

Employee Relations for Managers & Supervisors
July 21, 2011

>> Announcer: The Bureau of Land Management Satellite Network presents live from the BLM National Training Center in Phoenix, Arizona... A Human Resources Forum.

Today's topic..... Employee Relations for Managers and Supervisors.

And now the host of your program, Leon Thomas.

>> L. Thomas: Good morning and welcome to our Human Resources Forum on Employee Relations for Managers and Supervisors.

In this program we'll discuss the important relationship between managers and the employee relations specialists in your office, and we'll present four case studies which illustrate how the partnership between HR staff and managers can work when dealing with some employee conduct issues.

Joining me today is a panel of experienced employee relations experts.

From Washington D.C., ER specialist for policy and programs, Terry Pierce is with us.

Welcome, Terry.

>> T. Pierce: Thanks, Leon.

I'm excited today to share information about the ER program.

>> L. Thomas: Also with us from the Wyoming State Office in Cheyenne, ER specialist Julie Nelson is also here.

>> J. Nelson: Leon, thanks for the opportunity to come and discuss some of the more common problems occurring in our offices.

>> L. Thomas: And labor and employee relations specialist Paul Sienkiewicz is with us today from the Colorado State Office.

Hi, Paul.

>> P. Sienkiewicz: Thank you, Leon.

It's a pleasure to be here to have the opportunity to talk about some challenging but important HR issues that face managers in BLM.

So it's good to be here.

>> L. Thomas: And completing our panel from the right here at the Arizona State Office in Phoenix is employee and labor relations specialist Lisa Powers-Michaud.

Thanks, Lisa, for taking the time to join us today.

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>> L. Powers-Michaud: Hi, Leon.

I'm glad to be here today.

I think today's broadcast will be informative and helpful in day-to-day situations.

>> L. Thomas: Much of our discussion today is based upon MSPB case laws, Code of Federal Regulations, DOI and BLM policies governing employee relations.

Employee relations issues can become a challenging process, and requesting assistance from your employee relations specialists is the first place to start.

Before we get started, I'd like to mention that throughout our presentation you will have an opportunity to communicate with us.

After each of our case study presentations, we would like to take your questions and comments.

You can contact us at any time during this telecast by telephone, fax or via e-mail and text message using the phone numbers and e-mail address on your screen.

We will let you know when we are ready to take your questions related to each of our four case study presentations.

Okay, now that the announcements are out of the way, let's get started.

To kick everything off, we're going to start with Terry Pierce for an overview of the Employee Relations Program.

Terry?

>> T. Pierce: Thanks, Leon.

I'd like to give an overview of the employee relations program and the relationship we have with the people we service.

The employee relations specialist has responsibility to give advice, guidance and assistance to managers, supervisors and employees on a variety of subjects, to include conduct and discipline, performance management, labor relations, grievances and appeals, and workplace conflict resolution.

As Leon mentioned, the guidance we provide comes from a variety of reference and policy tools, such as case law, the code of federal regulations, DOI and BLM policies, and local guidance and supplements.

Our discussion today is primarily focused on conduct and discipline.

We want to assist you in ensuring that you are equipped with the knowledge and tools you need to communicate effectively with your employees, resulting in acceptable conduct in the workplace.

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You will be faced with decisions on how to handle a conduct-related incident or series of incidents.

There are three simple words we want to impress upon you during this discussion... consult, decide, and act.

First, you must get in the practice of consulting with your employee relations specialist when an incident occurs that affects the mission and operations of your office.

The ER specialist will advise and assist you with the appropriate tools you need.

Second, decide... decide which type of management action will correct the behavior.

For example, informal or formal discipline.

And, third, act... act on the advice given to you with the confidence of knowing that you are supported by policies that govern your decision.

Today's guidance should help you when problems arise.

>> L. Thomas: Thanks, Terry, for that big picture look at the ER program and the emphasis you place for supervisors to contact ER specialists early in the process.