

# HR 101: FACTS

- 1. The employer's "essential job functions" define the character and scope of work, and the employer's "job standards" define and measure how well or how poorly the work is performed.**
- 2. Employees who perform less than the established job standards have "failed to perform" and are subject to be disciplined and terminated for cause.**
- 3. Employees who perform, without authorization, beyond the established character and scope of the essential job functions and job standards are "insubordinate" and are subject to be disciplined and terminated for cause.**
- 4. As defined by employment law (age, educational standards, professional certifications, etc.), employees are not children, and are not compensated to "behave" but to "perform."**

© 2019 Reynos

## What do you learn from this seminar?

- How to distinguish behavior from performance!
- How to increase and assess employee productivity by focusing on strategic performance plans (objectives) instead of emotion (subjectivity).
- How to write accurate and functional: job postings; job descriptions / position classifications; job standards; morality clauses and ethics principles.
- How to manage employee/labor relations based on employee performance, company policy, and employment law.

### About the facilitator

Trip Reynolds has performed as a "key" player guiding senior management in all human resource disciplines, which includes using a phenomenal amount of knowledge about organizational development and media relations to achieve strategic business objectives through human capital. Reynolds has diverse HR management experience in health care, municipal government, finance, broadcasting, aerospace, public education, gaming, IT, retail, manufacturing, property/casualty insurance, and management consulting. His HR management experience includes public/private sector, profit/non-profit, union/non-union, multi-site/multi-state, and international. Reynolds has created and recruited over 50,000 jobs in nearly every industry, and conducted performance management for over 443,810 employees.



**To increase employee productivity, schedule the "Behavior vs. Performance" seminar now!**

REYNOS CONSULTING / REYNOS.COM  
P.O. BOX 412  
CRETE, NEBRASKA 68333  
402-418-8424

# EMPLOYEE BEHAVIOR VERSUS EMPLOYEE PERFORMANCE

*What? You mean there's a difference?*



***Psst! Those behavior-based selection assessment tests from HR consultants are a joke, and a complete waste of your time and money!***

# BEHAVIOR vs. PERFORMANCE?

## HR Management Training 101:

A human resource training seminar at a large aerospace company with approximately thirty-(30) senior managers.

**1.** As you know, this is an at-will work environment, which means your employer can terminate YOU at any time, with or without reason, with or without notice - and your employer will do exactly that whenever it elects to do so! Likewise, as provided by the at-will doctrine, YOU can voluntarily terminate your employment at any time, with or without reason, with or without notice. Again, consistent with employment law, this is a professional relationship, where all employees must be adults of legal age, and possess all required educational credentials and professional certifications. I have a question for YOU!

**2.** Please, raise your right hand up high if YOU would still come to work everyday if YOU knew, beginning tomorrow, YOU would NEVER get another paycheck from this employer!

There was laughter throughout the room, but no one raised their hand, so I said:

**4.** Great, I'm glad we're all on the same page. Clearly, if YOU don't get paid, YOU would not come to work. Likewise, as your employer, if YOU don't do the work, YOU will not get paid. This is a professional relationship, where professional work-related standards of courtesy, congeniality, diplomacy, and sometimes, an employment contract-based morals clause are inherent job standards, but bereft of any actual emotional attachment. Why?

**6.** How you "behave" is typically a consideration for your personal relationships with children, family, spouse, and friends; but employers define, measure, reward, or discipline you based on your compliance to perform the essential job functions as measured against the established job standards. Behavior is emotion-based, often volatile or inconsistent, and overtly subjective. Performance is linear, planned, strategic, and objectively and consistently measured. As managers, it's imperative you know the difference between behavior versus performance.

No one raised their hand, so I said:

**3.** What a minute, what about "company loyalty" and working with all of your "friends" and all that emotion-based camaraderie YOU supposedly share with senior management, staff, and colleagues? Surely, that's more important than getting a paycheck, right?

YOU could hear a pin drop when I said:

**5.** In this professional work environment, your employer does not monitor how you behave, as if you're a child. For example, when a minor child throws a tantrum and physically hits another, the child is admonished, possibly suspended. Conversely, an adult who physically hits another adult has committed an assault and is subject to immediate termination for violation of company policy, and subject to civil litigation and criminal prosecution. Your employer is not your parent to coddle YOU, or to advocate or support YOU as a friend.

Please allow at least forty-five (45) minutes for presentation with a fifteen (15) minute question and answer period. Schedule your seminar now: 402-418-8424

