



HR Examiner

Examining practical HR issues business owners and managers encounter every day

Open and Shut Case

January 2010

Reader
Brainstorm

I would love your ideas!

As many of you know, I offer a wide variety of management and HR programs at conferences and events as well as in-house programs for organizations.

What I'm seeking is your suggestions for topics that you think leaders,

Striking the Match

Although we still hear about the doom and gloom of the job market in the media, at the same time I am hearing story after story of people who are landing wonderful jobs. I'm also hearing stories about companies who are hiring great new employees. I'm not sure whether the job market is turning around, or whether more people are finding successful workplace matches. But I think both are in play.

I've been helping some individual clients fine tune their resumes to help them better present who they are and what they've accomplished in their career. The focus of my work is to clearly spell out and quantify the person's primary accomplishments in the resume so that hiring managers really know what you've mastered and what you can offer.

One of my clients was very excited about her new job, having moved from a very



managers, and organizations would love to hear today!

I'm ready to create and introduce new programs and thought: "Who better to ask what issues are hot for your organizations than you!"

Be creative and have fun! As managers, employees, or HR professionals, what topics would fill the gaps in your workplace? What drives you nuts in the workplace that you'd like someone to help you with?

Check out my sample list of programs at [Supervising Smart Sessions](#). Then email me at Arlene@ArleneVernon.com with other topic ideas you'd be interested in me presenting.

Special Deal

small business to a large corporation. While her new position was entry level, the new organization opened up great opportunities for her future just due to their size. Of the last 6 resumes I've helped people with, 4 landed new jobs within a month! And one client was laid off one week and was hired by a new company the next.

My question is: what did these individuals do to ensure that they stood out from the rest? And as employers, what do we look for and what did these employers do to help them find these bright, qualified people?

Differentiation is the key. So, whether you're hunting for a job or for an employee, make sure you know and can communicate your assets and have solid strategies in place to get the end results you desire.

The job seeker needs to present a picture of 'excellence' in every contact and communication with the potential employer. And the employer needs to present an impeccable (and honest) image in every interaction to ensure that those top candidates are excited and honored to be part of your team.

It's all about making sure that the match-making is win-win.

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Intertwining the Entry and Exit of Employees

I was just hired to help a client fill an opening for a Lead Receptionist. I'll be creating employment ads, screening resumes and telephone interviewing candidates to select 3-5 people whose background and personality resonate with the organization.

Once the client and I started exploring the hiring needs of the organization, we recognized the importance of my connecting with the exiting employee to acquire

of the Month

When was the last time harassment training was conducted for managers and/or employees in your organization?

Organizations who have not trained their staff on the do's and don'ts of harassment in the workplace are at risk for higher damages should they be found guilty of harassment.

So, my special for the month is 15% off any harassment training you book in the month of February. The training can be scheduled any time that works for us in February or after, but the commitment would need to be made in February to receive the discount.

Whoever said that harassment training can't

her insights into both the job she performed and the anticipated skills set of her replacement. Since the employee is highly valued by the organization and was successful in the position, she possesses a wealth of information that can be of benefit to the organization.

So I am connecting with the exiting employee to get a deeper sense of what she really did in that position so that I can have a better understanding of who will truly fit into the organization and this pivotal role. I will also conduct the more standard exit interview to explore their experience in the job and to learn what the organization should keep the same and should improve to ensure it's an employer of choice.

My questions for you are:

- How do you tap into the wisdom of your exiting employees?
- How do you ensure that their job knowledge as well as their insights are not totally lost as they leave?
- What written tools and operations manuals do you have in place to increase the learning curve of new employees?
- Are you celebrating the success of your exiting employees – or – are you celebrating the fact that the employee exited?

It's important to approach the exiting of employees strategically and step back from the emotions of the exit. There's so much information that you can glean from exiting employees to make your organization stronger. And there's an internal "public relations" benefit when you appreciate the insights of a valued employee, even one who exits.

be fun, hasn't attended one of my sessions. I promise that your managers and employees will NOT BE BORED! We cover all the legal information required; I include quizzes and case studies for discussion and even include my harassment songs!

Call me soon and take advantage of this great offer!

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If you're not having fun with your human resources,

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About Arlene Vernon

Arlene Vernon, PHR, partners with small businesses as their Human Resource Xpert to create their HR systems and solve their HR problems.

If you have gaps in your HR operation, have an employee problem to solve, or want to enhance your managers' skills, call Arlene today. Learn how HRx can save you time and help you avoid costly HR mistakes. HRx, Inc., Eden Prairie, MN 55344, 952-996-0975, www.HRxcellence.com. Arlene@ArleneVernon.com

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