aim HR SOLUTIONS

LEARNING & DEVELOPMENT CATALOG | 2024

Employee Compensation

Talent Acquisition

Unconscious Bias

Diversity

Employment Law

Coaching and Mentoring

www.AIMHRSolutions.com | 617.488.8321

WELCOME TO AIM HR SOLUTIONS!

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We are thrilled to present our latest training catalog, designed to support your professional growth and development. Our programs are crafted to engage and inspire, with highlights including:

Engaging Two-Hour Sessions: Tailored for the adult learner.

Expert Instructors: Courses led by HR and Learning & Development professionals from various industries.

Flexible Formats: Available both virtually and in-person to suit all team types.

Why Invest in Learning and Development?

When organizations prioritize employee development, everyone benefits:

Boosted Productivity: Enhanced skills and knowledge lead to better performance and efficiency.

Increased Retention and Engagement: Investing in employee growth boosts satisfaction and loyalty, reducing turnover.

Enhanced Innovation: Continuous learning fosters a culture of innovation and adaptability.

Leadership Development: Nurtures future leaders, ensuring smooth transitions and stable leadership.

Improved Reputation: Attracts top talent, strengthening employer branding and competitive edge.

Explore Our Courses

Our evolving programs, like Supervisory Essentials and HR Essentials, cover crucial topics for new supervisors and address current workforce challenges such as recruiting and employee performance. Additionally, we offer courses on mindfulness, wellness, and DEI. Keep an eye on our catalog for new courses and updates.

We are here to support your learning journey. Our team can help you access grant money and choose timely and relevant topics for your team. We are grateful you have chosen AIM HR Solutions and look forward to partnering with you in your professional development.

Kyle Pardo

Kyle Pardo

Executive Vice President
AIM HR Solutions

COURSES

SESSIONS

HOT TOPICS AND EVENTS

TRAINING JUST FOR YOU SCHEDULE

HR Compliance Bootcamp

Mental Health at Work: Laws and Best Practices	Jul 11	2pm-4pm
An Introduction to OSHA and Workplace Incidents	Aug 8	2pm-4pm
Handling Employee Complaints and Investigations with Ease	Sep 5	2pm-4:30pm
Recognizing Risks: Corrective Action, Documentation, & Termination	Oct 3	2pm-3:30pm
An Introduction to Federal Employment Laws	Nov 7	2pm-4pm

Individual Excellence

Professional Development and Living Intentionally	Jul 11	10am-12pm
An Introduction to Strategic Thinking and Planning	Jul 18	10am-12pm
Project Management Basics	Jul 25	10am-12:30pm
Managing Change	Aug 1	10am-12:30pm
The Power of Creativity	Aug 8	10am-12:30pm
An Introduction to Time Management	Aug 15	10am-12pm
Goal Setting and Managing Priorities	Aug 22	10am-12pm
The Essentials of Productivity and Efficiency	Aug 29	10am-12:30pm
2 30-min accountability calls		

Reasonable Suspicion

Reasonable Suspicion	Jul 24	11am-12:30pm

Developing Mindful Leaders

What is a Mindful Leader?	Aug 21	10am-12:30pm
An Introduction to Emotional Intelligence	Aug 28	10am-12pm
Emotional Intelligence Skill Building Part 1: Self Awareness	Sep 4	10am-12pm
Emotional Intelligence Skill Building Part 2: Self Management	Sep 11	10am-12pm
Emotional Intelligence Skill Building Part 3: Social Awareness	Sep 18	10am-12pm
Emotional Intelligence Skill Building Part 4: Relationship Management	Sep 25	10am-12pm
An Introduction to Team Leadership	Oct 2	10am-12:30pm
Mastering Influence and Persuasion	Oct 9	10am-12:30pm
Learn the Skills of Effective Coaching and Mentoring	Oct 16	10am-12:30pm

Supervisor Essentials

I'm a New Supervisor, Now What?	Oct 3	10am-12pm
An Introduction to Communication	Oct 10	10am-12pm
Communication in the Digital Age	Oct 17	10am-12pm

Managing Workplace Conflict	Oct 24	10am-12pm
The Intersection of Teamwork and Team Building	Oct 31	10am-12pm
Root Cause Problem Solving	Nov 7	10am-12pm
Soup to Nuts: The Complete Interview Cycle	Nov 14	10am-12pm
Creating a Professional Development Plan	Nov 21	10am-12pm
Performance Appraisals	Dec 5	10am-12pm
From Discipline to Termination: When Coaching Isn't Working	Dec 12	10am-12pm

Building a Diversity Equity, and Inclusion Foundation

Creating Psychological Safety	Nov 12	1pm-3:30pm
Allyship and Advocacy	Nov 14	1pm-3:30pm
An Introduction to Unconscious Bias	Nov 19	1pm-3pm
An Introduction to Microaggressions	Nov 21	1pm-3pm
Multicultural Communication	Dec 3	1pm-3pm
An Introduction to Generational Diversity	Dec 5	1pm-3pm
Creating a Culture of Inclusion	Dec 10	1pm-3:30pm
An Employee's Guide to Workplace Harassment and Discrimination	Dec 12	1pm-2:30pm

Workplace Harassment and Discrimination Prevention for Supervisors

| Workplace Harassment and Discrimination Prevention for Supervisors | Dec 3 | 10am-12pm |

An Employee's Guide to Workplace Harassment and Discrimination

| An Employee's Guide to Workplace Harassment and Discrimination | Dec 10 | 10am-11:30am |

Compliance Year End Review

| Compliance Year End Review 🔥 | Dec 11 | 11am-12pm |

🔥 These classes are **HOT-TOPIC SESSIONS** and are not eligible for grants

Look for these Icons next to the sessions you are interested in.

MASSACHUSETTS EMPLOYEE ONLY

MOST POPULAR

NEW COURSE THIS YEAR

CODES & PRICING

For instant access to a list of all course IDs and pricing, fill out this short form.

Should you have any issues contact HRInfo@AIMHRSolutions.com.

THE EXPRESS GRANT PROGRAM

What is the Express Grant?

The Express Program provides employers fast, simple access to grant-funded training, helping businesses in Massachusetts respond to emerging needs.

Fast
Helping you go from application to action (grant award) in 21 days.

Flexible
Dynamic course directory to address emerging needs.

Friendly
Customer-centric, with a dedicated team to support you each step of the way.

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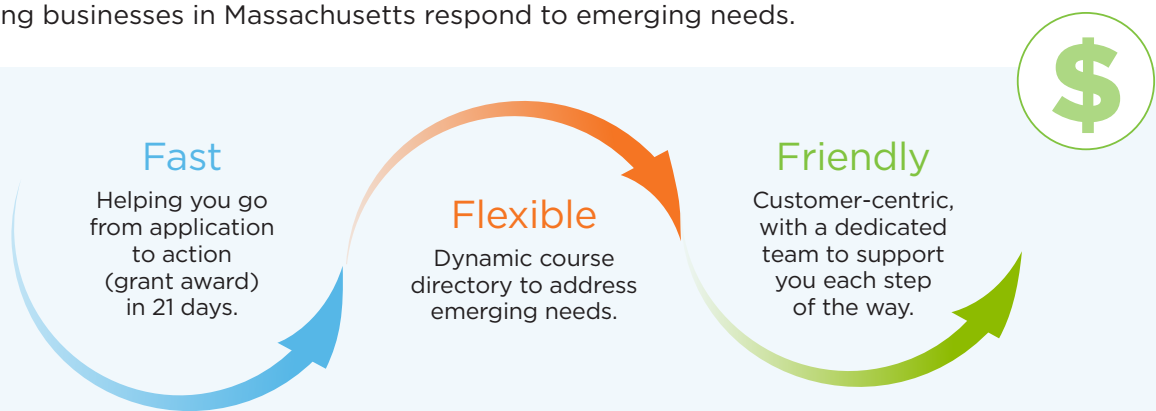
Which companies are eligible for an Express Grant?

- **Under 100 employees**–upon completion of an approved course, you may receive full reimbursement of the cost of training, up to $3,000/person/course.

- **Training is not already underway** on this topic and employees participating in the training program have not previously participated in the same or similar training that was funded by the Express Program.

- Trainees are **non-government workers** and **business contributes to the Workforce Training Fund.**

- All trainees are **employed in MA** (not required to live in MA).

Have questions about using the Express Grant to attend an AIM HR Solutions training?

Contact Rachel Gillis at RGillis@AIMHRSolutions.com

For additional information on accessing $200,000 through the Workforce Training Fund's General Grant, please contact HRInfo@AIMHRSolutions.com.

HOW TO GET STARTED

1 **Pick a course from our Training Catalog**

Email Rachel Gillis to find out if you're eligible and select your training course.

2 **Before applying, gather application materials**

- Get a **Certificate of Good Standing**, issued within 6 months. Request your COGS here.
- Your organization's **Federal Employer Identification Number** (FEIN)
- A signed copy of your business's **Form W-9** verifying your full legal business name and FEIN
- **Current # of Employees** working in Massachusetts (both part-time and full-time employees)
- **Training Start Date(s)** for each course (must be at least 3 weeks after an application is submitted)
- **Course ID Number** found in our Training Catalog

3 **Fill out the Express Grant Application**

Start the application here, or schedule time on Rachel Gillis' calendly to receive one-on-one guidance completing your application.

4 **Request Reimbursement**

In order to have your request for Express Program funding approved, you must meet ALL of the following criteria:

- The **total** amount of funding requested, within this calendar year for all Express Program funding requests combined, **does not exceed $20,000**
- The amount of funding requested **per trainee**, per course **does not exceed $3,000**
- All of the employees to be trained using grant funding are **payroll employees who work in Massachusetts**
- The **company is not legally mandated** to provide the training to employees
- The Express Grant Agreement start date selected, and the start of training, is at least **21 days from the date of submission**

QUESTIONS? WANT 1-ON-1 SUPPORT?

Contact Rachel Gillis at RGillis@AIMHRSolutions.com,
schedule time on her calendly, or call at 617.488.8315.

COURSES

Building a Diversity, Equity, and Inclusion Foundation | Professional Development

Diversity, Equity, and Inclusion are more than just buzzwords — they are essential to your organization's success. This course will introduce you to the critical concepts needed for building a solid foundation of DEI. These expert-led sessions will provide best practices, insight, and the knowledge necessary to navigate the increasingly vital subject of DEI.

Sessions Include

- Creating Psychological Safety
- Allyship and Advocacy
- An Introduction to Unconscious Bias
- An Introduction to Microaggressions (NEW 3/19/2024)
- Multicultural Communication (NEW 3/26/2024)
- An Introduction to Generational Diversity
- Creating a Culture of Inclusion
- An Employee's Guide to Workplace Harassment and Discrimination

Who Should Attend

Any employee, managers, supervisors, directors, or HR professional who is committed to DEI

Someone who works for a small organization that is committed to DEI but needs knowledge on where to start

Training Just for You
Course ID C-2988

Training for Your Company
Course ID C-4091

Developing Mindful Leaders | Leadership

Without a doubt today's leaders face increasing challenges while managing their teams. Confronted with safety concerns and personal pressures, they need new skills to address unique workplace dynamics – hybrid workers, societal diversity and inclusion influences, increased virtual communications, employee generational gaps and cultural sensitivities. Leveraging both intellectual and emotional thinking to manage growing pressures help leaders bring out the best in others and themselves, particularly in the most trying of times.

This series will help leaders:

- Increase employee engagement and retention
- Build core skills to navigate conflict with ease and confidence
- Become more resilient and feel calmer and in control
- Make more effective decisions and increase the ability to prioritize and move projects forward
- Help their team and themselves rediscover skills like inspiration and creativity

Sessions Include

- What is a Mindful Leader?
- An Introduction to Emotional Intelligence
- Emotional Intelligence Skill Building Part 1: Self Awareness
- Emotional Intelligence Skill Building Part 2: Self Management
- Emotional Intelligence Skill Building Part 3: Social Awareness
- Emotional Intelligence Skill Building Part 4: Relationship Management
- An Introduction to Team Leadership
- Mastering Influence and Persuasion
- Learn the Skills of Effective Coaching and Mentoring

Who Should Attend

Anyone who manages people

**Training Just for You
Course ID C-2162**

**Training for Your Company
Course ID C-3352**

HR Compliance Bootcamp | Compliance and HR

Are you looking to enhance your knowledge of HR laws and ethics?

HR professionals must remain-up-to-date with the latest employment laws and regulations in today's workplace. Join our HR Compliance Bootcamp!

Experienced instructors will guide you through the intricacies of HR laws and regulations and provide practical tools to navigate these issues in the workplace. You'll have the opportunity to network with other HR professionals and learn from their experiences. Our sessions are not just about the topics – we design them to be engaging so you can work through real-world scenarios and apply your newfound knowledge to your workplace. Best part? We know you are busy, so we will meet once a month, making it easy to fit this networking and learning time into your schedule.

Sessions Include

- Fair, Equitable, and Legal Hiring Practices
- Getting Started with I9 Employment Verification
- FLSA Employee Classification (NEW - 5/2/2024)
- The Americans with Disabilities Act: An Overview
- Mental Health at Work: Laws and Best Practices
- An Introduction to OSHA and Workplace Incidents
- Handling Employee Complaints and Investigations with Ease
- Recognizing Risks: Corrective Action, Documentation, & Termination
- An Introduction to Federal Employment Laws

Who Should Attend

Those in a position that includes HR responsibilities

New HR professionals seeking to broaden their knowledge of HR laws and regulations

Business owners who need to say up-to-date on latest employment laws in Massachusetts & beyond

Seasoned HR professionals who want a refresher

Anyone interested in starting a career in HR

**Training Just for You
Course ID C-2545**

Individual Excellence | Professional Development

Does success feel like it is just a stroke of luck? It's time to take charge of your work and life and achieve your goals with intention and purpose. Join us for our Individual Excellence course, where you'll gain the tools and insights to empower you to reach the next level of excellence.

This course is about YOU - your personal and professional development, growth, and success. You'll learn to be proactive, feel more in control, and leverage your resources to achieve your desired success. Plus, we'll show you how to supercharge your productivity without sacrificing your time so that you can work smarter, not harder.

We'll explore barriers and boundaries and identify strategies to overcome them. By the end of this program, you'll feel empowered to take control of your life and achieve your goals with intention and purpose.

Sessions Include

- Professional Development and Living Intentionally
- An Introduction to Strategic Thinking and Planning
- Project Management Basics (NEW - 4/30/2024)
- Managing Change
- The Power of Creativity
- An Introduction to Time Management
- Goal Setting and Managing Priorities
- The Essentials of Productivity and Efficiency
- + 2 30-min accountability calls

Who Should Attend

Individual contributors who feel stuck and want to reinvigorate their passion and skills

Individual contributors on the path to becoming a manager

Recent attendees who completed Supervisor Essentials

Seasoned professionals who want to overcome barriers and boundaries

Newly remote employees

**Training Just for You
Course ID C-6270**

**Training for Your Company
Course ID C-5558**

Supervisor Essentials | Professional Development

Today's supervisors are accountable for managing a broad set of responsibilities while at the same time leading, coaching, and motivating a team. This is no easy task given the often-conflicting expectations that regularly come from a variety of sources.

