HUMAN RESOURCES

Welcome to Perky Perko Placements, an employment training agency. It's so nice to have you as a member of the TEAM!

Every business, regardless of size deals with **Human Resources**. Let's stop and think for a moment about the meaning of Human Resources. Another word for **Human** is people; another word for **Resources** is supplies. **Human Resources**, then, is the **people supply in a business, or in other words, the employees**.

An **Employee** is **someone who works for a person or business for pay.** Sometimes the **employees** of a business **are also called personnel.**

In a small business or company, the Human Resources Department may actually be the business owner. In other words, the concerns and requirements of Human Resources are handled by one individual. While in a very large company, there is actually a formal Human Resources Department with several employees dealing with employee issues.   The number of people dealing with employee issues is determined by the size of the business.

What are some of the **employee issues** a Human Resources Department must deal with? A few of these activities are listed below:

- Interviewing and hiring employees
- Checking personal references from employment applications
- Training new employees
- Employee safety
- Employee pay
- Employee evaluations
- Employee benefits such as insurance, sick pay, vacation pay, etc.

- Conduct continuous training programs as equipment, methods, and expectations change
- Make certain federal and state laws are being followed correctly
- Firing employees
- Promoting **Positive Attitudes** and **Human Relations Skills**, and much more!

What is **HUMAN RELATIONS?** What are **HUMAN RELATIONS SKILLS?**

Every day of your life, you associate, or interact, with people. Most of the time you don't even think about it. You simply do what comes naturally. **HUMAN RELATIONS SKILLS, or interpersonal skills, are the skills we use when we interact, or relate, with each other.**   Have you ever thought of your interactions with friends as a skill? It is, of course; most of us just act and react with little thought about how it all comes together. We interact and relate with people in school, at home, in church, at the mall, etc.
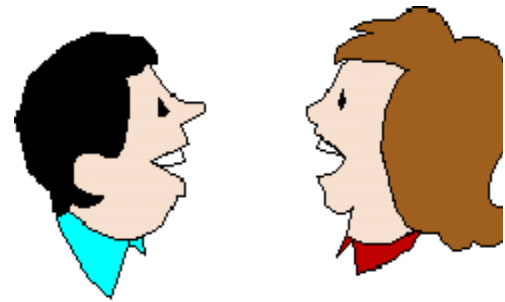
> **DID YOU KNOW?   IN EVERY AREA OF OUR LIVES WE USE HUMAN RELATIONS SKILLS!**

In the workplace, positive Human Relations Skills are crucial.   All employees must be able to get along with co-workers, supervisors, bosses, and customers. **TEAMWORK** is an extremely important aspect of positive Human Relations Skills. **Anytime two or more people come together and work for a goal they are a team**.

Have you ever wondered why your teachers give group work and require students to work in groups? Throughout your school years, you will have many, many opportunities to be a team member.   Your teachers are very aware of the importance of good teamwork for success in life. How you interact with your team members and complete your assigned tasks can be thought of as training for the workplace.

Sometimes we are grouped with people we don't like. Sometimes we are grouped with people that don't like us. This happens in school and in the workplace. The reality of life is there are some people we just don't like. **You don't have to like someone to work with them.** You do, however, have to be respectful, considerate, and responsible to others. Not liking someone is not an excuse for not performing at your best. The team, or group, depends on you to do your part and if you do not do your job, everyone loses. Businesses today rely heavily on teamwork to accomplish tasks and get the job done. Businesses need people who can be a positive and contributing team member. Remember: teamwork is people working toward a common goal.

DID YOU KNOW?   The number one reason why people are fired from a job is they cannot get along with co-workers! They are poor team members.

Communication is another important Human Relations Skill.

At times, disagreements or conflicts happen. Generally conflicts happen because people don't communicate effectively.

Clear communication requires effort:

a. Ask questions to clarify misunderstandings.
b. Repeat instructions verbally to confirm understanding.
c. Actively listen with your full attention.
d. Read carefully and take note of the important ideas and requests for action.
e. Organize your thoughts mentally before writing.

Your success in life will require effective, high-quality reading and writing skills. Poor reading and writing skills will become a disability as you enter the world of work. Now is the time to focus your efforts to improve these basic skills. **When you can read, you can do anything you dream about!**

Your success as a team member in school is an indication of your potential as an employee. In the world of work you will be a team member many times. **BEING A GOOD TEAM MEMBER IS EXTREMELY IMPORTANT TO YOUR CAREER SUCCESS!**

Another crucial element for success in life—at school, at home, in the workplace—is **ATTITUDE!**

ATTITUDE is the way a person looks at life as well as the activities and events in his or her life.

