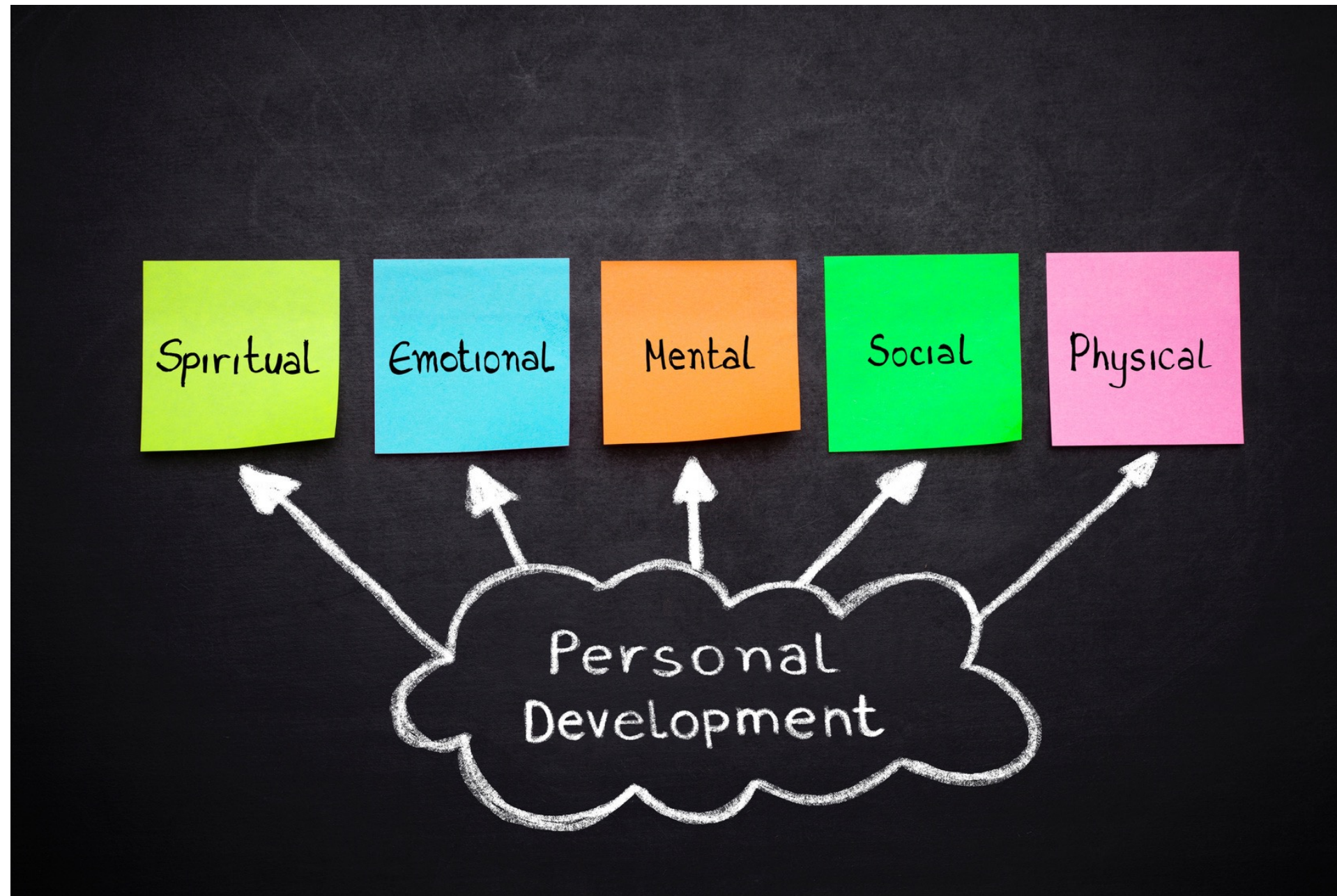
MAKING & TAKING IT PERSONAL

RECRUITMENT & ONBOARDING

EXIT SURVEY vs EXIT INTERVIEW



Making and Taking It Personal



If you don't
make it
personal, they
may take it
personal.