Having confident and skilled managers in place can enhance your organization's ability to attract and retain top talent while boosting overall productivity and engagement.

We take pride in offering interactive, discussion-based sessions led by expert facilitators. Participants will develop practical skills, strategies, and tactical tools they can immediately apply in the workplace.

Sessions Include

- I'm a New Supervisor, Now What?
- An Introduction to Communication
- Communication in the Digital Age
- Managing Workplace Conflict
- The Intersection of Teamwork and Team Building
- Root Cause Problem Solving
- Soup to Nuts: The Complete Interview Cycle
- Creating a Professional Development Plan
- Performance Appraisals
- From Discipline to Termination: When Coaching Isn't Working

Who Should Attend

New supervisors or group-leaders looking to expand their skill set beyond technical

Team members in a leadership pipeline on a succession path

Experienced supervisors seeking a refresher of current practices and tools

**Training Just for You
Course ID C-3484**

**Training for Your Company
Course ID C-0829**

SESSIONS

Allyship and Advocacy | Professional Development

Learn how each one of us can work together to cultivate a workplace culture of allyship and advocacy for all

Length of Session 2.5 Hours

Allyship refers to acknowledging our position of advantage and using it to support and include those who are less advantaged. As allies, we actively and consistently advocate for increasing inclusion, minimizing bias, and advancing equity in our companies. In recent years allyship has had an increased focus in the workplace. Still many wonder what allyship looks like day to day. Learn how can advocate to create a workplace culture that cultivates allyship and opportunities in this engaging new workshop.

Learning Objectives

By the end of this knowledge building session, you will:

- Define the concepts of allyship and advocacy
- Discuss the role of privilege in allyship
- Implement strategies for being an effective ally
- Develop plans for integrating allyship and advocacy into your daily work and interaction

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Build courage and confidence to contribute personal perspectives and seek opportunities to learn and grow

FOR FIRST TIME SUPERVISORS
- Privilege and responsibility of leading others through advocacy, allyship and inclusion
- Opportunity to safely discuss, explore and apply ideas with others
- Build confidence in leading conversations, exploring new practices and taking ownership to set a positive example for others to follow

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased sense of responsibility as a leader by example, and advocate for inclusion and equity
- Affirm approach is inviting and reinforcing open dialog, active listening and possibility thinking in the workplace
- Reminder that we are lifelong learners and share a responsibility as seasoned managers to cultivate courageous conversations, often outside of our comfort zone

FOR A COMPANY OR ORGANIZATION
- Create a culture of respect, advocacy, inclusion, and opportunity where employees want to stay, learn and grow their careers

Who Should Attend

All employees from entry level to C-suite

**Training Just for You
Session ID C-6246**

**Training for Your Company
Session ID C-3828**

An Employee's Guide to Workplace Harassment and Discrimination | Compliance and HR

Empower your employees to stand up for themselves: a comprehensive guide to creating a safe and inclusive workplace

Length of Session 1.5 Hours

We regularly hear stories in the news about workplace harassment, but what really constitutes harassment and discrimination? As an employee, what do you need to know to make sure you don't violate any company policies? If you feel you have been the victim of harassment or discrimination, what steps can you take to inform your employer and ensure that you are protected? This is a serious topic and better to inform employees proactively than when there is a cause for concern in your organization.

Learning Objectives

This knowledge-building session gives you the chance to:

- Recall the different types of harassment and discrimination
- Understand what you and your company are responsible for, related to complaints
- Apply real-world examples and scenarios to identify unwelcome behavior

Benefits

FOR EMPLOYEES
- Understand the support structures that are in place to ensure a welcoming work environment

FOR A COMPANY OR ORGANIZATION
- Demonstrate commitment to a workplace free from harassment and discrimination
- Limit potential claims and liability from unwelcome employee behaviors

Who Should Attend
All employees

**Training Just for You
Session ID C-6241**

**Training for Your Company
Session ID C-3860**

An Executive's Role in Transforming Company Culture | Leadership

Shape your organization's ethos and philosophy with a clear vision, a sense of purpose, and strong values

Length of Session 2 Hours

Who is responsible for company culture transformation? The CEO and leadership team ultimately set and drive company culture, as well as own the impact. They set business strategy, prioritize work, allocate resources, and must lead the way on culture. Of note however - today's diverse workforce is reshaping what it means to achieve personal and professional success. This means everyone has a role to play in company culture. Bottom line? Cultural transformation helps organizations evolve their company to achieve their strategic objectives. It is also key to attracting, engaging, and retaining your valued employees by creating a positive work environment.

Learning Objectives

This knowledge-building session gives you the chance to:

- Define what you want your organization's culture to be in behavioral terms
- Create communication plan to define expectations
- Develop a template to define behavioral characteristics to integrate into leadership practices
- Institutionalize the vision into every aspect of policy, procedure and individual accountability

Benefits

FOR SENIOR LEADERS
- Increased sense of responsibility as a leader and advocate for creating, collaborating, communicating, and sustaining company culture
- Embrace the spirit of continuous learning and improvement, both personally and as a leader of people

FOR A COMPANY OR ORGANIZATION
- You and your company are better prepared and positioned for cultural transformation rooted in strong values, so as the business shifts and grows, your culture accepts and adapts

Who Should Attend

Senior leaders ready to take their company culture to the next level

Senior leaders who coach, mentor and/or influence others across the organization

**Training Just for You
Session ID C-6245**

**Training for Your Company
Session ID C-4267**

An Introduction to Communication | Leadership

A beginner's guide to effective communication in the workplace

Length of Session 2 Hours

This session explores the complexity of communication and focuses on verbal communication, listening skills and the all-important impact of non-verbal communication. Participants will learn how to lead utilizing proactive communication skills and how leaders communicate to effectively influence others.

Learning Objectives

This skill-building session gives you the chance to:

- Recognize the fundamental principles of effective communication
- Understand how each personality type may exhibit distinct communication styles, preferences, strengths, and areas for growth
- Evaluate your own communication competencies, identifying strengths and areas for improvement

Benefits

- All participants meeting the learning objectives will bring a new level of empathy, understanding, patience and interpretive skills to their daily responsibilities
- Participants who conduct employment interviews will enjoy an increased ability to discern a candidate's suitability by integrating non-verbal observations into spoken responses

Who Should Attend

First time supervisors beginning their communication careers

Any management level employee desiring/ needing to improve communication skills

Seasoned executives who wish to improve their ability to listen and understand

**Training Just for You
Session ID C-6224**

**Training for Your Company
Session ID C-3832**

An Introduction to Customer Service | Professional Development

When customers feel heard, cared for, and respected they will return, building brand loyalty

Length of Session 2.5 Hours

Today's customers (including us), desire speed, personalization, and convenience. You can tell your customer that their package is late or see that it didn't arrive at all. But what you can't tell them is the impact that late package will have on them. We have not humanized the customer journey. It's a transaction, a metric, a routing number, or SKU. However, if something moves your heart, a service problem becomes a human. What if you decided to be a customer service company that happens to make... or provide...? What would your customers say about you? Professional, patient, and people-first" attitude is the goal.

Learning Objectives

By the end of this skill building session, you will:

- Recall and describe the key principles and concepts of customer service
- Explain the importance of excellent customer service and its impact on customer satisfaction
- Evaluate customer service interactions, identify areas for improvement, and propose solutions to enhance the overall customer experience

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Develop a service excellence mindset to support a customer loyalty

FOR FIRST TIME SUPERVISORS
- Stronger sense of self-awareness and personal service style
- Opportunity to practice, receive feedback in a safe, learning environment
- Build confidence serving others – both internal and external
- Serve as a service excellence role model

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased sense of self-awareness and personal service style
- Affirm approach is fostering positive, empathetic connections with others
- Serve as a service excellence role model
- Reminder we are lifelong learners and share a responsibility as seasoned managers to cultivate a healthy pipeline of future leaders with a service excellence mindset

FOR COMPANY OR ORGANIZATION
- Create a positive culture of respect and service excellence where employees want to grow their careers as they delight customers

Who Should Attend

Anyone who has a customer – internal or external

Front-line employees

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had customer service training

Leaders who coach, mentor or influence others across the organization

**Training Just for You
Session ID C-6231**

**Training for Your Company
Session ID C-5699**

An Introduction to Emotional Intelligence | Professional Development

Develop your EQ and improve your interpersonal skills

Length of Session 2 Hours

"Emotional Intelligence emerges as a much stronger predictor of who will be most successful, because it is how we handle ourselves in our relationships that determines how well we do once we are in a given job.", says Daniel Goleman, the pioneer of Emotional Intelligence. This foundation session sets the stage for our four-part skill building sessions on self-awareness, self-management, social awareness, and relationship management. Effective leaders, managers, supervisors, and employees will benefit from this introductory session. You'll leverage group discussions, reflective exercises, and more to build a strong foundation for success.

Learning Objectives

This knowledge-building session gives you the chance to:

- Define key concepts related to emotional intelligence, including self-awareness, self-regulation, social skills, and relationship management
- Demonstrate an understanding of the impact of emotional intelligence on workplace and team dynamics
- Apply emotional intelligence techniques to real-life workplace situations
- Evaluate your own emotional intelligence competencies, identifying strengths and areas for improvement

Benefits

INDIVIDUAL CONTRIBUTORS
- Improved decision-making and conflict resolution skills
- Improved interpersonal skills and relationships in the workplace
- Improved self-awareness and understanding of emotions

MANAGERS, SUPERVISORS, LEADERS
- Enhanced leadership and communication skills

HR PROFESSIONALS
- Enhanced ability to manage and regulate emotions in oneself and others

TO A COMPANY OR ORGANIZATION
- Improved work performance, employee satisfaction and stress management

Who Should Attend

Individual Contributors

Managers, supervisors, leaders

HR Professionals

**Training Just for You
Session ID C-4326**

**Training for Your Company
Session ID C-4209**

An Introduction to Employee Handbooks | Compliance and HR

Learn the steps to establishing policies and procedures

Length of Session 2 Hours

This class explores the questions "why should I have an employee handbook" and "what does it do for my organization". You'll learn how your handbook is your calling card, a contract between your organization and your employees, and a critical component of your defense in the event of a legal action. A properly constructed employee handbook is a work of art in communicating mutual expectations, company policies, and your code of conduct.

Learning Objectives

In this knowledge building session you'll get the chance to:

- Describe the key components of an effective employee handbook
- Identify the benefits of a properly constructed employee handbook
- Review how policies are incorporated into the handbook
- Evaluate your current employee handbook against the standards discussed

Benefits

- Participants will gain insight and understanding into the construction, key components and communication of the employee handbook
- A well designed handbook sets a standard of mutual expectations, consequences and organizational culture

Who Should Attend

HR team members new to the function

HR team members seeking to revise and existing handbook

HR team members seeking to create an initial employee handbook

**Training Just for You
Session ID C-6253**

**Training for Your Company
Session ID C-5490**

20

An Introduction to Federal Employment Laws | Compliance and HR

Navigating the legal aspects with ease

Length of Session 2 Hours

This program is designed to help participants understand how Federal employment laws work in the real world - and how they apply very directly to the day-to-day duties, decisions and interactions of managers and supervisors. Virtually all risk related to employment law violation lies with uneducated or undereducated management. A primary focus is to enlighten participants on how employment laws are inadvertently broken every day – by leaders who think they're making sound business decisions and who would never intentionally discriminate.

Learning Objectives

By the end of this knowledge-building session, you will be able to:

- Identify the basics elements of primary federal employment laws
- Summarize the impact of federal case law and company practices
- Recognize situations that pose a legal risk to the organization
- Articulate how to minimize risk by responding promptly and appropriately to workplace incidents

Benefits

SUPERVISORS, MANAGERS, TEAM LEADERS
- Confidence in knowing when to escalate situations to Human Resources
- Understand legal obligations and responsibilities in the hiring process and workplace
- Improved decision-making and risk management skills

HR PROFESSIONALS
- Prevent penalties from violation of a federal law
- Ability to create a positive working environment
- Avoidance of potential legal violations and liability
- Increased knowledge of employee rights and protections

FOR A COMPANY OR ORGANIZATION
- Become an employer of choice by ensuring the rights of all employees
- Maintenance of a fair and compliant workplace environment
- Enhanced reputation as a responsible and compliant employer

Who Should Attend

Supervisors, Managers, Team Leaders

HR Professionals

**Training Just for You
Session ID C-3876**

**Training for Your Company
Session ID C-5437**

An Introduction to Generational Diversity | Professional Development

Understanding and leveraging the strengths of different age groups

Length of Session 2 Hours

With the entry of Gen Z into the workforce beginning in 2018, the United States features FIVE different generations in our workforce for the first time in history. And they are really DIFFERENT generations! This presents leaders with additional layers of challenge in communications, utilization, training, and succession planning. This issue is particularly impactful to small organizations with an aging workforce and little budgetary freedom to over-hire or cross-train. This program highlights the changes in our workforce, how leaders can deal with it and the consequences of age discrimination in the workplace.

Learning Objectives

This knowledge building class give you the chance to:

- Define the leader's role in managing the differing generations
- Describe and discuss the five different generations in the workplace by evaluating their differing outlooks, expectations, and generalized work performances
- Evaluate the impact of an aging workforce on your organization

Benefits

- Senior leadership
- All supervisors, at all levels, would benefit from learning the value of customizing communications to generation expectations
- Leads, forepersons and high potential candidates already, or in the future, practicing supervisory roles
- Human Resource team members, particularly those who recruit

Who Should Attend

Senior leadership

All supervisors, at all levels, would benefit from learning the value of customizing communications to generation expectations

Leads, forepersons and high potential candidates already, or in the future, practicing supervisory roles

Human Resource team members, particularly those who recruit

**Training Just for You
Session ID C-3750**

**Training for Your Company
Session ID C-4271**

An Introduction to Microaggressions | Professional Development

Take the first step to tackle microaggressions and foster inclusive spaces

Length of Session 2 Hours

This training is designed for professionals at all levels who aspire to create truly inclusive workplaces. Attendees will learn to recognize the nuanced impact of microaggressions, differentiating between intention and impact, and understanding the clumsiness that often underlies these actions. The training delves into the feelings of being left out or "othered" that can result from microaggressions. Participants will explore the motive behind being a good person and the importance of dropping qualifiers when addressing others. By examining microaggressions as more than just backhanded compliments, attendees will gain insights into fostering inclusivity, leaning in rather than alienating, and taking radical personal responsibility for their actions and emotions. This training is for anyone committed to building a more empathetic and equitable workplace.

