

**SMART WORKPLACES BY HR TO GO, INC - JULY 2005**

**HUMAN RESOURCES MANAGEMENT - OUTSOURCE IT!**

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**Confronting Harassment Charges**

How a manager investigates a sexual harassment complaint may determine the outcome of the lawsuit, if there is one. Here are eight key points to remember when one of your employees comes to you with charges of harassment.

1. Take every complaint seriously.

2. Contact Human Resources immediately to review company policies.
3. Remember: You're not a judge or jury. The manager's job is to collect the facts.
4. Keep your investigations confidential.
5. As you investigate, document everything: memos, conversations, reports, etc.
6. Evaluate yourself: Do you have any bias about the complaint?
7. Don't take the easy way out. Some managers solve harassment problems by transferring the person who made the complaint. This doesn't serve the accused or the victim, and can lead to serious legal trouble.
8. Do the follow-up: Make sure the harassment has stopped and that the employee who complained is comfortable in the workplace.



### Plan Your Week in 30 Minutes

Experts say that you only need 30 minutes to plan your entire week. How to do it? Follow the OATS formula.

**O: Objectives.** What results do you want to see by the end of the week? Write them down and rank them.

**A: Activities.** What do you have to do to achieve your goals? List the necessary activities and put them in sequence.

**T: Time.** How much time will each activity require? To plan realistically, allow yourself more time than you think you will actually need. This gives you flexibility if unexpected problems develop.

**S: Schedule.** Look at your calendar and decide when you can do each activity. Most people underestimate the power of a schedule, but you won't get anything accomplished if you don't schedule time to do it.



## Why Listening Skills Help you Connect

When Bill Clinton said, "I feel your pain," people poured out even more of their woes to him. And they trusted him as a result. Bond with your employees by letting them open up to you. Use these prompts:

**"Please go on."** Give the employee more time to talk, even if you're eager to respond with advice or opinions. You'll know it's your turn to speak when the person says, "I've covered everything" or "There's nothing left to say."

**"That makes sense."** Validate your employee's comments by letting them know you approve of their logic, actions or attitudes.

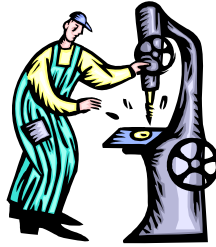
**"I see."** Induce speakers to reveal more of themselves by simply acknowledging what you hear without judging it.

And here are three prompts to avoid:

**"I'm not sure I agree, but go on."** Unless employees ask point-blank whether you agree, don't pronounce judgment.

**"I don't blame you."** Why introduce the concept of blame? Employees may find this remark jarring when they're trying to level with you.

**"I know exactly what you're feeling."** No, you don't.



### Hand-y Tips for Industrial Work

- Don't wear gloves, rings, watches, or bracelets when you work with machinery.
- Don't wear long sleeves - wear short sleeves that won't get caught in machinery.
- Don't use your hands for feeding materials into saws and other machinery - use a puch stick.
- Don't use your hands to sweep up metal chips - use brushes.
- Don't put your hands near moving mechanical parts.
- Don't use machinert if you're been drinking or using drugs - even prescription drugs.

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