ATTITUDES ARE CONTAGIOUS!
Is yours worth catching?

As you begin your on-the-job training at Perky Perko Placements, you'll realize the importance your **employer** (teacher) places on this thought. Attitudes are voluntary. **YOU**, and only you, **control your attitude!** Don't disable yourself with negativity.

Do you know someone who complains and whines about almost everything? Do you enjoy being around that person? Most of us find it exhausting being around and/or working with people who are negative and complain a lot. They are tiresome! We have to work hard to not be influenced by their negative outlook. On the other hand, people who are cheerful, energetic, and enthusiastic are a pleasure to be around. Without realizing it, we actually make an effort to be around positive people.

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A *positive attitude* will contribute to and make a strong impact on your success in life and in your career!

Life is full of little choices. There is an old saying: *"What is popular is not always right; what is right is not always popular."* We do our best but we don't always make the right choices or do the right thing. Mistakes are a normal part of living and to be expected. All people make mistakes; it's part of living. When we make a mistake, we gain more self-awareness and, hopefully, learn a life's lesson. It's true! We can learn by our mistakes. What is more important, we can avoid some mistakes if we take the time to identify our personal values and ethics.

WHAT ARE VALUES AND ETHICS anyway? They are not fancy words to be thought of carelessly, or worse, not thought of at all!

VALUES are attitudes and beliefs about things we think are important in life.

Family time, money, fame, religion, education, health, community service, independence, honesty are all values. There are other values, of course, depending on the individual.

If becoming famous is not important to you then fame is not a personal value for you. Obviously, then, values differ with the person. We don't always agree with others about the importance, or value, of some things in life. Family life is extremely important to some people; there are others who would rather be on their own and allow for very little family time.

> **ETHICS are the rules of personal behavior accepted by society.**

Ethics are also known as a **"code of conduct."** Our personal values contribute to the strength of our ethics with positive behaviors and positive attitudes.

Our values, and consequently our ethics, **are in a continuous development or building cycle.** We are confronted with choices every day. Most often we all make good choices. Sometimes we may falter. Sometimes we make a wrong decision or a wrong choice. Learning to make choices begins at birth and is a growing process. We begin practicing making choices—very simple at first. As we grow and get older, our choices become more important and become our patterns of behavior. Our choices begin to shape our attitudes, our self-image, our lifestyle, and how we are perceived by others.

Personal values and ethics can, at times, **be in conflict**. For example: If a person's strongest personal value is to be rich, this value's influence on his behavior and decision making could be in conflict with society's rules of behavior. An individual wanting to be rich, may believe that it is okay to cheat people or lie to get what he wants. An ethical person is honest, diligent, respectful, trustworthy, and responsible. An honest person does not lie, cheat or steal, or try to achieve personal gain at the expense of others. It is never acceptable to break society's code of conduct, or ethical standards, to achieve a personal value!

An individual who breaks society's code of conduct, even if he/she doesn't get caught, loses integrity and self-respect. Cheating on school or work assigned tasks may reduce personal stress for the present but will eventually return to haunt you. Just as positive behaviors and attitudes become a way of life so do negative behaviors and attitudes. Don't fall into the trap of excusing away a breakdown of your ethical standards.

An ethical person is a good citizen at home, at school or work, and in the community. The community is an individual's neighborhood, town/city, school or workplace, state, nation, and the world. An ethical person is caring. He cares about people, the environment, our planet and his behavior supports society and our world.

Personal ethics, school ethics, social ethics, computer ethics, workplace ethics are basically the same. **Ethics are about the individual.** Specialized groups or organizations generally follow the ethics of their leaders. Groups and organizations are made up of individuals. **Each person in an organization must be ethical.** If a student at school or an employee in the workplace believes someone around him is participating in unethical practices or promoting deceptive information, it is his responsibility to speak up. It takes courage to defend the rules of society. **Courage means doing the right thing, even when it is scary.**

Students at school and employees in the workplace who are ethical have good reputations. They are respected, well-liked, admired, and trustworthy. They contribute to society by doing what is right. **Right is right, and wrong is wrong.** There are no gray areas. Doing what is right will always make you a stronger person and, most often, make your school or workplace a better place.