Learning Objectives

By the end of this session, you'll be able to:

- Recognize microaggressions in day-to-day life
- Explain how privilege doesn't mean someone had it easy nor is privilege earned
- Develop a growth mindset to empathize with others
- Provide illustrative instances of personal experiences where microaggressions have been encountered

Benefits

INDIVIDUAL CONTRIBUTOR, ALL EMPLOYEES
- Become more aware of subtle forms of discrimination and bias
- Enhance communication skills to build better working relationships
- Become better positioned for career advancement opportunities

MANAGER, SUPERVISOR, LEADERSHIP
- Enhanced team dynamics and productivity
- Take proactive measures to prevent incidents
- Effectively mentor and coach to retain talent

HR PROFESSIONALS
- Improved talent acquisition and retention
- Reduced legal or HR issues due to workplace conflicts
- Legal and Compliance expertise

COMPANY, ORGANIZATION
- Enhanced diversity and inclusive workforce culture
- Improved employee engagement and satisfaction
- Enhanced reputation and brand image in the eyes of customers, clients, and the public

Who Should Attend

All employees

**Training Just for You
Session ID C-6277**

**Training for Your Company
Session ID C-6109**

An Introduction to OSHA and Workplace Incidents | Compliance and HR

Ensure a safe and productive environment for your employees

Length of Session 2 Hours

There are over two million work-related injuries reported each year. Would you know how to respond if one of your employees became injured on the job? The world of OSHA and workers compensation can be complex as you navigate reporting requirements including first report of injury and OSHA 300 logs. Additionally, what information do you need to share, or not share, with supervisors, co-workers, family members of attorneys? This class will take you step by step through the process of what to do from a legal perspective when an employee receives a minor cut or abrasion or potentially receives a life-altering injury.

Learning Objectives

This knowledge building class gives you the chance to:

- State who OSHA is, what they do, why they do it, and how it affects the workplace
- Differentiate the general recordkeeping requirements and penalties for violations of OSHA standards
- Summarize the company's legal responsibilities when receiving a workplace incident report
- Create a safe work environment utilizing best practices

Benefits

HR PROFESSIONALS
- Reduces potential OSHA and workers comp liability
- Creates a safer work environment and less time out of work for your employees
- Enhances your ability to maintain accurate and timely safety records

COMPANY
- Promote a more work environment of choice
- Reduces costs, injuries, and company liability

Who Should Attend

HR Professionals

**Training Just for You
Session ID C-4017**

**Training for Your Company
Session ID C-4131**

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An Introduction to Strategic Thinking and Planning | Leadership

Change is guaranteed, plan for the future now!

Length of Session 2 Hours

Whether new to strategy or you have been in the game for years, there are many fears and misconceptions about thinking and planning strategically. Planning without thinking first can lead to an unclear or incorrect destination. Thinking without putting a plan in place ensures no forward movement at all. They work together and each has their own skillset. Learn the fundamentals to overcome obstacles, address challenges, accomplish objectives, and unlock the skills for profitability, innovation, and efficiency.

Learning Objectives

By the end of this knowledge-building session, you will be able to:

- Describe the differences between strategic thinking and strategic planning
- Develop a strategic thinking mindset to achieve business goals
- Explain the value of an intentional and innovative strategic plan plus how this will impact the potential success of your company
- Utilize methodologies and tools to compose SMART Goals for your business

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Learn problem-solving skills
- See the benefits of performing tasks more efficiently
- Instills a system thinking approach

FOR FIRST-TIME SUPERVISORS, SEASONED MANAGERS, LEADERS, ETC.
- Create a future for yourself and your employees
- Identify opportunities for change
- Learn how to set up realistic biz objectives

FOR A COMPANY OR ORGANIZATION
- Increase market share and profitability
- Makes the business more durable
- Increases credibility and level of influence

Who Should Attend

Individual Contributors

First-Line Supervisors

Mid-level Managers

**Training Just for You
Session ID C-4129**

**Training for Your Company
Session ID C-3222**

An Introduction to Team Leadership | Leadership

Build and lead high-performing teams for success

Length of Session 2.5 Hours

Getting work done in any organization requires leaders to be capable of leading productive, effective teams. In high-performance teams, members' experience, skills, and talents are combined to solve complex organizational problems, execute more efficiently, make better decisions, enhance creativity, and produce consistently superior results. To lead effectively, you need to solve problems quickly, take initiative, and create value for your organization and customers. You can build the next generation of leaders and individual contributors through this engaging and relevant training.

Learning Objectives

This skill building session gives you the chance to:

- Recall the traits and qualities of being a great team leader
- Understand team member personality styles and how to lead them
- Redirect team conflict towards constructive rather than destructive results

Benefits

INDIVIDUAL CONTRIBUTORS
- Improved conflict resolution and decision-making skills

SUPERVISORS, MANAGERS, LEADERS
- Enhanced ability to delegate tasks and responsibilities effectively
- Increased collaboration and communication among team members
- Improved leadership skills and the ability to effectively manage a team
- Enhanced understanding of team dynamics and effective team management strategies
- Improved team morale and performance

TO A COMPANY OR ORGANIZATION
- Improved employee engagement, motivation, and job satisfaction

Who Should Attend

Individual Contributors

Supervisors, managers, leaders

**Training Just for You
Session ID C-4003**

**Training for Your Company
Session ID C-4410**

An Introduction to Time Management | Professional Development

Maximize productivity with effective time management strategies for success

Length of Session 2 Hours

"Either you run your day, or your day runs you", says leadership expert Jim Rohn. We've all experienced missed deadlines, unwanted stress, lack of focus, and work and life imbalance. Regardless of what you do, where you do it, your title, or your tenure, we all have to-do lists that could use an extra hour. Distractions are everywhere, and there are a limited number of hours in a day. What's most important is understanding your current barriers to managing multiple priorities, setting boundaries, and developing systems to improve the use of your time.

Learning Objectives

By the end of this knowledge-building session you'll be able to:

- Recognize time management tips and how to implement them in the workplace
- Describe the impact of time wasters, challenges, obstacles, barriers, and approaches to prioritizing tasks
- Demonstrate time management techniques and strategies to increase productivity and achieve daily tasks and long-term goals
- Design your own personalized time management plan for your own 'to do' list

Benefits

ALL EMPLOYEES
- Reduce time spent on unproductive tasks
- Create new positive work habits
- More time available to do what you enjoy

FOR A COMPANY OR ORGANIZATION
- Promote a more productive workforce
- Reduce overtime, project delays and general procrastination

Who Should Attend

All employees

**Training Just for You
Session ID C-3959**

**Training for Your Company
Session ID C-4281**

An Introduction to Unconscious Bias | Professional Development

With self-compassion, identify and overcome bias, judgments, and prejudice in the workplace

Length of Session 2 Hours

This engaging and insightful self-awareness program respectfully explores sensitive, useful, and important information on unconscious bias for any company with employees from different cultural or generational backgrounds. It goes beyond understanding differences and offers practical tips for respectfully and effectively leveraging uniqueness and commonalities among employees to boost morale, engagement, and your bottom line.

Learning Objectives

By the end of this skill-building session, you will:

- Recall and explain the concept of unconscious bias, including its definition and types
- Understand and describe the consequences of unconscious bias on decision-making, workplace diversity, and overall organizational culture
- Formulate practical solutions and techniques aimed at reducing unconscious bias in the workplace

Benefits

ALL EMPLOYEES
- Understand and recognize their own biases, and how they may impact their work and interactions with others
- Improved communication and collaboration among diverse individuals and teams
- Enhanced interpersonal skills and ability to build more inclusive relationships
- Improved ability to recognize and manage one's own unconscious biases
- Increased awareness and understanding of unconscious biases and how they impact daily interactions and decision-making

SUPERVISORS, MANAGERS, LEADERS

- Create a more inclusive and equitable work environment
- Increased objectivity and fairness in decision-making, such as hiring and promotions

HR PROFESSIONALS
- Improve their hiring practices and reduce the impact of biases on the selection process
- Enhanced ability to create a more inclusive work environment

DEI COMMITTEE MEMBERS
- Gain knowledge and skills to drive organizational change and create a more inclusive culture

EXECUTIVES AND BUSINESS LEADERS
- Set the tone for a culture of diversity, equity, and inclusion and ensure it is a priority throughout the organization

TO A COMPANY OR ORGANIZATION
- Improved diversity, equity, and inclusion in the workplace

Who Should Attend

All employees

Supervisors, managers, leaders

HR Professionals

DEI Committee Members

Executives and
Business Leaders

**Training Just for You
Session ID C-3747**

**Training for Your Company
Session ID C-3847**

Breaking Barriers: Fostering Understanding for a Healthier, Happier Workplace | Professional Development

Build a culture that supports resilience, reduces stigmas, and empowers employees to thrive

Length of Session 2.5 Hours

80% of American workers say they would consider quitting their current position for an organization focused on employee mental health, according to a survey of 1000 workers by Tellus International. While it's essential for companies and organizations to prioritize mental health initiatives, success only happens when we all have a better understanding of how to support both ourselves and colleagues who may be struggling with mental health issues. This session is focuses less on tools and tactics and more on raising awareness and reducing stigmas.

Learning Objectives

By the end of this knowledge-building session, you'll be able to:

- Recall and identify common misconceptions and stereotypes associated with mental and emotional health
- Explain the impact of stigma on individuals with mental and emotional health issues
- Apply strategies learned during the session to create a supportive work environment

Benefits

FOR NEW HIRES
- Establishes companies values immediately

FOR INDIVIDUAL CONTRIBUTORS
- Increased self-management abilities
- Encourages open conversations around mental and emotional health

FOR SUPERVISORS, MANAGERS, LEADERS, EXECUTIVES, ETC.
- Improved employee productivity and performance
- Reduce workplace conflict

FOR A COMPANY OR ORGANIZATION
- Reduces the stigma
- Healthier company culture
- Better overall employee health and wellness

Who Should Attend

New Hires

Individual Contributors

Supervisors, Managers, Leaders, Executives

**Training Just for You
Session ID C-3878**

**Training for Your Company
Session ID C-5498**

Building a Culture of Customer Service | Professional Development

Engaged employees and supportive leadership create value for both their company and their customers.

Length of Session 2.5 Hours

A company with a sterling service culture is one where the workforce is obsessed with providing excellent customer service every day. The norm is consistently going above and beyond the expected for customers. Experts tells us that when employees feel valued, cared for and satisfied at work, their customers feel it too. Employees are encouraged, expected, and empowered to do what it takes to solve customer situations creatively and compassionately. This freedom to serve solutions is motivating and fulfilling to most. This session will introduce you to practical tactical approaches to consider for your company.

Learning Objectives

By the end of this skill building session, you will:

- Comprehend and articulate the importance of cultivating a customer focused culture within their organization
- Describe the values and behaviors that create a service excellence culture
- Assess their organization's current customer service culture, identify strengths and pin point areas for improvement

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Develop a service excellence mindset to foster customer company loyalty

FOR FIRST TIME SUPERVISORS
- Stronger sense of personal service values and approach
- Opportunity to practice, receive feedback in a safe, learning environment
- Build confidence in creating a service framework for your team
- Serve as a service excellence role model

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased awareness of own personal service values and approach
- Champion and support the creation of a service excellence cultural framework for your organization
- Serve as a service excellence role model
- Reminder we are lifelong learners and share a responsibility as seasoned managers to cultivate a healthy pipeline of future leaders with a service excellence mindset

FOR COMPANY OR ORGANIZATION
- Create a positive culture of respect and service excellence where employees want to grow their careers as they delight all customers

Who Should Attend

Anyone who has a customer – internal or external

Front-line employees

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had customer service excellence training

Leaders who coach, mentor or influence others across the organization

**Training Just for You
Session ID C-6257**

**Training for Your Company
Session ID C-4235**

Communications in the Digital Age | Professional Development

Strategies for successful communication in the virtual workplace

Length of Session 2 Hours

We've come a long way from a society that worshipped the long form of cursive letter writing and the flowery language of refined society. Along the way, the rules governing emails, texting and social media, as well as what passes as acceptable language, have been haphazardly and ineffectively applied. This session looks at the effectiveness, overuse and liabilities of digital age communication. You'll leave this session understanding what OMG means and what NSFW means.

Learning Objectives

This knowledge-building session gives you the chance to:

- Apply digital communication etiquette for clarity and professionalism in written and verbal communication
- Analyze barriers to interdepartmental collaboration and propose solutions
- Explore the effectiveness of different strategies for managing digital communication overload

Benefits

- First line supervisors will learn the effective use of digital communications
- Policy makers will gain insight into the elements of a digital communications workplace and the policies needed to manage it effectively
- Human Resources participants can gain enhanced knowledge of the digital workplace for use in policy, procedure, and disciplinary planning
- Team members who grew up with Princess phones and cursive writing will gain understanding about new age communications and how they might better cope with it

Who Should Attend

First line supervisors new to their role and inexperienced in utilizing digital communications in a work setting

All members of management in an organization introducing or expanding their digital communications platform

Human Resources team members who monitor digital communications or utilize digital communications to broadcast company information

Generationally diverse members of the organization who find today's digital communications bewildering

**Training Just for You
Session ID C-6256**

**Training for Your Company
Session ID C-5439**

Creating a Culture of Inclusion | Leadership

Building and promoting belonging is the workplace

Length of Session 2.5 Hours

What do the following five things have in common?

1.   Employee recruiting and hiring

2.   Global Staffing

3.   Internal communication

4.   Work/life balance

5.   Performance Management

They all benefit from being thoughtfully designed with inclusion as their north star! Inclusion in the workplace has traditionally been handled by HR departments in businesses. This practical and tactical session will help your organization create a culture of inclusion in your workplace and inspire togetherness.

Learning Objectives

By the end of this skill-building session, you will:

• Summarize the impact of an inclusive work environment on employee morale, productivity, and innovation

• Explain the legal and ethical implications of fostering an inclusive workplace

• Compare and contrast different cultural perspectives on inclusion, highlighting commonalities and differences

• Develop strategies for addressing specific challenges in the workplace related to inclusion

Benefits

NEW HIRES AND INDIVIDUAL CONTRIBUTORS
• Improved employee satisfaction and retention by creating a welcoming and respectful work environment

TEAM LEADERS, SUPERVISORS, MANAGERS, LEADERSHIP
• Improved decision-making and creativity by leveraging diverse perspectives and experiences

HR PROFESSIONALS
• Increased diversity and representation in the workplace

TO A COMPANY OR ORGANIZATION
• Improved business performance by promoting a culture of inclusion and collaboration

Who Should Attend

New Hires

Individual Contributors

Team Leaders, Supervisors, Managers

HR Professionals

Leadership

**Training Just for You
Session ID C-3748**

**Training for Your Company
Session ID C-3766**

Creating a Professional Development Plan | Professional Development

Take action to set and achieve your career goals

Length of Session 2 Hours

Professional development for yourself and your team members starts on the first day of the job. Having a plan to guide people toward success is essential for both the individual and the business. A partnership between a team member and a leader is essential to identify the skills and resources necessary to advance career and company goals. It all starts with evaluating your team.

Learning Objectives

This skill-building session gives you the chance to:

- Recall the purpose and value of creating a professional development plan (PDP)
- Summarize the steps needed to create a PDP
- Examine where you are now and where you want to be in the future both as an individual and for your team as a whole
- Create a plan, including timelines, to fill the gap (including training, development, and other strategies)

Benefits

- Individuals feel empowered, gain clarity, and have an action plan or roadmap to get either themselves or their team members where they want to go

Who Should Attend

Individual contributors who want to learn about this empowering tool

New supervisors needing to support their team members

**Training Just for You
Session ID C-6227**

**Training for Your Company
Session ID C-3602**

Creating Psychological Safety | Professional Development

Explore the number one factor of successful people and teams that will set you apart at work

Length of Session 2.5 Hours

Human beings have core needs of safety and belonging, according to Abraham Maslow.

