



People Manager Handbook

WesternUnion // WU

Table of Contents

Introduction	3
Join.....	6
External/Internal Hiring	6
Internal Moves.....	6
Onboarding.....	8
Technology.....	9
Resources.....	9
Performance	9
Training.....	11
Goal setting & Empowerment Conversations.....	12
Employee Engagement & Mental Health	14
Managing Requests.....	16
Offboarding	20



The image features a white background with two large, overlapping yellow geometric shapes in the corners. The top-left shape is a triangle with a smaller, slightly offset triangle inside it, creating a layered effect. The bottom-right shape is a larger triangle, also with a smaller, offset triangle inside it, mirroring the top-left design. The word "Introduction" is centered in a bold, black, sans-serif font, preceded by a thin vertical black line.

Introduction

Introduction

As a People Manager, you play a key role in the talent journey for your employees. Because you are so important to the employee experience, we are providing you with tools that focus on the processes and resources needed when managing a team or a person. These tools provide clear guidance about your responsibilities and outline the main processes People Managers are responsible for during an employee's talent journey.

Remember, your role is not only about the processes that come along with being a People Manager, but also about the **people**. Your responsibility is to ensure your employees can look to you as a resource for assistance in becoming a top performer, building positive professional relationships and experiences, navigating their career at Western Union, and caring for their mental health and wellbeing.

Important: People Managers must also follow:

1. [Western Union Code of Conduct](#)
2. [LAROC employee handbook](#)
3. People Manager ABC
4. [Reimagine our Workplace FAQs \(LAROC\)](#) & our Work from Home Policy
5. Global policies (refer to People Services Portal)



Join

As a People Manager, knowing the steps you must take and what your responsibilities are in getting the right talent hired can be challenging. Whether you are hiring an external or internal candidate, there are specific steps you must follow:

External/Internal Hiring

When you are ready to hire for a position, you will either fill a new position or you will backfill an existing position within the organization.

Fill a new position: Work with your [business planning partner](#) to add a new headcount in Workday. Once the position is created, [launch a job requisition](#) in Workday. Make yourself available to work with your recruiter.

Backfill a position: Please submit a Backfill request in Workday (instructions are available in People Services [here](#)). The form is simple – you'll just need to provide the position ID, justification for backfilling the role, and the date when the position will be vacated. Once submitted, the request will route through all required approvals. Once all approvals are received, the position will be unfrozen, and you will receive a notification with instructions on how to launch a job requisition to begin the recruiting process.

Fill a position requiring contingent workforce (contractors): Create a request for sourcing through [Simon Onspring](#).

NOTE: When backfilling a position or filling a new position in your organization by promoting an employee on your team, request support from a Human Resources Business Partner (HRBP) by completing a [Compensation Analysis Request](#) in the People Services Portal.

Internal Moves

Sometimes the perfect candidate for a position is already an employee of Western Union. When this candidate is selected for the role, the employee will move to their new role from their previous role. For these types of hires, you should:

Set start date for transition to new role: Meet with the former or current People Manager to determine start date and transition timeline.

Validate internal candidate performance and disciplinary records: Contact the former or current People Manager or Human Resources Business

Partner to validate the candidate's performance and disciplinary records. Ensure the employee has been in their role for 9 months to align with our global hiring guidelines.

Please remember that only employee's grade 11 and below can be promoted into a non-post, non-compete role.

The image features a white background with two large, overlapping yellow geometric shapes in the corners. The top-left shape is a triangle pointing towards the top-left corner. The bottom-right shape is a larger, more complex polygon pointing towards the bottom-right corner. Both shapes have a slight 3D effect with a white shadow on their inner edges.

| Onboarding

Onboarding

Once you have selected the perfect candidate for your team and for the organization, you move to the Onboarding phase of the employee's Talent Journey. It's during this phase where you ensure your new employee has the knowledge, equipment, and tools they need to be successful in their new role. Knowing what will add value for the new employee and where you can eliminate waste is part of being a lean-agile leader.

To ensure your new employee is set up for success, you must know how to onboard your new hire.

Technology

Read the [Prepare for Your New Employee—Before the Employee's Start Date—People Manager Resource](#). Here you can request:

- Seats.
- Computers, phones, and mobile services (called a New Hire Bundle).
- Access to applications, servers, and databases.
- Employee badge.

NOTE: Seating and technology requests should be done on time to avoid delays or revoked accesses for internal hires. This step also applies for the hiring of any contingent workforce, interns, etc.


Resources

Visit [Hiring Manager Resources](#) to review and complete steps three through five. This includes preparing for your new employee's first week and first month and helping them get settled in for the future and assigning [buddy](#) for your new hire.

NOTE: Ensure new hire tasks in Workday are completed by your new employee within the first days of employment (according to your local standards).

Performance

Determine **performance goals** for your new employee. If they are located in a country where a **probation period** exists, discuss the quality of employee performance expectations with your new employee. If you are experiencing performance issues, please reach out to your Human Resources Business Partner.





Grow

Growing your employees is essentially the most crucial part of an employee's Talent Journey. As a People Manager your responsibility is to cultivate the talent you acquire. That means providing them opportunities to learn, grow, and develop for the roles they currently have and the roles they might wish to have in the future.

There are many ways you can help grow and develop your employees at Western Union.

