



PEO | STAFFING | CONSULTING



Making The Business Of People Easier.

COURSE CATALOG

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Customer Service – How to Wow! (2 or 4 hours)

Proactive customer service can help retain customers and also enhance team members' work experiences. This highly interactive course touches on both virtual and in-person service to help cultivate the entire customer service experience. This course also helps team members put themselves in the customer's place to create a "what kind of service would I want" mentality.

Effective Communication (2 hours)

Effective communication skills are the most powerful professional and personal skills that you can have. It's not just about the words you use, but also about reading the other person and knowing the right way to deliver your message. In this course, attendees will gain practical skills for adapting their communication style, controlling their response to stress and communicating better with others.



Ethics in Government (1.5 hours)

Ethical dilemmas occur frequently in most organizations and often times present challenges for both leaders and employees. The focus of this training is to align employee behavior with organizational core values and reinforce existing work rules. Additionally, for Florida County and local governments, a review of Government in the Sunshine State Law (Open Government) and a review of Public Records Law is presented.

General Harassment Prevention (1 hour)

Attendees can expect to gain an understanding on how to recognize harassing behaviors, avoid behaviors that can be misconstrued as harassment, identify those behaviors that do not constitute harassment, and know how to respond to harassment in the workplace. At the conclusion of the training, your organization will be provided with a signed statement by each attending employee acknowledging the harassment training as well as the company's non-harassment policy for inclusion in their personnel file.

Risk Management Seminar – Safety Pays (3.5 hours)

In today's fast-paced work environments, productivity is a critical measurement for supervisors, management, and corporate leadership. Did you know that safe work processes play a major role in improving efficiency and productivity? This seminar will discuss the effects of workplace injuries, poor work processes, and non-compliance and how they affect the bottom line. Poorly designed work environments lead to wasted time and material, excess inventories, and excessive material handling to name just a few. Injury and illness prevention programs and risk reduction programs are just some of the strategies that can be used to abate these risks.

LEADERSHIP COURSES

Absence and Leave Management (3 hours)

This training will provide an overview of different types of long-term leave programs, both those that are required under federal and/or state law, and discretionary programs. Recommendations will be provided for how you can respond to leave requests. Personal Leave, Military Leave, Family and Medical Leave, and Domestic Violence Leave (Florida) will be reviewed.

Business Ethics (3 hours)

This class will discuss the relationship among law, ethics, and corporate responsibility. Attendees will review business reasons to support programs and directives which uphold strong ethics and identify corporate stakeholders and their responsibilities. In addition, we will discuss concepts of "due diligence" and "effective compliance."

Conducting Employee Discipline Meetings with Confidence (2 or 3 hours)

This course provides supervisors with tools and techniques for modifying employee actions within the workplace. Participants will learn the values and skills necessary to coach employees toward company and personal goals, as well as the ability to apply effective progressive discipline. Participants will discover how to give honest, specific, and timely feedback – the most important element for effective employee performance.

Conflict Management for Supervisors (1 or 2 hours)

Participants will be introduced to the basic principles of conflict resolution. The content of the course centers upon the skills essential to resolving conflict: listening, dialogue, communication, perception, creativity, and collaboration. The goal is to develop skills and strategies for authentic conflict resolution and effective change.

Creating an Airtight Selection Process (2 hours)

Many companies struggle with the process of getting great candidates to fill openings. But, not having a legally defensible hiring process can leave your organization open to fines for discriminatory hiring practices. In this course, we will discuss the importance of the basics- a thorough job analysis, identification of true "minimum" qualifications, creating a selection matrix, engaging well-trained interview panel members, and appropriate competencies for interviews and behavior-based interviews. By raising awareness, subjectivity in the process can be removed or eliminated, thereby making the process fair and legally defensible.

Documentation and Discipline (1 or 2 hours)

Effective documentation helps guide employees, protect the organization and tell a story of employment to third parties. This class will take you step-by-step through the coaching, disciplining and termination of employees in a manner that will keep litigation at bay. Attendees will learn how managing themselves and the employment experience well will lead to better employee performance, how progressive discipline can turn struggling employees around and help unsuccessful employees out the door, how to document factually, when and how to discipline as well as how to separate employment with the most positive outcome for the organization.

Emotional Intelligence (2 hours)

A key component of leadership success is the ability to read and work effectively with all types of people. Individuals with high emotional intelligence are skilled at using empathy and constructive communication to build stronger relationships and create a productive work environment. In this course, we will focus on the core emotional intelligence competencies that will help attendees reach their next level of interpersonal success.

Employee Engagement (3 hours)

Employee Engagement focuses on the fundamentals of successful employee coaching and developing a more engaged workplace. This course is designed for managers and leaders who wish to cultivate and develop a truly engaged workplace. Employees that are committed, competent, and engaged are a most valuable resource. The participant will learn tools and tactics on how to engage and inspire employees to produce their very best work.

LEADERSHIP COURSES (CONT.)

Employee Performance Evaluations (3 hours)

Often times, conducting performance reviews is outside a supervisor's comfort zone. This course will provide information, tips and applications that will make the process easier, more comfortable and more effective in producing real employee performance improvement.

