aim HR SOLUTIONS

2027 TRAINING CATALOG

COMPLIANCE AND HR • CUSTOMER SERVICE
LEADERSHIP • SUPERVISOR
PROFESSIONAL DEVELOPMENT

PLOT TWIST...

YOUR TRAINING MIGHT BE GRANT-FUNDED!

Have 100 or fewer employees in Massachusetts?
You may be eligible for up to **$15,000** in training funds!

Contact HRInfo@AIMHRSolutions.com for one-on-one support!

www.AIMHRSolutions.com • 617.488.8321

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

Updated October 2026

WELCOME TO OUR 2027 TRAINING CATALOG

The workplace is evolving, and so are the skills employees need to succeed. At AIM HR Solutions, we're helping employers keep pace with practical training that builds stronger leaders, confident HR professionals, and a workforce ready for what's next.

RETURNING FAVORITES & GROWING DEMAND

Due to tremendous demand in 2026, we've added more Supervisor Essentials: Core Skills and Strategies series for 2027 to give supervisors practical tools to lead people and teams effectively. Has your team already enrolled in Core Skills? Level them up with Supervisor Essentials: Team Leadership for the next step for experienced supervisors.

Our HR Compliance Bootcamps provide in-depth federal and Massachusetts employment law training, practical guidance, and SHRM and HRCI credits. Project Management Basics also returns to strengthen planning and productivity skills.

WHAT'S NEW FOR 2027

We're also introducing programs that address emerging HR and workplace challenges.

Leave of Absence Essentials: PFML, FMLA & the Forgotten Leaves: Practical guidance for navigating complex leave requirements, coordinating different types of leave, and managing often-overlooked protected absences

Real-World Skills for Early-Career Success: A series helping early-career professionals build essential workplace skills, from communicating ideas and managing stress to developing professional relationships and working effectively with managers.

AI and HR – Legal Awareness explores the rapidly changing intersection of artificial intelligence, employment practices, and legal risk. Participants will examine issues such as bias and disparate impact, emerging court cases, and how to evaluate when and how AI should be used in HR decision-making.

YOUR TEAM COULD TRAIN FOR FREE!

In 2026, we helped Massachusetts employers apply for $300k+ in workforce training grants! Your team could qualify for up to 100% training reimbursement, and our grant expert offers FREE one-on-one support from start to finish.

Learn More About The Grant | See What Employers Are Saying on Google

MAKE 2027 A YEAR OF LEARNING AND GROWTH

From public courses to tailored private training, we're here to support your team's development. Whether your employees are located in Massachusetts or across the country, our private programs can be tailored to your schedule, goals, and audience wherever they are.

Thank you for trusting AIM HR Solutions as your training partner.
We look forward to growing with you in 2027!



Kyle Pardo

Kyle Pardo
Executive Vice President
AIM HR Solutions
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HR Compliance Bootcamp: Federal Edition		Thursdays
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Fair, Equitable, and Legal Hiring Practices	Mar 4	10am-12pm
Getting Started with I-9 Employment Verification	Apr 1	10am-12pm
Handling Employee Complaints and Investigations with Ease	May 6	10am-12pm
An Introduction to OSHA and Workplace Incidents	Jun 3	10am-12pm
Reasonable Suspicion: The Impact of Marijuana, Drugs, and Alcohol at Work	Jul 1	10am-11:30am
Family and Medical Leave Act (FMLA)	Aug 5	10am-12pm
FLSA Employee Classification	Sep 2	10am-12pm
The Americans with Disabilities Act: An Overview	Oct 7	10am-12pm
Recognizing Risks: Corrective Action, Documentation & Termination	Nov 4	10am-12pm
Compliance Year End Review	Dec 2	10am-11am

HR Compliance Bootcamp: MA Edition		Tuesdays
MA Wage and Hour Laws	Mar 9	10am-12pm
MA Background Checks and CORI Compliance	Apr 13	10am-11am
MA Workers' Compensation	May 11	10am-11:30am
MA Paid Family and Medical Leave	Jun 8	10am-12pm
MA Leaves of Absence	Jul 13	10am-11:30am

AI and HR: Legal Awareness		Thursday
AI and HR: Legal Awareness	Feb 25	10am-11:30am

Supervisor Essentials: Core Skills and Strategies *Winter Cohort*		Tuesdays
I'm a New Supervisor, Now What?	Feb 23	10am-12pm
Communicate with Impact	Mar 2	10am-12pm
An Introduction to Time Management	Mar 9	10am-12pm
Writing and Delivering Performance Reviews	Mar 16	10am-12pm
Managing Workplace Conflict	Mar 23	10am-12pm
Soup to Nuts: The Complete Interview Cycle	Mar 30	10am-12pm
HR and Legal for Supervisors	Apr 6	10am-12pm
Harassment and Discrimination: Prevention for Supervisors	Apr 13	10am-12pm
Drugs and Alcohol in the Workplace	Apr 20	10am-11:30am
Recognizing Risks: Corrective Action, Documentation & Termination	Apr 27	10am-12pm

Harassment and Discrimination: An Employee's Guide — Wednesday

Harassment and Discrimination: An Employee's Guide	Mar 3	10am-11:30am

Supervisor Essentials: Core Skills and Strategies *Spring Cohort* — Thursdays

I'm a New Supervisor, Now What?	Apr 29	1pm-3pm
Communicate with Impact	May 6	1pm-3pm
An Introduction to Time Management	May 13	1pm-3pm
Writing and Delivering Performance Reviews	May 20	1pm-3pm
Managing Workplace Conflict	May 27	1pm-3pm
Soup to Nuts: The Complete Interview Cycle	Jun 3	1pm-3pm
HR and Legal for Supervisors	Jun 10	1pm-3pm
Harassment and Discrimination: Prevention for Supervisors	Jun 17	1pm-3pm
Drugs and Alcohol in the Workplace	Jun 24	1pm-2:30pm
Recognizing Risks: Corrective Action, Documentation & Termination	Jul 1	1pm-3pm

Project Management Basics — Wednesdays

An Introduction to Project Management	May 12	10am-12pm
An Introduction to Time Management	May 19	10am-12pm
Goal Setting and Managing Priorities	May 26	10am-12pm
The Essentials of Productivity and Efficiency	Jun 2	10am-12pm

Leave of Absence Essentials: PFML, FMLA & the Forgotten Leaves — Tuesday / Thursday

MA Paid Family and Medical Leave	Jun 8	10am-12pm
MA Leaves of Absence	Jul 13	10am-11:30am
Family and Medical Leave Act (FMLA)	Aug 5	10am-12pm

