HR20 Employment Relationship Management Code Set

Analyzing, developing, implementing and administering the employer-employee relationship. Includes assessing the relationship; managing employee performance; ensuring that relations with employees comply with applicable international, federal, state and local laws and regulations; and resolving workplace disputes.

HR20.10 Counseling/Performance Management

Employee actions that focus on a specific incident, a particular aspect of an employee's performance, or the employee's overall performance or conduct.

HR20.10.10 Counseling

The provision of assistance, guidance, or recommendations in resolving personal, social, or psychological problems and difficulties.

HR20.10.15 Grievance and Complaint Resolution

The investigation and fair and equitable resolution of complaints, misunderstandings, and grievances for employees, owners, and business partners associated with the organization's business operations.

HR20.10.20 Performance Management

An ongoing process of communication between a supervisor and an employee that occurs throughout the year, in support of accomplishing the strategic objectives of the organization.

HR20.15 Performance Systems

The administration and management of evaluation or performance management systems.

HR20.20 Engagement

Employee recognition, special service rewards, or similar employee engagement activities.

HR20.25 Diversity/Inclusion Awareness

Understanding the differences and similarities that make individuals unique, such as individual and organizational characteristics, values, beliefs, experiences, backgrounds, preferences and behaviors, as well as how organizations can leverage those qualities in support of business objectives. It

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includes identification of training needs in conjunction with processes in the Training and Development (TD) substantive area, as well as the development and implementation of policies in the Policy Management (HA10) category of the HR Advisory Services (HA) substantive area.

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