Clearly psychological safety matters, but what is it? And how do we build it at work? The truth is everyone gets to be involved. Everyone contributes. Whether it's a new employee or someone seasoned, we can all agree the wants and needs in a company's culture are changing and have been for some time. The days of checking your personal life at the door, power and control leadership styles, and never speaking up is no longer what the workforce wants. Leaning into the trends and desires benefits the company exponentially.

Learning Objectives

By the end of this knowledge-building session, you'll be able to:

- Define Psychological safety and explain its importance in the workplace
- Identify the factors that contribute to and detract from psychological safety
- Reflect on your own behavior and how it affects the psychological safety of your team
- Develop strategies for creating and maintaining a psychologically safe workplace

Benefits

NEW HIRES
- Establishes the values of the company culture from the beginning
- Feel safe bringing their whole self to work

FOR INDIVIDUAL CONTRIBUTORS
- Empowers individuals to speak up with ideas, disagreements, etc
- Feel included, valued, and respected

TEAM LEADERS, SUPERVISORS, MANAGERS
- Model behavior that is directly connected to team success
- Support employee well-being which correlates to performance

LEADERSHIP
- Model behavior that is directly connected to team success
- Get ahead of behaviors that drive individuals away from your company

FOR A COMPANY OR ORGANIZATION
- Increases workforce motivation, commitment, engagement, innovation, and productivity
- Attract and retain top talent

Who Should Attend

New Hires

Individual Contributors

Team Leaders, Supervisors, Managers

Leadership

**Training Just for You
Session ID C-4076**

**Training for Your Company
Session ID C-4208**

Customer Service in the Age of Technology | Professional Development

Technology is disrupting traditional customer service processes with new customer touch-points and rapidly rising expectations

Length of Session 2.5 Hours

Today, customer service means delivering personalized, proactive, and immediate support to customers anytime on the channel of their choice – self-service, phone, email, text, chat bot, and more. Technology has empowered and enabled customers to get what they want, whenever they want, and how they want it.

So how do we, as service providers manage these daunting expectations? This interactive session will provide you with best practices on how to serve your customers while maintaining brand integrity.

Learning Objectives

By the end of this skill building session, you'll be able to:

- Explain how emerging technologies have changed customer service expectations and behavior
- Explore managing customer expectations given the challenges (and opportunities) of a multi-channel service strategy
- Critique and assess the effectiveness of different customer service technologies in meeting organizational objectives

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Grow awareness of current customer service digital tools and trends
- Increase confidence in managing customer expectations

FOR FIRST TIME SUPERVISORS
- Familiarization of current customer service digital tools and trends
- Strengthen confidence managing customers' service expectations
- Serve as a service excellence role model

FOR SEASONED MANAGERS, LEADERS, ETC.
- Review current customer service digital tools and trends
- Reflect on company's current digital service strategy when managing customer expectations to align with best practices
- Serve as a service excellence role model
- Reminder we are lifelong learners and share a responsibility to cultivate service as a leadership cultural practice

FOR COMPANY OR ORGANIZATION
- Create and reinforce a positive service culture of respect and excellence where employees want to grow their careers as they delight all customers

Who Should Attend

Anyone who serves customers – internal or external

Front-line employees

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had customer service training

Leaders who coach, mentor or influence others across the organization

**Training Just for You
Session ID C-6260**

**Training for Your Company
Session ID C-5693**

Emotional Intelligence Skill Building
Part 1: Self Awareness | Leadership

EI self-awareness is the ability to recognize, understand, and control our emotions and actions

Length of Session 2 Hours

EI experts Bradberry and Greaves say that 83% of top performers score high in self-awareness. What do you do or don't do well with respect to your communication style? Do you know your emotional triggers? Who or what pushes your buttons? We will explore this and more as you objectively reflect on what makes you "tick." Throughout this interactive skill building session, you will focus on strengthening your self-awareness in order to manage your behavior and relationships more effectively.

Learning Objectives

By the end of this skill building session, you will:

- Recognize the value of being self-aware of your moods and emotions, as well as their effect on others
- Identify your emotional triggers and how they typically present themselves in the "moment"
- Examine characteristics and practices of self-aware top performers and leaders

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Stronger sense of self-awareness and personal style
- Opportunity to practice and receive feedback in a safe, learning space

FOR FIRST TIME SUPERVISORS
- Stronger sense of self-awareness and personal style
- Opportunity to practice and receive feedback in a safe, learning space
- Build confidence interacting with others

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased sense of self-awareness and personal style
- Affirm approach is fostering positive, empathetic connections with others
- Serve as a role model

FOR COMPANY OR ORGANIZATION
- Create a positive culture of mindfulness, empathy and respect where employees want to grow their careers

Who Should Attend

Front-line employees

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had training

Leaders who coach, mentor or influence others across the organization

**Training Just for You
Session ID C-6229**

**Training for Your Company
Session ID C-5694**

Emotional Intelligence Skill Building
Part 2: Self Management | Leadership

EI self-management is the ability to use your self-awareness to adapt your emotions and behaviors in the moment

Length of Session 2 Hours

EI self-management is the ability to change (or be changed) to fit new circumstances. It is a crucial skill for today's leaders, and an important competency in emotional intelligence. Self-management is what happens when you act – or choose not to! You use emotional awareness to stay flexible and direct (self-manage) your actions proactively. In this skill building session, we will share seven strategies to positively manage emotions in a healthy and helpful way.

Learning Objectives

By the end of this skill building session, you will:

- Explain the core principles of self-management in emotional intelligence
- Apply self-management techniques to regulate your emotions and behavior in challenging workplace situations
- Analyze the impact of self-management on team dynamics and organizational culture

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Strengthen ability to self-manage
- Opportunity to practice and receive feedback in a safe, learning space

FOR FIRST TIME SUPERVISORS
- Strengthen ability to self-manage
- Opportunity to practice and receive feedback in a safe, learning space
- Build confidence interacting with others

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased ability to self-manage moods and emotions
- Affirm approach is fostering positive, empathetic connections with others
- Serve as a role model

FOR COMPANY OR ORGANIZATION
- Create a positive culture of mindfulness, empathy, and respect where employees want to grow their careers

Who Should Attend

Front-line employees

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had training

Leaders who coach, mentor or influence others across the organization

**Training Just for You
Session ID C-6230**

**Training for Your Company
Session ID C-5695**

Emotional Intelligence Skill Building
Part 3: Social Awareness | Leadership

EI social awareness manages relationships and builds rapport by finding common ground through behavioral cues and actively listening

Length of Session 2 Hours

According to Emotional Intelligence 2.0, while self-awareness "involves looking inward to learn about yourself and understand yourself, social awareness is looking outward to learn about and appreciate others." Socially aware people are present and give full attention to others, so they pick up on cues like facial expressions, body language and tone of voice to help them adapt their own style. Social awareness requires you to be in the moment, quieting mind chatter so you are able to listen and observe. This engaging session will heighten your social awareness through discussion, top tips and practice.

Learning Objectives

By the end of this skill building session, you will:

- Explain the significance of social awareness in interpersonal relationships and workplace dynamics
- Identify and interpret non-verbal cues such as facial expressions, body language, and tone of voice, and demonstrate active listening skills
- Demonstrate improved social awareness skills in workplace interactions by adapting communication style based on observed cues

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Strengthen ability to become more socially aware
- Opportunity to practice and receive feedback in a safe, learning space

FOR FIRST TIME SUPERVISORS
- Strengthen ability to become more socially aware
- Opportunity to practice and receive feedback in a safe, learning space
- Build confidence interacting with others

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased ability to connect and build effective relationships
- Affirm approach is fostering positive, empathetic connections with others
- Serve as a role model

FOR COMPANY OR ORGANIZATION
- Create a positive culture of mindfulness, empathy, and respect where employees want to grow their careers

Who Should Attend

Front-line employees

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had training

Leaders who coach, mentor or influence others across the organization

**Training Just for You
Session ID C-6261**

**Training for Your Company
Session ID C-5696**

Emotional Intelligence Skill Building
Part 4: Relationship Management | Leadership

Relationship management enables you to connect with others in ways that help them feel heard, understood, and supported, by you being present, self-aware and intentional with words and actions

Length of Session 2 Hours

Managing relationships at work (and home) is a key competency of emotionally intelligent people. It enables you to effectively lead or manage change over time. Relationship management uses your awareness of your own emotions and those of others, to thoughtfully guide interactions. Clear, mindful communications and effective handling of conflict are essential elements of relationship management, and foster a trusting bond you consciously build with others over time.

Learning Objectives

By the end of this skill building session, you will:

- Comprehend how the integration of self-awareness, self-management, and social awareness contributes to effective relationship management
- Analyze the impact of clear, mindful communication and effective conflict resolution in relationship management
- Evaluate relationship management in diverse and complex workplace scenarios

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Strengthen your ability to effectively connect with others
- Opportunity to practice and receive feedback in a safe, learning space

FOR FIRST TIME SUPERVISORS
- Strengthen ability to effectively connect with others
- Opportunity to practice and receive feedback in a safe, learning space
- Build confidence interacting with others

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased ability to effectively handle emotions and actions during times of uncertainty or stress
- Affirm approach is fostering positive, empathetic, and healthy connections with others
- Serve as a role model

FOR COMPANY OR ORGANIZATION
- Create a positive culture of mindfulness, empathy, and respect where employees want to grow their careers

Who Should Attend

Front-line employees

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had training

Leaders who coach, mentor or influence others across the organization

**Training Just for You
Session ID C-6262**

**Training for Your Company
Session ID C-5697**

Fair, Equitable, and Legal Hiring Practices | Compliance and HR

Discover strategies for ensuring your interviews are compliant and successful

Length of Session 2 Hours

Many federal and state laws guide what interviewers can and cannot ask of applicants to prevent discrimination during the hiring process. Fair, equitable and legal hiring practices actually start with the employment application and continue through reference checks, drug testing and offers of compensation.

Learning Objectives

This skill-building session gives you the chance to:

- Identify what information may or may not be collected on an employment application
- Understand the various topics to stay away from in an employment interview and how to carefully ask questions
- Develop a consistent and compliant employment offer process including final evaluation f the candidate
- Practice cross-training co-workers who may participate in the hiring process

Benefits

FOR HR PROFESSIONALS
- Streamline your standard interview questions
- Provide consistency to the hiring process

SUPERVISORS – HIRING MANAGERS
- Stay away from any potential discrimination in the hiring process

COMPANY
- Ensure a compliant process to hire the best qualified employees

Who Should Attend

HR Professionals

**Training Just for You
Session ID C-3879**

**Training for Your Company
Session ID C-5537**

FLSA Employee Classification | Compliance and HR

Unlock the Secrets to Properly Classify Your Employees and Ensure FLSA Compliance for a Thriving Business

Length of Session 2.5 Hours

Join this session to gain essential insights into classifying your workforce accurately, ensuring compliance with the Fair Labor Standards Act (FLSA). This session is ideal for HR professionals, business owners, and anyone responsible for employee management. By attending, you'll learn how to navigate complex classification rules, avoid costly legal issues, and create a fair and productive work environment. Don't miss this opportunity to protect your business and your employees while optimizing your operations. Take the first step towards FLSA compliance and success today!

Learning Objectives

By the end of this session, you'll be able to:

- Explain the key provisions of the Fair Labor Standards Act (FLSA), including minimum wage and overtime rules
- Categorize different employee roles as exempt or non-exempt based on FLSA criteria
- Apply FLSA classification principles to your own organizations scenarios
- Evaluate current classification practices and propose corrective actions for compliance and efficiency

Benefits

ALL EMPLOYEES
- Fair compensation including overtime pay
- Job security
- Work-life balance preventing excessive overtime

SUPERVISORS, MANAGERS, AND LEADERS
- Efficient resource allocation
- Increased productivity and cost savings
- Enhanced employee morale, trust, and overall satisfaction

HR PROFESSIONALS
- Compliance Expertise
- Strategic Workforce planning
- Career advancement

FOR COMPANY OR ORGANIZATION
- Legal Compliance avoiding costly fines, penalties, and law suits
- Improved workforce management, optimizing costs and operational efficiency
- Enhanced reputation demonstrating commitment to ethical employment practices

Who Should Attend

HR Professionals, Business Owners

Training Just for You
Session ID C-6273

Training for Your Company
Session ID C-6074

From Discipline to Termination:
When Coaching Isn't Working | Compliance and HR

Guidance on handling employee performance issues

Length of Session 2 Hours

Telling an employee that they are failing on the job is something most leaders dread. Telling them they've lost their job is worse. This session focuses on what happens when improvement doesn't materialize after coaching. You'll learn why these conversations are so difficult and how our own values and the organization's culture and discipline policy influences our decision-making. We'll review conflict and communications basics and provide ground rules for these difficult discussions. You'll practice in real world situations to build your skills.

Learning Objectives

This skill-building session gives you the chance to:

- State communication and conflict basics to prepare for difficult discussions
- Recognize why these discussions are so difficult for both the leader and employee
- Illustrate risk management by applying applicable laws to scenarios
- Prepare for those worst-case scenario conversations

Benefits

- While never pleasant, a well-conducted termination can maintain the employee's self-esteem, reduce the possibilities of social media outrage and impact the probability of legal action
- Exposure to this program provides practical insight into the appropriateness of the organization's disciplinary policies and procedures and reinforces the documentation requirements

Who Should Attend

New supervisors or those who are inexperienced in dealing with performance issues

Supervisors who've demonstrated discomfort in dealing with past incidents

Human Resources team members who coach supervisors through difficult conversations and termination discussions

**Training Just for You
Session ID C-4135**

**Training for Your Company
Session ID C-3601**

Getting Creative to Attract and Retain Talent | Compliance and HR

Creative strategies for building a strong and diverse workforce

Length of Session 2 Hours

A pandemic, worker shortages, wage wars and a host of other factors have complicated the process of attracting and retaining talent. This course provides a up-to-the-minute review of what your competitors are doing, national trends, innovative approaches and innovations in recruitment. We'll look at how HR should manage the process and investigate how talent acquisition isn't an event or just a process but a strategic approach to keeping your organization fully staffed and growing.

Learning Objectives

In this knowledge building session, you'll get the chance to:

- Engage in workforce planning to move talent acquisition from an event to a strategic process
- Describe the latest sourcing vehicles and trends in acquisition and retention
- Identify changes to your interviewing process and content to maximize effectiveness

Benefits

- Senior HR leaders will gain insight into trends and responses to workforce issues
- Recruitment and onboarding professionals will gain insight and understanding of new tactics and approaches
- C-Suite leaders will gain an overview of workforce trends and options employed by the competition

Who Should Attend

Senior HR leaders who want to positively impact their acquisition and retention results

Any HR professional engaged in recruitment and onboarding

C-Suite leaders frustrated with the pace and results of talent acquisition and retention who want to understand what's happening in the workplace

Training Just for You Session ID C-4015

Training for Your Company Session ID C-3911

43

Getting Started with Behavioral Based Interviewing | Compliance and HR

A practical guide to hiring the right candidate every time

Length of Session 2 Hours

While Talent Acquisition doesn't begin or end with interviewing, it is the pivot point around which the process revolves. Identifying individuals who match your culture, who have the requisite skills to perform or have the potential to succeed in your organization depends on your organization's ability to discern the wheat from the chaff. This program is about the skills required to ask the right questions, listen (and see) the right answers and match what you see and hear to what your organization requires. You'll leave this class with a roadmap to effective behavioral interviewing and an understanding that interviewing is not the art of asking the right questions, but the science of translating what you see and hear into a decision.