Supervisor Essentials: Team Leadership *Summer Cohort* — Wednesdays

An Introduction to Team Leadership	Jun 9	10am-12pm
The Intersection of Teamwork and Team Building	Jun 16	10am-12pm
Developing Your Team	Jun 23	10am-12pm
Goal Setting and Managing Priorities	Jun 30	10am-12pm
Coaching and Mentoring Skills for the Workplace	Jul 14	10am-12pm
An Introduction to Change Management	Jul 21	10am-12pm

Supervisor Essentials: Core Skills and Strategies
Fall Cohort

		Thursdays
I'm a New Supervisor, Now What?	Aug 19	10am-12pm
Communicate with Impact	Aug 26	10am-12pm
An Introduction to Time Management	Sep 2	10am-12pm
Writing and Delivering Performance Reviews	Sep 16	10am-12pm
Managing Workplace Conflict	Sep 23	10am-12pm
Soup to Nuts: The Complete Interview Cycle	Sep 30	10am-12pm
HR and Legal for Supervisors	Oct 7	10am-12pm
Harassment and Discrimination: Prevention for Supervisors	Oct 14	10am-12pm
Drugs and Alcohol in the Workplace	Oct 21	10am-11:30am
Recognizing Risks: Corrective Action, Documentation, & Termination	Oct 28	10am-12pm

Real-World Skills for Early-Career Success

		Tuesdays
Get Your Ideas Heard	Oct 5	11am-12pm
Stress Management and Burnout	Oct 19	11am-12pm
Networking Without the Awkwardness - NEW	Oct 26	11am-12pm

Supervisor Essentials: Team Leadership
Fall Cohort

		Wednesdays
An Introduction to Team Leadership	Oct 20	1pm-3pm
The Intersection of Teamwork and Team Building	Oct 27	1pm-3pm
Developing Your Team	Nov 3	1pm-3pm
Goal Setting and Managing Priorities	Nov 10	1pm-3pm
Coaching and Mentoring Skills for the Workplace	Nov 17	1pm-3pm
An Introduction to Change Management	Nov 24	1pm-3pm

PRICING & REGISTRATION

For instant access to a list of all series, pricing, and grant IDs, fill out this short form.
To register for an upcoming series, visit our 2027 Public Training Calendar.
Should you have any issues contact HRInfo@AIMHRSolutions.com.

Free training with the Express Grant.

Grant applications must be submitted at least **21 days** before the training start date.

Have questions? Need 1:1 support?

Contact us at HRInfo@AIMHRSolutions.com.

UNDERSTANDING THE EXPRESS GRANT

Funded by employer unemployment insurance contributions, the Express Grant helps eligible Massachusetts companies access reimbursement for employee training.

Most companies with 1–100 Massachusetts W-2 employees that contribute to Massachusetts Unemployment Insurance qualify for up to 100% reimbursement.
(Certain organization types may have restrictions; contact us to confirm eligibility.)

up to **$15,000** per calendar year

up to **$3,000** per person, per course

up to **100%** reimbursement after training

HOW IT WORKS

1. **PICK TRAINING** — *Choose training from our Training Catalog*
2. **GATHER MATERIALS** — *Work with us to obtain application materials*
3. **APPLY FOR FUNDING** — *We'll help you apply at least 21+ days before training begins*
4. **ACCEPT AWARD** — *Sign easy e-signature agreement*
5. **COMPLETE TRAINING** — *Send employees to training*
6. **REQUEST REIMBURSEMENT** — *Submit reimbursement request form & documents*

TAKE THE NEXT STEP

EXPRESS GRANT
Choose your training in our Training Catalog, review pricing and course ID's, then apply online.

GENERAL GRANT
Planning a larger training initiative? Access up to $200k over two years!

View Workforce Training Fund Program Resources

Want help choosing training or navigating the grants?

Connect with our grant expert for one-on-one support with eligibility, training selection, application steps, and reimbursement guidance for the Express and General Grant.

HRInfo@AIMHRSolutions.com | 617.488.8321

EXPRESS GRANT IN ACTION

Real companies. Real results.

Meet the Massachusetts employers who partnered with AIM HR Solutions to bring high-quality training to their teams using the Express Grant. Discover how we guided them through every step, eliminating extra work, budget pressure, and confusion, and helped them become workplace heroes.

MANUFACTURING

$15,000 approved

Global manufacturer with <50 MA employees funded 7 private trainings in leadership, communication, and compliance.

WELLNESS

$6,600 approved

Wellness company with <30 employees built a stronger HR foundation through fast, focused HR and compliance training.

COMMUNITY CENTER

$15,000 approved

Developed seasonal staff with supervisor training in communication, conflict management, and more.

INVESTMENT FIRM

$15,000 approved

Firm with <30 employees enrolled 7 supervisors, building leadership skills across communication, conflict management, and HR basics.

WHAT PARTICIPANTS ARE SAYING

"As a small business with limited resources for outside professional development, this program gave us a meaningful opportunity to invest in our employees at no cost to the company."

"AIM HR Solutions' incredibly supportive guidance during the Express Grant application process, along with their HR expertise, has made a meaningful difference for our team."

SERIES

HR Compliance Bootcamp: Federal Edition

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

- An Introduction to Federal Employment Laws
- Fair, Equitable, and Legal Hiring Practices
- Getting Started with I-9 Employment Verification
- Handling Employee Complaints and Investigations with Ease
- An Introduction to OSHA and Workplace Incidents
- Reasonable Suspicion: The Impact of Marijuana, Drugs, and Alcohol at Work
- Family and Medical Leave Act (FMLA)
- FLSA Employee Classification
- The Americans with Disabilities Act: An Overview
- Recognizing Risks: Corrective Action, Documentation, & Termination
- Compliance Year End Review

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 stay 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 Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-2545
(Price is per person)

Ready to join this series?
Find 2027 dates and register on our Public Training Calendar.

VIEW DATES & **REGISTER** →

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

HR Compliance Bootcamp: Massachusetts Edition

Staying compliant with Massachusetts employment laws is essential for every HR professional. This program provides a comprehensive overview of the state's key HR compliance requirements, with a focus on wage and hour laws, state-mandated leaves of absence, background checks, and workers' compensation.

Led by experienced instructors, each session combines practical guidance with real-world scenarios, giving you the tools and confidence to apply Massachusetts compliance strategies in your workplace. The Bootcamp also offers valuable opportunities to hear from other HR professionals across Massachusetts, allowing you to share experiences and best practices.

Designed with busy professionals in mind, the Bootcamp meets monthly, making it easier to balance ongoing learning and compliance training with your schedule.

