

# Human Resources

for Anyone with Newly  
Assigned HR Responsibilities

**ENROLL  
TODAY!**



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[www.careertrack.com](http://www.careertrack.com)



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CareerTrack  
P.O. Box 25001,  
395 Wellington  
Road South,  
London, ON N6C 6A8.

A crash course covering key issues,  
basic laws and best practices

New to HR? Recently been asked to  
take on greater HR responsibilities?

This course will swiftly get you up to speed on all aspects of HR – from legal and compliance issues to hiring and firing, records keeping and retention, benefits administration and more!

**In just one day of intensive training, you'll cover:**

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- Record Keeping Fundamentals – 10 principles for collecting, keeping and destroying personal employee information
- 3 things you must be able to legally prove regarding your employment policies
- What you can and cannot ask during an interview
- And much, much more! See pages 4 – 5 for more details

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**If you're new to HR or you've recently taken on HR commitments as part of your job, this training is an exciting "crash course" in the basics!**

## **Build skills, confidence and know-how in just one information-packed, fast-paced day!**

When it comes to Human Resources, you've got to know your stuff. Your organization and its employees are depending on you to provide accurate information, advice and answers on everything from government regulatory issues and benefits administration to the finer points of the employee handbook. You've also got to be current on all the latest HR legal issues, be available as a knowledgeable resource for employees, be able to mediate internal conflicts and disputes and be prepared to hire and fire personnel as necessary. You've got your work cut out for you, but we can help!

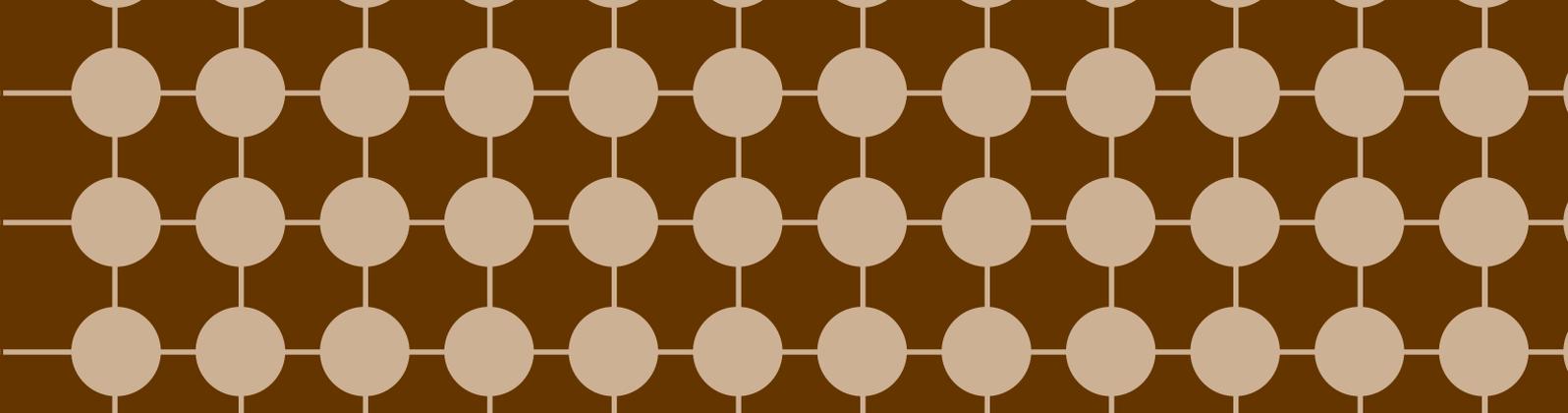
*Human Resources for Anyone with Newly Assigned HR Responsibilities* was designed to deliver the most information in the least amount of time. From legislation affecting discrimination and medical leave to the best practices in benefits, record keeping, hiring and firing, this course is a comprehensive primer on major issues you'll face as you tackle your new HR responsibilities.

## **No filler or fluff — just targeted, in-depth training ... right where you need it most!**

Our staff of experts have created this course to help you get up to speed on all the "mission critical" aspects of your new HR responsibilities. This program is remarkably comprehensive, packed with essential information you'll need to step into your new position with confidence. You will learn how to ensure your company is safe and secure for employees, discover how to stay in compliance with legislative decisions handed down by the government and find out how to protect your organization and employees from lawsuits and legal action.

### **Guaranteed Results!**

All of our seminars are **100% SATISFACTION GUARANTEED!** We're confident this seminar will provide you with the information, tools and resources you need to take on new HR responsibilities with confidence. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free*.



## Spend a day with us and get on-the-mark training that guarantees you success in your HR career!

Relax and focus in a positive, open learning environment with other professionals who understand and share your concerns and questions about HR issues. We've created a format that breaks down the most critical information for you so it's easy to comprehend and apply to your own work situations. We'll cover a broad range of material, but ensure it's presented in a matter that makes it easy to absorb and digest. You'll have ample time to ask questions, discuss ideas — even network with your colleagues — as you discover how to meet the challenges and responsibilities of your new position head-on!

### Quick Quiz: How well do you know HR?

- What are the HR best practices to keep your organization out of legal hot water?
- As an HR professional, how should you respond to a sexual harassment charge within your organization?
- True or False? You can legally ask an applicant about the reasons for leaving a previous job.
- What are the legal guidelines for making changes to the employee manual?
- What are the proper destruction and disposal methods for files and records that are no longer needed?
- How long should you retain personnel records after employees leave your company?
- What steps should you take during an employee's termination process to avoid a wrongful discharge lawsuit?

