

COMMUNICATION SKILLS IN PAYROLL

Perspective of a CSFO

1

BENEFITS OF EFFECTIVE COMMUNICATION



- [illegible]

2

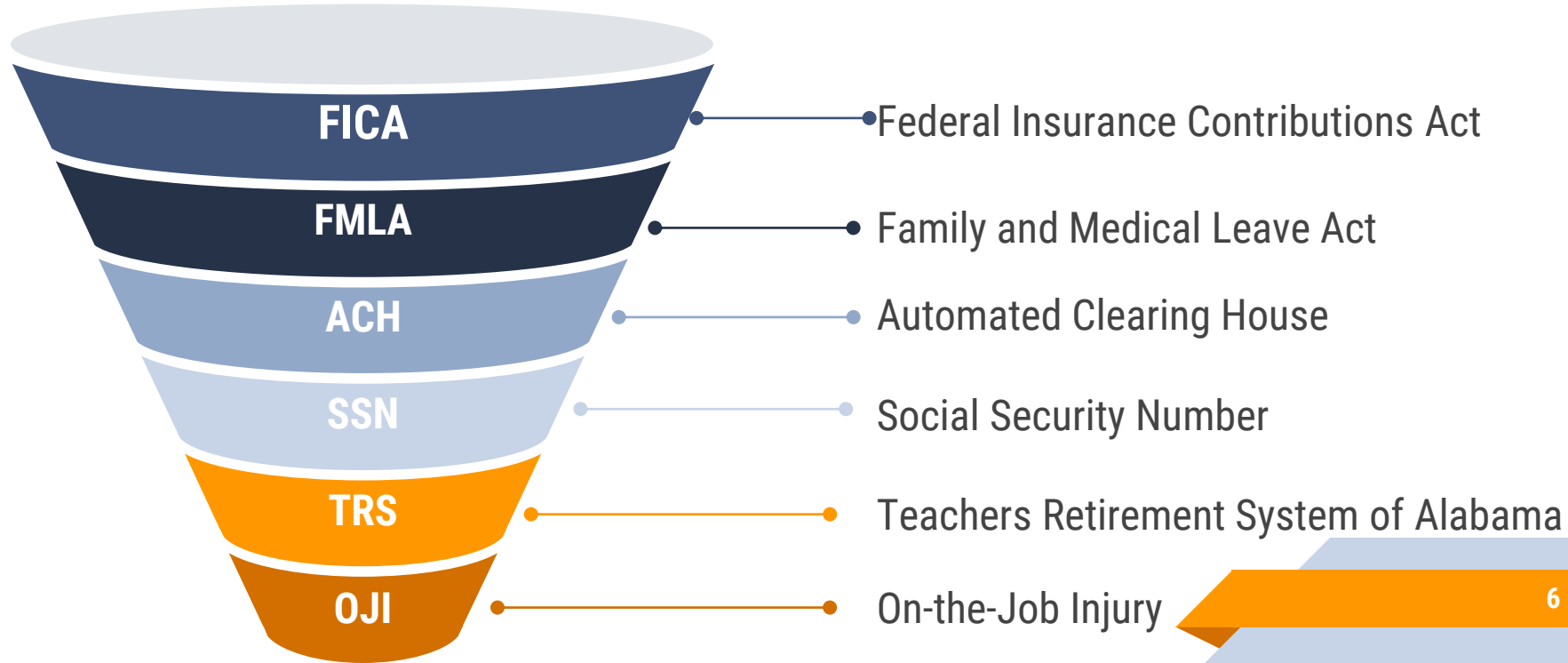
ACRONYM OVERLOAD



Examples of our everyday communication.



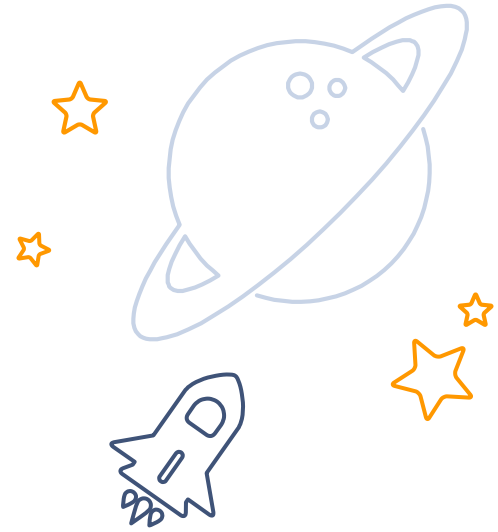
Payroll Acronyms





K.I.S.S.

Keep It Super Simple





K.I.S.S. – Verbal Communication

- Use plain language.
- Be clear with your words.
- Actively listen.
- Don't rush the content.
- Ask questions.



Nonverbal Communication

- Be observant of nonverbal communication.
 - Eye contact
 - Facial expressions
 - Tapping
 - Fidgeting
 - Answering the phone

3

**HOW CAN YOU
COMMUNICATE TO NEW
EMPLOYEES?**



New Employee Orientation

- Introduce Your Team
- Collect Important Documents
- Relay Essential Information
- Answer Questions



Important Documents

- Driver's License
- Social Security Card
- I-9 Forms
- Tax Forms
- Any Other Important Documents



Essential Information

- Employee Leave
 - Types.
 - How to request leave.
 - Importance.



Essential Information

■ Insurance Coverages

- What are the available options?
- How much do the options cost?
- How to enroll?
- Wellness Program



Essential Information

■ Retirement

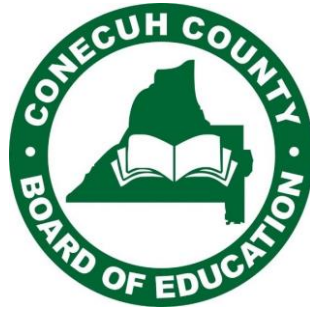
- Tier 1 vs Tier 2
- Years of Service
- Vested



Essential Information

■ Salary

- Salary Schedule
- Highest Degree
- Experience Verification
- Direct Deposit
- NextGen Employee Self-Service



THANKS!

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