



**Help! I'm a Manager!**  
 Christie L. Engler, MHRM, SPHR, SHRM-CP  
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**About Me**

Christie Engler is an HR practitioner with 20 years' experience in the field. Christie has worked with hundreds of small and mid-sized businesses, primarily in the outsourcing space.

Christie is a graduate of The Ohio State University and the Keller Graduate School of Management at DeVry University. She has earned the SPHR and SHRM-CP certifications. Christie is a member of SHRM.

Christie lives in Columbus, Ohio with her wonderful husband, James, and their two daughters, Avery and Emily. She spends a lot of time at Orangetheory Fitness and is a fanatic of Ohio State football.



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**Faith, Family, Fitness, Football, & Friends**

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**Agenda**

- Becoming a Manager
- Role & Responsibilities
- Employment Law Overview
- Communication
- Employee Lifecycle
- Resources & What's Next




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**Becoming a Manager**  
(a.k.a. how did I get into this mess?)




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**How did YOU become a Manager?**



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**It's OK – You're Not Alone**

- Promotion
- Lack of Training
- Employees quit managers
- Legal Liability
- Front line of culture



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**Quotes for Inspiration**

"My job is not to be easy on people. My job is to take these great people we have and to push them and make them even better." – Steve Jobs

"Tend to the people, and they will tend to the business." – John Maxwell



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**Role & Responsibilities**



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### What Am I Supposed to be Doing?

- Represent the organization
- Educate employees
- Manage employee relations
- Manage expectations
- Ensure compliance
- Managers are the eyes and ears of the company at all times!!!



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### Things to be Aware of

- HEALTH ISSUES
- ACCOMMODATIONS & RESTRICTIONS
- PERSONAL PROBLEMS
- CONCERNS & GRIEVANCES
- REFERENCES



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Think About the Best (and Worst!) Boss You've Ever Had



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## Employment Law Compliance

Staying Out of Court



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### Question #1

For how long must an employee work for an employer in order to qualify for FMLA?

- 6 months and 600 hours
- 9 months and 900 hours
- 12 months and 1250 hours



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### Question #2

At what age is an employee protected under ADEA?

- 30 years of age
- 40 years of age
- 50 years of age



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**Question #3**

True/False – a manager may be held personally liable for requiring employees to work overtime without pay.

- True
- False



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**Question #4**

Can an employer terminate an employee for posting 'this company sucks' on social media?

- Yes
- No
- It depends.



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**Question #5**

May a manager send an employee for a drug test under reasonable suspicion if the employee discloses that they are going to party the night before?

- Yes
- No
- It depends.



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**FMLA/ADA/LOA**

- FMLA – Family Medical Leave Act
- ADA – Americans with Disabilities Act
- LOA – Leave of Absence
- STD – Short Term Disability
- LTD – Long Term Disability
- PTO – Paid Time Off



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**Embrace Your HR Department!**



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**What is the #1 Complaint of Employees?**

**Lack of Communication!**




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**Communication Best Practices**

- Open door/open floor
- Office hours
- Regular check-ins
- Calm demeanor
- Confidentiality/discretion
- Preparation
- Meetings vs. Emails
- Collaboration
- Professionalism



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**The Employee Lifecycle**



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**From Start to Finish**

- Recruitment
- Hiring Process
- Interviewing
- Onboarding
- Orientation
- Termination
- Resignation
- Retirement
- Involuntary



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## Performance Management

  
TRAINING

  
COACHING

  
FEEDBACK

  
PROGRESSIVE  
DISCIPLINE

  
PROMOTION



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## What (else) can I do to support my people and make them successful?



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## Resources

- Books/articles
- Podcasts
- Ted Talks (You Tube)
- Mentor/Coach
- Your fellow managers
- Let's Connect!
- Email: [christieengler@gmail.com](mailto:christieengler@gmail.com)
- LinkedIn: <https://www.linkedin.com/in/christie-engler/>
- Twitter: @christie\_engler
- Blog: <https://christieengler.home.blog/>



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