Learning Objectives

In this skill building session you'll get the chance to:

- Identify the key principles and techniques of behavioral-based interviewing
- Demonstrate active listening and observation skills during the interview process
- Apply behavioral interviewing techniques to assess and make informed hiring decisions

Benefits

- Having an organization wide approach to interviewing ensures that standards across divisions and departments are consistent
- A proven behavioral format will result in better selections, fewer misses and preservation of the organizational culture by hiring individuals who match who you are, or wish to become
- Organizations employing multiple interviews of candidates will see increased proficiency in sharing information required to make a decision

Who Should Attend

All Human Resources professionals involved in the selection process

Senior line managers who routinely interview candidates

C-Suite leaders seeking to improve their ability to identify potential members of their team or who interview internal candidates for promotion

**Training Just for You
Session ID C-4013**

**Training for Your Company
Session ID C-5482**

Getting Started with I-9 Employment Verification | Compliance and HR

Unraveling work eligibility and recordkeeping requirements

Length of Session 1.5 Hours

The federal Immigration Reform and Control Act of 1986 requires every employer to maintain a Form I-9 for each employee. Individuals must show they are eligible to work in the United States before commencing employment. Ignoring this requirement, incorrectly asking for documentation or not completing a Form I9 for each employee can come with heavy penalties. If you are responsible for gathering and completing the Form I9, this course will provide you with step-by-step tips to ensure proper documentation to maintain for current and former employees.

Learning Objectives

In this skill building session you'll get the chance to:

- Recognize the current I9 form
- Understand retention responsibilities while maintaining proper documentation (both insufficient or invalid)
- Summarize the difference between I-9 and E-Verify
- Recall the necessary steps to conduct an I-9 audit

Benefits

HR PROFESSIONALS
- Eliminate Form I9 penalties for your organization
- Streamline the onboarding process

FOR A COMPANY OR ORGANIZATION
- Ensure you maintain a properly documented workforce
- Reduces costs, injuries, and company liability

Who Should Attend

HR Professionals

**Training Just for You
Session ID C-6250**

**Training for Your Company
Session ID C-5538**

Goal Setting and Managing Priorities | Professional Development

Get control of your projects and time once and for all!

Length of Session 2 Hours

"The key isn't to prioritize what is on your schedule, but to schedule your priorities", said Stephen Covey. The essence of that quote is about using your time intentionally. You are in control of it. But how do we know what to put on our schedule, what to prioritize? Easy, what are your goals? And if you don't know what those are, then you are absolutely in the right place.

Learning Objectives

In this knowledge building session you'll be able to:

- Recall the difference between goals and objectives
- Interpret the difference between important and urgent activities
- Illustrate how proactive planning can effectively manage time
- Recognize barriers to achievement which can hinder success

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Feel more in confident and in control of their schedule and tasks

FOR FIRST TIME SUPERVISORS, MANAGERS, LEADERS
- Contribute to annual goal setting conversations

FOR A COMPANY OR ORGANIZATION
- Increases productivity

Who Should Attend

Individual Contributors

First-time Supervisors, Managers, Leaders

**Training Just for You
Session ID C-3960**

**Training for Your Company
Session ID C-4282**

Handling Employee Complaints and Investigations with Ease | Compliance and HR

Tread carefully yet swiftly and fairly when handling employee complaints

Length of Session 2.5 Hours

Conducting workplace investigations is one of the biggest challenges HR professionals must face. With shifting workforce demographics and greater awareness of rights, compounded by new laws coming into play, managers unknowingly make mistakes and often lack confidence in accurately managing the process. Often this is due to a lack of adequate training or pressure to resolve complaints quickly. This interactive session will guide you through such topics as what to do and not do with employee complaints and what triggers an investigation. Then, if you determine an investigation is necessary, we offer a proven six-step process, questioning best practices for the complainant and accused, along with ten common investigation mistakes.

Learning Objectives

By the end of this knowledge-building session you will

- Know what to do and not do with employee complaints
- Understand what triggers an investigation and who to involve
- Conduct an investigation
- Analyze findings from an investigation and make a final decision

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- HR Professionals
- Reduces confusion, misinterpretation, and potential company liability
- Enhances your ability to maintain accurate employment practices, policies, and records
- Increases your self-confidence by having a process and tools to fairly and objectively conduct an investigation

SUPERVISORS
- Reduces confusion, misinterpretation, and potential company liability
- Positions you to better support the needs of all employees by knowing when and how to manage a complaint with your HR professional

COMPANY
- Potentially reduces costs and company liability by knowing how to fairly investigate formal and informal employee complaints

Who Should Attend

HR Professionals

Supervisors

Business Owners

**Training Just for You
Session ID C-6267**

**Training for Your Company
Session ID C-5698**

Health and Welfare Benefits Made Simple | Compliance and HR

Maximizing the value of your health and welfare benefits, a comprehensive guide for employees

Length of Session 2 Hours

Designed as an overview, this session provides a survey of benefits concepts and definitions, mandatory offerings, compliance issues, leaves of absence, benefit plan management and a look at current trends in health and welfare programs. The program unmasks the alphabet soup that is the benefits world and the myriad of regulatory impacts on health & welfare programs.

Learning Objectives

This knowledge building session gives you the chance to:

- Identify common concepts and definitions in the health and welfare community
- Describe regulatory and compliance matters affecting benefit plan programs
- Apply the essentials of benefit plan management within a benefit strategy

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Serves as an introductory course to first time HR professionals seeking to expand their knowledge of all HR disciplines
- Provides an overview to HR Professionals adding health & welfare responsibilities for the first time

Who Should Attend

Individuals entering their initial role in Human Resources

HR Professionals recently adding Benefits to their responsibilities

**Training Just for You
Session ID C-6248**

**Training for Your Company
Session ID C-5486**

Hiring for Diversity and Inclusion | Compliance and HR

Strategies for building a strong and inclusive workforce

Length of Session 2.5 Hours

It is common for companies to talk about the desire to have a more diverse workforce. Diversity in the workplace is associated with better performance and happier employees, and companies with diverse workforces typically outperform their competitors. Diversity begins with a more inclusive recruitment program and strategy. If organizations use the same recruiting processes they have always used, their recruitment results will remain the same. It isn't enough to hope that your recruitment pool will contain more diverse candidates. Join us for an interactive session to learn practical strategies you can use right away to create an inclusive recruitment and hiring process.

Learning Objectives

In this skill-building session, you will:

- Identify a variety of language, generational, and cultural issues that may affect recruitment, retention, and teambuilding
- Explain how to conduct an interview with cultural competency
- Summarize strategies for reducing unconscious bias and legal risks in recruitment decisions
- Align website, social media, marketing and job description to support DEI goals

Benefits

RECRUITERS
- Development of strategies to overcome biases and attract diverse candidate pools

HIRING MANAGERS
- Improved understanding of how unconscious biases can impact hiring decisions

HR PROFESSIONALS
- Increased awareness and sensitivity to diversity and inclusion issues

TO A COMPANY OR ORGANIZATION
- Enhance company reputation and attract top diverse talent
- Compliance with equal employment opportunity laws and regulations
- Improved business performance by leveraging diverse perspectives and experiences
- Improved employee satisfaction and retention by fostering a more inclusive workplace culture

Who Should Attend

Recruiters,
hiring managers,
HR professionals,
business owners

**Training Just for You
Session ID C-3749**

**Training for Your Company
Session ID C-5487**

Human Resources for Anyone New to HR | Compliance and HR

Learn the ins and outs of your new career!

Length of Session 2.5 Hours

You're new to Human Resources, now what? Understanding the role of HR, understanding your role within HR, understanding your organization's culture, how decisions are made, and how things really get done are daunting tasks for the newly-minted HR professional. Add to that the Herculean task of building trust with your supervisor and internal clients and building skills to influence others and you have what this program is all about! This session is about thriving, not just surviving in your new role or new organization.

Learning Objectives

This knowledge building session gives you the chance to:

- Explain what Human Resources encompasses
- Describe the delicate balancing act that is the role of Human Resources
- Define how decisions are made in your organization and HR's role in decision making

Benefits

- First-time HR professionals will gain insight and practical application of the skills required to balance, influence, and gain trust
- HR professionals in a new environment can benefits by taking a step back to evaluate what's different and how they can adapt, balance, influence, and build trust in their new organization
- Seasoned HR professionals can benefit from a view from 10,000 feet versus the daily noise

Who Should Attend

First-time HR professionals

Seasoned HR professionals new to the organization

Seasoned HR professionals who want to refresh their influencing skills

**Training Just for You
Session ID C-6254**

**Training for Your Company
Session ID C-4448**

I'm a New Supervisor, Now What? | Professional Development

A practical guide to stepping up and managing a team

Length of Session 2 Hours

Whether you've been a supervisor for 1 day or 1 year, it is highly unlikely that you've been trained to do the job! This session provides a baseline in understanding what your new role is all about; the multitude of expectations that come at you from every direction and how to establish yourself as the 'boss' while maintaining positive relationships. You'll also be introduced to how Individual Development Planning can help you continue to grow beyond the classroom.

Learning Objectives

This knowledge-building session gives you the chance to:

- Identify how your role as a supervisor differs from your previous job
- Analyze the impact of the expectations your organization, manager, employees, and internal customers have of you
- Define your role as a representative of the organization's culture to your direct reports
- Convert your heightened understanding of the supervisor's role into the start of your own Individual Development Plan

Benefits

- First time supervisors will gain an understanding of expectations, relationships, and the pitfalls of their new role
- Future supervisory candidates will be provided with a head start on the learning curve of a new leader
- Seasoned leaders who have evolved in their role without formal training will be presented with options in supervision not necessarily achieved through the 'school of hard knocks'
- Existing supervisors experiencing issues will not only be provided options not gained through experience but can see their inclusion in the session as a positive endorsement from their organization

Who Should Attend

Supervisors newly appointed within the first year of the position

Leads and individual contributors considered for a supervisory role

Existing supervisors who could benefit from formal training supplementing their experience

Existing supervisors who are experiencing difficulties with changes in the organization's culture, changes in the demographics of the workforce or changes in the organization's expectations

**Training Just for You
Session ID C-6223**

**Training for Your Company
Session ID C-3831**

Job Analysis, Descriptions, and Evaluations Made Simple | Compliance and HR

Best practices for hiring, managing, and developing employees

Length of Session 2.5 Hours

How can you attract, retain, and manage employees without understanding the responsibilities of the position? Job analysis, job descriptions, and job evaluations form the foundation of many HR practices including compensation decisions, training and development, performance management, and creating reasonable accommodation controls. In addition, they are used as a tool for recruiting and providing a solid foundation for legal compliance.

Learning Objectives

This skill-building session gives you the chance to:

- Understand the components of a job analysis
- Discuss the do's and don'ts of job descriptions
- Write clearly defined job responsibilities
- Utilize job descriptions to evaluate positions for internal and external equity

Benefits

FOR HR PROFESSIONALS
- Document job responsibilities to facilitate
  - Talent management
  - Pay equity
  - Performance management
  - Succession planning
  - Worker's comp return-to-work

FOR SUPERVISORS AND MANAGERS
- Understand the roles of your employees to assist with performance management, return to work initiatives and talent management

FOR A COMPANY OR ORGANIZATION
- Document job responsibilities for strategic planning and growth

Who Should Attend

HR Generalists and HR Managers

Supervisors and managers

Training Just for You Session ID C-4132

Training for Your Company Session ID C-5493

Leading Organizational Change | Leadership

Strategies for successfully guiding transformation in the workplace

Length of Session 2 Hours

Forbes.com contributor, John Kotter has said, "Change management refers to a set of tools or structure intended to keep any change effort under control. Change leadership, on the other hand, concerns the driving forces, visions, and processes that fuel transformation." Understanding the change process and leading change are two totally different things. This session is the follow up to 'Managing Change' and is done with leadership seeking to implement a major, organization-wide change with significant impacts.

Learning Objectives

This knowledge-building session gives you the chance to:

- Recognize the key elements of change management
- Summarize leaderships unique role in driving change throughout the organization
- Evaluate your individual areas of growth as it relates to a leaders responsibility
- Demonstrate utilizing people, visions, and processes to drive larger-scale, sustainable changes

Benefits

- Supervisors will build skills in how to manage their workforce, including providing feedback and constructive criticism
- Human Resources team members will gain credibility in assisting in managing their teams and deal with performance issues
- Senior leaders can use the information to build, or support, a formal mentoring program

Who Should Attend

Executives new to their position

Leadership new to strategy roles

Mid-level managers who are being developed for leadership

**Training Just for You
Session ID C-6247**

**Training for Your Company
Session ID C-4207**

Learn the Skills of Effective Coaching and Mentoring | Leadership

Developing the next generation of leaders in your organization

Length of Session 2.5 Hours

The role of any supervisor includes helping their team grow as competent individuals in their current jobs. The organization has provided you with a resource (your people) and expects you to maximize that resource. This includes how we direct, coach, support, delegate, provide feedback, and constructively criticize. This session focuses on providing these skills and applying them based on the employee and the situation. We'll also introduce the concepts of being a mentor, including how to identify a protégé.

Learning Objectives

This knowledge-building session gives you the chance to:

- Explain the difference between coaching and mentoring
- Understand how to best set up your coachee and mentee for success
- Demonstrate proficiency in applying a diverse range of coaching and mentoring tools, techniques, and skills in real-world workplace scenarios

Benefits

- Supervisors will build skills in how to manage their workforce, including providing feedback and constructive criticism
- Human Resources team members will gain credibility in assisting supervisors in managing their teams and deal with performance issues
- Senior leaders can use the information to build, or support, a formal mentoring program

Who Should Attend

Front line leaders

Any supervisor inheriting a new or reconstituted team

Senior leaders who want to learn about Mentoring programs

Human Resources team members who wish to enhance their consultive skills with their first line supervisors

**Training Just for You
Session ID C-3655**

**Training for Your Company
Session ID C-3600**

Managing Change | Leadership

Learn the foundations of change management to keep evolving and moving forward!

Length of Session 2.5 Hours

Change is inevitable, growth is optional. This is easy to say, but can be challenging to implement. Once a desired change is identified and committed to is when the real challenge starts. While a stand-alone session, this session recommended to be taken with "Leading Organizational Change" when implementing major changes in an organization.