Employment Law Overview and Best Practices (3 hours)

This course offers participants a working knowledge of employment law. Supervisors are introduced to laws regulating employment in order to enhance confidence in handling employment issues. Participants will also learn when to partner with their Human Resources Manager for additional guidance. By raising a supervisor's level of knowledge of the laws and regulations, the potential for litigation is lessened.

Generational Differences (2 hours)

Generational differences exist in the workplace now more than ever. Although we should not draw stereotypical conclusions about individual employees based on age, an understanding of common differences can be useful for managing teams, especially if there are significant age gaps between managers and employees. We will review common work style preferences amongst multi-generations and provide helpful tips on how to get the best out of each of them.



Interviewing Tips That Will Find You the Right Person WITHOUT Finding You In Court (1.5 hours)

Discrimination laws are ever evolving and interviewers can often feel like they are navigating a minefield when trying to find the right fit for their job openings. This class will equip leaders with practical skills to effectively select the right applicant while giving them the legal knowledge needed to avoid unnecessary litigation. Leaders will be shown how:

- Turnover impacts their organization
- An effective interview is prepared
- Technical and performance skills are differentiated
- Job applicants are best encouraged to reveal their “soft” skills
- Interviews are conducted
- Interviewers can guard themselves against common mistakes
- Legal considerations must be taken into account
- Peer interviews can be used to enrich the quality of the selection process
- An interview should be brought to a proper close
- Communication with non-selected applicants should be handled

Leadership 101 (2 hours)

Transitioning into a leadership position is more complex than often perceived. In this course, we will explore the challenges facing leadership today and concentrate on what it takes to succeed in a leadership role. Attendees will learn the importance of delegation, how to establish credibility and methods that can be used to connect with their subordinates. They will leave with a clear understanding of what a successful leader is and will be challenged to evaluate their motivation to enter into a leadership role.

Leadership Harassment Prevention

(1 hour in addition to the General Harassment session)

Attendees will be educated on the legal rights of their staff, how to foster a respectful work environment, the potential legal exposure their organization has if harassment occurs and what their responsibilities are as an agent of the company in dealing with a harassment claim.

LEADERSHIP COURSES (CONT.)

Reward & Recognition (2 hours)

Not all forms of reward and recognition in the workplace are created equal. Employees aren't always motivated by the reward or recognition itself. Instead, it's about the meaning behind the reward or recognition. In this seminar, attendees will explore the best ways to effectively execute rewards and recognition to others that will increase loyalty, enhance performance and build a stronger team.

The Art of Accountability (2 hours)

Successful leaders take an active role in holding both themselves and their team accountable. This training will address accountability on a personal, employee and peer level. Personal accountability will be addressed through taking stock of one's own attitude, performance, deference to colleagues and interactions. Attendees will learn to cultivate employee accountability through setting clear expectations, individual goals with consequences, effective feedback and being results, rather than time, driven. Finally, peers will learn how to build trust with one another in an effort to foster unfiltered dialogue and improve overall effectiveness.

The Business Case for Diversity (2 hours)

Are diversity initiatives all about being politically correct or is there real business value? The business value of diversity in the workplace is an important issue that all employees need to understand. This training will explore the value brought to a business that embraces diverse backgrounds, opinions and cultures in the workforce. Participants will develop a better understanding of diversity issues, how it influences their relationships with others, and how to overcome stereotyping, prejudice and discrimination.

The Power in Empowerment (2 hours)

Leaders are great not because they have power, but because they have the ability to empower. Leaders who empower create an environment of trust and help employees learn from their successes and analyze their failures. A culture of empowerment takes a lot of practice and the ability to accept mistakes. In this training, attendees will learn how to empower others by sharing information and supporting a learning environment. We will also discuss how employees can empower themselves to take control of their own professional reputation by setting strong professional boundaries for themselves and practicing personal control.

SPECIALTY COURSES

DiSC Assessment Training (1 – 2 hours)

The DiSC Assessment training will help attendees find their natural and adapted style of relating to others. While all DiSC styles are equally valuable, understanding oneself better is the first step to becoming more effective when working with others. This training will guide attendees into the many methods of cooperating with those whose DiSC style is different than their own. Attendees will also be given the opportunity to practice their DiSC styles and improve their workplace communication. Knowing more about DiSC styles provides a greater understanding of people and how to best prevent future misunderstandings.

Management by Strengths (1.5 hours)

Management by Strengths (MBS) is a program designed to help companies increase productivity, improve customer satisfaction and employee morale through an improved understanding of how to work more effectively together. MBS skills enhance team building throughout an organization. MBS helps companies better understand their employees' differing communication and decision-making styles, so that they can more efficiently achieve their goals. MBS teaches that through a better understanding of a person's communication style and temperament, people are equipped to work more effectively with others.

Supervisory Boot Camp (8 hours)

This training is designed to give supervisors the essential knowledge needed to lead others in the workplace with confidence. Participants will earn their stars while they explore basic employment laws and learn what compliance with those laws looks like from a practical standpoint. Some of the topics include:

- Tips for Managers & Supervisors
- Other Laws of Importance
- Harassment Prevention
- Interviewing & Hiring
- Coaching & Progressive Discipline
- EEOC
- ADA
- FMLA
- FLSA