Human Resource Practices that make a Difference with Hispanic Employees

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Communication
Organization
Continued Development
Maintenance tasks

- Staff meetings
- Document translations
- Conflict management
Staff Meetings

- Regular staff meetings can be an effective tool to get employees on the same page
- Helps to build a sense of “team”
- Can be used as a think-tank to help solve issues on the farm
- If possible, they work best if Spanish-speaking and English-speaking employees are integrated into the same meeting
Documents in Spanish

- Policies
  - Employment contracts
  - Housing Agreements
  - Promotion structure, Vacation time
- Standard Operating procedures
  - Milking routine
  - Calving Pen Management
  - Record Keeping
- Contact Information
Managing interpersonal problems:

- Helps alleviate the pressure that can build between conflicting personalities
- Promotes employee retention
- The hardest part is the start.
- Always use a third-party translator
Development tasks

Employee Evaluations

Training opportunities

Individualized responsibilities
Employee Evaluations

- Offers the employer an opportunity to provide feedback to the employee
- Likewise, it offers the employee an opportunity to provide feedback
- Requires a lot of groundwork to be effective
- Always use a third-party translator
Training Opportunities in Spanish

- Custom training
  - Based exactly upon what the farm manager dictates

- Training modules
  - Calving Assistance
  - Heat Detection
  - Calf Care
  - Herd Health topics

- Individualized training
Individualized responsibilities

- Should be paired with employee interests and skills
- Job specialization and increased responsibilities can ignite employee motivation and performance
- Managers will have more time to focus on the endless to-do list
Cases in point...
Niagara County dairy farm managers can now get some peaceful rest because they know their operation is running smoothly.
Genesee County dairy employee turns 180° from feeling fed-up to feeling fired-up about his job
Wyoming County dairy improved its milk quality by fine-tuning its milking routine and holding regular staff meetings.
For Review:

☐ Maintenance-
  ■ Staff meetings
  ■ Documents
  ■ Conflict management

☐ Development
  ■ Employee Evaluations
  ■ Training Opportunities
  ■ Individualized responsibilities
Questions?