An individual can make a difference. An ethical person chooses to be a positive example for others to follow. An ethical person chooses to think positively, speak positively, behave positively. Another old saying: people may not believe what you say but they will always believe what you do!

Teachers and employers expect you to follow the rules. It's important! Rules help insure equal treatment for everyone. Teachers and employers expect you to be on time and to do your work individually. And, when you are a member of a team, they expect you to do your share of the work. An ethical person does not sit back and allow others to do his work. An ethical person carries his load—his share of the work.

Teachers and employers also expect you to treat others with kindness and respect. At school and in the workplace, you interact with lots of people. Obviously, you will like some better than others. You may even dislike some people. Disliking someone is not an excuse for not doing your work. You don't have to like someone to work with them. Learning to get along with everyone is a crucial skill you must learn for personal success in school and in the workplace. Life does not allow us to pick and choose all the people in our life. It's very, very important to you personally to try to get along with everyone.

Computers have become a major part of our lives. We all use them; we all need them in today's world. Computer use is commonplace at home, at school, at work. In fact, computer use is woven into all aspects of society today. **Our attitudes about and behaviors on the computer have become a worldwide concern.** Schools, workplaces, cities, states, national and world governments are concerned about individual computer ethics. In the workplace, and in schools, **computer use is being monitored**. In other words, computers are being used by teachers, administrators, employers, and governments to watch what an individual is doing at his computer.

Software programs have been developed that allow authorities to watch what we do at our computers. These programs monitor information typed into a computer, e-mails received and sent, Internet use and web sites visited. **It is perfectly legal for a school or employer to watch what you are doing at the computer**. The computer belongs to the school or business and therefore they want to ensure it is used legally, appropriately, and more importantly focused on assigned and work-related tasks.

Have you heard the term, *hacking?* Some computer-lovers enjoy the challenge of trying to get into computer systems they are not authorized to enter.

NOTICE COMPUTER HACKING NOT PERMITTED

Hackers try to break into the security systems of educational institutions, corporations, and government sites.

Computer hackers are breaking the law—it is a crime!

Another common computer term you may have heard is *piracy.* It also is a crime.

Piracy is when someone copies a computer program including music (even for personal use only) without permission.

Generally, buyers of software programs are allowed to make one, and only one copy, legally. This one copy then serves as a backup and may only be used as such. It cannot be shared with others.

Read through the Ten Commandments of Computer Ethics on the next page. Use these commandments as your behavior guide when you work at the computer. Both hacking and piracy (#1-3, #6) are referred to in the commandments. Theft of intellectual output and resources means to use another person's ideas and present them as your own. It's called **plagiarism.**

The ethics you practice now at home, in school, in the community will carry over into your adult life. Act now to make the right decision, to do the right thing, to be a positive person. Make these things a "normal" part of your life. Decide now to set high ethics and positive behaviors for yourself. Decide now what is and is not acceptable to you for success.
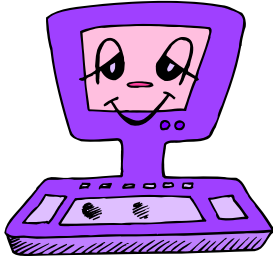
As the Army recruiter says:
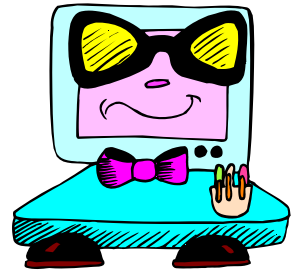
"BE THE BEST YOU CAN BE!"
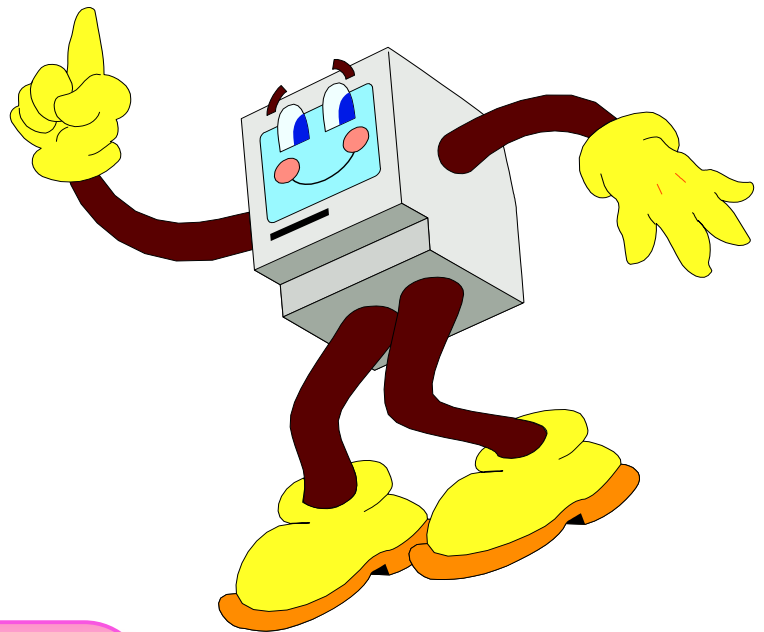
WHAT HAVE YOU LEARNED?

