



## Expanded Training for Managers

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The ability to manage people well can have a huge financial impact on a company. Employee turnover rates, cost of talent retention, litigation experience, and employee tenure are just some of the metrics that gauge the effectiveness of management staff.

Management training is essential to assist managers to feel better prepared to handle their day-to-day responsibilities in ways that minimize risk to the company while improving relationships in the workplace. Your managers and supervisors are the role models for your organization. Give them the training and the tools they need to model leadership and to build the spirit of teamwork throughout your organization.

Following is a brief description of our Manager training curriculum. The training time varies from two to five hours. The training topics can stand-alone or can be delivered in combination.

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### **BUILDING ACCOUNTABILITY WITHIN YOUR TEAM**

*There are times when even the best managers and leaders struggle with holding their teams and workgroups accountable, and motivating them to get the job done. This training will help participants explore what accountability is and is not, what gets in the way of accountability, both at the personal and organizational levels, and what they can do to build and model accountability.*

### **HIRING 101**

*So often the employee problems that occur could be diminished with improved hiring practices. An employee that does not fit into the group, is not a good team member or the manager is wondering if the problem is the employee's lack of competency or lack of interest in the job, these are just a few of the issues that arise in OD that, while not being eliminated, can be minimized through improved hiring practices. This training explores the process from the beginning to the end, allowing the participants to consider where some changes in their process may want to be implemented in order to attract and retain the type of employee that is less likely to be problematic in the future.*

### **BULLYING IN THE WORKPLACE**

*Part of the problem of workplace bullying is that it can fly under the radar of management. By the time targeted employees complain to managers about workplace bullying it is often too late. This seminar will teach you to recognize the symptoms of classic bullying behavior in the workplace and create a culture that is inhospitable to bullies, and implement a workplace bullying policy and back it up.*

## **MANAGING A MULTIGENERATIONAL WORKFORCE**

*In no other time in our history have so many different generations with so much diversity worked together. Organizations wishing to remain successful in the future must create a work environment that supports and includes the different styles that reflect the current multigenerational workforce. Managers must learn to recognize and understand the varying expectations and attributes among the generations in order to effectively manage the new workforce. This toolkit is seminar to assist managers to blend today's multigenerational workforce to create harmony, mutual respect, and team effort instead of suspicion, mistrust, isolation, and turnover.*

## **HOW TO ACHIEVE A WORK/LIFE BALANCE FOR YOU, YOUR COMPANY, AND YOUR EMPLOYEES**

*According to a recent survey by the Association of Executive Search Consultants, 85% of recruiters have seen candidates reject a job offer because it wouldn't include enough work-life balance, and 90% of recruiters say work-life balance considerations are more important now than they were five years ago. This session will explore the relevance of creating a balanced workforce and how top performers and successful organizations make work-life balance a priority. Participants will gain valuable tools to assist in creating a work-life balance for themselves, their company and their employees.*

## **TAKING THE ROAD LESS TRAVELED: AN INNOVATIVE APPROACH TO DEALING WITH DIFFICULT EMPLOYEES**

*At some point, everyone will have to deal with a difficult person, whether it is a co-worker, subordinate, supervisor, family member or friend. This training will explore the difference between difficult behavior and difficult people, and provides **new** tools and skills to deal with difficult people in a different way – i.e. "The Road Less Traveled". Participants will identify their own conflict style, and learn to recognize and deal with difficult people earlier and more effectively by using a collection of innovative techniques. The training also explores which approaches are likely to work best with the different types of difficult people and personal conflict. A minimum of two hours is recommended for this training.*

## **FIRST BREAK ALL THE RULES: WHAT THE WORLD'S GREATEST MANAGERS DO DIFFERENTLY**

*This seminar is based on the book by Buckingham and Coffman which is the culmination of over 80,000 interviews with leaders during the last 25 years, conducted by The Gallup Organization. This seminar outlines "four keys" to becoming an excellent manager: finding the right fit for employees, focusing on strengths of employees, defining the right results, and selecting staff for talent--not just knowledge and skills. This seminar offers practical skills to help managers perform better on the job.*

## **VIOLENCE IN THE WORKPLACE**

*Sometimes workplace violence comes as a surprise and sometimes the build-up can be seen and felt. Some managers just aren't equipped to recognize the danger signals and don't know what to do to stop the imminent outbreak. This interactive training will help the organization be more prepared to prevent and/or respond to potentially violent acts.*

## **A SEMINAR FOR MANAGERS: IMPROVING TEAMWORK USING CONFLICT MANAGEMENT SKILLS**

*Every up-to-date organizational leader knows that the controlling, coercive management style of yesteryear no longer works. Demographic and economic changes now require that managers not only negotiate with their staff, but help them negotiate with each other. This seminar puts the tools of the professional mediator into the hands of your managers to build better workplace relationships, enhance performance, improve productivity, and cut the unnecessary financial costs of workplace conflict.*

## **SEXUAL HARRASSMENT TRAINING**

*Sexual harassment in the workplace can be extremely costly and damaging to both the organization and its employees. This seminar is designed to increase awareness, help prevent sexual harassment from occurring in your workplace, and emphasize the importance of reporting an act that may be considered sexual harassment.*

## **DOT SUPERVISOR TRAINING**

*This training is designed for Managers, Supervisors or others who are in a position to identify a "covered" employee who may be in violation of Department of Transportation (DOT) alcohol and/or drug rules and/or company policy. A "covered employee" is defined by DOT as working in a "safety sensitive position" and requiring a Commercial Drivers License. The training is tailored to the company's alcohol and drug policy and the DOT regulations and covers the following: Alcohol and drug information, including effects on the individual, safety, and work performance; signs and symptoms of current use, types of drug testing, supervisory responsibility, and specifically, how to respond to an employee after an accident and when there is reasonable suspicion for testing. Role-play and discussion are an important component of this training; therefore, it is recommended that a minimum of three hours be allowed for this class.*

## **REASONABLE SUSPICION TRAINING**

*This training is designed for Managers, Supervisors or others who are in a position to identify a NON-DOT covered employee who may be in violation of the company's substance abuse policy. The training is specifically tailored to the company's policy and highlights prohibited conduct as defined by the policy and action required by a supervisor. The training covers alcohol and drug information, including effects on the individual, safety, and work performance, signs and symptoms of current use and specifically, how to respond to an employee after an accident and when there is reasonable suspicion to believe an employee is in violation of the policy. Role-play and discussion are an important component of this training, therefore, it is recommended that a minimum of 2.5 hours be allowed for this class.*