
Administrative Assistant Certificate

Human Resources Administration for Administrative Assistants

****Absence Management:**** The process of tracking and monitoring employee absences from work, including both planned and unplanned absences such as vacation, sick leave, and family leave. Related terms include: attendance policy, leave of absence, and employee relations.

An effective absence management system helps to ensure that employees are taking the time off they are entitled to, while also minimizing the impact of absences on the organization. This can be achieved through clear communication of absence policies, consistent enforcement of those policies, and the use of technology to track and report on absences.

*** **Adverse Impact:**** A term used in employment law to describe a situation where a seemingly neutral employment practice or policy has a disproportionately negative effect on a protected group of employees. Related terms include: discrimination, affirmative action, and disparate treatment.

Adverse impact can be measured using statistical analysis and can be used as evidence in employment discrimination cases. Employers can take steps to minimize the risk of adverse impact by regularly reviewing their policies and practices to ensure they are fair and equitable for all employees.

*** **Affirmative Action:**** A proactive approach to ensuring that all individuals have equal employment opportunities, regardless of their race, color, religion, sex, national origin, age, disability, or veteran status. Related terms include: diversity, equal employment opportunity (EEO), and discrimination.

Affirmative action plans may include specific goals and timetables for increasing the representation of underrepresented groups in the workplace. These plans may also include training, outreach, and recruitment efforts aimed at attracting a diverse pool of candidates.

*** **Americans with Disabilities Act (ADA):**** A federal law that prohibits discrimination against individuals with disabilities in employment, transportation, public accommodations, and other areas. Related terms include: disability, reasonable accommodation, and equal employment opportunity (EEO).

The ADA defines a disability as a physical or mental impairment that substantially limits one or more major life activities. Employers are required to provide reasonable accommodations to qualified individuals with disabilities, unless doing so would cause an undue hardship.

*** **Compensation:**** The total financial reward an employee receives for their work, including base salary, bonuses, benefits, and other forms of compensation. Related terms include: pay equity, salary range, and

performance management.

Compensation should be fair and equitable, and should take into account factors such as job responsibilities, market rates, and employee performance. Regular compensation reviews can help to ensure that employees are being paid fairly and that pay practices are in compliance with relevant laws and regulations.

* **Discipline:** The process of addressing and correcting employee misconduct or poor performance. Related terms include: performance management, corrective action, and termination.

Discipline should be administered in a fair and consistent manner, and should be documented in writing. Employers should have clear disciplinary policies in place, and should communicate those policies to employees.

* **Diversity:** The presence of a wide range of characteristics and experiences within a group or organization, including but not limited to race, color, religion, sex, national origin, age, disability, and veteran status. Related terms include: inclusion, equity, and affirmative action.

Diversity can bring many benefits to an organization, including increased creativity, innovation, and problem-solving abilities. Employers can promote diversity by creating an inclusive culture, providing diversity training, and implementing affirmative action plans.

* **Employee Relations:** The process of maintaining positive relationships between employers and employees. Related terms include: communication, conflict resolution, and employee engagement.

Employee relations can be improved through regular communication, recognition of employee achievements, and the provision of opportunities for professional development.

* **Employee Stock Ownership Plan (ESOP):** A type of employee benefit plan that gives employees an ownership interest in the company they work for. Related terms include: stock options, profit sharing, and 401(k) plan.

ESOPs can be used as a tool for employee retention and motivation, as employees who have a stake in the company are more likely to be engaged and committed to its success.

* **Equal Employment Opportunity (EEO):** A legal principle that prohibits discrimination in employment on the basis of race, color, religion, sex, national origin, age, disability, or veteran status. Related terms include: affirmative action, diversity, and discrimination.

Employers are required to provide equal employment opportunities to all employees and applicants, and to take proactive steps to ensure that their policies and practices are fair and equitable.

* **Ergonomics:** The study of how workers interact with their work environment, with the goal of

designing jobs, equipment, and workstations that are safe and comfortable for employees. Related terms include: workplace safety, musculoskeletal disorder, and repetitive strain injury.

Ergonomic assessments can help to identify potential hazards and make recommendations for improvements.

* **Family and Medical Leave Act (FMLA):** A federal law that requires employers to provide eligible employees with up to 12 weeks of unpaid leave for certain family and medical reasons. Related terms include: leave of absence, military family leave, and serious health condition.

FMLA leave can be used for the birth or adoption of a child, the care of a family member with a serious health condition, or the employee's own serious health condition.

* **Harassment:** Behavior that creates a hostile or abusive work environment based on a protected characteristic such as race, color, religion, sex, national origin, age, disability, or veteran status. Related terms include: discrimination, retaliation, and quid pro quo.

Harassment can take many forms, including verbal, physical, and visual. Employers are required to take prompt and effective action to address harassment, and to provide training to employees on how to recognize and report harassment.

* **Human Resources Information System (HRIS):** A software system used to manage and track human resources data, including employee personal information, benefits, payroll, and performance. Related terms include: talent management, applicant tracking system, and performance management.

An HRIS can help to streamline HR processes, improve data accuracy, and reduce the risk of errors.

* **Job Analysis:** The process of gathering and analyzing information about the duties, responsibilities, and requirements of a job. Related terms include: job description, job specification, and competency model.

Job analysis can be used to create job descriptions and specifications, to identify training needs, and to establish performance standards.

* **Labor Relations:** The process of managing the relationship between employers and labor unions. Related terms include: collective bargaining, grievance procedure, and strike.

Labor relations can be challenging, as employers and unions may have different interests and goals. Effective labor relations require open communication, collaboration, and the ability to find mutually beneficial solutions.

* **Onboarding:** The process of integrating new employees into the organization, including orientation, training, and socialization. Related terms include: employee engagement, performance management, and retention.

Onboarding is an important part of the employee lifecycle, as it helps to ensure that new employees are set up for success from the start.

* **Performance Management:** The process of setting performance expectations, providing feedback, and evaluating employee performance. Related terms include: performance appraisal, performance improvement plan, and coaching.

Performance management should be an ongoing process, with regular check-ins and feedback provided to employees.

* **Recruitment:** The process of attracting and selecting qualified candidates for employment. Related terms include: applicant tracking system, job posting, and interviewing.

Recruitment can be a time-consuming and costly process, but it is essential for ensuring that the organization has the right people in the right roles.

* **Reduction in Force (RIF):** A reduction in the size of the workforce due to economic or other business reasons. Related terms include: downsizing, layoff, and severance pay.

RIFs can be difficult for both the organization and the affected employees. Employers should communicate openly and honestly with employees, and provide support and resources to help them through the transition.

* **Sexual Harassment:** Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that creates a hostile or abusive work environment. Related terms include: quid pro quo, hostile work environment, and retaliation.

Sexual harassment can have serious consequences for both the victim and the organization, including decreased productivity, increased turnover, and legal liability.

* **Staffing:** The process of determining the number and type of employees needed to achieve organizational goals, and recruiting, selecting, and training those employees. Related terms include: workforce planning, recruitment, and onboarding.

Staffing is an ongoing process, as the organization's needs and goals may change over time.

* **Training and Development:** The process of providing