Recruitment & Onboarding



- 1 Welcome to the Team
- 2 Day One Acknowledge & Introduce Team (AIT)
- 3 Day One (BE PREPARED)
- 4 Set Expectations & Understanding
- 5 Onboarding Buddy
- 6 Share & Ask
(Share about self and Ask about them)

APPLICATION FOR EMPLOYMENT

LAST NAME

STREET ADDRESS

POSITION DESIRED?

HAVE YOU APPLIED FOR EMPLOYMENT?

☐ YES ☐ NO -- IF YES...

MONTH & YEAR:

Exit Interviews vs Survey





Exit Survey vs Exit Interviews

Data Driven Decisions



MENTAL HEALTH

PRODUCTIVITY & RETENTION

MENTAL HEALTH FIRST AID TRAINING

**Identify & justify the
importance of Mental
Health in the Workplace**



Mental Health

76% of respondents reported at least one symptom of a mental health condition in the past year, up from 59% in 2019. (HBR)

As HR professionals, employees may turn to you help when facing mental and emotional stress, anxiety, and burnout.

Will you be prepared?
Will Leadership be prepared?



"90% of employers report the COVID-19 crisis is affecting the behavioral health and productivity of their workforce."

PRODUCTIVITY & RETENTION DISCUSSION

MENTAL HEALTH FIRST AID

Mental Health First Aid (MHFA) teaches you how to identify, understand and respond to signs of mental health and substance use challenges among adults.

**1 IN 5
in the U.S. lives
with a mental
illness.**

Source: National Institute of Mental Health

**From 1999-2019
841,000
people died from
drug overdoses.**

Source: Centers for Disease Control and Prevention

**On average,
130 people die by
suicide every day.**

Source: American Foundation for Suicide Prevention

- Common signs and symptoms of mental health challenges.
- Common signs and symptoms of substance use challenges.
- How to interact with a person in crisis.
- How to connect a person with help.
- Expanded content on trauma, substance use and self-care.

Learn how to respond with the Mental Health First Aid Action Plan (ALGEE):

A ssess for risk of suicide or harm.

L isten nonjudgmentally.

G ive reassurance and information.

E ncourage appropriate professional help.

E ncourage self-help and other support strategies.