Sessions Include

- MA Wage and Hour Laws
- MA Background Checks and CORI Compliance
- MA Workers' Compensation
- MA Paid Family and Medical Leave
- MA Leaves of Absence

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 stay 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 Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-14108
(Price is per person)

Ready to join this series?
Find 2027 dates and register on our Public Training Calendar.

VIEW DATES & **REGISTER** →

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

NEW

Leave of Absence Essentials: PFML, FMLA & the Forgotten Leaves

Managing employee leave can be one of HR's most complex responsibilities. This course provides a practical overview of Massachusetts PFML and federal FMLA, including eligibility, employer responsibilities, leave coordination, and administration. Participants will also explore the often-overlooked "forgotten leaves," such as bereavement, jury duty, Small Necessities Leave, and other protected absences, with a focus on recognizing when additional leave requirements may apply.

Sessions Include

- MA Paid Family and Medical Leave
- MA Leaves of Absence
- Family and Medical Leave Act (FMLA)

Who Should Attend

HR professionals, managers, and business owners responsible for administering employee leaves of absence or ensuring compliance with state and federal leave laws.

This course is ideal for those new to leave administration, as well as experienced HR practitioners looking to refresh their knowledge, navigate complex leave situations, and strengthen their understanding of employer obligations.

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-16759
(Price is per person)

Ready to join this series?
Find 2027 dates and register on our Public Training Calendar.

VIEW DATES & REGISTER →

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Project Management Basics

Project Management Basics provides a practical foundation in core professional skills essential for managing tasks, timelines, and team responsibilities effectively. This series covers key areas including project planning, time management, goal setting, and productivity tools. Participants will engage in structured accountability check-ins to reinforce application of skills and maintain progress. By the end of the program, attendees will be better equipped to manage day-to-day responsibilities, meet deadlines, and contribute to operational efficiency.

Sessions Include

- An Introduction to Project Management
- An Introduction to Time Management
- Goal Setting and Managing Priorities
- The Essentials of Productivity and Efficiency

Who Should Attend

Team members who are new to project management and want a strong foundation in essential skills

Employees who regularly manage multiple priorities, deadlines, or collaborative projects

Emerging leaders or supervisors seeking tools to increase efficiency and accountability within their teams

Anyone looking to improve their planning, organization, and productivity in day-to-day work

Training Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-6270
(Price is per person)

Ready to join this series?
Find 2027 dates and register on our Public Training Calendar.

VIEW DATES & **REGISTER** →

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

NEW

Real-World Skills for Early-Career Success

Knowing how to do your job is only part of succeeding at work. Real-World Skills for Early-Career Success is a three-part, interactive series designed for early-career professionals who want to build the practical skills that rarely come with a job description—or a how-to guide.

Through real-world scenarios, discussion, and hands-on activities, participants will learn how to get their ideas heard, handle pressure without burning out, build professional relationships without forced networking, and work effectively with their manager. Participants will leave each session with practical strategies they can use right away to navigate work with greater confidence and effectiveness.

Sessions Include

- Get Your Ideas Heard
- Stress Management and Burnout
- Networking Without the Awkwardness - NEW

Who Should Attend

Early-career professionals, recent graduates, and employees looking to build confidence and strengthen essential workplace skills.

This course is ideal for individuals new to the workforce or in the early stages of their careers who want to communicate more effectively, manage workplace challenges, build professional relationships, and develop the skills needed for long-term career success.

Training Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-16760
(Price is per person)

Ready to join this series?
Find 2027 dates and register on our Public Training Calendar.

VIEW DATES & REGISTER →

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Supervisor Essentials: Core Skills and Strategies

Supervisor Essentials: Core Skills and Strategies is designed to equip new and seasoned supervisors with the critical tools to lead effectively. Participants will develop key skills in communication, time management, and performance appraisals, ensuring they can guide teams toward success. The series also covers strategies for managing workplace conflict and conducting interviews to select the right talent. Through interactive exercises and practical scenarios, supervisors will gain the confidence to handle diverse leadership challenges.

Sessions Include

- I'm a New Supervisor, Now What?
- Communicate with Impact
- An Introduction to Time Management
- Writing and Delivering Performance Reviews
- Managing Workplace Conflict
- Soup to Nuts: The Complete Interview Cycle
- HR and Legal for Supervisors
- Harassment and Discrimination: Prevention for Supervisors
- Drugs and Alcohol in the Workplace
- Recognizing Risks: Corrective Action, Documentation, & Termination

Who Should Attend

New supervisors or group leaders with less than 3 years of experience who are building a foundation in essential supervisor skills

Team members on a succession path who need a comprehensive toolkit for handling day-to-day supervisory challenges

Supervisors seeking to establish a solid understanding of core practices

Training Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-11955
(Price is per person)

Ready to join this series?
Find 2027 dates and register on our Public Training Calendar.

VIEW DATES & **REGISTER** →

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Supervisor Essentials: Team Leadership

Supervisor Essentials: Team Leadership takes leadership to the next level by focusing on strategies for building and guiding high-performing teams. This advanced series covers team building, goal setting, and managing priorities to drive collective success. Participants will learn how to create professional development plans, coach and mentor team members, and lead change initiatives. With a focus on practical leadership techniques, this program prepares supervisors to foster collaboration and growth in dynamic work environments.

Sessions Include

- An Introduction to Team Leadership
- The Intersection of Teamwork and Team Building
- Developing Your Team
- Goal Setting and Managing Priorities
- Coaching and Mentoring Skills for the Workplace
- An Introduction to Change Management

Who Should Attend

Supervisors who have completed the Core Skills and Strategies series or have at least 3 years of experience as a supervisor

Leaders with solid supervisory experience, aiming to develop advanced strategies in team collaboration and goal alignment

Supervisors looking to foster team development and goal setting within dynamic work environments

Training Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-11952
(Price is per person)

Ready to join this series?
Find 2027 dates and register on our Public Training Calendar.

VIEW DATES & **REGISTER** →

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

SESSIONS

NEW

AI and HR: Legal Awareness

Understanding risk, compliance, and human oversight in AI-driven HR practices

Length of Session 1.5 Hours

Artificial intelligence offers exciting opportunities for HR, but it also introduces significant legal and ethical risks. This course explores the evolving legal landscape surrounding AI in employment, including discrimination, disparate impact, bias, and recent court cases. Participants will examine real-world HR applications of AI and learn how to recognize potential risks in AI-assisted decisions. Through practical examples, participants will be better equipped to evaluate when and how AI can be used responsibly in HR. Participants will receive a sample AI policy.

