

# 35 CRITICAL HR DEPARTMENTAL PROCESSES

Access to accurate and reliable content, tools, and live support enables employers to implement the processes necessary to mitigate people risks and achieve business goals.

ThinkHR's People Risk Management solution gives employers the confidence to:

1. Identify the human resources (HR) risks, opportunities, and costs at their company
2. Create job descriptions
3. Define hiring procedures
4. Develop forms and tools for various HR actions
5. Conduct skills testing and background checks
6. Conduct pre-hire physicals
7. Create new employee documents
8. Maintain and retain personnel files
9. Design and conduct employee onboarding programs
10. Create a system for employee suggestions
11. Manage time and attendance
12. Handle overtime requests and authorizations
13. Determine overtime exemption status
14. Develop and implement performance improvement processes
15. Manage poor performance, behavior issues, and discipline
16. Create off-boarding processes and termination procedures
17. Process family and medical leaves and other time off programs
18. Manage accommodation requests
19. Handle complaints and work conflicts
20. Investigate wrongful conduct
21. Manage home-based workers and telecommuting issues
22. Manage independent contractors, contingent workers and other "joint employee" arrangements
23. Manage requests for transfer, demotion, or promotion
24. Develop and manage total compensation programs
25. Design and implement recruiting programs
26. Create employee handbooks
27. Create and implement strategies for increased employee engagement
28. Create ethics and work behavior policies
29. Develop team building programs
30. Develop and conduct compliance, leadership, and management training
31. Conduct employee climate surveys and develop action plans based on the feedback
32. Conduct HR audits and determine risk mitigation plans
33. Implement strategic HR processes and tools
34. Manage workers' compensation administration and reporting requirements
35. Provide on-demand guidance from experienced HR professionals