

# HR-120 Manage Employee Relations

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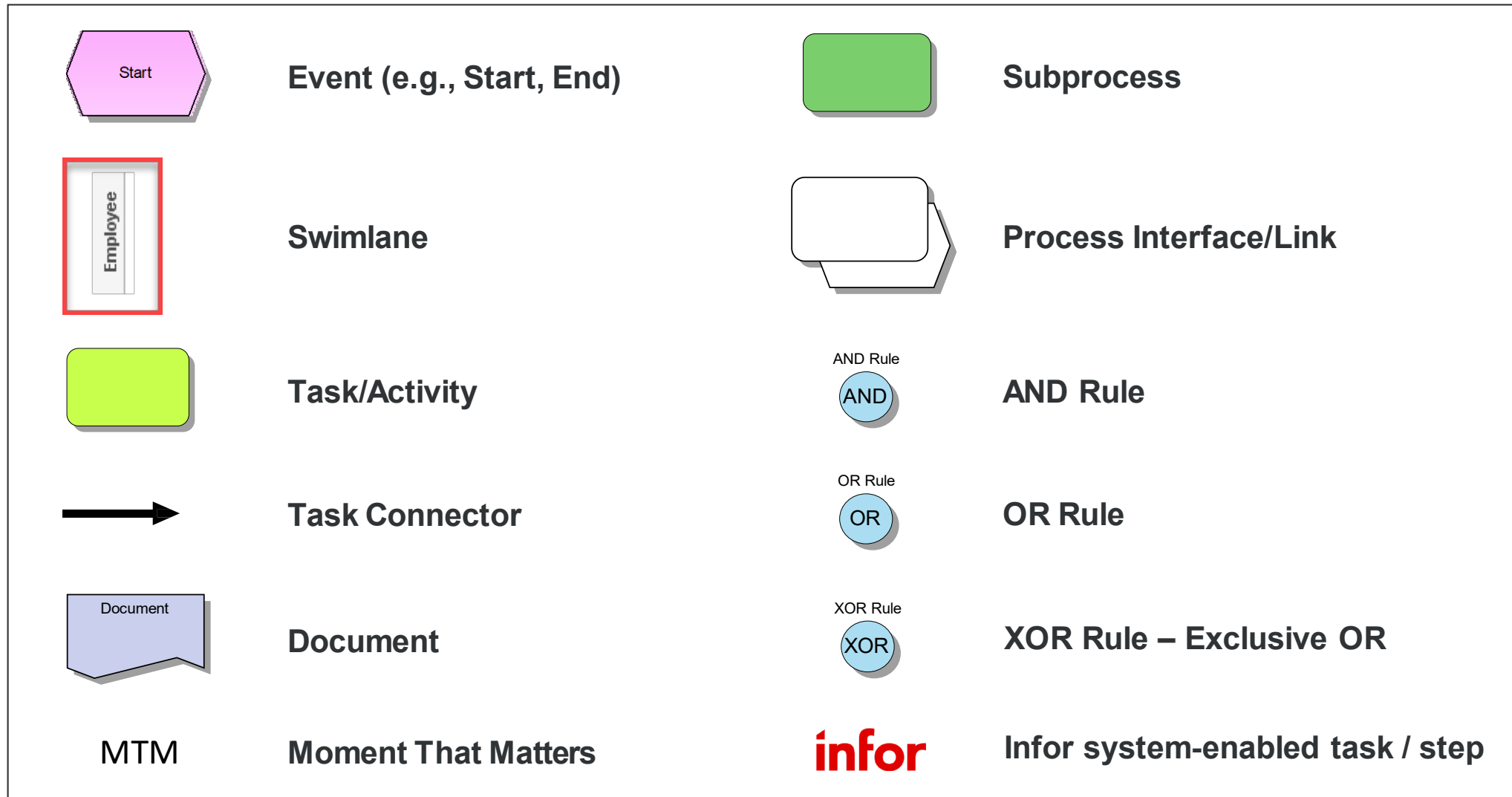
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| HR-120     | <u>Manage Employee Relations</u>       | <p>Employee Relations outlines the steps for a complainant (e.g., Employee, Manager, etc.) to alert HR of a potential instance of non-compliance, misconduct or unfair treatment.</p> <ul style="list-style-type: none"><li>• It includes the activities required for HR to assess the allegation, conduct a thorough investigation (if