**How did you do? If you hesitated on even one of these questions, don't wait to sign up for this training!** Keeping up with legal trends, changes in best practices, legislative updates and court rulings is a tough job for even the most seasoned HR veteran, let alone someone who's new to the field! Attend *Human Resources for Anyone with Newly Assigned HR Responsibilities* and become a more effective, productive and knowledgeable HR professional in just one day!

# Course Content

Check-in: 8:30 a.m. – 9:00 a.m.

Program: 9:00 a.m. – 4:00 p.m.

## Primary Objectives

- Identify the role of an HR manager or staff and ensure you have a handle on their key responsibilities
- Implement legally safe recruiting and onboarding procedures
- Become familiar with the protected classes of individuals under federal and provincial labour laws
- Engage in basic employee coaching, counseling and discipline techniques

## Essentials of HR Responsibilities

- Understand the role of company policies and how they align with the legislation of your organization's jurisdiction
- Identify basic labour laws
- Streamline how you revise, develop and implement policies
- Communicate and administer important employee information systematically – and ensure you're doing it legally
- Keep management and employees on the same page
- Recruit and onboard new hires with quick and thorough proven strategies
- Advise managers and supervisors regarding politics and procedures

## An Overview of Labour and Employment Laws

- Uncover the foundation of HR Law – where Canadian regulations are derived from and the implied common law obligations
- Understand the splits in federal and provincial jurisdiction, and ensure you know where your organization falls
- Recognize the significance of "reasonable notice" under Canadian employment law

## Protected Classes

- Review legislation prohibiting employment discrimination – including race, national origin, color, religion, sex and age
- Delve into the Bona Fide Occupational Requirements (BFOR), which allows employers certain discriminations
- Learn about other outlying discrimination issues, such as drug addiction, criminal record, height and weight requirements, drivers' licenses and nepotism

## Human Rights Discrimination and Harassment

- Differentiate between discrimination and harassment
- Understand the burden of proof – and know what your organization should be prepared to present
- Define sexual harassment and determine its different elements

## Fundamentals of Recruiting and Interviewing

- Know what to include, emphasize and leave out of job advertisements
- Receive a valuable tool for screening prospective employees – it will save you time and potential frustration in the long run
- Ensure you're covering all job description responsibilities during an interview
- Utilize helpful behaviour-based interviewing techniques, and weed out the bad apples early on

## The Nature of the Employment Relationship

- Decode the contractual nature of the employee-employer relationship
- Know your rights when you hire independent contractors, such as the employer's power of selection and the right to suspend or dismiss
- Discover the relationships of dependent contractors, which are considered intermediate relationships

## Discipline and Discharge

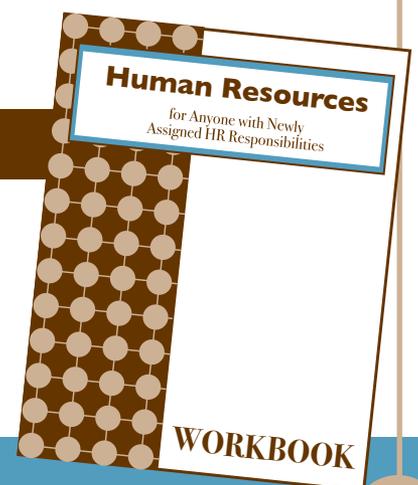
- Use progressive discipline techniques to reduce recurring issues with difficult employees
- Recognize the signs for when you can terminate with cause
- Identify when you can terminate without cause, and determine the factors involved for providing reasonable notice

## Employment Standards Issues

- Become familiar with the differences between exempt and non-exempt employees – who qualifies as what
- Discover guidelines for employees' hours of work
- Minimize the confusion when it comes to employee wages
- Utilize a valuable employment records retention chart
- Ensure you're complying with current legislation when it comes to vacation time and holiday pay
- Know what jurisdiction your organization falls under concerning leaves of absence – including pregnancy and family medical leave

## A comprehensive HR manual is yours to keep

As part of your tuition, you'll receive an indispensable workbook covering the material presented in the seminar and then some! Packed with HR guidelines and recommendations, it frees you from extensive note-taking so you can listen and learn. This manual contains worksheets, checklists, examples, dos and don'ts and much more. It's sure to become a trusted desk reference you'll turn to again and again!



## On-Site Training Solutions



### Get the Results You're Looking For!

Bring our powerful, high-impact training programs to your organization and show your employees you're serious about their professional growth and achieving critical organizational goals and objectives.

### Choose From Over 150 Courses!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting and intriguing!

### Tailor the Training to Meet Your Specific Needs!

We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues and scheduling concerns.

### Maximize Your Training Budget!

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Give your staff the skills, knowledge and confidence they need to meet tough workplace challenges head-on, realize their full potential and perform at their peak.

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visit us online at  
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## Registration Information

**Enroll Today!** Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

**Quick Confirmation!** To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

### Cancellations and Substitutions

You may cancel your registration up to 10 days before the program and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

### Please Note:

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.careertrack.com/faq.asp#agerequirements>.
- Please, no audio or visual recording.
- You will receive a Certificate of Attendance at the end of the program.

### Tax-Exempt Organizations

If you are tax-exempt, please fax written documentation stating that you are tax-exempt certified to 1-866-750-5695 or mail with registration and payment to P.O. Box 25001, 395 Wellington Road South, London, ON N6C 6A8.

### Continuing Education Credits

CareerTrack offers Continuing Education Credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines, and approval is at the discretion of your licensing board. **Questions or concerns should be directed to your professional licensing board or agency.**

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To update your contact information, see page 6.

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