Learning Objectives

By the end of this session, you'll be able to:

- Identify the fundamentals of the change process
- Examine the spectrum of reactions to change
- Build confidence supporting team members in managing transitions
- Embrace change as an avenue for personal and professional growth

Benefits

- Understanding the dynamics of change is a critical skill for any member of an organization
- Human Resources team members will gain new insight into crafting change and change communications

Who Should Attend

Individual contributors as a tool to help them understand the whys and how's behind changes going on within their organization or to prime them for a future potential of change

Supervisors who must support company initiatives that impact their team members

Mid-level managers that need a refresh on change management concepts

**Training Just for You
Session ID C-6255**

**Training for Your Company
Session ID C-4409**

Managing Customer and Client Interactions | Professional Development

Calm is your superpower – listen first for intent, not to respond

Length of Session 2.5 Hours

We have all been there – faced with a frustrated customer escalating "in the moment" because something went wrong. As professionals, knowing how to effectively diffuse the situation by remaining calm, empathetic, and listening carefully for intent is critical to building rapport. Techniques are offered for diffusing anger, respectfully saying no, and offering options if possible to satisfy your customers and even build brand loyalty.

Learning Objectives

By the end of this skill building session, you will:

- Apply active listening skills and empathetic communication techniques when interacting with frustrated customers
- Evaluate communication styles, recognizing strengths, and develop strategies to enhance your approach to dealing with challenging customer interactions
- Analyze customer interactions effectively, enabling them to respond appropriately and build positive rapport

Benefits

INDIVIDUAL CONTRIBUTORS
- Better understand and serve their customers during difficult feedback moments

FOR FIRST TIME SUPERVISORS
- Strengthen awareness and approaches to effectively respond when receiving challenging customer feedback
- Opportunity to practice, receive feedback in a safe, learning environment
- Build confidence on handling customer feedback and build rapport

FOR SEASONED MANAGERS, LEADERS, ETC.
- Reflect on current personal response approach and discover how listening, remaining calm and empathetic can diffuse a difficult situation
- Affirm approach is fostering a positive, empathetic and respectful customer connection despite emotions
- Reminder we are lifelong learners and share a responsibility as seasoned managers to cultivate a healthy pipeline of future leaders

FOR COMPANY OR ORGANIZATION
- Create a positive service excellence culture of respect, where employees want to grow their careers

Who Should Attend

Anyone who interacts with customers –
both internal and external

Front-line employees

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had supervisory training

Leaders who coach, mentor or influence others across the organization

**Training Just for You
Session ID C-6232**

**Training for Your Company
Session ID C-5700**

Managing Workplace Conflict | Leadership

Learn how to resolve disputes and promote a positive work environment

Length of Session 2 Hours

Have you ever thought, "My life would be so much easier if I didn't have to deal with people!" That's the way it feels some days, or maybe every day. This session looks at conflicts and problems in the workplace. There are differences between a conflict and a problem and they require different approaches. We all have our go-to reaction to conflict that doesn't always serve us well. This session focuses on expanding our reactions to conflict, developing strategies to deal with the issues that take us out of our comfort zone, and increasing our managerial versatility. We'll also look at formal problem-solving strategies and how to apply them.

Learning Objectives

This knowledge-building session gives you the chance to:

- Differentiate between conflict and problems
- Identify strategies for dealing with conflict and recognize alternative methods available to you
- Apply conflict resolution strategies in your own workplace

Benefits

- Resolving conflict and problems at the lowest organizational level possible increases efficiency, builds confidence and promotes consistency

Who Should Attend

Supervisors assigned to a difficult operational area

Human Resources team members

Newly promoted supervisors

Any supervisor who has had difficulty in addressing workplace conflict

**Training Just for You
Session ID C-6225**

**Training for Your Company
Session ID C-3833**

Mastering Influence and Persuasion | Leadership

Learn how to persuade and influence others while leveraging (and strengthening) trusting relationships

Length of Session 2.5 Hours

The ability to influence and persuade as a leader helps to build strong, trusting relationships. Persuasion, when applied with integrity and a genuine desire to positively contribute to someone's life or to a group, is a powerful driver for moving the decision-making process along. When we've made the proper investment in relationships, persuasion techniques such as framing, fairness, and timing to show respect for the people who deem us influential can result in successful outcomes. The difference between the two is that influence is part of your identity, your presence and who you are and connects with emotions. Learn how to leverage both in this enlightening and engaging session.

Learning Objectives

By the end of this skill building session, you will:

- Define key concepts of influence and persuasion
- Summarize real world examples of effective influence and persuasion strategies
- Develop a personalized influence and persuasion strategy
- Evaluate the ethical implications of influence and persuasion in leadership

Benefits

FOR FIRST TIME SUPERVISORS
- Stronger sense of self and leadership style
- Privilege and responsibility of leading others through influence and persuasion
- Opportunity to practice, receive feedback in a safe, learning environment
- Build confidence in relating to and connecting with others

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased sense of self and personal leadership style/brand
- Affirm approach is fostering trusting connections with others to positively persuade and influence towards desired outcomes
- Improve your ability to lead a team towards strategic and tactical goals
- Increase your confidence as a leader of people

FOR COMPANY OR ORGANIZATION
- Create a positive culture of respect, and trust where employees want to stay and grow their careers
- Enable workforce to discover common ground and strive towards a shared purpose

Who Should Attend

Aspiring new leaders
and team leaders

Newly promoted supervisors
and managers

Existing managers who have
never had supervisory training

Leaders who coach, mentor
or influence others across
the organization

**Training Just for You
Session ID C-6244**

**Training for Your Company
Session ID C-4369**

Mental Health at Work: Laws and Best Practices | Compliance and HR

Create a supportive work environment for employee's mental health and wellbeing

Length of Session 2 Hours

Mental health conditions affect millions of people. It can be difficult to understand how best to support yourself or others in the workplace suffering from depression, anxiety, PTSD, pandemic-related stress, or a myriad of other mental health conditions. Discrimination complaints, accommodation requests, and productivity in the workplace can all be affected by these things. As mental illness prevalence increases, society places an increasingly high priority on mental health awareness, and COVID-19 results in ongoing uncertainty, these issues will only grow. This makes it imperative that your company is aware of its legal obligations and best practices regarding mental health conditions at work.

Learning Objectives

By the end of this knowledge-building session, you will:

- Recall the main federal laws and regulations governing mental health in the workplace including ADA, FMLA, and MHPA
- Explain the role of management and HR in addressing mental health concerns among employees
- Discuss how common mental health conditions can impact an employee's ability to perform their job duties
- Formulate a toolkit to employ best practices for fostering a healthy, and productive workforce

Benefits

FOR A COMPANY OR ORGANIZATION
- Support your employees and/or their family members who may have mental health conditions

Who Should Attend

All Employees

**Training Just for You
Session ID C-4086**

**Training for Your Company
Session ID C-5499**

Multicultural Communication | Professional Development

Learn how communication styles vary across cultures and how they impact interactions

Length of Session 2 Hours

Embark on a transformative journey with our "Multicultural Communication" training, designed to empower you with the essential skills for thriving in a diverse workplace. Uncover the art of fostering meaningful connections across cultures, as you delve into nuanced communication strategies that transcend borders. From navigating cultural nuances to amplifying collaboration, this session promises an immersive experience that goes beyond words. Join us to embrace diversity, enhance teamwork, and unlock new dimensions of success in your professional journey. Elevate your communication prowess and become a catalyst for positive change within your organization.

Learning Objectives

By the end of this knowledge-building session, you'll be able to:

- Recall and articulate key concepts related to multicultural communication
- Apply multicultural communication skills in simulated scenarios
- Analyze and evaluate the effectiveness of multicultural communication strategies in resolving workplace challenges

Benefits

FOR NEW HIRES, INDIVIDUALS
- Enhancing onboarding, collaboration, adaptability, and cultural competence

FOR TEAM LEADERS, SUPERVISORS, MANAGERS
- Improved team dynamics, leadership effectiveness, conflict resolution, and employee retention

FOR HR PROFESSIONALS
- Enhanced diversity and inclusion initiatives, effective talent management, and workplace challenge mitigation

FOR CUSTOMER SERVICE REPRESENTATIONS
- Cultivate cultural sensitivity, enhance communication skills, and resolve cultural misunderstandings

FOR PROJECT MANAGERS, LEADERS, AND EXECUTIVES
- Foster cross-cultural success, stakeholder engagement, risk management, and global leadership

FOR DEIAB CHAMPIONS
- Develop advanced advocacy skills, cultural competence and foster collaboration

FOR COMPANY OR ORGANIZATION
- Enhance workplace harmony, productivity, global competitiveness, innovation, brand image, and employee retention

Who Should Attend

New Hires

Individual Contributors

Team Leaders, Supervisors, Managers

HR Professionals

Customer Service Representatives

Project Managers

Leaders and Executives

DEIAB Champions

**Training Just for You
Session ID C-8093**

**Training for Your Company
Session ID C-8092**

Performance Appraisals | Compliance and HR

Simplifying the process of setting goals, providing feedback, and evaluating employee performance

Length of Session 2 Hours, if attending for Supervisor Essentials / 2.5 Hours, if attending for HR Essentials

Managers despise them, employees dread them, and HR is left to make it happen! If that describes your organization's performance appraisal system, this course is for you! We'll look at: how you can overcome the reluctance of all involved, how a systematic approach to appraisals can work for your organization, and how HR can ensure consistency and quality in appraisals. We'll explore how the formal appraisal is simply a culmination of a communications process that keeps employees informed of their status, expectations and consequences.

Learning Objectives

This knowledge building session gives you the chance to:

- Recall the common types of performance appraisals
- Describe the four parts of a traditional performance appraisal
- Analyze the common pitfalls associated with an organization's approach to appraisals that cause stress

Benefits

- A functioning appraisal system provides the organization with a realistic assessment of performance levels, training requirements and potential areas of concern
- A functioning appraisal system supports a pay for performance organizational philosophy
- A functioning appraisal system encourages front line leaders to effectively communicate performance status and concerns in real time, not just once a year

Who Should Attend

Senior HR leaders seeking to redefine their appraisal process

All HR team members involved in the performance appraisal process

HR Business Partners wishing to improve their counseling skills

**Training Just for You
Session ID C-4134**

**Training for Your Company
Session ID C-3912**

Personnel Records: An Overview | Compliance and HR

Establish best practices for maintaining accurate and compliant employee files

Length of Session 2 Hours

While there are many options for how personnel records are established and maintained, they are essential on a wide number of fronts. In this program, participants will explore the kinds of records required, electronic options, maintenance, proper documentation and the regulatory environment affecting personnel records.

Learning Objectives

This knowledge building session gives you the chance to:

• List the essential elements of personnel records
• Summarize the regulatory environment impacting the establishment and maintenance of employee records
• Apply best practices of when and how personnel events require documentation
• Evaluate options for how records are established and maintained for your organization

Benefits

• Participants will learn that the proper establishment and maintenance of personal records is heavily regulated
• Proper personnel records have a financial impact on the organization: worker compensation contribution, unemployment insurance charges and in the defense of employee litigation

Who Should Attend

HR team members new to the function

HR team members seeking to evaluate current records practices

HR team members seeking alternatives to current records keeping methods

**Training Just for You
Session ID C-4133**

**Training for Your Company
Session ID C-5500**

Professional Development and Living Intentionally | Professional Development

Putting yourself in the drivers seat of your career!

Length of Session 2 Hours

This session focuses on your YOU: where you are, where you want to be, and what do you need to do to achieve your goals. Participants learn that success is not often serendipitous but requires living and working with intention. Manage your career through goal setting and establishing a roadmap to leverage resources to achieve success.

Learning Objectives

This knowledge-building session gives you the chance to:

- Memorize steps for creating a personalized roadmap, aligning short-term and long-term goals for personal and professional growth
- Explain intentional living, showing how mindful decisions drive career goals
- Apply strategic resource leverage, identifying and utilizing resources for enhanced career prospect
- Develop a personalized action plan using intentional living and resource leverage principles to achieve career goals

Benefits

- Motivated employees who translate the organization's concern for their career development in commitment, performance and longevity
- Accelerate candidates for promotion
- Identify key individuals within the organization's succession plan

Who Should Attend

Individuals identified as having high potential within the organization

Identified current and future proteges participating in a formal/informal mentoring program

Human Resources team members to increase their skills in coaching employees to maximize their career opportunities

**Training Just for You
Session ID C-6240**

**Training for Your Company
Session ID C-5441**

Coming Soon!

Available July 25, 2024

Project Management Basics | Professional Development

Master the Fundamentals of Project Management for Success in Any Industry!

Length of Session 2.5 Hours

Embark on a transformative journey with our professional yet friendly corporate training, "Project Management Basics," designed for professionals at all levels. Discover the essential principles and tools needed to successfully initiate, plan, execute, and close projects with confidence. Gain deep insights into project lifecycles, communication strategies, and risk management techniques, equipping yourself for success in today's dynamic business landscape. This comprehensive course not only enhances your career prospects but also empowers you to drive projects to success, achieving outstanding results in any industry. Don't miss out on this opportunity to supercharge your project management expertise and elevate your team's efficiency. Enroll today for a future of seamless project execution and unparalleled success.

Learning Objectives

By the end of this session, you'll be able to:

- Define key project management terminology and concepts
- Identify various stages of a project's lifecycle
- Explain the importance of effective project planning and its impact on project success
- Describe the roles and responsibilities of different stakeholders in a project

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Improved efficiency, productivity, communication, and career advancement opportunities

FOR ASPIRING PROJECT MANAGERS
- Gain foundational knowledge to build upon, improve career opportunities and project success rates

FOR TEAM LEADERS
- Enhanced leadership skills, team collaboration, accountability, and productivity

FOR BUSINESS ANALYSTS
- Enhance alignment with business goals, improve requirements management and stakeholder communication

FOR ENTREPRENEURS/BUSINESS OWNERS
- Strategic project selection, ensure cost and resource efficiency, and enhance risk mitigation

FOR COMPANY OR ORGANIZATION
- Improved project success, reputation, customer satisfaction, profitability, and financial performance

Who Should Attend

Individual Contributors

Aspiring Project Managers

Team Leaders

Business Analysts

Entrepreneurs/Business Owners

**Training Just for You
Session ID C-6274**

**Training for Your Company
Session ID C-6111**

Reasonable Suspicion: The Impact of Marijuana, Drugs, and Alcohol at Work | Compliance and HR

A guide to implementing and enforcing a substance abuse policy

Length of Session 1.5 Hours

Marijuana is legal in Massachusetts. Does this mean that you must allow employees to smoke or use THC products while on break or after work in the parking lot? Can you search an employee's desk, locker or lunch bag for drugs or alcohol? Even if you aren't thinking about disciplining employees, it can be confusing to understand how to approach suspected abuse as it may be a covered disability. If you are concerned about employee behaviors related to drugs or alcohol, this is your chance to ask questions and understand your personal and company responsibilities.

