

Unlock



Spring!

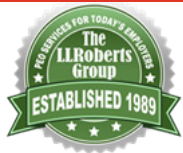
How successful could you be if you could focus on what you do best?

It's a question worth asking. And we not only HAVE the answer... We ARE the Key!

What is a PEO? A Professional Employer Organization or "PEO" is a business that assumes a co-employment relationship with a client company, whereby we handle a variety of employee management and human resource-related services on their behalf.

What We Do: Key HR assists our clients as experts in human resources and benefits

KEY CHANNEL PARTNER OF THE MONTH



administration. We relieve them of the burdensome administrative responsibilities they don't want to do so that they can continue to grow their business and make money.

This Provides you with: More Time, More Protection and a More Attractive Job. According to a recent survey by the Society for Human Resource Management (SHRM), nearly 9 in 10 PEO clients (89%) said that their PEOs significantly reduced their time demands. The smallest companies saved an average of 7 hours a week; those with 50-99 employees saved 23 hours.

Human Resource Key HR specializes in employee management. We assign a dedicated HR specialist to each client to help them identify, recruit, hire and develop the most talented candidates available. We also check in with you face-to-face to make sure your employees are acclimating seamlessly into your organization and that we've done our job to your satisfaction!

- Employee relations support
- Hiring
- Disciplinary action
- Drug testing
- Employee handbooks
- Talent recruitment
- Termination
- Training modules
- Background screening
- Conflict resolution



PAYROLL

7 Bizarre Taxes Across the USA

It's no secret that taxes are complicated and confusing, but there are some bizarre taxes out there. Below are just a few.

Arizona: Blocks of ice, such as an ice sculpture, are taxable in the state of Arizona. However, ice cubes in your drink are tax exempt.

Hawaii: Act 105 or The Exceptional Tree Act allows for a taxpayer to deduct a maximum of \$3,000 per exceptional tree on their property for amounts paid to maintain each tree. The county's arborist must determine the tree as exceptional.

Indiana: Marshmallow crème purchased at a grocery store in Indiana is tax exempt, along with many other food items; however, a bag of marshmallows is taxable.

Kentucky: If you sell more than two horses in a 12-month period, you are considered a retailer and your tax rate is 6%. However, if you sell a horse that is less than two years of age at the time of the sale to a non-resident of Kentucky or a business headquartered in another state, the sale is tax-exempt.

Missouri: Hot air balloon rides in Missouri are tax-free because they are considered a form of air transportation. However, hanging out in a hot air balloon tethered to the ground is taxable.

Nevada: A Live Entertainment Tax is added to all admission fees in an establishment where the minimum occupancy is 200, and there is a live performance.

New Mexico: Once you turn 100 years old in this state, you are exempt from New Mexico state income tax. *Symmetry Tax Updates*

Improve Employee Retention With These 5 Leadership ‘soft skills’

Employee retention strategies are cropping up everywhere. But even the “best of the best” strategies won’t help if managers don’t have the skills to positively engage their people one-on-one. The key to engaging and retaining good people relies on those soft skills that good managers know they need to constantly strive to get better at. Here are five leadership skills that are guaranteed to help you retain good employees.

Soft skill 1: Listening Ironically, good communication depends more on a person’s ability to listen than on his or her ability to speak. When leaders listen well, they absorb issues, understand feelings, foresee potential problems and solutions, and eventually communicate the right decisions in the right tone.

Follow these tips to better listening:

- **Keep yourself clear.** When employees, colleagues, clients or customers need their managers, it’s important to give them undivided attention by talking privately at an arranged time with no distractions (e-mail, phones, paperwork).
- **Take notes.** This serves two purposes: It helps leaders remember what’s been said and keeps track of the most important facts and emotions.
- **Hold your tongue.** Let others get through the facts and emotions. Often, just spilling their guts is enough to make them feel better – and you’re a hero for listening and not saying a word!
- **Get focused.** If managers have an important task to accomplish, they should make a note of it before they start a conversation with someone.
- **Hold judgment.** Put aside unrelated personal feelings about people and their circumstances when listening to them.
- **Be open to opinions.** Continue to listen and note their points when it’s their turn to talk.
- **Respond, don’t react.** Finally, when you’re done listening and ready to talk, focus on giving a response rather than a reaction.

Soft skill 2: Communicating Communicating well is the cornerstone of good relationships. Whether leaders are talking to employees or colleagues, writing e-mails, training or speaking in front of a group, these communication essentials will help:

- **Create a commonality.** Once leaders know their colleagues and employees, they can share information about themselves that they have in common.
- **Be courteous.** People will listen, and things will get done if managers communicate with courtesy.
- **Be consistent.** Match your tone of voice with your words.
- **Clarify.** When the topic is important (not just casual), it’s vital for managers to make sure they’re understood.
- **Show confidence.** Back up statements with facts. Leaders should try to avoid tentative language such as might, maybe, possibly and ASAP.