Complete the Activity 1, Ethics Quiz and keep in your folder.

Complete Activity 2, Ethics Worksheet, and turn in to the assignments basket

ETHICS:
Rules of personal behavior accepted by society.

TEN COMMANDMENTS OF COMPUTER ETHICS*

- Thou Shalt Not Use a Computer to Harm Other People.

- Thou Shalt Not Interfere with Other People's Computer Work.

- Thou Shalt Not Snoop Around in Other People's Computer Files.

- Thou Shalt Not Use a Computer to Steal.

- Thou Shalt Not Use a Computer to Bear False Witness.

- Thou Shalt Not Copy or Use Proprietary Software for Which You Have Not Paid.

- Thou Shalt Not Use Other People's Computer Resources Without Authorization or Proper Compensation.

- Thou Shalt Not Appropriate Other People's Intellectual Output.

- Thou Shalt Think about the Social Consequences of the Program You Are Writing or the System You Are Designing.

- Thou Shalt Always Use a Computer in Ways That Insure Consideration and Respect for Your Fellow Humans.

CHARACTER:
What you do when no one is watching!

CEI

Employers expect the same things of **Employees** that teachers expect of students! Does this surprise you? It shouldn't. School and life experiences are the training ground for your career and the world of work. Make the most of your opportunities now. Don't be guilty of contributing to failure.

An **Employer is a person or business that pays a person or group of people to work.** We live in a world that is constantly changing. Technology and computers actually accelerate the speed of change. Employers are looking for people who have many skills and are able to do many things. Employers want people who are flexible and adaptable.

Below are just a few of the **personal skills and qualities employers are looking for today:**

- **Positive Attitude**
    An enthusiastic and energetic person is contagious and a great asset on any job
- **Works Well with Others**
    Completes tasks without complaining
    Does his or her fair share
    Volunteers to help others
- **Follows Directions**
    Willing to asks questions
- **Shows Initiative**
    Initiative = Doing What Needs to be Done without being told to do it
- **Demonstrates Responsibility**
    Responsibility = Willingness to accept a task, carry it out, and be accountable for it
- **Demonstrates Strong Ethics**
    Ethics = Rules of personal behavior that govern a group or society
    Ethical people do not lie, cheat, or steal
    Ethical people are dependable and trustworthy
- **Follows Company Rules**
- **Willing to Learn**

Behavior is the way you act. You have control of YOUR behavior. Behavior is habit. Becoming an ethical person is building a strong, positive habit. An ethical student does the right thing. An ethical employee does the right thing.

Positive Workplace Ethics:

- Works a full day for a full day's pay
  No goofing off, no extended breaks or lunches, no personal business on the job, etc.
- Uses company supplies and materials for company business only
- Treats coworkers and customers fairly, kindly, honestly, and with respect
- Does not steal—time, supplies, materials, and/or money
- Is supportive and helpful to coworkers and company
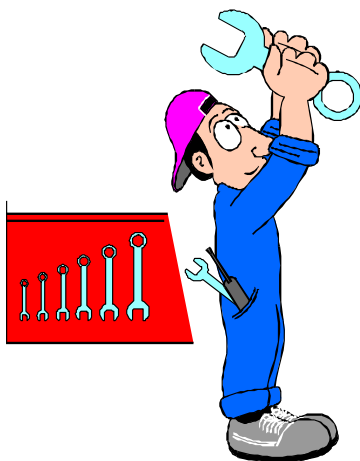
An Employee is someone who works for a person or business for pay.

