

# People Ops Pulse

Bringing you the most up-to-date and helpful People Operations (HR) information for small business owners, entrepreneurs and partners

**Meme & Quote of the Month:**



## The Season of Thanks for the Talent in your Business

*We've made it to the end of 2023! In this season of giving thanks and starting to look ahead to 2024, businesses are evaluating their employee and talent base for strengths and opportunities to finish the current year and start the new one strong. When it comes to your current employees, showing them that you are thankful for their service and efforts throughout 2023 is a very important part of people management at this time of year – making them feel valued, appreciated and supported. For your prospective employees and new hires – conveying this type of supportive organizational culture to them, and also showing new hires your appreciation that they chose **this** opportunity, can also help your recruiting and hiring process to thrive. To sum up the advised rule of thumb – a little appreciation and effort can go a long way!*



**IN THIS ISSUE**

**Promotions – How to Mitigate the “Double Edged Sword”**

Inherently, we think that promoting an employee will automatically turn them into a long-term employee – learn how to make sure to best handle promotions, so that it doesn't turn into a retention risk instead

**Interviewing – PLEASE Don't Ask That**

Employers certainly want to get to know their candidates during the interview process so they can make the best choice – find out how to avoid the questions that can't be asked so you stay in compliance

**Virtual Onboarding – Making It Count**

With the nationwide transition towards hybrid and remote work environments, how you can ensure that your virtual onboarding programs feels like an in-person experience

## Interviewing – PLEASE Don't Ask That

The first and fourth quarters of the year are the two busiest hiring times for businesses – “hiring up” for the holidays and also making sure you are starting the new year with appropriate staffing are crucial parts of business and people management. One of the most common compliance-related questions that I receive is – “Bonnie, what are things that I can't really ask on an application or during an interview?”

The EEOC is the federal governing body over compliance related to protected classes by law. Protected classes apply to all companies in the US, regardless of size. Due to this, the EEOC provides guidance to businesses on questions that should not be asked on an application or during the interview process to ensure compliance with federal law. Companies should avoid asking applicants about personal characteristics that are protected by law, including race, color, religion, sex, national origin and age.

According to the EEOC, “These types of questions may discourage some individuals from applying, may be viewed suspiciously by some applicants, and may be considered evidence of intent to discriminate by the EEOC. If you do not have this information when you decide who to hire, it may be easier for you to defend your business against a hiring discrimination complaint.”

In summary – when in doubt, leave it out!

### Examples of questions NOT to ask on an application or during an interview:

- Are you biracial?
- Which church do you attend?
- What language(s) do you speak at home?
- Are you pregnant?
- Do you plan to have children within the next year?

Need help with your application and interview process? Let's chat!

## Promotions – How to Mitigate the “Double Edged Sword”

During this time of year – in showing appreciation to employees and as part of the employee evaluation process, business owners and managers look to provide promotions to employees. A higher role, more responsibility and more money – what could go wrong? However – if a promotion is not handled appropriately, a promoted employee may actually turn into a retention risk. According to the Society for Human Resource Management (SHRM) and ADP, an analysis of more than 1.2 million U.S. workers between 2019 and 2022 found that getting a promotion increases the chance that a person will leave their organization. Including first-time managers. So why – and what can you do?

Make sure people are **promoted for the right reasons** – they apply for a job at a higher grade with higher responsibility, or the existing job changes so significantly to warrant a promotion. Also, **be clear** in defining and **be consistent** in the promotion process. Finally, adequately **prepare** the promoted employee for their new role.

Need help with your promotion strategy? Let's connect!

## Virtual Onboarding – Making it Count

In the post-COVID area, an effective onboarding program for hybrid and remote employees is needed now more than ever and is a vital part of company success. The “barrier of the screen” between yourself and your new hires can inherently present challenges that are unique from new hires onboarding in person. When you're not able to onboard in person, here are helpful steps you can take: reach out and give the new hire a virtual welcome via a phone call. On their first day, send a welcome and introduction note to your company introducing the new team member, and involve the rest of the team in welcoming the new hire. Assign them a “buddy” or “mentor” within the business to partner directly with the new hire through onboarding. Teach culture *first*, to lay a foundation for a successful new hire integration. And finally – but importantly – don't “onboard and disappear” – remember that *true* onboarding for employee integration and success takes about 6-12 months. Need help putting together an onboarding plan? I can help!



From recruiting to onboarding, to training and ongoing management, and everything in-between: let Wolf-Rose People Solutions help put strategies into place to support the success of your employees – and in turn support the success of your small business.

COMPLIANT



CONSULTING



CONNECTIONS



COST-EFFECTIVE



In-person and virtual consultations are available – providing services nationwide

**Bonnie Anderson, PHR, SHRM-CP: Owner & Consultant**



Phone: 602-492-2636

Email: [bonnie@wolfrosesolutions.com](mailto:bonnie@wolfrosesolutions.com)

Website: [www.wolfrosesolutions.com](http://www.wolfrosesolutions.com)

LinkedIn: <https://www.linkedin.com/company/wolf-rose-solutions/>

Alignable: <https://www.alignable.com/phoenix-az/wolf-rose-people-solutions-consulting>

Visit our Website! [www.wolfrosesolutions.com](http://www.wolfrosesolutions.com)