

☑ *Worksheet – Introduction to Human Resources*

Human resource management plays a critical role for small businesses. The *Introduction to Human Resources* course described the important principles and processes used in human resource management. Use this worksheet to document your questions, thoughts, ideas, and action items as they relate to human resource management. The questions below follow the topics discussed in the course. You can use the fillable PDF form fields or print the worksheet and write in the space provided.

Human resource management is all about people. It includes doing whatever is reasonably possible to find that delicate balance between what best serves the basic needs of employees and what best serves the market-driven needs of the company within the regulatory compliance issues provided by the States and Government.

Basic Human Resource Concepts

The objective of human resource management is to serve as a consultant for the rest of the company. By creating a positive attitude among employees, reducing spending, and making maximum use of resources, human resource management helps the company achieve its objectives and mission. In the space below write down ways your business follows human resource management practices.

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Human Resource Activities

With the practices you listed above, use the checklist below to mark the human resource activities which your business performs. Next to each checked activity, write down ways you use that activity. Next to each unchecked activity, write down questions or concerns you may have regarding the activity.

Human Resources Planning

Job Analysis

Recruitment and Selection

New Employee Orientation Training

Performance Evaluations

Compensation Packages

Employment Laws

Labor Relations

Human Resources Planning

Strategic Staffing Plan

Think about your recruitment and selection process. Do you feel you are hiring the right employees? As discussed in the course, it's essential for your business' success to hire the right employees. Having a Strategic Staffing Plan can help you outline your company's staffing requirements. In the space below, write down tasks and responsibilities that are keyed to your business goals. Then, use what you have to help you begin drafting your Strategic Staffing Plan. You can use these questions to help you get started:

- What are your business objectives?
- What competencies, skills, and tasks are necessary to produce outstanding performance that align with your business objectives?
- Which combination of resources, internal and external, gets the most mileage out of the tasks?

Employment Laws

Laws affect virtually everything in the field of human resources and it's important to ensure your business is compliant with Federal and State laws and regulations. In the space below write down ways your practices align with all laws pertaining to your industry. Think about all aspects of the employee relationships, from hiring to termination, such as hiring laws, workers' rights, and discrimination and harassment.

Now, use the space below to write down any questions you may have regarding employment laws to discuss with a business counselor.

Termination and Separation

When it comes time to fire an employee, you should keep your risk to the company at a minimum. Use the checklist below to prepare for the termination meeting and ensure you are following regulations.

Make sure you have all the proper paperwork together. This includes performance evaluations, disciplinary action forms, and attendance sheets.

If your State requires final pay on termination day, provide at the meeting.

If the employee had benefits through the company, inform him or her when their benefits will end and when their COBRA notice will be sent.

Explain your job reference policy. For example, you may only provide job title, dates of employment, and salary history to prospective employers. If the employee or prospective employers require more detail, it will require written consent from them.

Collect all keys, credit cards, technology device, and property belonging to the company.

Advise other employees that the employee is no longer working at the company once he or she leaves.

In the space below, write down any questions or concerns you have in regards to termination and separation and the associated laws.

Resources

This worksheet is intended to help you document your ideas and possible solutions to common challenges small businesses face daily. You are not alone! If you would like talk to someone about your business, the SBA has a broad network of skilled counselors and business development specialists waiting to help your business start, grow, and succeed. Below is a short description of our resource partners:

There are more than 1,000 Small Business Development Centers (SBDCs) located around the country. SBDCs provide management assistance to current and prospective small business owners.

- **SCORE** is a powerful source of free and confidential small business advice to help build your business. More than 10,000 SCORE volunteers are available to share their experience in lessons learned in small business.
- **Women's Business Centers (WBCs)** assist women and men in achieving their dreams by helping them start and run successful businesses. Over 90 WBCs are located around the country.
- The **SBA** has over 60 **District Offices** located throughout the country to help you start and grow your business.
- The **SBA Learning Center** provides self-paced training courses, videos, worksheets, and checklists designed by business development specialists and educators to help entrepreneurs learn about business ownership. Courses provide introductory and intermediate entrepreneurship education.
- The SBA's **Office of Women's Business Ownership (OWBO)** serves as an advocate for women-owned businesses. The office oversees a nationwide network of 110 Women's Business Centers that provide business training, counseling and mentoring geared specifically to women, especially those who are socially and economically disadvantaged. The program is a public-private partnership with locally based nonprofits.
- The **Veterans Business Outreach Program (VBOP)** provides entrepreneurial development services such as business training, counseling and mentoring, and referrals for eligible veterans owning or considering starting a small business. The SBA has 15 organizations participating in this cooperative agreement and serving as Veterans Business Outreach Centers (VBOC).
- **Procurement Technical Assistance Centers (PTACs)** provide local, in-person counseling and training services for small business owners. They provide technical assistance to businesses that want to sell products and services to federal, state, and/or local governments. PTAC services are available either free of charge, or at a nominal cost. PTACs are part of the Procurement Technical Assistance Program, which is administered by the Defense Logistics Agency

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- **BusinessUSA** is a centralized, one-stop platform that makes it easy for businesses to find and access federal services. BusinessUSA lets you easily search by topic, industry or ownership type, and provides tailored results that can help you during every stage of business, from starting up to going global and selling to the government. Find more information by going to business.usa.gov.

Find all your local resources in one place using our handy [zip-code tool](#).

For more information about SBA programs and services, please download the [Small Business Resource magazine](#).