warranted), determine the appropriate actions to take, and follow through with the agreed upon plan.</li><li>• The assessment could result in termination, disciplinary action or advising / coaching.</li><li>• An Employee may disagree with the course of action decided upon by HR and their investigating partners, leading to an appeals process.</li><li>• Additional processes supported within ER include supporting a reduction in force or agency reorganization.</li></ul> |
| HR-120-005 | <u>Employee Performance Management</u> | Tasks that outline manager level performance management including coaching and written/verbal warnings   |
| HR-120-010 | <u>Complaint</u>                       | An individual notices or experiences behaviors that may demonstrate disregard or violation of the agency's policies or standards has taken place.  |
| HR-120-020 | <u>Investigations</u>                  | <p>HR completes an investigation into the concern that has been raised to identify what, if any, violation or misconduct has occurred.</p> <ul style="list-style-type: none"><li>• This includes collecting evidence and gathering information by conducting interviews with the Complainant and other relevant investigating partners as well as documentation of the findings.</li></ul>   |
| HR-120-030 | <u>Problem Solving</u>                 | The problem-solving procedure deals with all matters not specifically reserved for the due process procedure.  |

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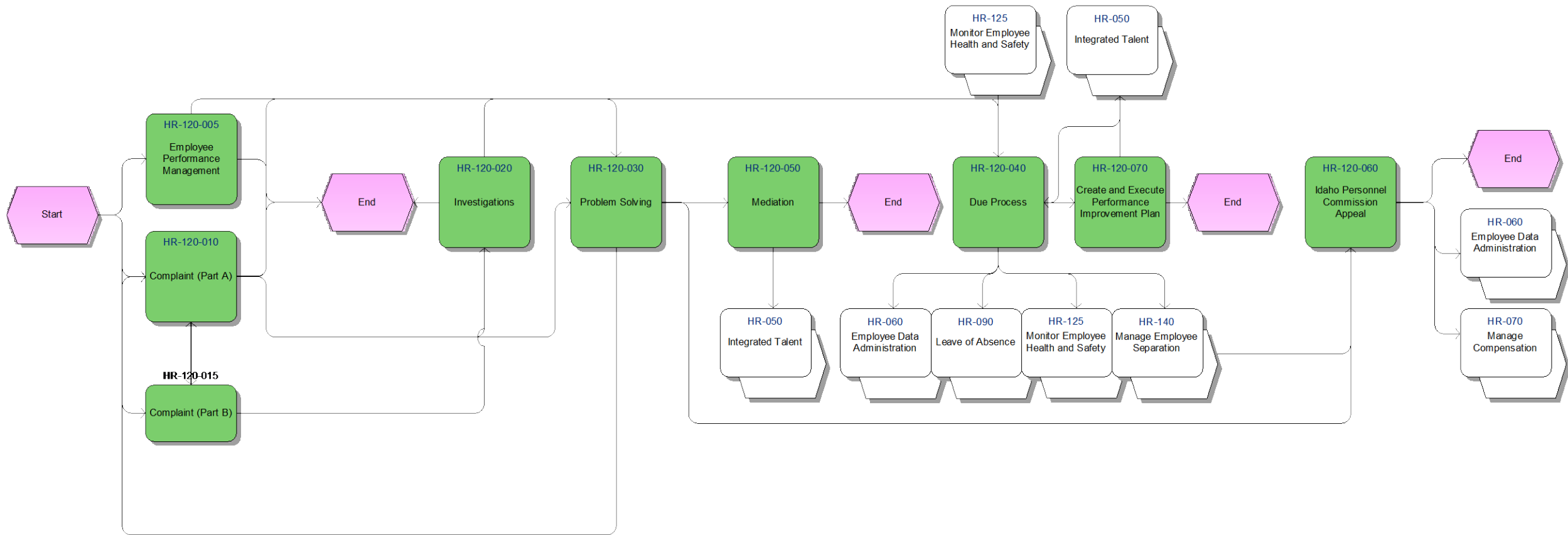
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| HR-120-040 | <u>Disciplinary Actions</u>                            | <p>HR communicates the agreed to investigation outcome