NALP 2011
Annual Education Conference

April 27 - 30, 2011, Palm Springs, CA

Managing A Team Is Stressful!
It can get lonely at the top: HR Tools for helping Managers

Mireille Butler -- Visiting Assistant Professor of Law
Pepperdine University School of Law

Patricia Patrick – Director of Legal Recruitment & Benefits
Greenberg Glusker Fields Claman & Matchtinger LLP

Self Assessment – Who Are We?

- You cannot lead a team if you do not know yourself and your team first:
  - http://similarminds.com/personality_tests.html

    (multiple tests inspired by Briggs Myers and Jung typology including Jung word test and Jung multiple perspective test)
  - http://www.personalitytest.net/cgi-bin/q.pl

    (places types in context of possible work issues – time management, conflict resolution)

What Training Do We Receive?

- Survey Responses

- About 60% had not received ANY HR/management training from ANY employer.
- 100% of those who did not receive training wished they had.
- Those who received training only received a one-time training session.
  - In-house training: head of HR and/or Labor/Empl. Attorneys
  - Outside vendors

How Stressed Are We?

- <u>Survey Responses</u>

- Do you experience stress linked to personnel issues and/or supervising employees on your team?
- 90% of those polled – "it is a given that it is stressful to properly manage a team."
  - Stressful periods particularly intense during economic downturn

Basic HR Principles

Peter Brodigan, Sr. Manager, HR Business Partner at Morrison Foerster

- What are some basic principles for sound HR managerial practices?
  - 4 "golden rules
  - Plus 1 for seasoned managers

- One Basic Tool – regular meetings

- Manage Consciously!

How Do You Identify Stress?

- Same traits that make you a successful manager will make it difficult to recognize stress
- 8 warning signs – do you see yourselves in these situations?
- Alternative reactions
- How does one cope?

How Do You Handle Stress?

- 5 Tips from HR Professional
  - Know Yourself
  - Get Guidance
  - Step Back
  - Be Fair, Fast, and Consistent
  - Be Thorough

- Tips from Recruiting Professionals

Case Studies

- Needy employee
- Gossipy employee
- Personal issues affecting performance
- Being micro-managed