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# HR management

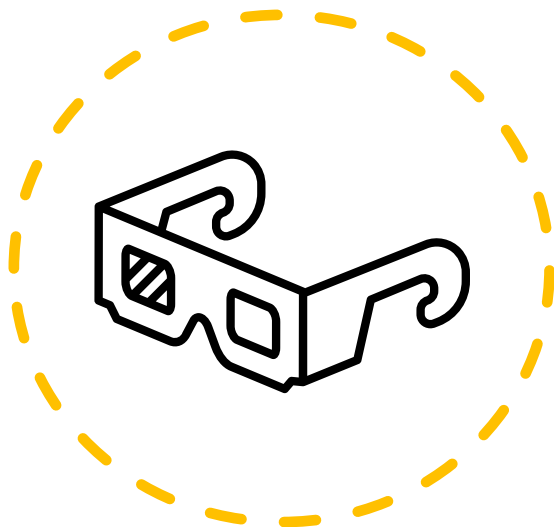
Role play context

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# Context

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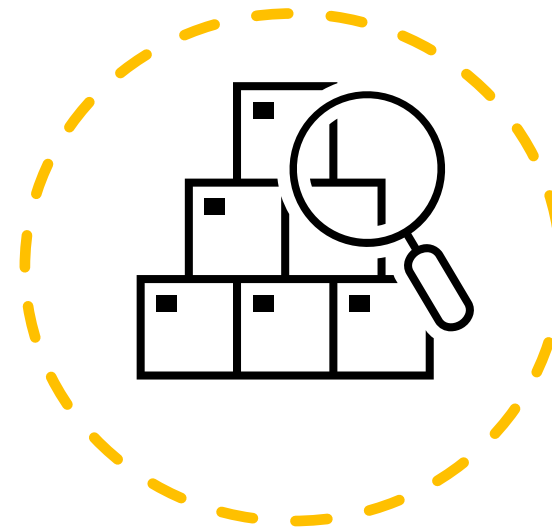


**In this roleplay, the beneficiary has to play the role of a business manager who owns a bakery .**

# The business manager

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In the following slides you will all the data regarding your company and your employees.



# Your company

**Concept :** Your bakery: "Du côté du Levain" is producing a range of natural breads. The bakery is in Lyon, it gets its raw materials directly with local producers and suppliers who are developing a sustainable agriculture chain. The bakery is recognized in Lyon for its statement regarding environmental issues.

**The company :** Your company has existed for 10 years. Your business income is around EUR 400,000



## Products:

- **Bread :** large volume of sales of bread. The company is mainly known for this product.
- **Pastries:** less developed offer, a selection of individual pastries is produced.
- **Small catering:** developing. The company wishes to extend its customer target to employees that need to buy food for their lunch break.

# The employees

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**Antoine**  
 32 years old  
 Has worked for the company for 1 year.  
 Baker  
 Wants to leave the bakery.



**Marc**  
 37 years old  
 10 years in the company  
 Associate  
 Sales and management



**Lise**  
 31 years old  
 3 years in the company  
 Baker



**Margaux**  
 24 years old  
 2 years in the company  
 Sales and communication



**Justine**  
 26 years old  
 Apprentice since last year.  
 Pastry chef and baker



**Violette**  
 31 years old  
 5 years in the company  
 Pastry chef



# HR management

The scenarios

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# Scenario 1 : Recruitment

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**Context :** the business manager seeks to replace a baker on a fixed term contract. he/she has received a CV and invites the candidate for a job interview.



**The expert:** he/she plays the role of the job candidate.



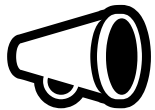
# Additional information for the business leader

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You have to replace Antoine, the previous baker, who was in bad terms with the rest of his colleagues.  
You are looking for a candidate that is determinate, team-player and able to work in autonomy

*Actual annual salary: in line with country and sector average*



**For the interview, the business manager will have:**

- A job description
- The candidate's resume
- A memo for the job interview

# *Reminder for job interview*

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- Ask the candidate to introduce himself or herself
- Ask the candidate what he/she understood from the job description.
- What was the reason to leave the previous job
- Strengths / weaknesses
- How to explain a jobless period
- Teamwork
- Candidate's objectives, expectations
- Salary expectations

# Scenario 2: Annual employee review

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**Context :** One of the employees has been working for the company for 2 years (the salesperson in the bakery). The business manager must hold the annual employment review to discuss about the performance of the employee, his/her feedbacks on the job activity, expectations for the future etc..

**The expert:** he/she will play the role of the employee

# Additional information for the business leader

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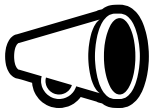


You must hold the annual review of one of your employee (sales department) who has been working for your company for 2 years.

**Profile of the employee:** he/she has got a valuable team spirit. However, sometimes, he/she is rude with customers. She is not always on time.

It is not possible to raise the salary because the company cannot afford it (the production is too small). In addition, the employee's performance is not in line with what would be requested to claim a raise of salary.

*Actual annual salary: in line with country and sector average*



## You will receive:

- An annual review template

# Scenario 3 : Conflict resolution

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**Context :** The behavior of one of the employees threatens the work environment of the company. The business manager needs to manage the conflict and find solutions to fix it.



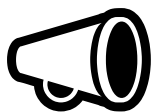
**The expert:** he/she has the role of the employee.

# Additional information for the business leader

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Your employee is often late for work. She/he has several conflicts with colleagues due to a lack of team spirit. She/he also speaks poorly to customers. You need to discuss with him/her about the causes and consequences of this situation and try to fix the situation in order to maintain a healthy work environment.



## You will receive:

- A reminder with examples of subjects to bring up during a conflict resolutions

# *Reminder for conflict resolution*

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- Try to understand the causes of your employee's misbehavior
- Ask about how the situation will evolve in the opinion of the employee and if and how he/she intends to fix it
- Explain this not a sustainable situation
- Raise attention on about the possibility of a sanction or even a formal warning in case the situation does not evolve positively rapidly



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