



# The Nitty Gritty of Employment Practices

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Innovate ~ Educate ~ Celebrate

# The Nitty Gritty of Employment Practices

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# HR Audit

- Realtor.org
  - Employee Relations
  - Recruiting
  - Legal
  - Compensation
  - Benefits
  - Training



# Legal Issues

- Fairness
  - BFOQ
- Imposes Additional Burden
  - ADA
  - FMLA



# Required Federal Posters

- Age Discrimination in Employment Act
- Americans with Disabilities Act
- Employee Polygraph Protection Act
- Fair Labor Standards Act
- Family and Medical Leave Act
- Occupational Safety and health Act
- Title VII Civil Rights Act of 1964



# Federal Record Keeping

- Age Discrimination in Emp. Act 3 yr
- Americans with Disabilities Act 3 yr
- Employee Polygraph Protection Act 3 yr
- Fair Labor Standards Act 3 yr
- Family and Medical Leave Act 3 yr
- Occupational Safety and health Act 30 yr
- Title VII Civil Rights Act of 1964 1 yr



# Federal Compliance Thresholds

- Age Discrimination in Emp. Act 20 EE
- Americans with Disabilities Act 15 EE
- Employee Polygraph Protection Act 1 EE
- Fair Labor Standards Act 1 EE
- Family and Medical Leave Act 50 EE
- Occupational Safety and health Act 1 EE
- Title VII Civil Rights Act of 1964 15 EE





# Record Keeping (General)

- Applications (No Interview) 1 yr
- Applications (Interviewed) 3 yr
- Personnel files (After Term.) 3 yr
- Payroll Records 4 yr



# Relationship with Staff

- Formal
  - handbook
- Informal
  - culture



# Relationship with Staff

- Formal
  - Handbook
    - Contract?
    - KISS



# Relationship with Staff

- Informal
  - Culture
  - Vision Statement
  - What EE's want



# Relationship with Staff

- Informal
  - Culture
    - How we treat each other



# The Pacific Institute

- Lou Tice
- Investment in Excellence
  - Study of how your mind works
  - Control the way we think
  - Increase self-efficacy
  - Cognitive and Social Psychology



# Beliefs

- Formed
  - Words
  - Pictures
  - Emotions
  - Repetition



# Behavior

- We behave in accordance with the truth as we believe it to be.
- We must behave consistently with our beliefs about our self.
- We stay within our comfort zone





# Lessons

- Self-talk – Self-image – Behavior
  - Catch the positive
  - Create the vision
    - “I see you as...”
  - “The next time...”



# Lessons

- Drive out negative talk.
- Move towards that which we think about.
- Efficacious people are positive.
- Public compliments



# Vision / Mission Statement

- Defines where we're going.
- Defines who we are.
- Defines what we stand for.
- 6 words.



# Vision / Mission Statement

- The Voice for Real Estate
- Our core values
  - Excellence    Respect    Trust    Creativity



# Vision / Mission Statement

- HR Vision:

- We are the relentless champion for employees, leading the NAR culture and providing HR services with kindness and competence.



# Vision / Mission Statement

- HR Mission:

- We further the NAR mission by putting the right people, with the right skills, in the right jobs, in an environment where they are free to do what they do best.



# Employee Satisfaction

## Employee View\*

- 1. Financial compensation (69%)
- 2. Benefits (68%)
- 3. Growth & earning potential (64%)
- 4. Time & flexibility (60%)



\*Sperion 2005

# Employee Satisfaction

- **Employee View**
- 5. Management climate (60%)
- 6. Supervisor relationship (57%)
- 7. Culture & work environment (54%)
- 8. Training & development (49%)





# Financial Compensation

## 69%

- Money = happiness ?
- Equity Theory



# Benefits 68%

- Security
  - Medical
  - Disability
  - Life
  - Retirement



# Growth and Earning Potential 64%

- Boredom
- Life gets more expensive



# Time and flexibility 60%

- Americans who report that time pressures on working families are getting worse, not better. ■ 64%
- Working fathers and working mothers who report they don't have enough time with their children. ■ 70%
- Average number of paid and unpaid hours worked by employees working 20 or more hours a week. ■ 47



# Time and flexibility 60%

- Flex-time
- Telecommuting
- Child care
- Elder care
- Liberal leave
- Job-sharing
- Employee assistance programs
- Liberal vacation
- Reduced work hours



# Management climate 60%

- Relationship with volunteer leaders



# Supervisor relationship

## 57%

- Communication
- Listening
- Support
- Encouragement
- Recognition
- Transparency



# Culture and work environment 54%

- Relationship with co-workers
- Work rules
- Feeling they can make a difference
- Big picture





# Training and Development 49%

- Hard skills
- Soft skills
- Cross training
- Challenging assignments



# Employee Retention

**A 10-million-person shortfall in skilled labor!** By 2010, we will have less than 158 million people in the workforce to fill more than 168 million US skilled jobs.



Thank  
You

