

## MANAGER TRAINING PROGRAMS

### Legal Basics for Managers (4 hours)

A deep and memorable dive into the various employment laws that a manager must navigate to keep his company out of court. The intent is to not just introduce the laws, but to spend additional time on application with a high emphasis on case studies and situational applications. After all, it's important to keep our employers out of hot water!

#### Learning objectives include:

- An understanding of each of the major employment laws, including Equal Pay Act, Civil Rights Act, Fair Labor Standards Act, Age Discrimination in Employment Act, Veterans Readjustment Acts, Americans with Disabilities Act, Family Medical Leave Act, etc.
- An understanding of how these employment laws underscore much of what occurs in the workplace.
- After a basic understanding of employment laws is achieved, most of the development will be case studies, examples and workplace applications.
- How to discipline and terminate an employee in a legally defensible manner.

### Effective Organizational Communication (4 hours)

With a focus on two-way communication methods and styles, effective guidelines for all mediums of business communication are explored and strategies shared for each. This course also offers deep dives into presentations and electronic communications.

#### Learning objectives include:

- Importance of effective communication in the organization and for a manager's success.
- Overcoming common barriers to effective communication.
- Importance of listening, simplification of messages.
- How to deliver difficult feedback.
- Written communications and email etiquette.
- Developing and delivering effective and compelling presentations.
- Understanding the various adult learning styles.

## Effective and Legal Interviewing (4 hours)

An effective blend of the legal boundaries that must be adhered to in talent acquisition and effectively finding talent through an improved interview and screening process.

### Learning objectives include:

- The importance of an effective pre-hire interview process and consequences for shortcomings.
- How to prepare for the interview.
- Understanding how various employment law topics impact all recruiting processes.
- What type of interview questions should be used? Are there any that are more effective than others?
- How to develop effective interview questions.
- How to objectively evaluate a sea of candidates for an open position.

## Coaching, Motivating and Recognizing Employees (6 hours)

A great manager is always an effective coach. Learning to be an effective coach will be critical for a manager to successfully motivate and improve the performance of each and every member of the manager's team.

Also learn how to motivate your team and appropriately recognize. Identify how the manager can craft, for herself, an approach to the motivation of her team, and identify how to appropriately recognize each individual.

### Learning objectives include:

- Understanding what makes a great coach.
- How to approach coaching with a commitment to employee development.
- How coaches achieve big results and high performance from teams.
- How to course correct with candor.
- Conducting an effective one-on-one meeting.
- The secrets to motivating a team and various approaches to motivation. History of motivation theories in management.
- Making the most of employee recognition opportunities.

## Manage Your Time, Conflict and Change (6 hours)

This three-part training is designed to assist a manager in understanding how to be as effective as possible in the challenging arenas of conflict and change, in addition to teaching how to best manage the demands of a management role.

An effective manager uses her time effectively, on the highest priority items and spends adequate time with high performing employees. As the manager gets busy, how she spends her day presents her many choices – fight fires, or masterfully stick to a plan. (2 - 3 hours)

Conflict in an organization is inevitable and can actually be healthy, if managed appropriately. It can also create unrest, frustration and anxiety if not approached in the right way. This module addresses both the sources of conflict, and how an effective manager can navigate through the issues and bring the conflict to a positive resolution. (2 - 3 hours)

Change is necessary for an organization, and an effective manager can not only handle the change, but embrace it, champion it and rally his direct reports behind it. Resistance is common, as is confusion and anxiety. This course teaches managers how to best get support behind organizational changes of any size.

### Learning objectives include:

- How to move beyond fire-fighting and into an effective management of a busy work day.
- How to run effective meetings.
- Effective delegation practices.
- Common sources of conflict and various conflict resolution strategies.
- How to effectively transform and change an organization or team, and how to overcome resistance.
- How to make these positive changes stick long-term.