Learning Objectives

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

- Describe the key legal risks with using AI in HR
- Analyze AI-driven HR processes to identify disparate impact and bias risks
- Evaluate the appropriateness of AI use in HR decisions

Benefits

HR PROFESSIONALS

- Identify legal and compliance risks when using AI in HR
- Make informed decisions about AI use across HR functions
- Strengthen oversight of AI tools and vendors

SUPERVISORS AND MANAGERS

- Understand the risks of relying too heavily on AI
- Recognize when human judgment and review are needed
- Make fair, consistent, and defensible employment decisions

RECRUITERS AND TALENT ACQUISITION PROFESSIONALS

- Recognize bias and disparate impact risks in AI-assisted recruiting
- Balance AI tools with appropriate human oversight
- Better evaluate AI recruiting tools and vendors

TO A COMPANY OR ORGANIZATION

- Promote responsible and consistent AI use
- Build awareness of emerging AI employment laws and litigation

Who Should Attend

HR professionals

Supervisors and Managers

Recruiters

Business owners

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-16321
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

The Americans with Disabilities Act: An Overview

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 Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-6234
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

An Introduction to Federal Employment Laws

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 basic 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 Options

Public Training: Virtual training with employees from other companies

Workforce Grant:
Course ID C-3876
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

An Introduction to OSHA and Workplace Incidents

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, or 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:

- Identify the general recordkeeping requirements under OSHA based on company size
- Discover the penalties for violation of OSHA standards
- Discuss best practices for a safe work environment including how to engage your workers' compensation carrier
- Understand your responsibilities for light duty and accommodations

Benefits

HR PROFESSIONALS

- Reduces potential OSHA and workers' compensation 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 work environment of choice
- Reduces costs, injuries, and company liability

Who Should Attend

HR professionals

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-15787
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Compliance Year End Review

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 year's 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.

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-14265
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Designing and Implementing Performance Appraisal Systems

Building a Framework for Fair and Effective Employee Evaluation

Length of Session 2 Hours

This session equips you with the tools to create a fair, effective, and comprehensive appraisal process tailored to your organization's needs. From establishing clear performance criteria to ensuring consistent and unbiased evaluations, this session will guide you through every step of designing and implementing a system that drives employee development and aligns with your strategic goals.

Learning Objectives

This knowledge building session gives you the chance to:

- Understand the Fundamentals of Performance Appraisal Systems: Learn the key components and best practices for designing an effective performance appraisal system
- Develop Clear and Measurable Performance Criteria: Gain skills to create objective performance standards that align with organizational goals and ensure fairness
- Design a Tailored Appraisal Framework: Learn how to structure an appraisal system that fits your organization's unique needs and culture
- Integrate Appraisals with Employee Development: Explore ways to use appraisals as a tool for continuous employee growth, development, and engagement

Benefits

FOR THE COMPANY OR ORGANIZATION:

- A well-designed appraisal system enhances the ability to set clear expectations, provide constructive feedback, and drive employee performance and development
- Establishing a structured and unbiased appraisal process ensures consistency in evaluations, which helps maintain fairness and equity across the organization
- Aligning performance appraisals with organizational goals ensures that employee objectives support the broader strategic direction, contributing to overall business success

Who Should Attend

HR professionals

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant:
Course ID C-11622
(Price is per person)

"Very interactive, informative session that led to some changes and implementations that will be made."

- Amy Norkum, Lake HVAC

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Employee Handbook Overview

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 an existing handbook

HR team members seeking to create an initial employee handbook

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-6253
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Family and Medical Leave Act (FMLA)

Eligibility, Leave Administration, and Employer Responsibilities

Length of Session 2 Hours

This session explains the federal Family and Medical Leave Act (FMLA), including employee eligibility, qualifying reasons for leave, employer responsibilities, and the leave administration process. Participants will gain clarity on managing FMLA requests, coordinating FMLA with other types of leave, maintaining required documentation, and supporting employees and managers throughout the leave process.

Learning Objectives

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

- Define the qualifying reasons and duration of leave available under FMLA
- Explain key steps for administering FMLA, including notices, certification, and documentation
- Coordinate FMLA with other applicable leaves and employer-provided benefits
- Apply FMLA requirements to common workplace scenarios and leave requests

Benefits

SUPERVISOR, MANAGERS, TEAM LEADERS

- Increased confidence in recognizing situations that may qualify for FMLA protection and knowing when to involve Human Resources
- Better understanding of supervisory responsibilities when employees request or take protected leave
- Improved ability to support employees while maintaining appropriate staffing and operational needs

HR PROFESSIONALS

- Increased knowledge of FMLA eligibility, employee rights, and employer obligations
- Greater confidence in administering leave requests, managing documentation, and coordinating FMLA with other leave benefits
- Reduced risk of compliance violations, employee disputes, and potential legal liability

FOR A COMPANY OR ORGANIZATIONOMPANY

- Improved compliance with federal FMLA requirements and reduced risk of costly violations
- More consistent and effective administration of employee leave policies and procedures
- Stronger employee trust and retention through fair, consistent, and legally compliant leave practices

Who Should Attend

HR professionals, managers, and business owners responsible for administering employee leaves of absence or ensuring compliance with state and federal leave laws.

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant:
Course ID C-16762
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Fair, Equitable, and Legal Hiring Practices

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

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

- Identify what information may or may not be requested on an employment application and in an interview
- Understand the application of anti-discrimination laws and pay transparency to the hiring process
- Develop a consistent and compliant employment offer process including final evaluation of 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-3879
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

FLSA Employee Classification

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

Length of Session 2 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 organization's 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 lawsuits
- Improved workforce management, optimizing costs and operational efficiency
- Enhanced reputation demonstrating commitment to ethical employment practices

Who Should Attend

HR professionals, business owners

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-6273
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

From Discipline to Termination: When Coaching Isn't Working

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 influence 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-4135
(Price is per person)

"Absolutely amazing job! So engaging!"

- Natalie Martin, Design Ergonomics

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Getting Creative to Attract and Retain Talent

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 session provides an 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-4015
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Getting Started with Behavioral Based Interviewing

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. This session is a good follow-up to Soup to Nuts: The Complete Interview Cycle.

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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-4013
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Getting Started with I-9 Employment Verification

Unraveling work eligibility and record-keeping requirements

Length of Session 2 Hours

The I-9 is a foundational requirement of federal law, and mistakes can be costly. This session provides essential, step-by-step guidance for anyone responsible for I-9 documentation. We'll cover everything from proper form completion to recognizing valid documents and understanding retention responsibilities. You'll also learn how to prepare for a potential ICE inspection or visit, including what to expect and how to respond confidently and compliantly. You'll leave with the knowledge to maintain compliance, avoid penalties, and even conduct your own I-9 audit.