Learning Objectives

This knowledge-building session gives you the chance to:

- Identify the laws and documentation requirements
- Understand how to respond if someone comes to work under the influence
- Develop unique policies and procedures for responding to reasonable suspicion
- Communicate policies to employees as well as the responsibilities of leadership

Benefits

FOR HR PROFESSIONALS
- Message the importance of policies and practices to the management team

FOR SUPERVISORS AND MANAGERS
- Provide a positive work environment for your employees
- Ensure that a system is in place to benefit both your employees and management team when responding to potential use or abuse of drugs or alcohol in the workplace

FOR A COMPANY OR ORGANIZATION
- Demonstrate commitment to a workplace free from drugs and alcohol
- Ensure consistency of message and response when it comes to critical conversations

Who Should Attend

HR Professionals

Supervisors and managers

**Training Just for You
Session ID C-6259**

**Training for Your Company
Session ID C-2197**

Recognizing Risks: Corrective Action and Documentation | Compliance and HR

Length of Session 1.5 Hours

Build confidence to handle performance issues and before they get out of hand Documenting employee issues is key to avoiding company risk or liability. Properly documented workplace incidents and investigations will help support a company with consistency, legal complaints, unemployment claims, etc. A primary focus will be to Identify strategies to document performance issues as they occur and to help protect the company from legal risks.

Learning Objectives

This knowledge-building session you will:

- Describe issues that may require investigation or corrective action
- Articulate the skills needed to plan, conduct, and conclude investigations
- Identify steps to conduct a thorough corrective action discussion
- Evaluate the impact of ineffective investigations and how to avoid them

Benefits

- Clear documentation to support employee improvement while avoiding miscommunications
- Practical insight into the appropriateness of the organization's disciplinary policies and procedures and reinforces the documentation requirements

Who Should Attend

Supervisors who are new or inexperienced in dealing with performance issues

Supervisors who've demonstrated discomfort in dealing with past incidents

Human Resources team members who coach supervisors through difficult conversations and performance discussions

**Training Just for You
Session ID C-6226**

**Training for Your Company
Session ID C-5440**

Root Cause Problem Solving | Compliance and HR

Learn how to uncover the core challenge and stop putting band aids on problems

Length of Session 2 Hours

Root cause analysis (RCA) is a useful process for understanding and solving a problem. It enables you to reveal the problem source, key failure points and identify appropriate solutions. RCA assumes that it is more effective to systematically prevent and solve underlying issues than to treat just the immediate symptoms.

During the analysis, equal emphasis is placed on defining and understanding the problem, brainstorming possible causes, analyzing causes and effects, and devising a solution to the problem.

Learning Objectives

By the end of this session, you'll be able to:

- Discuss the difference between a problem and an opportunity
- Identify the steps of a root cause analysis and discuss how to apply them to problem solving
- Apply root cause analysis tools to strengthen your approach to problem solving

Benefits

FOR INDIVIDUAL CONTRIBUTORS WHO WISH TO IMPROVE THEIR PROBLEM-SOLVING SKILLS AND BUILD THEIR RCA TOOLKIT.

FOR FIRST TIME SUPERVISORS:
- Who wish to improve their problem-solving skills and add to their RCA toolkit
- Who desire to institutionalize an operating system for structured problem-solving
- An opportunity to gain confidence in RCA tool application through practice and feedback in a safe, learning environment

FOR SEASONED MANAGERS, LEADERS, ETC.
- Who wish to improve their problem-solving skills and add to their RCA toolkit
- Who desire to institutionalize an operating system for structured problem-solving
- An opportunity to increase confidence in RCA tool application through practice and feedback in a safe, learning environment

FOR COMPANY OR ORGANIZATION
- To create a positive culture of continuous improvement through consistent RCA practices

Who Should Attend

Anyone who actively participates in problem solving and continuous improvement efforts

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had

Leaders who coach, mentor or influence others across the organization

Training Just for You Session ID C-6269

Training for Your Company Session ID C-5749

Smart Strategies of Successful Supervisors | Professional Development

Learn the secrets to managing others without avoiding the most common and challenging aspects of the job

Length of Session 2.5 Hours

How often do you avoid having hard conversations with your employees?
How comfortable do you feel managing people who you've been friends with for years?
Do you know the best way to leverage support from your HR business partners?
Whether new to supervising others or if you've been doing it for years, it is easy to get stuck in our ways or avoid challenging aspects of the job; working with people!

Learning Objectives

This knowledge-building session you will:

- Describe the privilege and responsibility of leadership
- Review coaching and mentoring tools to support team members, with documentation
- Employ emotional intelligence skills to confidently have crucial yet compassionate conversations
- Discover best practices to leverage support from HR (Human Resources) business partners

Benefits

FOR FIRST TIME SUPERVISORS
- Establish clear expectations
- Highlight the privilege and responsibility of their new role
- Learning tools they may not have known about
- Feel confident supporting team members

FOR SEASONED MANAGERS, LEADERS, ETC.
- Brush up on skills not regularly utilized
- Align expectations with all management across the organization
- Affirm skills being used are best practices
- A reminder that we are always learning and have compassion for new managers/leaders

Who Should Attend

Newly promoted managers

Newly hired managers

Existing managers who never had supervisory training

Leaders who coach team members and have tough conversations

**Training Just for You
Session ID C-6258**

**Training for Your Company
Session ID C-3701**

Soup to Nuts: The Complete Interview Cycle | Professional Development

Preparation and a thorough process position you and your team for a positive interview cycle.

Length of Session 2 Hours

Much goes into developing an interview cycle before conversations even begin. As a hiring manager, you want to ensure you have the right people in the room, and the right processes in place to assess candidates accurately and legally. You also want to ensure that by offer time, your finalist has had a positive experience and an accurate understanding of the opportunity and your business culture. So where to begin? Join us in this engaging session that will offer helpful tips for successfully structuring your interview cycle from soup to nuts!

Learning Objectives

By the end of this session, you'll be able to:

- Explain the elements of the interview cycle and how to prepare
- Identify key participants in the interview cycle and their roles
- Implement interviewing skills and avoid traps

Benefits

FOR FIRST TIME SUPERVISORS
- Clarity on what the interview cycle entails and how to best prepare
- Opportunity to practice, receive feedback in a safe, learning environment
- Build self-confidence for when it is time to either actively participate in or personally structure the interview cycle

FOR SEASONED MANAGERS, LEADERS, ETC.
- Greater awareness of the necessary requirements for preparing and leading an interview cycle
- Affirm approach is fostering positive, inclusive connections with all involved
- Reminder that we are lifelong learners and share a responsibility as seasoned managers to cultivate a healthy pipeline of future leaders with the skillset to structure and implement an interview cycle

FOR COMPANY OR ORGANIZATION
- Create a positive culture of inclusion, equity and where potential and existing employees will want to grow their careers

Who Should Attend

Anyone who actively participates in the selection process, including aspiring new leaders and team leaders

Newly promoted supervisors and managers involved in the selection process

Existing managers who are now participating in the interview cycle

Leaders who coach, mentor or influence others across the organization who may be included in the process

**Training Just for You
Session ID C-6236**

**Training for Your Company
Session ID C-5750**

Stress Management and Burnout | Professional Development

Start with yourself, overcome burnout, and build a more resilient organization

Length of Session 2.5 Hours

According to HBR.org, "Burnout is now officially recognized by the World Health Organization (WHO) and the responsibility for managing it has shifted away from the individual and towards the organization." Whether you are struggling with a loss of productivity, an increase in turnover, or a decrease in employee morale, this Burnout and Stress Management course from AIM HR Solutions can help everyone better support themselves and others. While stress is a part of life, we can manage it with the right mindset and tools.

Learning Objectives

This knowledge-building session is your chance to:

- Summarize the difference between good and bad stress
- Identify warning signs of burnout in yourself and others
- Recognize examples of adaptive and maladaptive coping strategies
- Build your own stress management toolbox

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Greater wellbeing and job satisfaction
- Learn/adapt quickly to change
- Better interpersonal skills
- Collaborate with others creatively
- Improved decision making

FOR SUPERVISORS, MANAGERS, LEADERS, ETC.
- Improved employee performance
- Be more productive and efficient with their time at work

FOR A COMPANY OR ORGANIZATION
- More satisfied, healthier, motivated, and productive workforce
- Lower absenteeism
- Increase employee tenure above national averages based on generational estimates
- Hit goals (sales, safety, and internal)
- Reduced accidents and injuries
- Increased customer satisfaction rates
- Multiply financial success

Who Should Attend

Individual contributors to self-identify and learn tools to support themselves

First-Time Supervisors for the above and to better be able to support their team

Middle Management for the above and to lead by example

C-suite for the above and to create culture change

**Training Just for You
Session ID C-6271**

**Training for Your Company
Session ID C-3980**

Succession Planning: Designing the Future | Leadership

Ensure a smooth transition of leadership in your organization

Length of Session 2 Hours

What is succession planning and why is it important? The simple answer is it is a process designed to help organizations ensure a smooth transition when key employees leave or retire. Through a combination of lectures, case studies, and interactive exercises, you'll learn how to identify potential successors, assess their readiness, and develop a plan to prepare them for their new roles. You'll also learn how to communicate the succession plan to stakeholders and manage the transition process effectively. By the end of the course, you'll have the knowledge and skills you need to create a comprehensive succession plan that meets the needs of your organization and its employees.

Learning Objectives

This knowledge-building session gives you the chance to:

- Identify the "what and why" of succession planning, along with the risk of not planning
- Describe critical success factors for effective succession planning, including roles and responsibilities
- Conduct an employee inventory, using sample tools to create your plan
- Create talking points for championing, building, and implementing a succession planning strategy to present to your BOD or C-Suite team

Benefits

- C-Suite management will gain new insight into organizational strengths, training needs, development needs and vulnerabilities
- Once implemented, supervision at all levels will gain an intimate understanding of their defined organization, the cultural and development expectations of senior leadership, and their obligation to support the organization's future through training, development and accurate assessment of their team
- The ongoing inventory and updating of succession plans is institutionalized

Who Should Attend

C-Suite

Mid-level management

Front-line supervisors

**Training Just for You
Session ID C-6264**

**Training for Your Company
Session ID C-5502**

The Americans with Disabilities Act : An Overview | Compliance and HR

Protecting people with disabilities from discrimination at work

Length of Session 2 Hours

Disability rights are civil rights. From service animals, to building ramps and parking, the Americans with Disabilities Act (ADA) is a law that protects people with disabilities in many areas of public life, including at work. ADA is a law, not an employee benefit program and applies to employers with 15 or more employees. ADA is divided into five different sections called Titles with specific requirements for various organizations. This informative session will specifically focus on Title I ADA requirements for employers covering compliance and best practices.

Learning Objectives

By the end of this knowledge building session you'll be able to

- Define what qualifies as a disability
- Understand all the ways the ADA impacts decisions in the workplace
- Apply accommodations or respond to requests to ensure equal opportunities for people with disabilities

Benefits

HR PROFESSIONALS
- Reduces confusion, misinterpretation, and potential company liability by accurately interpreting and adhering to the ADA
- Enhances your ability to maintain accurate employment practices, policies, and records

SUPERVISORS
- Reduces confusion, misinterpretation, and potential company liability
- Positions you to better support the needs of all employees by providing accurate information and applying ADA appropriately

COMPANY
- Potentially increases employee attraction, engagement, and retention by building and embracing an inclusive workforce
- Reduces costs and company liability by accurately interpreting the ADA

Who Should Attend

HR Professionals

Supervisors

Business Owners

**Training Just for You
Session ID C-6234**

**Training for Your Company
Session ID C-5702**

The Art of Effective Presentations
Part 1: The Presentation | Professional Development

Learn how to deliver engaging and persuasive presentations in the workplace

Length of Session 2.5 Hours

Attention professionals seeking to elevate their presentation game! This session is tailored for workplace warriors and focuses on crafting captivating presentations from scratch. Whether you are presenting to a small team or a large audience, part 1 will guide you to mastering the art of presentation architecture. Unveil the secrets to strategic planning, impactful structuring, and adept handling of visuals and inquiries. Delivered by skilled facilitators, this session empowers you to wield presentations as tools of persuasion, education, information, and decision-making. Join us and become the creator of compelling presentations!

Learning Objectives

- Plan compelling presentations by mastering presentation basics, including structure and styles, and audience psychology
- Design engaging presentations by applying design principles, integrating visuals and multimedia, and incorporating storytelling techniques
- Build impactful presentations to boost your confidence in captivating your audience and leave a lasting impression

Benefits

- Presentation skills training injects confidence, not only in the event of a large presentation, but also in daily communications
- Skill in audience analysis allows presenters to craft messages appropriately to achieve maximum impact and understanding

Who Should Attend

Any member of management who routinely makes group presentations

Any member of management who wants to improve their skills in delivering good/bad news; strategic information; and update on organizational performance

Any member of management who might be asked to make a presentation on behalf of the organization to an industry group, board of directors, potential investors

**Training Just for You
Session ID C-6228**

**Training for Your Company
Session ID C-3971**

The Art of Effective Presentations
Part 2: Public Speaking | Professional Development

Learn how to deliver engaging and persuasive presentations in the workplace

Length of Session 2.5 Hours

Public presentations frequently make the top ten list of the most feared management duties. With the help of this session, part 2, you can gain confidence by practicing a presentation you've prepared. You'll also have the opportunity to receive feedback from our experienced trainers and your peers to help understand your strengths and find opportunities of growth.

Learning Objectives

- Recall fundamental principles of public speaking, including vocal modulation, body language, and audience interaction techniques
- Comprehend the psychological aspects of effective public speaking, including understanding audience demographics and adapting communication styles
- Apply techniques for public speaking, including extemporaneous delivery, handling Q&A sessions, and managing stage fright
- Evaluate your own public speaking performance, identify areas for improvement, and strategies for enhancing your effectiveness as a speaker

Benefits

- Presentation skills training injects confidence, not only in the event of a large presentation, but also in daily communications
- Skill in audience analysis allows presenters to craft messages appropriately to achieve maximum impact and understanding

Who Should Attend

Any member of management who routinely makes group presentations

Any member of management who wants to improve their skills in delivering good/bad news; strategic information; and update on organizational performance

Any member of management who might be asked to make a presentation on behalf of the organization to an industry group, board of directors, potential investors

**Training Just for You
Session ID C-8031**

**Training for Your Company
Session ID C-8032**

The Disney Way: Surprising and Delighting Your Customers | Professional Development

While not every company can be a Disney, you can apply the same business model and principles to your company to improve customer service

Length of Session 2.5 Hours

Disney has a guiding principle that all employees are responsible for upholding: "We create happiness by providing the best in entertainment for people of all ages everywhere." To ensure employees live by that mission, quality standards help cast members through their decision-making process for customer service issues. Their approach empowers cast members to apply Disney's Four Key Basics in priority order: Safety, Courtesy, Show, and Efficiency. Cast members practice safe behaviors and put safety first. They are to project an energetic, positive image, be courteous and respectful to all guests, and go beyond expectations. Standards are prioritized so cast members are able make their own decisions. This session will help elevate your service levels to delightful and perhaps even magical by diving into this engaging content.