with investigating partners and the Respondent/Accused, if appropriate. HR, and other appropriate parties, take appropriate actions as agreed to upon completion of the investigation and documents the outcomes in the case.</p> <ul style="list-style-type: none"><li>• Confirm need for discipline, and if it is warranted, confirm the category of discipline that is appropriate based on the behavior in question.</li></ul>   |
| HR-120-050 | <u>Mediation</u>                                       | <p>An Employee / Manager submits a request for mediation. HR assesses the request for mediation, and if approved, describes the process for arranging of mediation meetings and documenting of decisions.</p>   |
| HR-120-060 | <u>Idaho Personnel Commission Appeal</u>               | <p>Idaho Code authorizes the Idaho Personnel Commission (IPC) to hear appeals of non-probationary, classified employees who, after completing departmental due process, appeal a disciplinary dismissal, demotion or suspension.</p> <ul style="list-style-type: none"><li>• Classified employees may also appeal the failure of an appointing authority to provide a right and/or benefit to which the employee is entitled by law.</li><li>• Cases are initially assigned to Hearing Officers; decisions of the Hearing Officers are appealable to the IPC.</li></ul> |
| HR-120-070 | <u>Create and Execute Performance Improvement Plan</u> | <p>Activities related to administering a Performance Improvement Plan (PIP) for an employee for which performance issues have been identified and need to be formally addressed and monitored.</p>  |

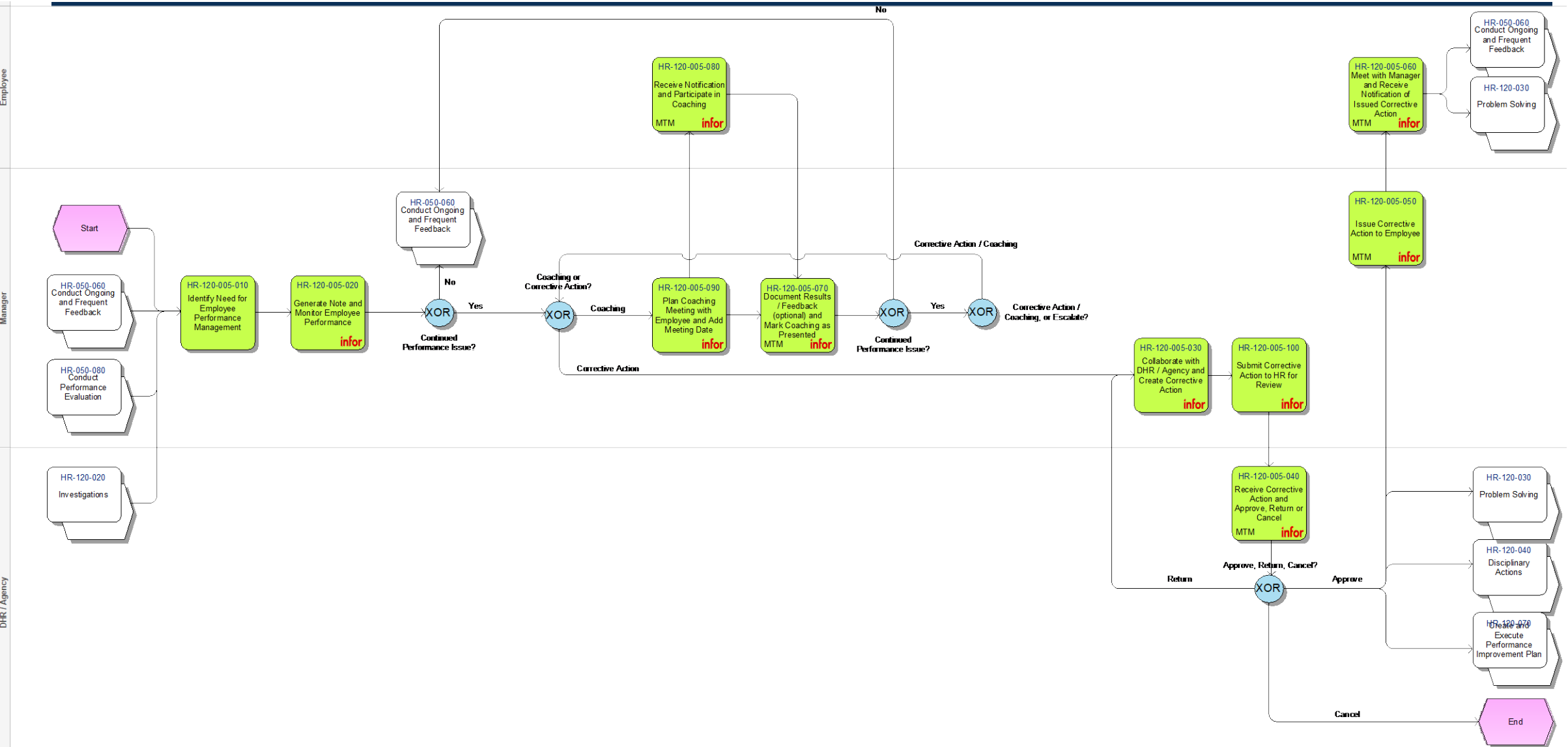
# Business Process Map Legend



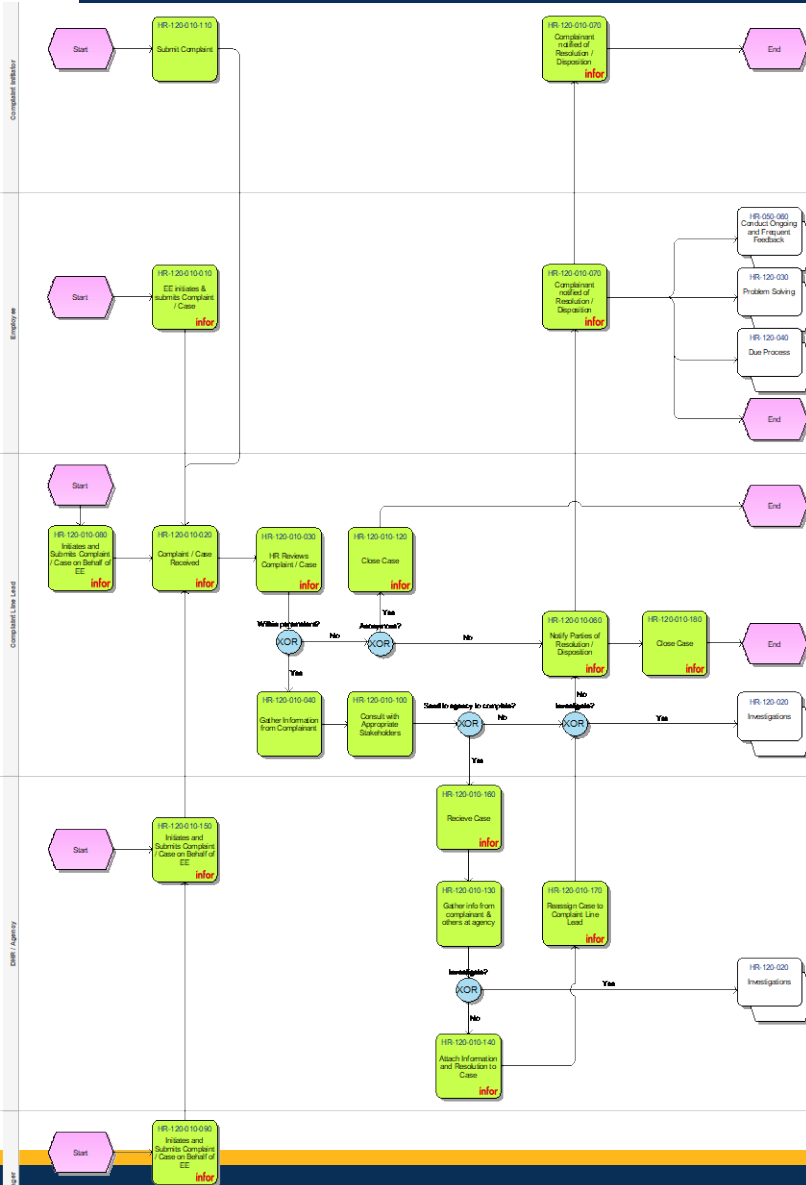