Soft skill 3: Nonverbal communication In most cases, actions speak louder than words. If a manager says, “I like your work,” and rolls his or her eyes, the words aren’t believable. They can do this by keeping

HUMAN RESOURCES



these non-verbal communication cues in check:

- **Eye contact.** Looking directly at people when speaking shows respect and sincerity. It builds a better conversation and relationship.
- **Body position.** Conversing while standing or sitting side-by-side can make people feel disconnected, and when done face-to-face can be uncomfortable. Ideally, it’s best to keep the same eye level and remain at a slight angle from others.
- **Proper distance.** Being too close or too far from others during a conversation can make it less productive. Stay within arm’s reach.
- **Gestures.** Motion can add meaning to or detract from messages.

Remember:

Soft skill 4: Delivering bad news Only one thing can be worse than hearing bad news: delivering it. Nearly every leader has to deliver bad news at one time or another. Here’s how to deliver bad news so it’s a little easier on the people affected by it:

- **Make it fast.** Delivering the news as quickly as possible gives people a chance to plan their next move.
- **Visit or call.** Deliver bad news personally. When leaders do this, it shows they care about how the news will affect their people.
- **Be as honest as possible.** Managers don’t have to reveal every detail (because some are personnel- or financial-related). But to maintain credibility, leaders want to avoid covering up mistakes, forgetfulness or miscommunications that led to decisions and bad news.
- **Take responsibility.** Leaders don’t want to blame themselves, their bosses or the company if they aren’t to blame. Acknowledge your part in the situation without being defensive.
- **Respond.** Give employees, co-workers, clients or customers a chance to discuss how the bad news affects them. Acknowledge their feelings, and offer suggestions on how to deal with the situation.

Soft skill 5: Saying no Leaders have to say no to people and ideas, or they’d never get anything done. However, it’s best to give a no answer in a way that doesn’t make the person with the request feel rejected.

Here’s how:

- **Empathize.** When leaders and managers can’t do what people want or can’t give employees permission to do something, they need to let them know they understand the situation.
- **Clarify.** Leaders should explain why they have to refuse the request.
- **Offer something.** It’s best for leaders to end the denial on a positive note by telling people how they’re willing to help.

EMPLOYEE BENEFITS



7 ways to reduce stress this tax season

Tax filing season is here, which means many employers will come face-to-face with a number of demands. Whether they do their own taxes, use online tax software or meet with a trusted tax adviser, there are many useful resources out there that will help employers work smarter, not harder. Here are seven ways employers can reduce stress during tax season.

2019 U.S. Master Tax Guide The U.S. Master Tax Guide contains timely and precise explanations of federal income taxes for individuals, partnerships and businesses. This guide contains information including tax tables, tax rates, checklists, special tax tables and explanatory text.

Legislative resources Find a trusted, reputable resource for the latest news, opinions and laws regarding healthcare. Many companies in the industry have a designated section on their website that is dedicated to providing employers with updates and trends in the health insurance industry and how it will affect taxes.

Payroll calculators Employers can use payroll calculators to determine gross pay, withholdings, deductions, net pay after Social Security and Medicare and more. Calculator types include salary payroll calculators, hourly paycheck calculators, gross pay calculators, W-4 assistants, percentage bonus calculators and aggregate bonus calculators.

Keep, shred, toss Now is the perfect time to organize tax records so that they're easy to find in case they're needed to apply for a loan, answer IRS questions or file an amended return.

The IRS has some helpful guidance you can share with your clients on what records to keep and for how long.

- Keep copies of tax returns and supporting documents for at least three years.
- Keep some documents up to seven years.
- Keep healthcare information statements for at least three years.

Make sure records are kept safe – but when it's time, shred or destroy Whether they consist of paper stacked in a shoe box, electronic files stored on a device or in the cloud, it's important to safeguard all personal records, especially anything that lists Social Security numbers. Consumer Affairs recommends scanning paper and keeping records stored securely on a flash drive, CD or DVD. It's more important than ever for employers to keep personal information out of the hands of identity thieves. That means not tossing records in the trash or recycling bin.

Start as early as possible A deadline looming always makes the situation more stressful. It's very important for employers to not wait until the last minute to start their tax return. If they choose to use a tax professional, be sure that they get in early. Tax professionals take on many clients, and only have a short timeframe to get all the work done.

Be honest It may be tempting for employers to tell a white lie on their taxes to maximize their tax breaks or return, but that comes at a great risk. If they are audited by the IRS, they will be liable for whatever was reported.

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WORKERS' COMP



The Only Thing That Will Change is Your Bottom Line

Worker's Compensation is a critical business issue. If you haven't thought much about it, chances are it's costing you too much – and if an incident happens, it can cost you a lot more.

KeyHR will work on your behalf in dealing with premiums, claims, regulators and injured workers to ensure the best possible outcomes for your business, your employees, and your bottom line.

Let us help you eliminate surcharges, premium deposits, audits, modifiers and sometimes down payment & lower overall workers' compensation cost in all facets of coverage.

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- Human Resources
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To get more information on a PEO click here:
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