When you enter the Job Market, or world of work, that first day on the job is stressful. It doesn't matter if you are 16, or 26, or 46 that first day on a new job is one big stress. Where do you hang your coat? Where is your work station? Where is the bathroom? The lunch room? The candy machine? You don't know. In addition, you don't know anyone's name. Try to relax and take it one step at a time. Your employer doesn't expect you to know everything instantly. It takes time to tune in, explore, and understand all the expectations of a new job.

As a new employee, when you arrive for work, you will experience some type of **Orientation** just as we did the first day at Perky Perko Placements.   In school each class disclosure should be considered an orientation to the specific class and teacher. Each business, large or small, will conduct some type of orientation.

An **Orientation introduces you to the business, coworkers, company** policies and ways of doing your job.

Co-workers are the people you will work with.   You become part of the team. Your co-workers are the team.

Depending on the size of the company, the **orientation** may also include a tour of the workplace. Obviously, orientations will be different from one job to another but the intent is the same: **an introduction to the job, people, and expectations.** In a large company, you may actually attend formal orientation meetings and perhaps receive an employee handbook which will outline and detail job expectations, responsibilities, and procedures as well as answer questions you may have. In a smaller company, your boss or a **supervisor** will most likely meet with you informally to share the needed information.

A **supervisor** is the person who checks and evaluates your work. If you have specific questions or concerns those first few days, you should ask your supervisor unless you've been instructed otherwise.

No one expects you to remember everything that first day or even those first few days. Your head may begin to spin with all the new information, procedures, and people. Try to relax and take it one step at a time. You will make mistakes but try to listen carefully and ask questions to clarify what you don't understand. Each day will get easier. Take your time. Be patient. Most important, keep a positive attitude, be friendly, and eager to learn.

A job is work people do for pay. So how will you be paid? The two most common methods of pay are **Wages and Salary**.

Wages are a fixed amount of money paid for each hour worked. Most part-time jobs pay wages. Many full-time jobs also pay wages. Generally, but not always, wages are paid for **entry-level, or lower-level, full-time jobs.**   Most entry-level, or lower-level, full-time jobs have minimum skills and/or

education requirements and generally provide on-the-job training. When you are paid wages, **overtime** pay is earned

when you work more than 40 hours in a week. **Overtime wages are usually one and one-half times your regular pay.**

By law, employees must be paid minimum wage which is the lowest hourly wage an employer can legally pay. As with most everything in life, there are exceptions but we will not get into that.

The *second common method* of pay for work is **Salary. A Salary is a fixed amount of money for a fixed period of time (usually a year).** Salaries are usually paid monthly (1/12th) or every two weeks. Employees who are paid by salary generally do not receive overtime pay. They receive the same amount of money regardless of how many hours they work. Most jobs paid by **salary** are **high-level jobs with high-skills, education, and/or technical requirements.**

A third method of worker pay is **commission.** Employees who are paid by commission are usually in the sales field and their **earnings are based on how much they sell.** A common commission is 10% which means the worker would receive 10% of the total sales he or she made in a fixed period of time. An employee who is paid by commission makes his or her earnings based on performance. This method of employee pay is good for the self-motivated and out going personality who enjoys a challenge.

Many jobs also provide **Employee Benefits which are the "rewards" for working in addition to pay.**

Some examples of **Employee Benefits are:**

- Health and Dental Insurance
- Paid Time Off such as sick leave, vacation time, community service time
- Retirement Plans
- Education Assistance—Full and/or Partial Payment of Costs
- Child Care—Usually low-cost and on-site
- Public Transportation Assistance—Reduced Fares or Free

A business is only as good as its employees. That's why you are a member of our training team. **Every employee is important to the success of the company.**

Welcome
to the
Team!

Complete Activity 3, Human ResourcesWorksheet, and turn into the assignments basket.

Complete Activity 4, Human Resources crossword puzzle, and turn into the assignments basket.