Learning Objectives

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

- Determine if your organization is utilizing the current I-9 form and maintaining proper documentation
- Understand the difference between I-9 and E-Verify
- Discover the necessary steps to conduct an I-9 audit
- Recognize insufficient or invalid documentation
- ICE visits and Official I-9 Audits – how to prepare and what to do upon arrival

Benefits

HR PROFESSIONALS

- Eliminate Form I-9 penalties for your organization
- Streamline the onboarding process

FOR A COMPANY OR ORGANIZATION

- Ensure you maintain a properly documented workforce
- Reduces costs and company liability

Who Should Attend

HR professionals

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant:
Course ID C-6250
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Handling Employee Complaints and Investigations with Ease

Tread carefully yet swiftly and fairly when handling employee complaints

Length of Session 2 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

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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-6267
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Harassment and Discrimination: An Employee's Guide

Understanding Your Rights and Responsibilities in the Workplace.

Length of Session 1.5 Hours

We regularly hear stories in the news about workplace harassment, but what really constitutes sexual 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 sexual 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:

- Learn 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-6241
(Price is per person)

"These presentations make a boring and sometimes complicated subject, entertaining and collaborative."

- Grayson Scanlon, Design Ergonomics

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Harassment and Discrimination: Prevention for Supervisors

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, discrimination, bullying, and abusive behavior. 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 and address behaviors that undermine a respectful workplace culture. Bullying and abusive behavior, even when not unlawful, can negatively impact employee morale, productivity, retention, and overall workplace safety. 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:

- Learn the laws and organizational expectations related to workplace harassment, discrimination, bullying, and abusive conduct
- Recognize behaviors that contribute to a hostile, disrespectful, or psychologically unsafe work environment
- Interpret and apply procedures for responding appropriately to employee complaints and workplace behavior concerns
- Evaluate real-world scenarios and identify proactive strategies that promote professionalism, accountability, and respect in the workplace

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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-4243
(Price is per person)

"The content was very thorough and provided an in-depth view on how to handle harassment claims, as well as what can be seen as retaliation. It presented a solid outline on the types of behavior to look out for and attempt to prevent."

- Alexander Wood, Incom

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Hiring for Diversity and Inclusion

Strategies for building a strong and inclusive workforce

Length of Session 2 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 team building
- 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 Options

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-5487
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

HR and Legal for Supervisors

What every supervisor needs to know about the law

Length of Session 2 Hours

Gain the knowledge and skills you need to effectively navigate the complex world of HR and employment law as a supervisor. This course covers critical compliance topics, including employee rights, workplace policies, disciplinary procedures, and legal responsibilities. Make confident, legally compliant decisions to protect your organization and support your team.

Learning Objectives

This knowledge building session gives you the chance to:

- Gain a clear understanding of essential HR tasks and how they intersect with your role as a supervisor
- Learn the basics of key employment laws and regulations to ensure compliance and protect you, your team and organization
- Apply HR policies and employment laws to real-world workplace scenarios to make informed and compliant supervisory decisions

Benefits

- Learn the key legal aspects of HR to avoid common pitfalls. Protect your company from costly legal issues.
- Develop the skills to manage employee relations, performance, and morale, leading to a more engaged, productive, and harmonious team

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

Training Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-11619
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Job Analysis, Descriptions, and Evaluations Made Simple

Best practices for hiring, managing, and developing employees

Length of Session 2 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
  - Workers' compensation 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 Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-4132
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

MA Background Checks and CORI Compliance

Conducting Legal Background Checks in Massachusetts: CORI Access, Disclosures, and Best Practices

Length of Session 1 Hour

This session covers how to conduct background checks in accordance with Massachusetts law, with a focus on Criminal Offender Record Information (CORI) regulations. Attendees will learn about proper authorization, look-back period, disclosure requirements, record handling, and recent updates in CORI compliance. You'll utilize this information to make employment decisions.

Learning Objectives

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

- Understand the steps required to conduct a compliant CORI background check
- Describe the rules around disclosures, adverse action, and record retention under CORI
- Implement a compliant background check workflow within the hiring process
- Assess current background check procedures against CORI and EEOC guidance

Who Should Attend

HR Professionals

Business Managers

Accounting Professionals with HR Responsibilities

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-13961
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

MA Leaves of Absence

Managing Employee Leave in Massachusetts: Earned Sick Time, Domestic Violence Leave, and Small Necessities Leave

Length of Session 1.5 Hours

Explore the lesser-known but essential Massachusetts leave laws, including Earned Sick Time (EST), leave for victims of domestic violence, and the Small Necessities Leave Act (SNLA). This session will help employers understand when and how to apply these leave provisions in the workplace, exploring concurrent leaves and appropriate documentation.

Learning Objectives

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

- Identify the legal provisions under EST, Domestic Violence Leave, and SNLA
- Explain when and how each type of leave should be applied to employee situations
- Create a leave policy outline that incorporates all three MA-specific leave types
- Critique your current leave policies to determine gaps or inconsistencies with state law

Who Should Attend

HR Professionals

Business Managers

Accounting Professionals with HR Responsibilities

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-13962
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

MA Paid Family and Medical Leave

A Practical Guide to PFML Compliance: Eligibility, Benefits, and Employer Responsibilities

Length of Session 2 Hours

This session explains the Massachusetts Paid Family and Medical Leave law, including eligibility criteria, types of covered leave, application processes, and employer obligations. Participants will gain clarity on coordinating PFML with other leave types, navigating complex leave requests, and supporting employees through their leave periods.

Learning Objectives

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

- Define the types and durations of leave covered under the Massachusetts PFML program
- Summarize the eligibility criteria and application process for PFML benefits
- Coordinate PFML with other employer-provided leave policies, such as PTO or FMLA
- Review case studies to evaluate proper employer response and documentation handling

Who Should Attend

HR Professionals

Business Managers

Accounting Professionals with HR Responsibilities

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-13963
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

MA Wage and Hour Laws

Understanding Employer Obligations for Wages, Overtime, and Fair Labor Practices in Massachusetts

Length of Session 2 Hours

This session provides an overview of Massachusetts wage and hour regulations, including minimum wage, overtime, meal breaks, and recordkeeping requirements. Attendees will learn how to comply with state labor standards, avoid common violations, and ensure fair compensation practices for all employees.

