

HR Bootcamp
March 9 - 12, 2009
Cherokee Casino Resort|
Catoosa, OK

BRIEFING AGENDA

Monday, March 9, 2009

9:00 AM-NOON **What the Departments Want From HR:** Hear from a "power panel" of F&B managers, casino operations personnel, tribal administrators and economic development experts on their criteria for having an ideal employer/employee match to increase productivity and reduce turn-over. Department heads will explain how they see the HR role in hiring and developing the right people for the mission.

NOON **Network Lunch** (Mess Hall)

1:00- 5:00 PM **HR Roles and Responsibilities: The Mission -** How do you define the structure and role of HR in your organization? How does HR set the tone for your workplace? By having a concrete mission statement with reachable goals, the HR department can provide consistency in decision making and prevent continuous second guessing to define responsibilities.

- Creating a Mission statement
- Defining the HR role
- Defining the HR structure
- Writing a concise mission statement

Tuesday, March 10, 2009

8:30 AM - NOON **The Policy and Procedure Manual:** Casinos and tribal participants will learn to draft a clear and concise policy and procedure manual that is relevant for your organization. This comprehensive manual will cover all the legal points needed to provide employee consistency and comprehension.

NOON **Lunch** (Mess Hall)

1:00 - 4:00 PM **Hiring and Interviewing:** Recruitment, interviewing and hiring the best soldier for the job... it all starts with a good job description and the knowledge to do a first class interview. Learn innovative techniques to find the right fit for the job.

Wednesday, March 11, 2009

8:30 AM - NOON **The Basics of Indian HR Law:** This morning we will focus on an in-depth guide to federal laws that affect Indian business entities. Whether you're operating fisheries or a casino, you'll need to understand the laws that apply to your organization.

NOON **Lunch** (Mess Hall)

1:00 - 4:30 PM **Diversity in the workforce:** With five generations sometimes working together, how can we understand our co-workers? This segment explores how we can maintain professionalism, listen to others and still express our own ideas on what kind of work culture we want.

HR Bootcamp
March 9 - 12, 2009
Cherokee Casino Resort|
Catoosa, OK

BRIEFING AGENDA - Page 2

Thursday, March 12, 2009

9:00 AM - NOON **The Employee Handbook** During this session we will put together an extensive, usable handbook for your property. We'll discuss what goes into the handbook, how we write it for maximum clarity and what steps are in place to assure that we follow the plan and put it into action in the field.

NOON **Lunch** (Mess Hall)

1:00 - 4:00 PM **The Grievance and Resolution Process** This session looks at various approaches to handling employee grievances. Is a committee structure required, or do issues go directly to HR? The session leader will discuss various methods of bringing a grievance to resolution.

0400 DISMISSED