

KEEPING THE HEART IN HR



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*SHRM-SCP, Nevada HR Team
& Texas HR Team*



Kelly
SIMANTS

WELCOME



With over 25 years in HR, these are a few of my favorite things...

- Recruiting / Talent Acquisition
- Iced vanilla sweet cream cold brews
- Tennis (bucket list item to be at Wimbledon)!
- Helping leaders navigate people challenges
- My family – boy mom of two, ages 11 and 16



AGENDA

- What does Keeping the Heart in HR look like lived out?
- How to Create a Culture of Empathy
- Benefits to the Company & the Employee
- Types of Scenarios Employees Are Navigating
- Best-in-Class Programs/Policies to Support Keeping the Heart in HR

WHAT DOES KEEPING THE HEART IN HR LOOK LIKE LIVED OUT?

- Employees aren't a number, they are a human being.
- Managers are servant leaders, not micromanagers.
- Empathy is involved in decision making.
- Culture = 5 C's:
 - Collaboration
 - Community
 - Caring for One Another
 - Communication
 - Creative Rewards & Recognition



CREATING A CULTURE OF EMPATHY

- Ideally it starts at the top and cascades throughout the organization
- With companies who humanize the workplace, empathy is involved when making decisions about policies, programs, employee relations issues, etc.
- Starts with YOU – every single employee can make a difference!

HR WITH HEART

“There are handbooks, laws, and compliance...and then there’s the question of what’s the **right thing to do** for the employee as well as for the company. It’s always a balance of both, and our passion is to help our clients navigate what’s the right thing to do.”

- KELLY SIMANTS -

MY PERSONAL STORY





RICK'S STORY

Rick died after 20 years as a senior staff member at his company. When he passed away, leaders at the company decided to share "Remembering Rick" stories for 21 days. At the end of those 21 days, they gathered all the images and text that had been shared and published a memory book for Rick's widow.

THAT is keeping the HUMAN in
Human Resources.



BENEFITS TO THE COMPANY

- Increased employee engagement
- Lower turnover
- Employer brand/company reputation
- Impact on the bottom line

BENEFITS TO THE EMPLOYEE

- Employee feels seen – results in loyalty/retention
- Positive impact to employee's well-being and mental/physical health
- Their partner/spouse/family is also positively impacted

SCENARIOS EMPLOYEES ARE NAVIGATING

- Birth of a child, adoption, foster parent
- Planning a wedding / getting married
- Blending a family after
remarrying/becoming a step-parent
- Elderly parents
- Being a caregiver
- All kinds of grief/loss
- New puppy keeping you up all night





TYPES OF GRIEF / LOSS

- Struggling with infertility
- Loss of a child/parent/friend/spouse, etc.
- Divorce
- Financial devastation
- Cancer
- Inability to drive
- Onset of a disability
- Loss of a home
- Chronic pain
- Relationship breakup
- Strained relationships with family, friends

And the list goes on and on....because life is not easy.



LEADING EMPLOYEES EXPERIENCING CRISIS & LOSS

Listen

Understand the employee's needs. Give them time.

Be creative with job sharing/job restructuring to a part-time role.

Ask for your team's input - divvy up that employee's role.

HR/Leadership to Determine Leave scenarios for the employee.



BEST-IN-CLASS PROGRAMS TO HELP KEEP THE HEART IN HR

- Employee Assistance Plan
- PTO Donation Program
- Rewards & Recognition
- Employee Resource Groups
- Employee Interest Groups

EMPLOYEE ASSISTANCE PLAN



UTILIZE YOUR EAP



*ENSURE YOUR EMPLOYEE
UNDERSTANDS WHAT BENEFITS ARE
INCLUDED IN THE EAP FOR THEMSELVES
AND COVERED DEPENDENTS*



*YOU CAN'T FIX THEIR ISSUES,
NOR SHOULD YOU...DON'T
TAKE THIS BURDEN ON.*



**PAID
TIME
OFF**

PTO DONATION PROGRAM

- Consider a PTO Donation Program that assists employees dealing with crisis and loss.
- Employees can donate their unused PTO to help others. Great way for employees to feel helpful and strengthens the employer brand/culture of caring for people.



WHY RECOGNITION IS IMPORTANT

Gallup Poll:

- 22 million workers (approximately 70%) in the United States alone are extremely negative or "actively disengaged."
- It costs the U.S. economy between \$250 and \$300 billion every year in lost productivity alone.
- When you add workplace injury, illness, turnover, absences, and fraud, the cost could surpass \$1 trillion per year, or nearly 10% of the U.S. Gross Domestic Product (GDP).
- Unhappy and disengaged employees = SAD state of affairs!

REWARDING INDIVIDUALS

01

Have every new hire or employee on your team create a “Employee Intake” form

02

Reward individuals based on what motivates THEM, not you. (i.e. – if they are motivated by time off, reward them with an afternoon or full day off)

03

Understand their preference about being recognized individually or in front of others.

REWARDING INDIVIDUALS

No matter the size of your organization, you can create a strong recognition program.

What can you implement immediately that wouldn't cost anything?

Budget shouldn't be an excuse **NOT** to create a strong employer brand.

WAYS TO RECOGNIZE EMPLOYEES

Time Off

Handwritten Notes

Gift Card to Their Favorite Restaurant

Experience – Spa, Golf, Movie Tickets, etc.