BREAK OUT SESSION

Apply human dynamics
for discipline

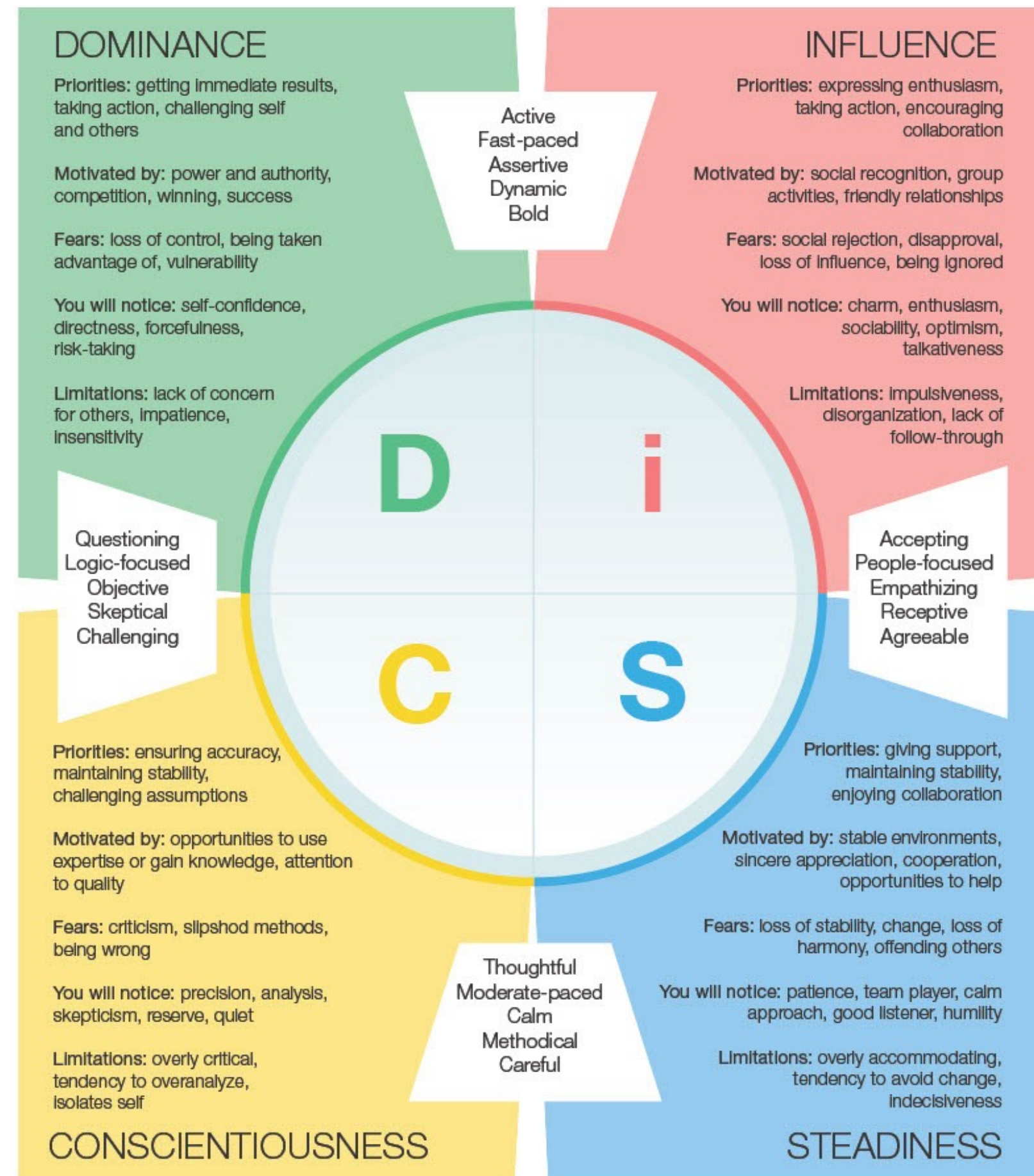
**HOW YOU COMMUNICATE AND TREAT PEOPLE
MAKES A DIFFERENCE**

COMMUNICATION

- 1 Who needs to say "it"?
- 2 What is being said?
- 3 What is not being said?
- 4 What should be said?
- 5 Where "it" should be said?
- 6 When "it" should be said?
- 7 Why "it" should be said?



..... and HOW?



DiSC adds value in a multitude of organizational priorities and discipline can be a turning point:

- Coaching
- Communication
- Conflict management
- Culture change
- Customer service training
- Discipline
- Onboarding
- Personal development
- Professional development
- Teamwork



Learn how to reward & recognize for an impact

STYLES & BENEFITS

RISKS





REWARDS & RECOGNITION



R&R STYLES

- Bonuses
- Written
- Verbal
- Day One
- Birthdays
- Employee Appreciation
- Work Anniversaries
- Project Completions
- Idea Generation

R&R BENEFITS

- Greater Employee Engagement
- Increased Productivity
- Collaborative Work Environments
- Positive Working Culture
- Improved Retention
- Goal Driven Culture
- Employee Satisfaction

AUTHENTICITY IN THE PROGRAM and PRESENTATION





RISKS of REWARDS & RECOGNITION



- Authentic
- Meaningful
- Motivating
- Too much/little
- Personal Preference
- Misaligned
 - Team Effort → Individual Award
 - Innovative → Process Conforming
 - Risk Taker → Proven Formulas

Getting personal, communicating, and adding the human factor, enhances R & R programs and mitigates these risks.



In Summary.....

Automation is a phenomenal contribution to the workplace but it should not be a replacement for engagement.

- Understand & compare the value of the human interaction vs automated processes.
 - When we make it personal, their taking it personal is beneficial to the organization.
 - How we recruit, retain, and release employees contributes to the reputation of the organization.

- Identify the importance of Mental Health in the Workplace
 - We train for a physical health crisis. We must train for mental health crisis.
 - It is not if, it is when.

- Apply human dynamic for discipline
 - W, W, W, W, W, & H Communication, discipline starts at training. How we communicate to employees in all phases of employment, contributes to the disciplinary moment.
 - How you TREAT people can make a difference.

- Learn how to reward & recognize for an impact through communication
 - Authentic, Meaningful, Motivating
 - IN PERSON

QUESTIONS



THANK
YOU



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