Learning Objectives

By the end of this skill-building session, you will:

- Recognize companies renowned for their exceptional customer service
- Describe the opportunity for companies to exceed industry expectations and deliver an exceptional customer experience
- Design your own customer service standards to amaze and enchant your customers and clients

Benefits

FOR INDIVIDUAL CONTRIBUTORS
- Awareness of the many ways to Disney approaches customers with the goal to delight
- Increase confidence in your ability to positively project a "can do" excellence attitude

FOR FIRST TIME SUPERVISORS
- Increased awareness of the ways to personally delight your customers with Disney's practices in mind
- Strengthen your ability to coach your team in the Disney way of serving and delighting customers
- Serve as a service excellence role model to your organization

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased awareness of the many ways to personally delight your customers with Disney's practices in mind
- Serve as a service excellence role model
- To offer support to your team and colleagues offering new Disney practices to their customer service toolkit
- Reminder we are lifelong learners and share a responsibility to cultivate service as a leadership cultural practice

FOR COMPANY OR ORGANIZATION
- Consider Disney's best practice approaches to customer service for your organization Create and reinforce a positive service culture excellence where employees want to grow their careers as they delight all customers

Who Should Attend

Anyone who serves customers – internal or external

Front-line employees

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had customer service training

Leaders who coach, mentor or influence others across the organization

**Training Just for You
Session ID C-6268**

**Training for Your Company
Session ID C-4272**

The Essentials of Productivity and Efficiency | Professional Development

Get more done in half the time without the stress!

Length of Session 2.5 Hours

We've all heard the phrase, "That meeting could have been an email". No one likes to waste their time unnecessarily, and each of us has goals and priorities to focus on. While we know productivity is a benchmark of success, what we don't always know is how to supercharge it.

The further up someone gets in their career, the more responsibilities they have, the more competing priorities they juggle. Efficiency is the answer. Because who wouldn't like to get more done while not burning out or sacrificing their personal time?

Learning Objectives

This knowledge-building session gives you the chance to:

- Identify your own time management practices
- Assess where you may be wasting valuable resources of time, energy, or money
- Build a custom productivity toolbox to support your unique wants and needs

Benefits

INDIVIDUAL CONTRIBUTORS
- Advance in their career
- For seasoned Managers, Leaders, etc.
- Increase output without losing work/life balance

FOR A COMPANY OR ORGANIZATION
- Increase productivity and reduce unnecessary waste

Who Should Attend

Individual Contributors

Mid to senior level managers

**Training Just for You
Session ID C-3961**

**Training for Your Company
Session ID C-5504**

The Intersection of Performance Reviews and Engagement | Professional Development

Develop and engage valuable employees.

Length of Session 1 Hour

Build a strong practice of continuous feedback as part of an effective performance management process. You will discover learning opportunities to strengthen employee development. When done well, this feedback loop provides a positive, constructive, and nimble approach to team reviews. Bottom line? When employees feel valued and supported, engagement and commitment to your organization increase long term.

Learning Objectives

By the end of this session, you'll be able to:

- Understand how performance reviews impact engagement
- Analyze and apply principles of feedback
- Design tailored review strategies for engagement enhancement

Benefits

FOR HR PROFESSIONALS
- Advanced knowledge and skills enhancement
- Stay updated on industry trends
- Enhanced leadership and consultation abilities

FOR COMPANIES
- Improved employee performance and engagement
- Enhanced organizational effectiveness
- Reduced turnover and talent retention

Who Should Attend

Seasoned HR Professionals

**Training Just for You
Session ID C-6275**

**Training for Your Company
Session ID C-6086**

The Intersection of Teamwork and Team Building | Professional Development

Teamwork is choosing to work together, and team building improves on an aspect of the team's work.

Length of Session 2 Hours

Have you ever wondered what the difference is between a team and a group of people? Or how to build a trusting team and inspire them to collectively become high performers? Effective teamwork can potentially build strong employee relationships and is an ongoing, dynamic process. This interactive session will explore these questions and offer best practice tips to build a supportive, trusting, and respectful team that stays together, works collaboratively towards common goals, and achieves together utilizing the 4 C's of a Team Identity

Learning Objectives

By the end of this session, you'll be able to:

- Recall why teams, teamwork, and team building are all needed in the workplace
- Understand the relationship between teamwork and teambuilding to achieve peak performance
- Apply team building strategies for improved group dynamics, guiding teams toward high performance

Benefits

FOR INDIVIDUAL CONTRIBUTORS:
- Increased self-awareness of what it takes to personally be a contributing team member

FOR FIRST TIME SUPERVISORS:
- Increased knowledge of what it takes to build positive, trusting teams
- Build self-confidence in selecting and applying team building concepts
- An opportunity to practice, receive feedback in a safe, learning environment

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased sense of self-awareness
- Affirm your approach to team building and teamwork is fostering positive and productive team performance
- Reminder we are lifelong learners and share a responsibility as seasoned managers to cultivate a healthy pipeline of future team leaders

FOR COMPANY OR ORGANIZATION
- Create a positive team culture of trust and respect where employees want to grow their careers

Who Should Attend

Anyone interested in increasing their knowledge on how to build a team and inspire teamwork

Front-line employees

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had

Leaders who coach, mentor or influence others across the organization

Training Just for You Session ID C-6272

Training for Your Company Session ID C-4205

The Power of Creativity | Professional Development

Creativity is a skillset, not a discipline or something we're born with!

Length of Session 2.5 Hours

As leaders we regularly face problems. Creative leaders are often known as problem solvers, those able to look at any issue and come up with a solution. They can face challenges more easily, with flexibility and innovative thinking. Creative problem solving can turn any problem into a solution, no matter what the topic. This engaging session will add creative tools and techniques to your leader toolkit.

Learning Objectives

By the end of this skill-building session you will:

- Identify key theories and models related to creativity
- Summarize the impact of org culture on creativity
- Examine case studies of successful creative initiatives in diverse industries
- Develop a creative solution to a specific biz challenge

Benefits

FOR INDIVIDUAL CONTRIBUTORS & FOR FIRST TIME SUPERVISORS
- Stronger sense of self-awareness and personal approach to creatively solving problems
- Privilege and responsibility of leading others respectfully with compassion
- Opportunity to practice, receive feedback in a safe, learning environment
- Build confidence in relating to others while solving challenging problems

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased sense of self-awareness and approach to creatively solving problems
- Affirm approach is fostering positive, compassionate connections with others while solving problems
- Reminder we are lifelong learners and share a responsibility as seasoned managers to cultivate a healthy pipeline of future leaders – share your tools!

FOR A COMPANY OR ORGANIZATION
- Create a positive culture of respect, creativity and acceptance where employees want to stay and grow their careers

Who Should Attend

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who wish to develop a complimentary skill

Leaders who coach, mentor or influence others across the organization

**Training Just for You
Session ID C-6266**

**Training for Your Company
Session ID C-5506**

Understanding Federal and State Leave of Absences Laws | Compliance and HR

Making sense of the LOA bowl of alphabet acronym soup.

Length of Session 2 Hours

Have you ever felt like you're playing a game of Scrabble looking at all the letters in front of you and trying to figure out a word? Federal and State Leave of Absence terminology can be a puzzle – PFML, FMLA, EILB, DFML and more! This informative session will translate these terms into understandable learning bytes enabling you to confidently support your workforce when they request a Leave of Absence.

Learning Objectives

By the end of this skill-building session you will:

- Recall the basics of federal and state leave of absence laws
- Explain the many acronyms associated with federal and state leave of absence laws
- Recognize best practices for determining who and what qualifies for a leave of absence
- Interpret the leave of absence laws for situations within your company

Benefits

HR PROFESSIONALS
- Reduces confusion, misinterpretation, and potential company liability
- Enhances your ability to maintain accurate and timely LOA records

SUPERVISORS
- Reduces confusion, misinterpretation and liability
- Positions you to better support your employees during times of need by providing accurate information

COMPANY
- Potentially increases employee retention
- Reduces costs and company liability by accurately applying the LOA laws

Who Should Attend

HR Professionals

Supervisors

Business Owners

**Training Just for You
Session ID C-6233**

**Training for Your Company
Session ID C-5701**

What is a Mindful Leader? | Leadership

Become a compassionate and adaptable leader worth following

Length of Session 2.5 Hours

This program is part of our Developing Mindful Leaders series. It will help strengthen your ability to connect to yourself and others, as well as your ability to lead with compassion. Together we will explore and apply the three qualities of mindful leaders:

- Intention to cultivate a habit of awareness
- Attention to what is happening in the present (observe thoughts, feelings, sensations in the moment)
- Non-judgmental attitude that is curious and kind

Learning Objectives

By the end of this skill building session you will:

- Recall key principles and concepts of mindful leadership
- Recognize the value of mindful leadership in the workplace
- Explain the relationship between mindfulness and effective leadership
- Apply mindful leadership techniques in practical scenario

Benefits

FOR FIRST TIME SUPERVISORS
- Stronger sense of self-awareness and personal style
- Privilege and responsibility of leading others respectfully with compassion
- Opportunity to practice, receive feedback in a safe, learning environment
- Build confidence in relating to others

FOR SEASONED MANAGERS, LEADERS, ETC.
- Increased sense of self-awareness and personal leadership style
- Affirm approach is fostering positive, compassionate connections with others
- Reminder we are lifelong learners and share a responsibility as seasoned managers to cultivate a healthy pipeline of future leaders

FOR A COMPANY OR ORGANIZATION
- Create a positive culture of respect, compassion, and acceptance where employees want to stay and grow their careers

Who Should Attend

Aspiring new leaders and team leaders

Newly promoted supervisors and managers

Existing managers who have never had supervisory training

Leaders who coach, mentor or influence others across the organization

**Training Just for You
Session ID C-6252**

**Training for Your Company
Session ID C-3979**

Workplace Harassment and Discrimination Prevention for Supervisors | Compliance and HR

Gain clarity on your part in creating a safe and inclusive work environment

Length of Session 2 Hours

Supervisors and managers are responsible for ensuring a safe, productive work environment free from harassment and discrimination. Even if you understand the federal and state laws, supervisors and managers must take it one step further to know how to respond to complaints. Could you personally be held liable if you don't investigate a complaint? Is there a fine line between a problem and being "too sensitive"? How would you respond if an employee brought a complaint to your attention today?

Learning Objectives

This skill-building session gives you the chance to:

- List laws applicable to workplace harassment, and the requirements of your organization's policy
- Interpret a standard operating practice for responding to employee complaints
- Evaluate real world scenarios and determine next steps
- Design a proactive culture for responding to harassment and discrimination

Benefits

FOR HR PROFESSIONALS
- Message the importance of policies and practices to the management team

FOR SUPERVISORS AND MANAGERS
- Provide a positive work environment for your employees
- Ensure that a system is in place to benefit both your employees and management team when responding to complaints of harassment or discrimination

FOR A COMPANY OR ORGANIZATION
- Demonstrate commitment to a workplace free from harassment and discrimination
- Ensure consistency of message and response when it comes to critical conversations

Who Should Attend

HR Professionals

Supervisors and managers

**Training Just for You
Session ID C-4243**

**Training for Your Company
Session ID C-4037**

HOT TOPICS AND EVENTS

Compliance Year End Review | Compliance and HR

Cross your t's and dot your I's so next year is a breeze!

Length of Session 1 Hour

No matter how well we plan, things can still fall through the cracks. HR professionals especially have their hands full in day-to-day activities. Are you 100% confident you know about each and every potential policy change that went into effect this year? Sure emails came in from your attorneys, SHRM, etc. But if you have even the slightest doubt you may have missed something, this session is for you. End of year is a fantastic time to audit for next years changes, posters, and procedures. Ensure that you are in compliance with federal and state policy changes that may affect YOU and your workplace as we enter the new year.

CODES & PRICING

For instant access to a list of all course IDs and pricing, fill out this short form.
Should you have any issues contact Rachel Gillis at RGillis@AIMHRSolutions.com.

AIM HR SOLUTIONS TRAINING CANCELLATION POLICY

AIM HR Solutions understands that circumstances may arise which require participants to cancel their enrollment in a training program. This policy outlines the guidelines and procedures for participants who wish to cancel or reschedule their registration/s as well as cancellation by the training provider. This policy serves to ensure fairness and maintain the viability of the training program.

We encourage all participants and companies to carefully review this policy before registration.

By proceeding with the registration process, participants acknowledge that they have read, understood, and agreed to the terms outlined in this policy.

If you have any questions or need further clarification, please feel free to contact our HR Services Coordinator at registrations@aimhrsolutions.com.

CANCELLATION / RESCHEDULING BY THE PARTICIPANT/COMPANY

TRAINING JUST FOR YOU

CANCELLATION REQUESTS

Those who wish to cancel/reschedule their enrollment must submit an email cancellation request to registrations@aimhrsolutions.com with the company name, participant/s name/s, name of the session/s and/or course, and applicable date/s.

CANCELLATION DEADLINE

Participants are encouraged to provide notice more than 7 days prior to the date of the session to allow for better program planning and to offer the opportunity to other interested participants on our waitlist.

CANCELLATION REFUND POLICY

- Cancellation at least seven (7) business days before the session start date will be eligible for a full refund of the training program fees
- Cancellation between two (2) and six (6) business days before the session start date will be eligible for a 50% refund of the training program fees
- Cancellation less than two (2) business days before the session start date will not be eligible for a refund of the training program fees

NO SHOW POLICY

Participants who do not attend the training program without prior notification will not be eligible for a refund, credit, or transfer to another program. Programs are not recorded.

TRANSFER POLICY

If a participant is unable to attend the training program, they may request a transfer of their registration to another employee by providing notice at least one business day in advance of the session. Please contact registrations@aimhrsolutions.com for more information. Only full course transfer will be allowed.

TRAINING FOR YOUR COMPANY

CANCELLATION (OR RESCHEDULING) REQUESTS

Those who wish to cancel/reschedule their enrollment must submit an email cancellation request to registrations@aimhrsolutions.com with the company name, name of session/s, and/or course, and applicable date/s.

CANCELLATION (OR RESCHEDULING) BILLING POLICY

• Cancellation (or rescheduling) at least seven (7) business days before the session start date will not be invoiced for the training program.

• Cancellation (or rescheduling) between two (2) and six (6) business days before the session start date will be invoiced a $250 cancellation fee plus the amount of the training program.

• Cancellation (or rescheduling) less than two (2) business days before the session start date will be invoiced a $500 cancellation fee plus the amount of the training program.

NO SHOW POLICY

Programs are not recorded.

CANCELLATION / RESCHEDULING BY THE TRAINING PROVIDER

In the unlikely event that AIM HR Solutions needs to reschedule a training program due to unforeseen circumstances, participants will be notified as soon as possible. AIM HR Solutions will work to offer the program at a future date. In such cases, participants will be offered the choice of a full refund of the training program fees or a credit toward a future training program.

aim HR SOLUTIONS

HR IS TOUGH. LET US LIGHTEN YOUR LOAD.

We offer a tailored approach with experts you can trust!

We work closely with every one of our clients to customize our services to their specific business needs. Partner with a team of industry-leading professionals with expertise across the full spectrum of human resources.

CONTRACT HR:

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For companies seeking remote HR support on an as-needed or limited basis.

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Provides project support, interim solutions, and tailored assistance.

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HR Starter Packages

Pay Equity

Affirmative Action Plans

HR CONSULTING:

Recruiting

Compensation Planning

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Reference Checking

Ready to get started? Contact us!

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✉ hrinfo@aimhrsolutions.com