Important Note: Work with your HR/Accounting teams to understand how to report employee recognition gifts (i.e. – to determine if these fringe benefits are taxable or not).



TEAM RECOGNITION



Public recognition by sharing team success with your manager/leadership team.



If your company has a social media channel, share the team's success with them.



Give each of them something to reward them – doesn't have to cost a lot, just to show your gratitude for their hard work.



Have a party!

Our communities.

By collaborating through our Employee Resource Groups (ERGs), V Teamers find connection in their differences and similarities – empowering them to bring their whole and authentic selves every day.



Location:
All locations

[Search Jobs](#)

Where passion meets purpose and brings people together.

Creating intentional communities through ERGs

Our Employee Resource Groups (ERGs) are employee-driven and provide support, leadership, development opportunities, and connection to our diverse employee base. Our ERGs are made up of employees who share characteristics or life experiences and are committed to enhancing diversity and inclusion at Schwab.

More than 30% of Schwab employees belong to at least one Employee Resource Group, and more than 80 ERG chapters have been created to date. Our ERGs include:



OVERALL RESULTS of KEEPING THE HEART IN HR



LOWER
ABSENTEEISM



LOWER TURNOVER



FEWER SAFETY
INCIDENTS



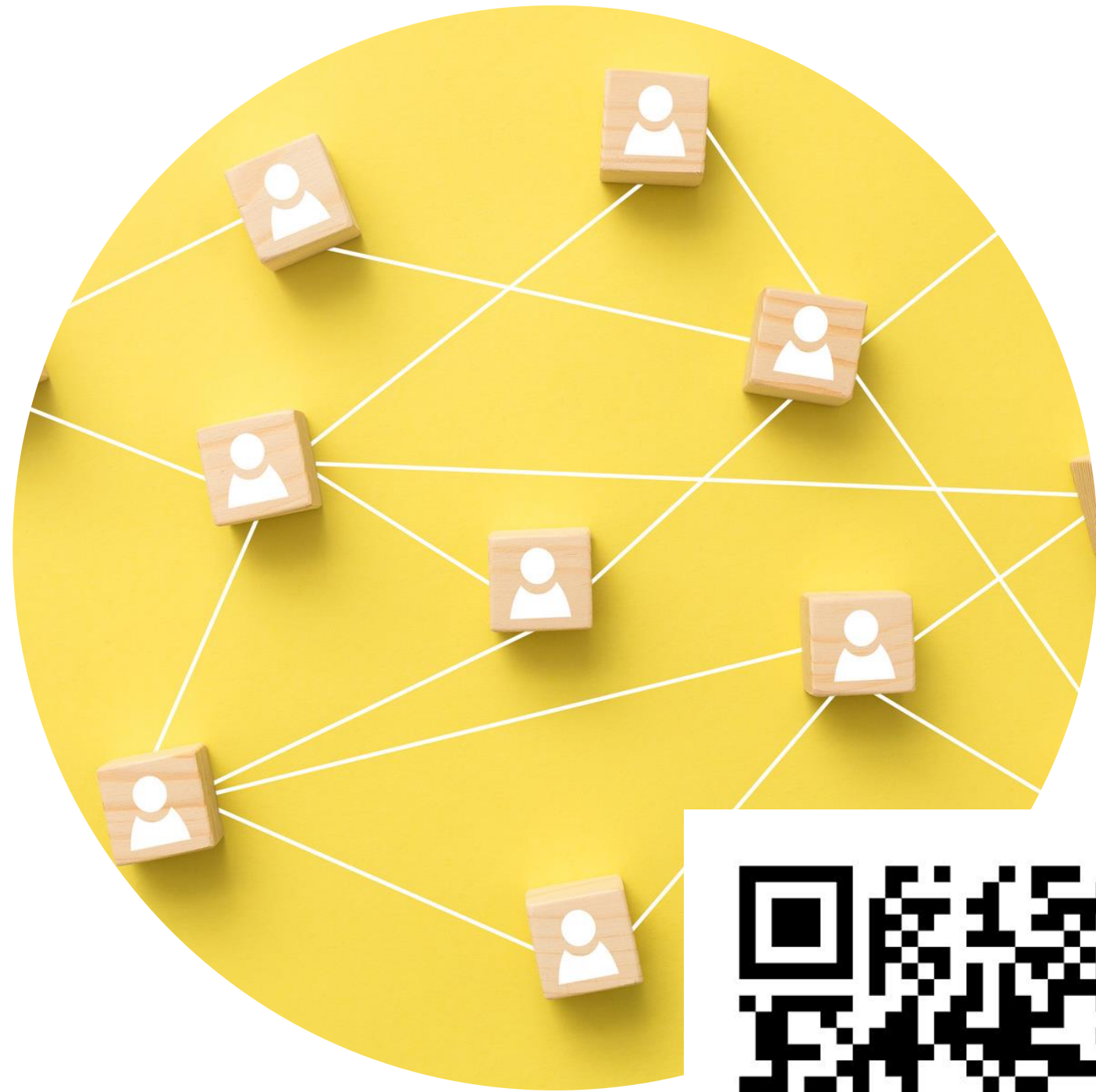
HIGHER CUSTOMER
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PROFITABILITY



HIGHER
PRODUCTIVITY



LET'S CONNECT



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