ETHICS QUIZ

Activity 1

DIRECTIONS: The following questionnaire will ask you several questions about your current or future behaviors. Answer honestly. You are the only one to see the answers. These are "food for thought" questions aimed to stimulate self-awareness. Your responses are personal. After completing the quiz, store it in your folder. **DO NOT TURN IT IN!** You will receive **credit** for this activity **by teacher observation only of your on-task efforts.**

WOULD YOU EVER. . .	YES	NO
Lie to parent about where you are going or where you've been?		
Blame a friend or classmate for a mistake you made?		
Copy a friend's homework?		
Put a false statement in your biography or resume to get a job or get accepted to college?		
Deliberately hurt, embarrass or ridicule a classmate?		
Sneak out of the house in the middle of the night?		
Stay home from school to complete a project that was assigned three weeks ago?		
Lie about why you are late to class?		
Sign your parent's name on a progress report to avoid a confrontation about your grades?		
Login to a computer as your friend and then complete his/her assignment?		
Not return change to a salesperson that gave you more than you were due?		
Cheat at a game or contest in order to boost your score?		
Claim to have turned in an assignment when you know you didn't?		
Drive on the shoulder of a road in order to get ahead of other cars when you are running late?		
Knowingly violate the speed limit?		

| Would you ever. . .	Yes	No
Not report someone you see stealing or cheating on a test?		
Betray a friend's confidence by telling others his/her secrets?		
Deliberately throw or leave paper or trash on the floor or ground?		
Damage someone's property (like a car) and then not fess up to it?		
Ask a friend to tell you test questions?		
Allow your dog to "poop" on a neighbor's lawn and not clean it up?		
Not confront a classmate who is disruptive or disrespectful?		
Pretend to be sick at work or at school when you were not?		
Copy and use software on your computer that you did not purchase?		
Park in a handicapped spot?		
Not report someone who is picking on another student?		
Download a music file such as mp3 from the Internet that you do not purchase or was not being given away?		
Spray graffitti on a building or write/carve a message on a tree, bathroom stall or school desk?		
Crowd in line in the lunchroom?		

REMEMBER:

KEEP THIS QUIZ IN YOUR FOLDER. DO NOT TURN IT IN.

ETHICS WORKSHEET

Activity 2
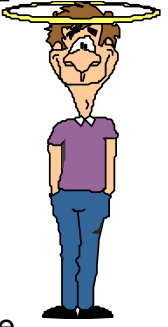
DIRECTIONS: All responses to the vocabulary questions **MUST** come from your reading.

1. Complete the following saying: "What is popular is not always right.

    _____

2. What are values? _____

3. What are ethics? _____

4. Ethics are also known as _____

5. Why are rules important? _____

6. Complete the following: "People may not believe what you say but _____

    _____

7. Why is it legal for schools and companies to monitor student/employee computer use?

    _____

8. What is hacking? _____

9. What is piracy? _____

10. What is plagiarism? _____

Read through the values listed below. **Rate your top five personal values** with #1 being the most important, #2 being the second most important, etc.

|	
_____ Family time	_____ Independence
_____ Health	_____ Fame
_____ Wealth	_____ Religion
_____ Education	_____ Honesty
_____ Creativity	_____ Community Service
_____ Helping Others	_____ Prestige
_____ Leadership	_____ Security
_____ Achievement	_____ Environment
_____ Social life (friends)	_____ Lifestyle

_____ Other(Identify)_____

_____ Other (Identify) _____
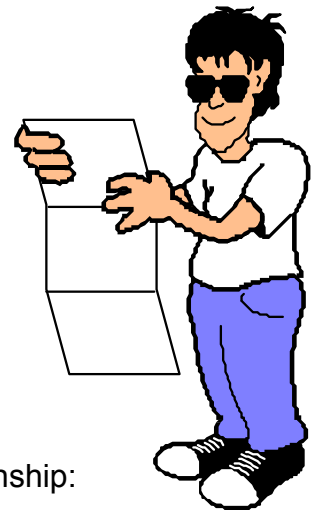
Identify three do's and 3 don'ts of good citizenship:

DO'S OF GOOD CITIZENSHIP	DON'TS OF GOOD CITIZENSHIP
1.	1.
2.	2.
3.	3.

HUMAN RESOURCES = PEOPLE
Activity 3 —Worksheet
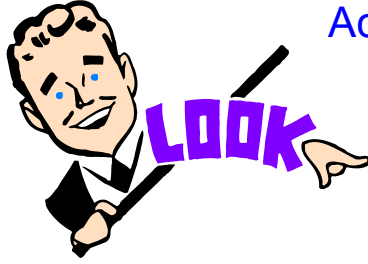
HUMAN RESOURCES = people working for a company or, in other words, the employees. Sometimes employees are called personnel.