Learning Objectives

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

- Identify key components of Massachusetts wage and hour laws, including minimum wage and overtime thresholds
- Explain how Massachusetts wage laws differ from federal standards and their impact on employer practices
- Calculate overtime and meal break requirements using real-world payroll examples
- Examine payroll practices to identify and correct potential wage and hour compliance issues

Who Should Attend

HR Professionals

Business Managers

Accounting Professionals with HR Responsibilities

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-13964
(Price is per person)

MA Workers' Compensation

Employer Responsibilities and Claims Process Under the Massachusetts Workers' Compensation System

Length of Session 1.5 Hours

Gain an understanding of the Massachusetts workers' compensation system, including coverage requirements, claims processes, and employer responsibilities following a workplace injury. The session emphasizes how to manage claims effectively while maintaining compliance and supporting injured employees. Explore how to handle fraudulent claims and employees who may not be able to return from workers' compensation.

Learning Objectives

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

- Define the purpose and coverage requirements of the Massachusetts Workers' Compensation law
- Explain the employer's responsibilities in responding to workplace injuries
- Outline the steps to properly file and manage a workers' compensation claim
- Review sample injury reports to determine compliance failures and recommend improvements.

Who Should Attend

HR Professionals

Business Managers

Accounting Professionals with HR Responsibilities

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-13965
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

MA Youth Employment Laws

Navigating Legal Requirements for Employing Minors in Massachusetts: Permits, Hours, and Protections

Length of Session 1 Hour

Designed for employers who hire minors, this session outlines the legal requirements for youth employment in Massachusetts. Topics include work permits, hour restrictions, prohibited job duties, and employer responsibilities to ensure a safe and compliant workplace for workers under 18.

Learning Objectives

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

- List the legal working hours and job restrictions for minors under Massachusetts law
- Describe the steps required to obtain and verify youth work permits
- Develop a compliant schedule for a minor employee based on school and work hour limits
- Assess your organization's youth employment practices for compliance and risk exposure

Who Should Attend

HR Professionals

Business Managers

Accounting Professionals with HR Responsibilities

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-13966
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Personnel Records: An Overview

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 personnel records is heavily regulated
- Proper personnel records have a financial impact on the organization: workers' 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 Options

Public Training: Virtual training with employees from other companies

Workforce Grant:
Course ID C-4133
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

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

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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-6259
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Recognizing Risks: Corrective Action, Documentation & Termination

Managing Employee Challenges with Effective Strategies and Documentation

Length of Session 2 Hours

Build confidence to handle performance issues 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

In 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-6226
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Small Business HR Strategies

Establishing your HR function

Length of Session 12 Hours

Help! I'm a small business owner, Executive Director or person tasked with HR responsibilities and don't know where to begin with establishing my HR function and ensuring compliance.

This interactive learning and development program will provide you with the strategies to assess your current HR function, educate you on compliance basics for your organization and provide you with the tools you need to support your employees and your organization. The learning modules will include hands on strategies for completing Form I-9s, writing offer letters, developing job descriptions, posting job openings, setting up employee files and establishing the foundation for your employee handbook.

Learning Objectives

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

- Evaluate current HR practices and identify areas needing improvement
- Identify fundamental HR compliance requirements
- Create essential HR documents
- Establish foundational HR practices to support your organization's culture and policies

Benefits

FOR HR PROFESSIONALS:

- Personalized HR development plans
- A platform to ensure compliance and best practices

FOR BUSINESS OWNER/EXECUTIVE DIRECTOR

- Enhanced focus on core business needs
- Increased awareness of HR culture and compliance needs

Who Should Attend

Business owner, CFO, executive director

HR professionals

Training Options

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-10584
(Price is per person)

"The course was world class. My instructor was phenomenal, a perfect mix of business and grace. Each session was packed with a wealth of knowledge and valuable resources packaged ever so neatly and delivered with precise simplicity. I am still digesting!"

- Massachusetts Association for Mental Health

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

State Employer Laws: Massachusetts Edition

Navigating Employment Regulations in the Bay State

Length of Session 2 Hours

State Employer Laws: Massachusetts Edition provides a comprehensive overview of the key employment laws and regulations specific to Massachusetts. This session covers essential topics such as wage and hour laws, employee rights, workplace safety, and compliance requirements. Designed for HR professionals and managers, it equips you with the knowledge needed to navigate the legal landscape, ensure organizational compliance, and handle employment issues effectively within the state.

Learning Objectives

In this knowledge-building session you will:

- Review the basics of state employment laws
- Explore the impact of state case law and company practices
- Recognize situations that pose a legal threat to the organization
- Learn leadership's legal responsibility in MA for responding promptly and appropriately

Benefits

FOR HR PROFESSIONALS

- Gain a deep understanding of Massachusetts-specific employment laws
- A more positive and legally compliant work environment
- A more efficient and effective HR operation

Who Should Attend

Business owners

HR professionals

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-3877
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Succession Planning: Designing the Future

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 session, 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-6264
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Understanding Federal and State Leave of Absence Laws

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:

- Learn 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 Options

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-5701
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Write It Right: Documenting Workplace Issues

A Supervisor's Guide to Clear, Constructive, and Compliant Documentation

Length of Session 2 Hours

Gain the confidence and skills to address and document performance issues before they escalate. This course equips supervisors with essential tools to document employee behaviors and performance in a way that supports improvement, ensures consistency, and protects the organization from legal and compliance risks.

You'll learn how to clearly and objectively record workplace incidents, performance conversations, and disciplinary actions—ensuring your documentation can support HR actions, investigations, unemployment claims, and potential legal challenges.

Learning Objectives

This knowledge-building session gives you the chance to:

- Identify key elements of objective, factual documentation that supports performance improvement and consistency
- Demonstrate how to document workplace incidents, performance conversations, and disciplinary actions using best practices
- Apply documentation techniques that align with legal and compliance requirements
- Create documentation that can be used effectively to support HR actions, investigations, unemployment claims, and potential legal proceedings.

Who Should Attend

HR professionals

Supervisors and managers

Training Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-13996
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Customer Service in the Age of Technology

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

Length of Session 2 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-5693
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Diffusing Difficult Customer Situations

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

Length of Session 2 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:

- Identify the signs of stress and frustration in customers and understand the factors that escalate challenging situations
- Learn practical strategies to calm upset customers and diffuse difficult situations effectively
- Understand when and how to appropriately escalate a customer issue to a supervisor or higher authority
- Develop skills to establish trust and maintain positive communication with customers, even in high-stress moments

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 customer service training

Leaders who coach, mentor or influence others across the organization

Training Options

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-5700
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

An Introduction to Customer Service

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

Length of Session 2 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:

- 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 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-6231
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Allyship and Advocacy

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

Length of Session 2 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 you 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-6246
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

An Introduction to Unconscious Bias

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:

- 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 Options

Private Training:
In-person or virtual training just for your company

Workforce Grant:
Course ID C-3747
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Creating a Culture of Inclusion

Building and promoting belonging in the workplace

Length of Session 2 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-3748
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Microaggression Awareness and Mitigation

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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-6277
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Multicultural Communication

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:

- 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 REPRESENTATIVES

- 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 Options

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-8093
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

An Introduction to Change Management

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

Length of Session 2 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.

