

HR Advice for Small Businesses – Because What You Don't Know Could Cost You

Many small business owners lack the time or relevant training to cope with HR regulations and compliance themselves, yet don't have the resources to hire a professional HR person. Each of our 3 panelists will share some best practices to help you understand and set workplace standards.

Recruiting Best Practices

Maria will discuss recruiting best practices including understanding your need, the importance of developing a job description, utilizing different recruiting methods depending on the type of position, being creative while also avoiding discrimination in advertising, and the importance of the initial communication with applicants. Learn how planning, creativity, and excellent applicant customer service will make your recruiting efforts more effective!

Conflict Resolution

Warren will explain why it's crucial for you to understand how to manage and resolve workplace conflict. 20 percent of a manager's workweek is devoted to dealing with employee conflict. Workplace conflicts result in low morale, poor decision making, angry employees, expensive productivity loss, stress-related medical conditions and unbelievable amounts of wasted time. If such conflicts are left unresolved, they can escalate into costly lawsuits.

Employment Law

Angela will focus on three areas of employment law: **1. *The Wrongful Discharge from Employment Act***: Documenting performance issues, the grievance procedure and performance reviews. **2. *Drug and Alcohol Testing: Do you need to do it?*** Writing clear policies and medical marijuana. **3. *Harassment and Discrimination***: The Human Rights Bureau, the necessity of policies and investigation of complaints

This month's facilitator: Maria Gilman, MS, PHR, Warren Tolley, SPHR and Angela Jacobs, Atty

Facilitators: Maria Gilman is originally from Twin Bridges, Montana. She has her B.S. in Psychology and Sociology from Carroll College and her M.S. in Applied Psychology from Montana State University. She has stayed current in Human Resources by becoming a Certified Temporary-Staffing Specialist (CTS) in 2005, PHR (Professional in Human Resources) certified in 2007, and maintaining membership in Society for Human Resource Management (SHRM), a national organization. Maria moved to Kalispell to manage the Kalispell Branch of LC Staffing in 2010, and currently serves as a member of the Flathead Job Service Employers' Council (JSEC) and as President-Elect for the Flathead Valley Chapter of SHRM.

Warren Tolley is Executive Director of Human Resources at FVCC. His experience in Human Resources Management and Organizational Development comes from multiple industries and several regions of US and Canada. Previous to joining FVCC, he led HR departments in Hospital, Pharmaceutical and Chemical industries. Mr. Tolley, a certified Master Trainer, has a degree in Business Management from Brigham Young University, and extensive graduate work in Human Resource Development. He is a long term member of SHRM, and has been active in the Flathead Valley SHRM Chapter since 2004.

Angela Jacobs has been in private practice in the Flathead Valley for ten years. She has been a partner with the firm Hammer, Hewitt, Jacobs and Quinn, PLLC since 2004. Her practice focuses on insurance defense, employment law and appellate issues.

Monthly *Blueprint for Business Success* brown bag sessions feature business professionals facilitating informative discussions. Attend to receive relevant information, opportunities to ask questions of the professionals, and network with peers.

Who should attend? Employers interested in growing and evolving more effective organizations. Why?

- Utilizing all available resources to operate and grow makes for smart business.
- Exchanging ideas, insights, and real-world solutions directly impacts your bottom line.
- Making better decisions quickly requires more and better information
- Engaging and energizing your staff helps make your business more successful.

Date: Wednesday, September 12, 2012
Time: Noon – 1:00 pm
Location: FVCC Arts & Technology Bldg, Room 139
Cost: No cost!
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