1. In a large company, what type of issues does the Human Resources Department deal with?

   _____

2. In every business, small or large, there are many employee issues to deal with. Name at least five:

   _____

   _____

   _____

   _____

   _____

3. Do we have to use Human Relations skills every day? _____

4. Is teamwork used in the Job Market? _____

5. Is it necessary to like someone in order work with them? _____ If you don't like someone on your team, should you request another assignment? _____ **or** Should you simply **not work** on the team assignment? _____ **Explain**:_____

6. What is the main reason people are fired from a job?

   _____

   _____

7. Name **five** efforts needed for positive and effective communication:

   _____

   _____

   _____

   _____

   _____

8. Is attitude and teamwork important on the job? _____ **Explain**. _____

   _____

9. Identify **eight** personal qualities employers look for in employees.

_____

_____

_____

_____

_____

_____

_____

_____

10. What are **Ethics**?

_____

_____

11. Identify **five** Workplace ethics.

_____

_____

_____

_____

_____

12. Can you think of any additional Workplace Ethics an employer might look for?
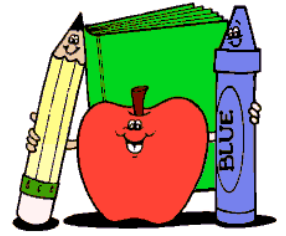
_____

13. Name the **three methods** an employee paycheck is determined.

_____

_____

_____

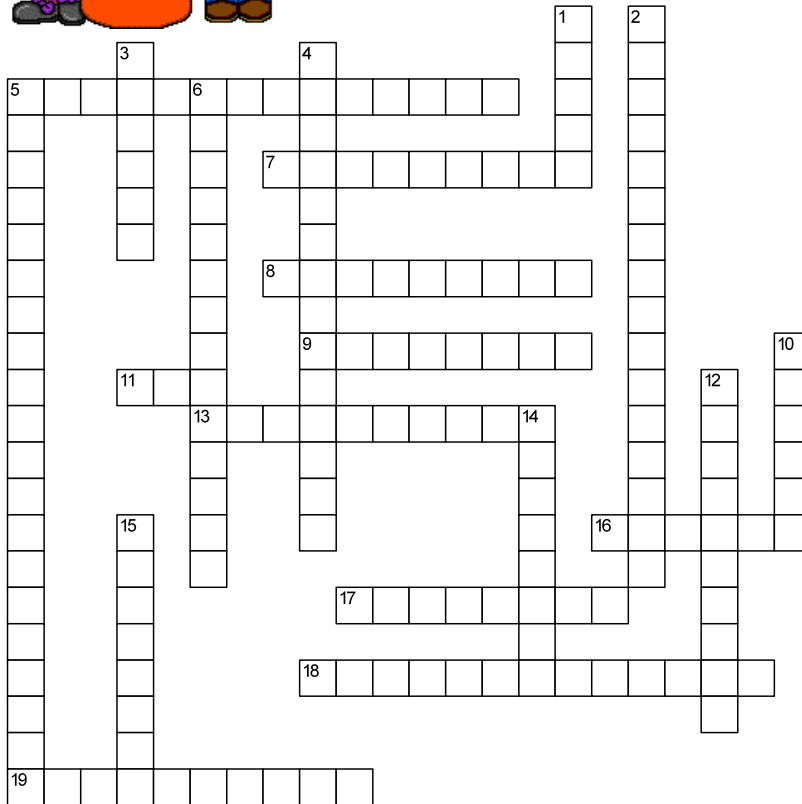14. Employee benefits, the rewards for working in addition to pay, are also known as fringe benefits. Name three.

_____

_____

_____

15. A business is only as good as its _____

HUMAN RESOURCES

Activity 4

Across

5 - People supply in a business

7 - People an employee works with

8 - Employees

9 - Two or more people working together for a common goal

11 - Work people do for pay

13 - Doing what needs to be done without being told to do it

16 - Rules of personal behavior that govern a group or society

17 - Individual or business that pays a person to work

18 - Minimum skills and/or education required

19 - Checks and evaluates an employee's work

Custom made for Human Resources Unit using Crossword Weaver(TM)

Down

1 - Fixed amount of earnings paid for each hour worked

2 - Rewards for working in addition to pay

3 - Fixed amount of earnings for a fixed period of time

4 - Introduction to job, company, people, company policies and expectations

5 - Used to interact and relate to people

6 - Willingness to accept a task, carry it out, and be accountable for it

10 - Attitudes and beliefs about things we think are important in life

12 - Earnings based on how much an employee sells

14 - Works for a person or business for pay

15 - Outlook on life and the activities and events of life