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 hows' 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-6255
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

An Introduction to Strategic Thinking and Planning

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 business 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 Options

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-4129
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

A Leader's Role in Change Management

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.

Learning Objectives

This knowledge-building session gives you the chance to:

- Recognize the key elements of change management
- Summarize leadership's unique role in driving change throughout the organization
- Evaluate your individual areas of growth as it relates to a leader's 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-6247
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

An Introduction to Project Management

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

Length of Session 2 Hours

Boost your ability to plan, prioritize, and execute projects with confidence using proven tools and techniques. Whether you're managing your first project or looking to sharpen your workflow, this course will help you take control and get things done.

Learning Objectives

This knowledge-building session gives you the chance 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
- Understand how to integrate AI into project management

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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-6274
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

An Introduction to Time Management

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

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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-3959
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Communications in the Digital Age

Strategies for successful communication in the virtual workplace

Length of Session 2 Hours

We've come a long way from a society that worshiped 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

In this knowledge-building session gives you the chance to:

- Apply digital communication etiquette for clarity and professionalism in written and verbal communication
- Understand communication terminology in a digital world
- 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-6256
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Creating Captivating Presentations

Learn how to deliver engaging and persuasive presentations in the workplace

Length of Session 2 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

This knowledge-building session gives you the chance to:

- 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 Options

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-3971
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Creating Psychological Safety

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

Length of Session 2 Hours

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 Options

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-4208
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Delivering Captivating Presentations

Learn how to deliver engaging and persuasive presentations in the workplace

Length of Session 2 Hours

Public presentations frequently make the top ten list of the most feared management duties. 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 for growth.

Learning Objectives

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

- Identify the key components of an engaging and memorable presentation.
- Analyze examples of compelling presentations to extract effective speaking techniques.
- Apply storytelling and audience engagement techniques to a short presentation.
- Evaluate and provide feedback on peer presentations using a structured rubric.

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 Options

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-8032
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Emotional Intelligence Skill Building Part 1: Self Awareness

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

Length of Session 2 Hours

This interactive session on emotional intelligence focuses on building self-awareness as the foundation for effective communication and leadership. Participants will explore their personal communication styles, emotional triggers, and the situations or people that tend to push their buttons. Through guided reflection and practical exercises, you'll gain deeper insight into what drives your reactions and behaviors. The session highlights how increased self-awareness can improve your ability to manage emotions, strengthen relationships, and enhance overall performance. By the end of the course, you'll be equipped with tools to recognize your emotional patterns, respond more intentionally, and lead with greater emotional intelligence. We recommend offering this session with EI: Part 2.

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 emotional intelligence training

Leaders who coach, mentor or influence others across the organization

Training Options

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-5694
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Emotional Intelligence Skill Building Part 2: Self Management

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. We recommend offering this session with EI: Part 1.

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 emotional intelligence training

Leaders who coach, mentor or influence others across the organization

Training Options

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-5695
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Emotional Intelligence Skill Building Part 3: Social Awareness

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

Length of Session 2 Hours

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. We recommend offering this session with EI: Part 4.

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 emotional intelligence training

Leaders who coach, mentor or influence others across the organization

Training Options

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-5696
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Emotional Intelligence Skill Building Part 4: Relationship Management

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. We recommend offering this session with EI: Part 3.

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 emotional intelligence training

Leaders who coach, mentor or influence others across the organization

Training Options

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-5697
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Get Your Ideas Heard

Influence Without the Job Title. Learn how to build credibility, communicate ideas clearly, make a case for what you need, and gain support—even when you're not the person in charge.

Length of Session 1 Hour

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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-16764
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Goal Setting and Managing Priorities

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:

- Learn 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 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-3960
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Networking Without the Awkwardness

NEW

Build Relationships That Actually Matter

Length of Session 1 Hour

Forget collecting business cards. Learn how to start conversations, make genuine professional connections, follow up without feeling awkward, and build a network you can turn to throughout your career.

Learning Objectives

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

- Identify strategies for initiating conversations and building professional connections.
- Apply communication and relationship-building techniques to navigate networking situations.
- Develop strategies for turning initial connections into meaningful opportunities.

Who Should Attend

Professionals at all career stages who want to become more comfortable and confident building professional relationships.

This course is ideal for employees, supervisors, managers, and business professionals who want to expand their networks, strengthen connections with colleagues and industry peers, and make networking feel more natural and less intimidating.

Training Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-16761
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Root Cause Problem Solving

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 problem solving training

Leaders who coach, mentor or influence others across the organization

Training Options

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-5749
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Stress Management and Burnout

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

Length of Session 1 Hour

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 Stress Management and Burnout session 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-3980
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

The Essentials of Productivity and Efficiency

Own your time. Own your results.

Length of Session 2 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? Learn how to engage AI on your productivity and efficiency journey.

Learning Objectives

This knowledge-building session gives you the chance to:

- 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
- Evaluate opportunities to use AI to increase efficiency in project management

Benefits

FOR 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-3961
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

An Introduction to Team Leadership

Build and lead high-performing teams for success

Length of Session 2 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:

- Learn 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-4003
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Coaching and Mentoring Skills for the Workplace

Developing the next generation of leaders in your organization

Length of Session 2 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 consultative skills with their first line supervisors

Training Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-3655
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Communicate with Impact

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:

- Discuss the importance and impact of effective communication
- Review the fundamental principles of effective communication
- Understand different 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-6224
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Developing Your Team

Helping Your Team Achieve Career Goals

Length of Session 2 Hours

Professional development for 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:

- Learn the purpose and value of creating a professional development plan (PDP)
- Summarize the steps needed to create a PDP
- Analyze where employees are now and the career path they want to take for the future
- Create a plan, including timelines, to fill the gap (including training, development, and other strategies)

Who Should Attend

Individual contributors who want to learn about this empowering tool

New supervisors needing to support their team members

Training Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-6227
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Drugs and Alcohol in the Workplace

Drugs and Alcohol in the Workplace: A Practical Guide for Supervisors and Managers

Length of Session 1.5 Hours

This interactive training is designed specifically for supervisors and managers to help them confidently and appropriately address drug and alcohol issues in the workplace. Through real-world scenarios, participants will learn how to apply company policy, recognize signs of impairment, and respond effectively in situations involving potential substance use.

