

Enwisen's AnswerSource Manager™

“Managers can more quickly make informed employee-related decisions when they have ready access to Human Capital Management knowledge, and they can reduce the number of repetitive inquiries to corporate HR departments. Moreover, tracking a manager's interaction with an HCM knowledgebase can identify gaps in organizational communication and training. This information can help organizations craft workplace learning experiences that are tailored to the needs of managers as well as employees...”

Kathryn Weld , Ph.D.
HCM Research Director, Aberdeen Group

The Business Need

For companies to operate at maximum effectiveness and productivity, they must empower line managers to be the first point of access to the needs of their employees.

There is proven ROI to having effective front-line managers – studies show that most employees who leave for new jobs exit because of their manager.

Although the need to push responsibility for day-to-day work events out to line managers is recognized by Employers, it is also recognized by HR as not being

without risk. For example, according to the 2004 Chubb Survey:

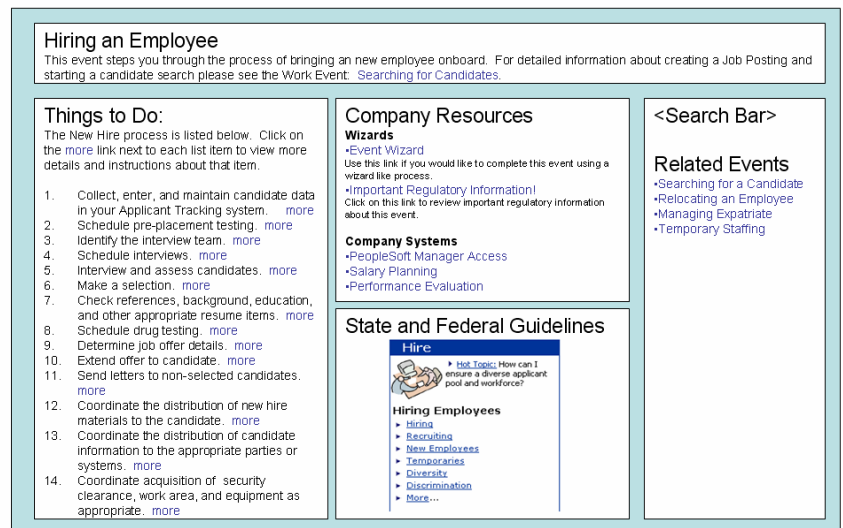
- 26% executives reported company had been sued by employee or former employee
- 22% reported having an employee file discrimination or harassment complaint with EEO or state agency

AnswerSource Manager allows Employers to reap the benefits of empowering line managers while mitigating the risk.

Support for All Phases of the Employee Life Cycle

AnswerSource Manager supports all work events associated with the employee life cycle with:

- Intuitive, interlinking dashboard and forms



Hiring an Employee
This event steps you through the process of bringing a new employee onboard. For detailed information about creating a Job Posting and starting a candidate search please see the Work Event: [Searching for Candidates](#).

Things to Do:
The New Hire process is listed below. Click on the [more](#) link next to each list item to view more details and instructions about that item.

1. Collect, enter, and maintain candidate data in your Applicant Tracking system. [more](#)
2. Schedule pre-placement testing. [more](#)
3. Identify the interview team. [more](#)
4. Schedule interviews. [more](#)
5. Interview and assess candidates. [more](#)
6. Make a selection. [more](#)
7. Check references, background, education, and other appropriate resume items. [more](#)
8. Schedule drug testing. [more](#)
9. Determine job offer details. [more](#)
10. Extend offer to candidate. [more](#)
11. Send letters to non-selected candidates. [more](#)
12. Coordinate the distribution of new hire materials to the candidate. [more](#)
13. Coordinate the distribution of candidate information to the appropriate parties or systems. [more](#)
14. Coordinate acquisition of security clearance, work area, and equipment as appropriate. [more](#)

Company Resources

Wizards
•Event Wizard
Use this link if you would like to complete this event using a wizard like process.
•Important Regulatory Information!
Click on this link to review important regulatory information about this event.

Company Systems
•PeopleSoft Manager Access
•Salary Planning
•Performance Evaluation

State and Federal Guidelines

Hire
Hot Topic: How can I ensure a diverse applicant pool and workforce?
Hiring Employees
• Hiring
• Recruiting
• New Employees
• Temporaries
• Diversity
• Discrimination
• More...

<Search Bar>

Related Events
•Searching for a Candidate
•Relocating an Employee
•Managing Expatriate
•Temporary Staffing

- “What to do” process steps and descriptions
- Company policies and procedures
- Coaching tips and best practices
- Personalized, role-based content

Key Benefits:

- More effective managers
- Single point of access to personalized information based

on roles of managers and their employees

- “On demand” coaching
- Consistent execution on company policies

Includes Personalized Manager Handbook:

- ✓ Roles-based, personalized policies/procedures
- ✓ Ensures consistent implantation of your policies
- ✓ Streamlines manager updates and notices
- ✓ Reduces compliance-related risk
- ✓ Supports affirmative defense protection
- ✓ Integrates with any MSS system to deliver true self-service

- True self-service – maximum ROI on MSS platforms
- Decreased compliance-related liability

AnswerSource Manager – Managing People

- Helps managers to better execute your HR programs, improve the performance of employees, and protect the bottom line
- Company policies “in context” for “just in time” manager coaching – facilitates consistent implementation of HR policy
 - Makes Manager Self-Service applications more usable
 - Just-in-time coaching for common workforce issues
- Integrated regulatory content provided and updated by the Bureau of National Affairs:

- Labor Relations
- Leadership and Management Skills
- Nondiscrimination
- Productivity and Performance
- Safety, Security, and Risk Management
- Work Rules and Employee Conduct
- Hiring
- Termination

- ✓ Fully indexed and meta-tagged for optimized search capabilities

- ✓ Quick cases examples of applicable scenarios

- ✓ Research chapters and “fast answers”

AnswerSource Manager – Manager Work Events

- Provides “on demand” knowledge to drive Manager Self-Service and improve front line manager effectiveness.
- Results in:
 - Consistent implementation of HR policies
 - Improved usability for manager self service applications
- ✓ Integrates with all major MSS platforms

- 24x7 access to coaching and tips for dealing with workforce issues
- Compliance with state and federal regulations
- Affirmative defense and protection in litigious situations
- Improved manager effectiveness
- Increased employee morale and retention

- Module features bring together key elements to drive events:
 - “What to do” – primary process descriptions and steps
 - Company policies specific to event
 - Appropriate regulatory content integrated from BNA
 - “Fast Answers” for coaching and quick tips
 - Links to outside resources
 - Integration with customer specific HRMS and forms
 - Integrated decision support tools

Work Events Module	Content and Decision Support For:
Compensation	Budgeting Salary Changes
Performance Management	Coaching Appraisals Goal Alignment Counseling Performance Planning Promotion Demotion
Employee Development	Training Career Pathing Retention Succession
Staffing	Candidate Search Hiring Terminating Transferring Staff Planning

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