**Employee Relations**

**ONE – Overview**

**TOOLS & TECHNOLOGY INTERN WILL USE**

Calculators Microsoft Word

Computers Microsoft Excel

Internet Research Microsoft PowerPoint

Audio/Visual Aids Training Resources

Safety First Website

**SKILLS INTERN WILL PRACTICE**

Active Listening Critical Thinking

Reading Comprehension Time Management

Social Perceptiveness Writing

Monitoring Speaking

Complex Problem Solving

**ABILITIES INTERN WILL PRACTICE**

Written Comprehension Deductive Reasoning

Oral Expression Written Expression

Speech Clarity

**WORK ACTIVITIES**

Oral Expression

Oral Comprehension

Problem Sensitivity

Written Comprehension

Inductive reasoning

Deductive Reasoning

Speech Clarity

Written Expression

Organizing, Planning, and Prioritizing Work

Documenting and Recording Information

Performing Administrative Duties

Communicating by Phone, Letters, and e-mail

* Concern Resolution
* Consultations / Investigations
* Equal Employment Opportunity Commission (EEOC)
* Nevada Equal Rights Commission (NERC)
* Department of Labor (DOL)
* Americans with Disabilities Act (ADA)
* Family Medical Leave Act (FMLA)
* Discipline / Progressive Discipline / Discipline Tracking
* Last Chance Agreements
* Employee Separations / Terminations
* Alcohol / Drug Testing
* HR Policies and Procedures
* Civil Service Rules
* Performance Measurements
* Performance Evaluations
* Outside Employment Requests

**TWO – Learning Objectives (under the supervision of ERD)**

* Learn investigation protocol / techniques
* Conducting an investigation / preparing a response
* Understand discipline / corrective action
* Conduct a disciplinary hearing / findings protocol
* Review / understand outside agency requirements
* Review an EEOC charge
* Review FMLA requests
* Review Outside Employment Requests
* Read / understand Civil Service Rules
* Read / understand HR Policies and Procedures

**MEASURES**

* Formulate a sample investigative template
* Prepare a response to an employee complaint
* Create a sample response to an EEOC charge
* Prepare a sample Performance Review / Evaluation
* Written Test
* Intern Self Evaluation
* Preceptor Evaluation

**Employment Services**

**TOOLS & TECHNOLOGY INTERN WILL USE**

Calculators Microsoft Word

Computers Microsoft Excel

Research SharePoint

Oracle Fax Machine

Copy Machine

**SKILLS INTERN WILL PRACTICE**

Active Listening  
Critical Thinking

Reading Comprehension  
Time Management

Writing  
Speaking

**ABILITIES INTERN WILL PRACTICE**

Written Comprehension Deductive Reasoning

Oral Expression Written Expression

**WORK ACTIVITIES**

Oral Expression

Oral Comprehension

Written Comprehension

Deductive Reasoning

Written Expression

Organizing, Planning, and Prioritizing Work

Communicating by Phone, Letters, and e-mail

**ONE – Overview**

* Background Program Administration
* Employment Action Processing
* Hourly and Substitute Employment Programs
* PERS Program Administration
* Seniority
* Separations
* Volunteer Program
* Employment Verifications
* Employment Records
* Human Resources Reports
* Performance Measures
* Attorney and Subpoena Requests
* High School Student Internship Programs

**TWO – Learning Objectives (Job Shadowing with Employment Services)**

* Learn / observe drug test process
* Learn / observe education & employment verification
* Read / comprehend employment eligibility verification
* Observe / process Position Action Requests (PAR)
* Job offer preparation / verification
* Read / understand Civil Services Rules, HR Policies and Procedures,

Collective bargaining agreements, salary schedules

* Learn / prepare Status Changes
* Observe / understand HR Oracle Module
* Learn / participate in Hourly / Substitute employment programs
* Learn / understand PERS Liaison duties
* Read / comprehend PERS policies & procedures
* Understand / prepare employment histories for seniority

Adjustments

* Learn / participate in Volunteer program
* Learn / assist with employment verifications
* Create / maintain personnel files
* Introduction to Human Resources reports
* Research / compile information for attorney and subpoena requests
* Learn / participate the High School Student Internship Program

