pax8 Academy

INTRODUCTION TO HR FOR MSPS

Syllabus

Updated: February 2024

Training Overview

The training is the exploration of HR functions and their application in your MSP. Topics covered include performance management strategies, best practice for onboarding and offboarding processes, interview techniques, how to determine the type person are you looking for, best practices for job descriptions and postings, and more! This course will dive into all aspects of the employee lifecycle and will recommend policies you have in place to support your work environment.

Who should take this training?
- Small to medium sized MSPs
- Owners, Office Managers acting as HR, COOs, and leaders within the company

What You'll Get

- 4 hours of virtual, interactive, instructor-led content taught by an experienced MSP expert.
- Downloadable videos* of the content you can rewatch at your convenience.
- Downloadable slide decks, handouts, and resources.

Learning Objectives

By attending this course, you will learn:
- What Human Resources is and why it's important (no matter your company size).
- The employee lifecycle – from job description to offboarding
- Performance management – what to do when your employee isn't performing well
- How to retain employees – motivating and rewarding them
- Ensuring you have the proper policies in place for your company

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* 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 courses live to receive the full benefits of interactive Q&A with the instructor and class.

Schedule of 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

Instructor

Natalie Hell
Peer Group Facilitator

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Additional Resources

- www.shrm.org – for HR needs

Next Steps

Explore your next step with Pax8 Academy:

- Peer Groups
  o Join a Peer Group
- Coaching
  o Sign up for Business Coaching

Register for this course through the Instructor-Led Training Subscription

Already have a subscription?

Register for the next session!

Learn more about the subscription and get your team started today!
- 1-5 employees
- 6-25 employees
- 26-50 employees
- 51+ employees