Key areas of focus will include when drug and alcohol testing may occur under your policy, how to handle reasonable suspicion situations using a standardized checklist, and the impact of legalized drugs—such as marijuana—on workplace safety. Supervisors will leave this session better equipped to protect employees, maintain compliance, and support a safe, productive work environment.

Learning Objectives

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

- Overview of your company's drug and alcohol policy
- When and why employee drug/alcohol testing may occur
- Reasonable suspicion testing: what it is and how to approach it
- Using the Reasonable Suspicion Checklist with confidence
- Documenting observations and responding appropriately
- Effects of drug legalization and understanding impairment
- Scenario-based exercises to practice decision-making in realistic situations

Who Should Attend

Supervisors, Managers, and Team Leaders

Training Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-13960
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

I'm a New Supervisor, Now What?

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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-6223
(Price is per person)

"It was a great class and I enjoyed being able to be an active part in it."

- Willis Wilson III, Corrugated Packaging Inc.

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Managing Workplace Conflict

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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-6225
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Smart Strategies of Successful Supervisors

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

Length of Session 2 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

In 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 Options

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-3701
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Soup to Nuts: The Complete Interview Cycle

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:

- Identify the legal aspects and definitions of the interview cycle
- Explain the elements of the interview cycle and how to prepare
- Implement interviewing skills and avoid common 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 Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-6236
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

The Intersection of Teamwork and Team Building

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:

- Understand why teams, teamwork, and team building are all needed in the workplace
- Understand the relationship between teamwork and team building 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 team building training

Leaders who coach, mentor or influence others across the organization

Training Options

Public Training: Virtual training with employees from other companies

Private Training: In-person or virtual training just for your company

Workforce Grant:
Course ID C-6272
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

What Is a Mindful Leader?

Become a compassionate and adaptable leader worth following

Length of Session 2 Hours

This session 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:

- Understand 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 scenarios

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 Options

Private Training: In-person or virtual training just for your company

Workforce Grant: Course ID C-3979
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@AIMHRSolutions.com.

Writing and Delivering Performance Reviews

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

Length of Session 2 Hours

Struggling with performance appraisals? Supervisors often find them challenging, and employees may feel uneasy about the process. This session is designed to help supervisors confidently and effectively write performance appraisals that are clear, constructive, and aligned with organizational goals. We'll explore techniques to overcome common challenges, establish a systematic approach to appraisals, and ensure consistency and fairness. By viewing the formal appraisal as a vital part of ongoing communication, supervisors will learn how to keep employees informed about their performance, expectations, and potential consequences throughout the year.

Learning Objectives

This knowledge building session gives you the chance to:

- Learn how to write performance appraisals that provide specific, actionable feedback
- Develop skills for delivering performance reviews in a way that is engaging, motivating, and constructive
- Understand how to link performance appraisals with individual development plans, setting realistic goals and identifying opportunities for employee growth and advancement

Benefits

- Learn how to provide clear and constructive feedback, making performance appraisals a valuable tool for employee development and motivation
- Gain techniques to ensure that appraisals are consistent, objective, and aligned with organizational standards
- Develop the confidence to tackle performance appraisals with ease

Who Should Attend

Supervisors

HR professionals

Anyone who manages a team

Training Options

Public Training: Virtual training with employees from other companies

Workforce Grant: Course ID C-11620
(Price is per person)

Interested in pricing? Fill out this short form.
Have a question or need training recommendations? Contact HRInfo@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 us at HRInfo@AIMHRSolutions.com.

CANCELLATION / RESCHEDULING BY THE PARTICIPANT/COMPANY

Public Training

CANCELLATION REQUESTS

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

CANCELLATION DEADLINE

Participants are encouraged to provide notice more than seven (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 / MISSED CLASS POLICY

Participants who do not attend the training program are not eligible for a refund, credit, or transfer to another program. While training sessions are not recorded, participants will receive all course materials for reference if they miss a class. Please note that registration fees do not include make-up sessions.

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 HRInfo@AIMHRSolutions.com for more information. Only full series transfer will be allowed.

Private Group Training

CANCELLATION (OR RESCHEDULING) REQUESTS

Those who wish to cancel/reschedule their enrollment must submit an email cancellation request to HRInfo@AIMHRSolutions.com with the company name, name of session/s, and/or series, 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 / MISSED CLASS POLICY

Participants who do not attend the training program are not eligible for a refund, credit, or transfer to another program. While training sessions are not recorded, participants will receive all course materials for reference if they miss a class. Please note that registration fees do not include make-up sessions.

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.

REAL FEEDBACK FROM TRAINING PARTICIPANTS

Training that makes an impact.

> We appreciated the time spent in multiple conversations to better understand our training needs. The AIM team took a collaborative approach, helping us explore various options and ultimately providing a customized schedule with recommended classes that aligned perfectly with our goals. This level of support ensured we were maximizing the benefit of the grant and selecting sessions that would truly move the needle for our team.

Becky Kretching
BHHS Commonwealth Realty Group

> The AIM team has gone above and beyond to not only help schedule training, but also walking us through the best training options to meet our company's goals and ensuring we understand the process and timelines.

Lora Kelly
Artisan Industries

> I had the pleasure of working with AIM on a General Grant application and greatly appreciated their support throughout the process. Rachel is knowledgeable, proactive, flexible, and consistently reliable.

Angie Vaccari
Cityscapes Boston

> We leveraged our AIM membership to secure a grant that enabled seven employees to participate in a Supervisor Essentials course. Rachel and the AIM team made the application process incredibly simple and efficient, requiring very little time on our end. Employees found the program engaging, practical, and directly relevant to their day-to-day work, and the grant covered 100% of the cost.

Kathryn Demars
Sunwealth

Experienced professionals. Practical insight. Training that moves your people forward.

MEET OUR TRAINERS

Experienced professionals. Practical insight. Training that moves your people forward.

Our training programs are led by experienced professionals who understand today's workplace challenges and bring practical, real-world insight to every session. With expertise across HR, compliance, leadership, communication, and employee development, AIM HR Solutions trainers help participants build skills they can apply right away.



Dan Baker



Melissa Barretta



Annette Dupree



Stacy Gilmour



Scott Loomer



Mary McNally



Steve Pangione



Sarah Piscatelli



Rubin Williams

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:

On-Demand HR

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

Outsourced HR

Provides project support, interim solutions, and tailored assistance.

COMPLIANCE:

- Employee Handbooks
- HR Compliance Audit
- HR Starter Packages
- Pay Equity
- I-9 Audits

HR CONSULTING:

- Recruiting
- Compensation Planning
- Performance Management
- Reference Checking

Ready to get started?
Contact us!

www.AIMHRSolutions.com
617.488.8321
HRInfo@AIMHRSolutions.com