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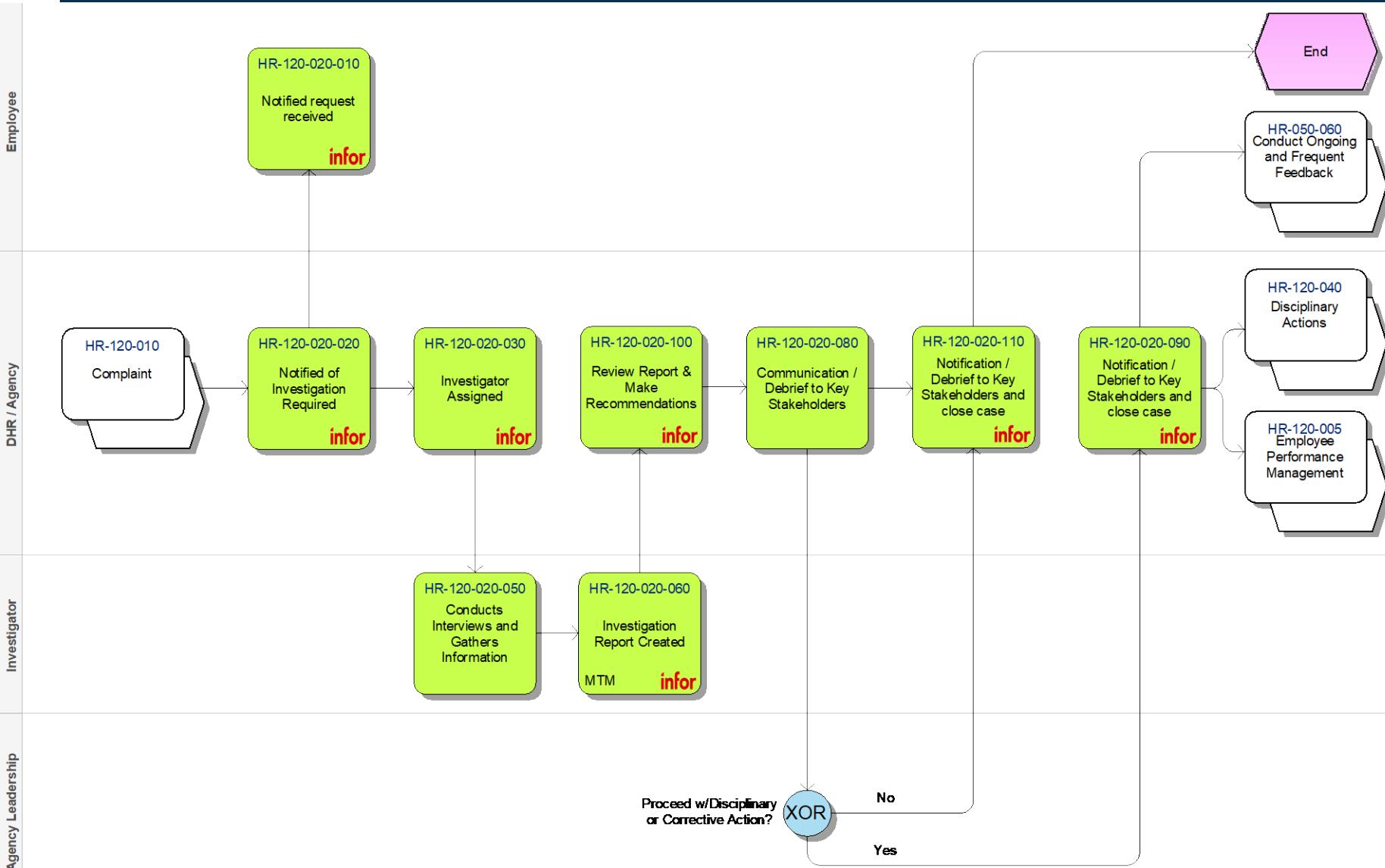
# HR-120-005 Employee Performance Management



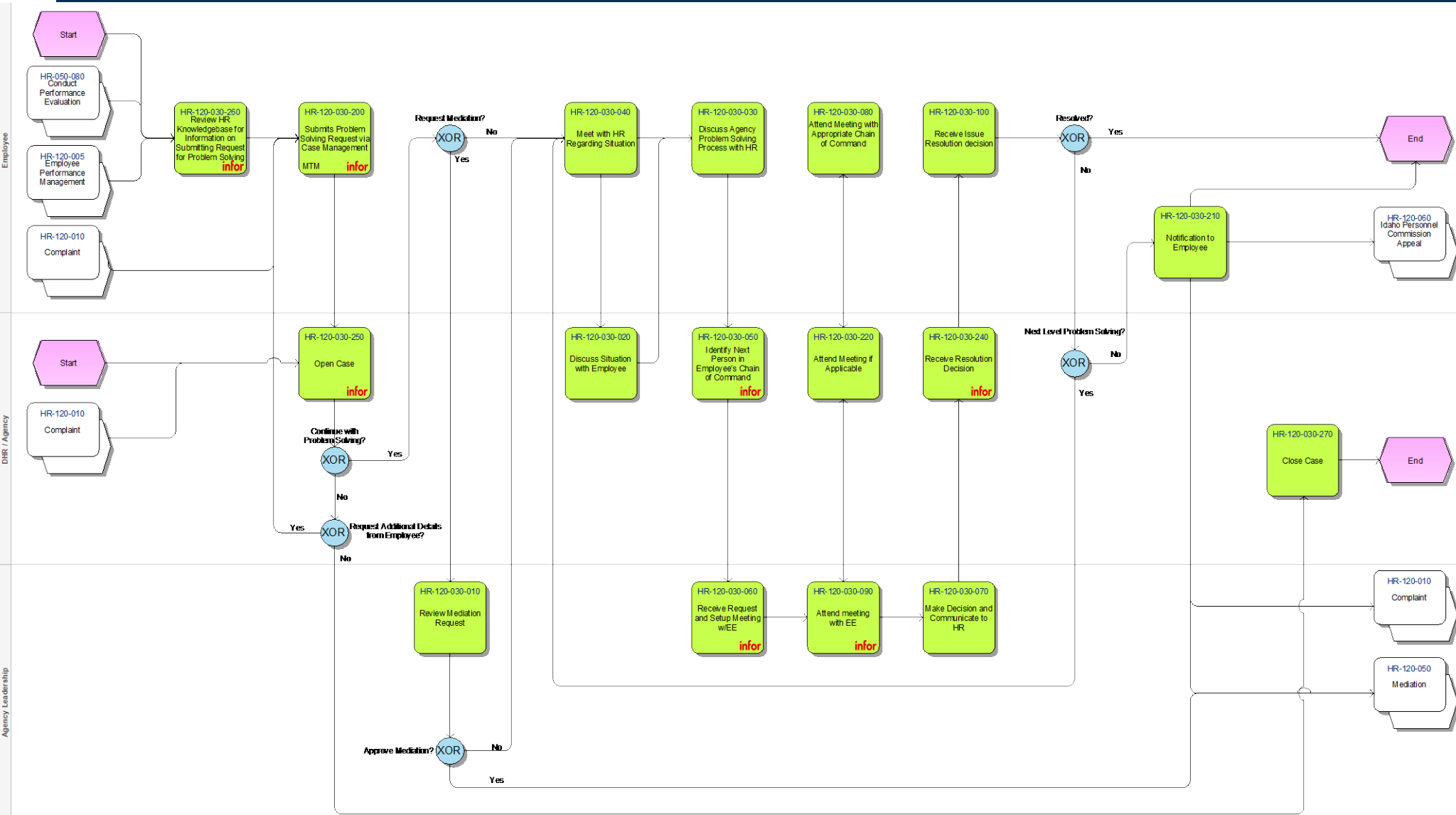
# HR-120-010 Complaint



# HR-120-020 Investigations

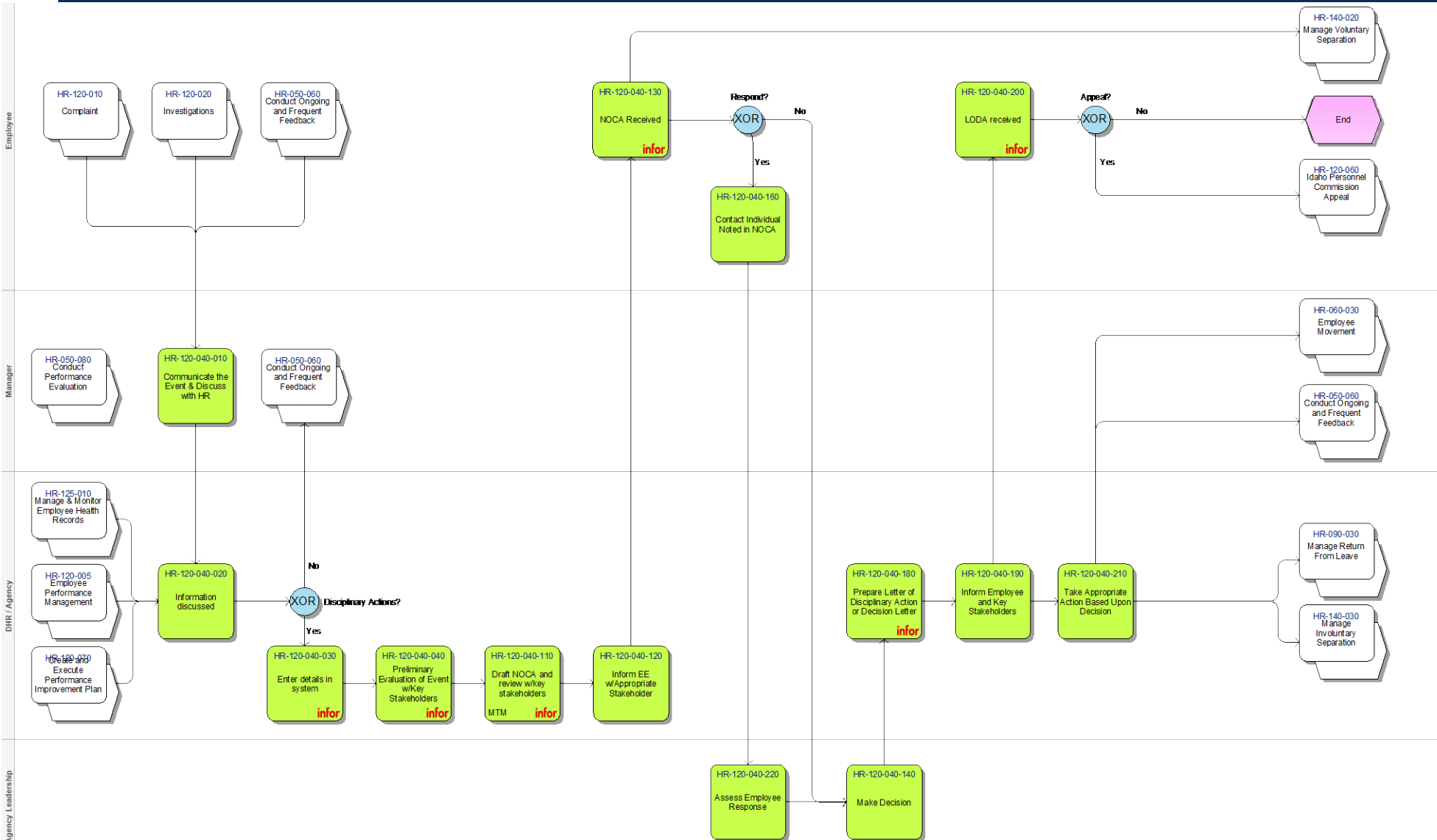


# HR-120-030 Problem Solving

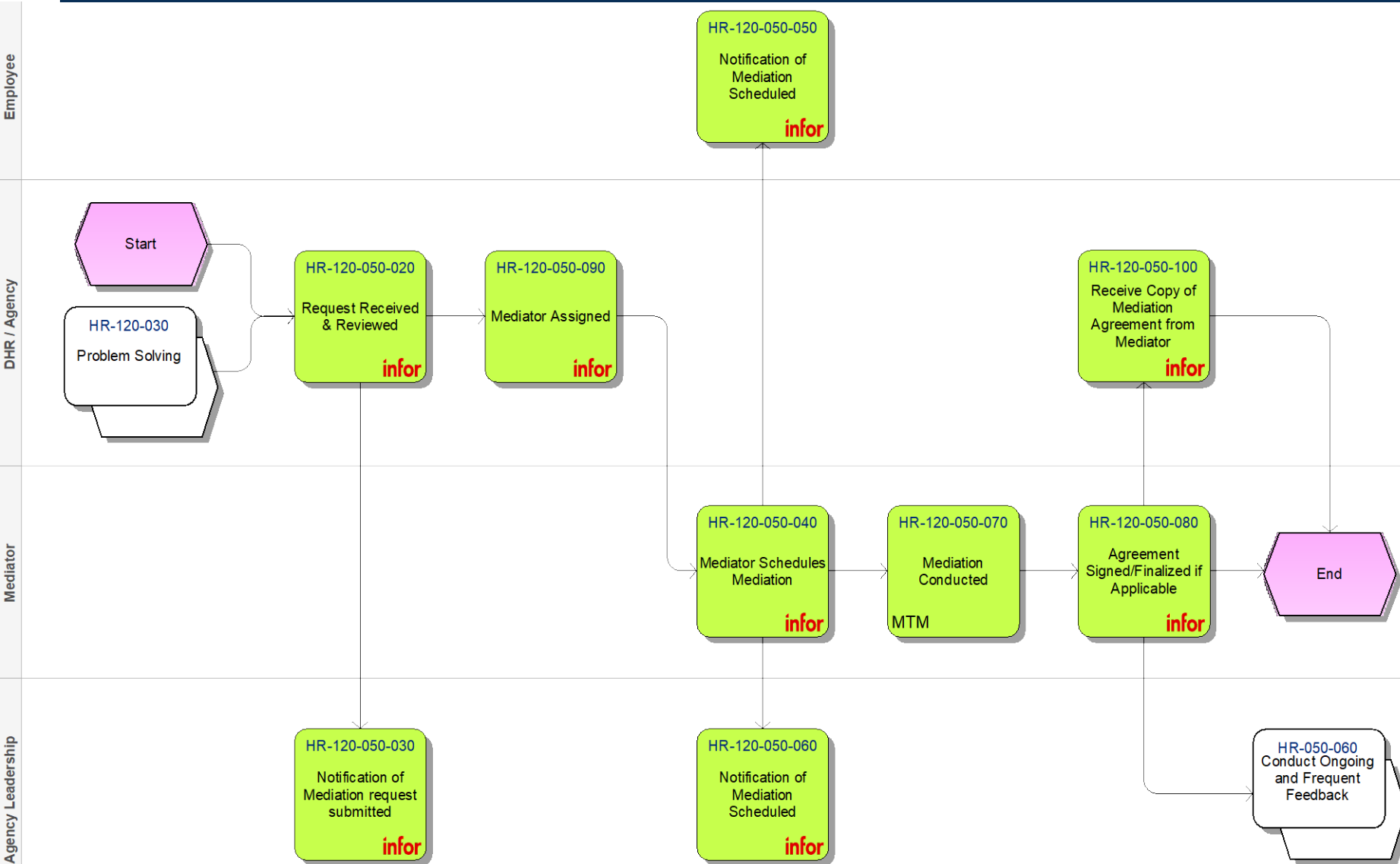




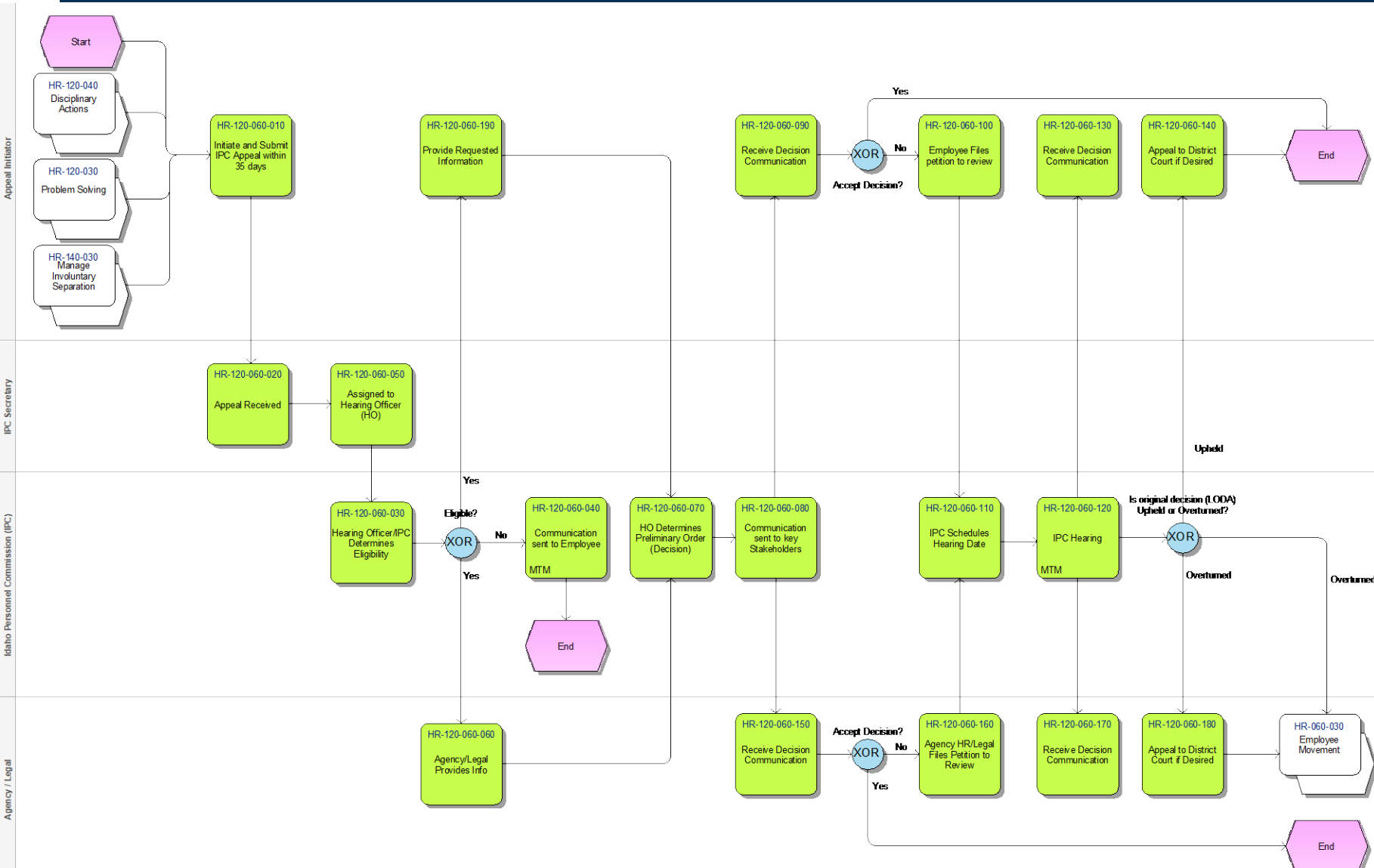
# HR-120-040 Disciplinary Actions



# HR-120-050 Mediation



# HR-120-060 Idaho Personnel Commission Appeal



# HR-120-070 Create and Execute Performance Improvement Plan