Productive 1:1 Coaching Sessions

- [Performance Improvement Checklist - People Manager Resources](#)
- [Effective 1-on-1 Documentation Guidelines - People Manager Resource](#)
- [Weekly 1-on-1 Meeting Template - People Manager Resource](#)
- [Leading Others: Coaching and Mentoring](#)

Training

Employees receive essential training during their first three months of employment and then ongoing refresher training thereafter. Ensure mandatory trainings are completed in a timely manner as required by the [Ethics and Compliance Training Policy](#).


To do this:

- **Check the training schedule:** The [Learning Events Calendar](#) contains all mandatory global e-learning courses for employees as well as other important training initiatives.
- **Ensure your employees complete their assigned training:** Employees must complete mandatory training within the prescribed time-period. Type [Incomplete Learning with Due Dates WU](#) in the search field in Workday to see which employees on your team have not completed the mandatory training.

Goal setting & Empowerment Conversations

Guide Perform Succeed (GPS) is the Western Union performance-management system. GPS is based on goal setting, ongoing accountability, and real-time feedback. People Managers schedule Empowerment Conversations (EC) to provide coaching and feedback to employees.

To prepare for your discussion with your employee, you should:

- Familiarize yourself with the Strategy Placemat to aid in goal setting for your employee.
 - Address all necessary topics with your employee.
 - Expectations (KPIs and metrics)
 - Achievements
 - Performance management
 - Coaching
 - Feedback
 - Performance plans (if applicable)
 - Properly document and submit the discussion.
- 



Retain

It is important to understand that your employees need a break too; therefore, it's important to incorporate fun activities into your daily, weekly, or monthly team meetings. If you need fun ideas to guide you, check out our [Engagement Survival Kit](#) – the activities listed in this kit can be led by you or your team members. **If you require a more in-depth Team Building, you can request support from your HR Business Partner by opening a ticket in People Services.**

Employee Engagement & Mental Health

As a People Manager who cares about your employees, part of your job is to check in with your team to see how they are feeling about their role, the work, and the company. It's important to recognize that growth will not happen if an employee is not engaged in the work they are doing, the company they are doing it for, and the people they are doing it with.

One way you can ensure you are addressing your responsibility for employee and team engagement is by sharing [WU Listens](#) results with your team and working together to create an [action plan](#).

NOTE: *If you have fewer than five participants and, therefore, no results, you should use your manager's results for a conversation with your team.*

Following processes and logistics is only part of what it takes to manage and grow your employees. The most important part of managing people is the human component—the empathy, caring, and guidance.

Western Union has several resources for you and your employees to use if help is needed.

- The [Health & Wellness for People Leaders site](#) gives you the tools you need to put the health and wellbeing of your employees first.
- The general [Health & Wellness site](#) is available for all employees when they need help.
- Use the tool kits during your huddles to commence and continue the conversation about diversity, equity, and inclusion (DEI) and what it means at Western Union. [Diversity Equity and Inclusion Toolkit](#)

Retain

- [The Employee Assistance Program](#) is available 24/7 for your employees to use at no cost to them. They provide the following short-term support:
 - Professional counseling (i.e., In-Person Counseling, Telephonic Counseling, Video Counseling, E-counseling, and On-Line Chat), and
 - Professional services (i.e., counseling, legal support services, financial support services, daily living, health support solutions, wellness coaching)
- The Headspace Application is also available at no cost to employees. It can also be downloaded to your laptop or phone for 24/7 use.
- As a People Manager you can also refer your employee to our onsite doctor through the application "Citas Medicas" in OKTA.



Managing Requests

Managing Requests

Part of growing your employees means you are responding to requests as they come in for basic items like time off requests to more complex items like approving an employee promotion.


To successfully manage your requests, ensure you are working in a timely manner and according to your local labor laws and regulations to address leave of absences and time off. These tasks can consist of:

- Time-off requests and corrections.
- Place employees [on leave](#)
- Addressing approval requests for employee transfers, promotions, and career progressions
- Reviewing and acting on all:
 - [Concur](#) travel and expense requests for approval.
 - [iPass](#) requests, including User Access Reviews.
 - [WU applications](#).
 - ServiceNow requests.

NOTE: If you will be out of the office, make sure to [delegate](#) approvals in Workday.

Employee Disciplinary Actions

If you need to initiate a disciplinary action with your employee, it's important that you have all [documentation necessary](#) to initiate such a plan. All disciplinary actions must be reviewed and approved by your HR Business Partner prior to delivering. To create a ticket please click on the following [link](#).



Reporting employee concerns

If an employee comes to you with a workplace concern (harassment, disability/medical condition concern, etc.) it must be reported in a timely manner per our company policies and local procedures. The employee can submit themselves, or you can submit on behalf of the employee by submitting:

- A confidential report/ticket in the People Services Portal under [Employee Concerns](#).
- Concerns anonymously through the [Ethics Hotline](#).



Evolve

Offboarding

Offboarding is the last phase of an employee's Talent Journey. This occurs when an employee either decides they are leaving the company to pursue other opportunities, or through coaching conversations it's determined they don't have the skills required for the job they currently have.

When it is determined that an employee is leaving the company voluntarily, the employee can [initiate their resignation](#) themselves in Workday. As a

People Manager, you must complete the task that comes to your Workday inbox in a timely manner.

If an employee resigns voluntarily and does not submit their resignation in Workday, the People Manager must [initiate the termination](#) in Workday for them.

All employee assets must be delivered to our security team in building B1 or at the WUnderBar in building F4.

NOTE: *Involuntary terminations are to be handled by the HR Team directly in Workday*