

SUPERVISORY SKILL BUILDING WORKSHOPS

Creating and Preserving a Legal and Respectful Workplace: Equal Employment Opportunity Compliance for Supervisors and Managers

In a recent Appellate court decision, it was ruled that –

“... leaving managers with hiring authority in ignorance of the basic features of the discrimination laws is an ‘extraordinary mistake’ for a company to make, and a jury can find that such an extraordinary mistake amounts to reckless indifference.” Mathis v. Phillips Chevrolet, Inc., No. 00-1892, Seventh U.S. Circuit court of Appeals (2001).

Companies cannot afford to make “extraordinary mistakes.” Human Resources management is no longer a simple hire and fire operation. There are over 30 federal, state, and local laws that must be complied with. In addition to hiring the best people for your jobs, good management also assures that you retain those good folks. Even with the best intentions, employers make mistakes...costly ones. Give your supervisors and managers the basic tools to be successful...legally.

This customized training will provide:

- a. Understanding the Role of a Supervisor or Manager
- b. Review of Relevant Employment Laws and Your Company’s Policies
- c. Guidelines for Creating a Respectful Workplace

Recruiting, Interviewing, and Hiring Top People

How you search for, select and bring on-board the best employees is probably the most critical employment practice for any company. Learn the best practices for these essential steps:

Overview of Employment Laws – receive an overview of the Federal and State laws governing employee recruitment, selection, and hiring and the agencies that enforce them.

How and Where to Look for Great Employees – Learn how to set the stage for finding the perfect employee: know what you are looking for, where to look, and other tools for recruiting. Learn common mistakes and how to avoid them.

Interviewing and Selecting the Best Qualified – Learn the steps in preparing for interviews, great interview questions, credit checks, using references, and other essential tools in picking future top performers. Learn if “tests” are useful and legal.

The Essential Orientation Stage – Receive a recommended Orientation Training package. Learn why the first three to six months are the hardest for the new employee’s supervisor and for the new employee and how to make this transition the most effective.

Take the Fear Out of Employee Evaluations: Performance Management for the New Supervisor

The hardest part of being a supervisor is conducting an employee evaluation. During this session, managers and supervisors will learn how to approach the process in a positive way:
Why is it important?
What are the benefits?
When does it start?
How often should an employee be evaluated?

Our experienced trainers will provide examples of specific forms that have been used and discuss the philosophy of why an evaluation is really more than just a form. Also included in this workshop will be a discussion of how to go about setting performance goals, and the difference between evaluation of a new employee versus a veteran employee.

RESCUE and RETAIN: How to Discipline to Salvage Good Employees and Terminate Those you Can’t

Rescue and Retain what you have: Whether the job market is tight or plentiful, it is difficult and costly to recruit good employees. Therefore, it has become extremely important to hire, orient and continuously develop every employee. Performance problems can be prevented and disruptive and unproductive behavior can be managed.

In this overview, the employer will:

- a. Review relevant Federal, State and Local employment laws that relate to discipline and termination.
- b. Learn what records should be maintained, effective discipline policies, and what must be done to effectively release the employee.
- c. Learn how, from date of hire, what steps should be taken to not only discipline or terminate a problem employee, but hopefully, correct an otherwise valuable employee.
- d. Learn to implement consistent corrective action and how to salvage and retain problem employees.
- e. What is a vital pre-termination process and how to defuse a potentially violent situation?

COMPREHENSIVE WORKPLACE HARASSMENT PREVENTION PROGRAM

This program is designed to introduce employers and their employees to the basic employment laws involving workplace harassment, including sexual harassment. Topics will include a review of the laws, definitions, and strategic management techniques to handle complaints and, by education and prevention, minimize legal exposure. Because of the comprehensive approach to this issue, the Program will include the following:

Work session(s) to review current Workplace Harassment Policy and Complaint Procedures and any historical and current problems or concerns, including sexual harassment. May include the revision or development of new Harassment Policy and Procedures. From these sessions, the Training Programs will be tailored to meet any specific concerns.

Comprehensive Workplace Harassment Prevention Classes– Classes will use multimedia presentations, handouts, and group discussions and will last up to three hours. Class size should be limited to 20 people.

Supervisors/Managers Workplace Harassment Prevention and Response Training

This class will focus more specifically on the roles and responsibilities of Management in enforcing the workplace harassment policy and procedures and in responding to complaints. Participants in these classes must first attend the Comprehensive Workplace Harassment Prevention Class. Classes will last up to 2 hours.

Working with The Americans with Disability Act: A Workshop for Managers and Supervisors

In this overview, the employer will learn the current definition of a covered disability, what is a reasonable accommodation, and what steps should be taken to recruit, hire and accommodate an individual with a disability.

Students will learn what the ADA does for both the employer and the applicant or employee, how to effectively hire and accommodate a qualified person with a disability, and how to prepare managers, supervisors and co-workers to work with an individual with a disability.

Overcoming the Dysfunctional Workgroup: Team Building for Optimum Performance

It often seems that people don't automatically work productively and collaboratively together. It's amazing, but a dysfunctional team of cohorts can even take down an entire organization. Even when there is no overt hostility, the workgroup may only be treading water until the end of the workday. While every team has problems and challenges in its path, everyone wants to solve the problem in a different way. What teams need is a common method, which anyone can use, and which erases 90% of the emotion from the situation.

Teams can learn to trust each other and produce an exciting synergy for problem solving and creativity. CMK Associates LLC has experienced facilitators to guide your group to peak performance. Explore the process by learning:

- a. What are the five critical elements to effective teamwork?
- b. Understand individual preferences to maximize group interaction.
- c. Experience problem solving from a collaborative rather than competitive posture.

The 10 Traits of Successful Leadership

Do you have dreams of reaching your full potential? This workshop will teach you the 10 traits of successful leaders to help you turn your dreams into reality. This workshop will also give you the tools to develop your own personal action plan for success.

Topics to include:

- How You Think is Everything,
- Decide on Your Own Dreams and Goals,
- Focus Your Time and Money,
- Don't Be Afraid to Innovate
- Setting Your Goals, and more

Whether your aspirations are for leadership positions or you choose to be a follower of great leaders, learning the lessons from the masters is great inspiration.

How to Run a Successful Meeting...in Half the Time

- To meet or not to meet?
- If you do need to meet –
- Who should participate
- Setting the Agenda
- Memo or Menu?
- Rules of Engagement
- The Time Machine
- How to Make a meeting less Dull
- How to stay on schedule
- The End of the Meeting and the Aftermath

Light the Fire – Leveraging Appraisals for Maximum Performance

- How to write goals and objectives that align with your organization's objectives
- How to think about the entire scope of job responsibilities as they relate to effective goals and objectives
- The benefits of Coaching and Mentoring
- How to identify personal skills and growth needs
- The three major types of On-going Feedback Situations

Roadmaps: Creating Effective Written Action Plans

- A good plan is like a roadmap: it shows the final destination, and usually the best way to get there.
- Creating S.M.A.R.T. Objectives

Workplace Ethics

- The Role of Personal Integrity and Universal Morals
- Great Leaders "do the right thing"
- Lessons from the Trenches
- Creating your own Personal Manifesto

Stress Management

- Understand stress
- How to manage it, taking control
- Different ways it affects work performance
- Developing your personal action plan

Management Presentation Skills

- How to organize your speech
- Ways to present using different media
- The power of high impact delivery
- Strengthen relationships with the audience