



# Introduction to HR for MSPs

Syllabus

Updated: July 2025

## Training Overview

This training explores HR functions and their application in your MSP. Topics covered include performance management strategies, best practices for onboarding and offboarding, interview techniques, how to determine the type of employees you are looking for, writing job descriptions and postings.

Your instructor will dive into all aspects of the employee lifecycle and will recommend policies that should be in place to support your work environment.

This training is designed for:

- Small to medium MSPs
- Owners, Officer Managers acting as HR, COOs, and company leaders

## Training Inclusions

- 4-hours of virtual, interactive content taught by an expert instructor with MSP expertise
- Downloadable videos\* of the content you can watch on-demand at your convenience
- Downloadable slide decks, handouts and resources

## Learning Objectives

Partners attending this training will learn how to:

- Explain what Human Resources is and why it is important (regardless of company size)
- Better understand the employee lifecycle from job description to offboarding
- Utilize performance management when an employee isn't performing well
- Retain employees by motivating and rewarding them
- Ensure the proper HR policies are in place

\* Videos will either be recordings from your session or previously recorded material in which partner faces and voices have been removed. It is recommended to attend trainings live to receive the full benefits of interactive Q&A with the instructor and class participants.

## Training Topics

### Session 1: What is HR?

- Overview of Human Resources
- Why you need it

### Session 2: Life of an Employee

- Hiring process
- Onboarding
- Offboarding

### Session 3: Employee Performance

- Performance reviews
- Coaching
- Performance Improvement Plans (PIP)
- Employee motivation and retention

### Session 4: Policies and Procedures

- Job descriptions
- Employee handbook best practices

## Meet the Instructor



### Natalie Hell

**Peer Group Experience Manager**

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## Resources

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**SHRM** (Society for Human Resource Management)

- Empowers people and workplaces by advancing HR practices and maximizing human potential.
- Resources, membership, certifications, events and education