**Labor Relations**

**ONE – Overview**

**TOOLS & TECHNOLOGY INTERN WILL USE**

Calculators Microsoft Word

Computers Microsoft Excel

Internet Research Microsoft PowerPoint

Audio/Visual Aids Training Resources

Safety First Website

**SKILLS INTERN WILL PRACTICE**

Active Listening Critical Thinking

Reading Comprehension Time Management

Social Perceptiveness Writing

Monitoring Speaking

Complex Problem Solving

**ABILITIES INTERN WILL PRACTICE**

Written Comprehension Deductive Reasoning

Oral Expression Written Expression

Speech Clarity

**WORK ACTIVITIES**

Oral Expression

Oral Comprehension

Problem Sensitivity

Written Comprehension

Inductive reasoning

Deductive Reasoning

Speech Clarity

Written Expression

Organizing, Planning, and Prioritizing Work

Documenting and Recording Information

Performing Administrative Duties

Communicating by Phone, Letters, and e-mail

* Union Contracts
* Nevada Revised Statutes, Chapter 288
* National Labor Relations Act / NLRB
* Employee –Management Relations Board / EMRB
* Negotiations / Contract Administration & Interpretation
* Concession Agreements
* Memorandums of Understanding (MOU’s)
* Labor-Management meetings

**TWO – Learning Objectives (under the supervision of ERD)**

* Read / understand local contract agreements
* Read / understand National Labor Relations Act
* Review / understand grievance flow process
* Learn mediation process / techniques
* Learn Arbitration process / preparations
* Learn investigation protocol
* Conducting interviews and hearings
* Understand grievance avoidance
* Understand discipline / corrective action
* Understand progressive discipline
* Understand conflict resolution
* Interpreting contract language
* Understand consultation techniques

**MEASURES**

* Teach back
* Written Test
* Intern Self Evaluation
* Preceptor Evaluation

**Recruitment Services**

**ONE – Overview**

**TOOLS & TECHNOLOGY INTERN WILL USE**

Calculators Microsoft Word

Computers Microsoft Excel

Internet Research Microsoft PowerPoint

Audio/Visual Aids Training Resources

Safety First Website Copiers/Scanners

Fax Machines

**SKILLS INTERN WILL PRACTICE**

Active Listening Critical Thinking

Reading Comprehension Time Management

Social Perceptiveness Writing

Monitoring Speaking

Complex Problem Solving

**ABILITIES INTERN WILL PRACTICE**

Written Comprehension Deductive Reasoning

Oral Expression Written Expression

Speech Clarity

**WORK ACTIVITIES**

Oral Expression

Oral Comprehension

Problem Sensitivity

Written Comprehension

Inductive reasoning

Deductive Reasoning

Speech Clarity

Written Expression

Organizing, Planning, and Prioritizing Work

Documenting and Recording Information

Performing Administrative Duties

Communicating by Phone, Letters, and e-mail

Analytical Thinking

* Job Listings
* Advertising
* Employment Applications
* Candidate Tracking
* Candidate Notification
* Employment Test Design & Development
* Physical Agility Testing
* Civil Service Rules
* Interview Schedules
* Employment Offers
* Suitability Assessments
* Public Safety Pre-Hire Medical Physicals
* Pre-screen drug testing
* Collective Bargaining Agreements
* Ineligible Reports
* HR Policies and Procedures
* Performance Measurements
* Affirmative Action Plans
* Community Outreach

**TWO – Learning Objectives (under the supervision of ERD)**

* Prepare sample job announcement
* Review / screen employment applications
* Learn employment testing development techniques
* Participate in Physical Agility Testing
* Prepare and distribute candidate notifications
* Administer Civil Service Exam
* Coordinate Suitability Assessment
* Prepare sample pre-hire medical & drug testing
* Prepare and extend job offer
* Read / understand Collective Bargaining Agreements
* Read / understand Civil Service Rules
* Read / understand HR Policies and Procedures

City of Las Vegas

Human Resources - Recruitment Services (Continued)

* Read / understand Affirmative Action Plans
* Prepare a job announcement
* Develop advertising plan
* Prepare testing timeline
* Create sample candidate response to test challenge
* Prepare sample job offer