

**HUMAN RESOURCES, GENERAL MANAGEMENT
AND
SUPERVISORY SKILLS PROGRAMS
2012**

**Presented By: Gay Marie Catania, HR Management Consultant
In Partnership With: Preferred Systems, Inc.**

DATE	START TIME	END TIME	TOPIC
3/23/12	12:30 PM	4:30 PM	Rebuilding Employee Trust in Tough Economic Times
4/27/12	12:30 PM	4:30 PM	Retaining Your Best Employees
5/25/12	12:30 PM	4:30 PM	Handling Tricky Personalities
8/24/12	12:30 PM	4:30 PM	Effective Business Communication
9/21/12	12:30 PM	4:30 PM	Correcting Inappropriate Employee Behavior
10/19/12	12:30 PM	4:30 PM	Creating the Experience of Teamwork
11/9/12	12:30 PM	4:30 PM	Conflict and Problem Resolution

Programs will be held at

**Preferred Systems, Inc.
Frontier Place
1341 West 6th Street
Erie, PA 16505**

Ph: 814 – 456 – 0406 Toll Free 888 455 – 7437 Fax 814 455 - 7026

Cost of each program \$65.00

Each course has been approved for the following Continued Education Credits.

- **Each program has been approved for 4.0 recertification credit hours toward PHR and SPHR Recertification through the Human Resource Certification Institute (HRCI). For more information about certification or recertification, please visit the HRCI homepage at www.hrci.org**

**To register please call Preferred Systems, Inc. (888) 455 – 7437
Or Print on-line Registration Form and view course description at
www.preferrededucation.com and fax to (814) 455 – 7026**

REBUILDING EMPLOYEE TRUST IN TOUGH ECONOMIC TIMES
March 23, 2012

Summary: This course covers the importance of rebuilding employee trust during tough economic times and subsequent recovery. Strategies for rebuilding employee trust are included.

Objectives: Attendees will be able to: Define what trust in an employer means and why it is important; Understand how the economic climate impacts employee trust in an organization; and Learn effective strategies to apply immediately to rebuild employee trust in their organization.

12:30 PM – 1:30 PM	Defining and Understanding Trust (includes group and individual exercises)
1:30 PM – 2:00 PM	The Impact of Economics
2:00 PM – 2:30 PM	Why Trust Needs to Be Rebuilt Now (includes group exercise)
2:30 PM – 4:30 PM	Strategies to Rebuild Your Employees' Trust

RETAINING YOUR BEST EMPLOYEES
April 27, 2012

Summary: Participant's will learn the importance of reducing employee turnover and tips on retaining the best employees.

Objectives: Attendees will be able to: Understand the major reasons people leave and why retention is critical; Appreciate the costs related to employee turnover; and, Understand what can be done to reduce employee turnover.

1:00 PM – 1:15 PM	Top Ten Reasons People Leave
1:15 PM – 1:30 PM	Group Discussions on Reasons People Leave
1:30 PM – 1: 35 PM	Why Retention is Critical
1:35 PM – 2:15 PM	Cost of Employee Turnover – includes cost of turnover calculation
2:15 PM – 2:20 PM	Top Ten Reasons People Stay
2:20 PM – 3:00 PM	Exercise – Small Group Discussion on what their organizations do to promote employee retention and then share with others
3:00 PM – 3:45 PM	Tips For Reducing Employee Turnover
3:45 PM – 4:45 PM	Scenario Exercise (small group discussion on scenarios presented and which retention techniques could be applied then share with entire group)
4:45 PM - 5:00 PM	Q & A

HANDLING TRICKY PERSONALITIES

May 25, 2012

Summary: This course covers the four basic personality styles including behaviors, weaknesses, strengths, appreciated and irritating behaviors for each style and how each style reacts to pressure. Participants will gain the knowledge and skills required to manage diverse personalities and how best to communicate with all personality styles in the workplace.

Objectives: Attendees will be able to: Understand the strengths, weaknesses and hot buttons for each personality style; Identify and understand their own style; and, learn the skills necessary to effectively deal with all styles.

12:30 PM – 1:00 PM	Identifying Your Personality Style
1:00 PM – 2:15 PM	Characteristics of Each Personality Style (includes group exercise)
2:15 PM – 2:45 PM	Identifying the Styles That Prompt the Most Conflict and Tips on How To Deal With Each.
2:45 PM – 3:15 PM	Strategies for Maximize Results
3:15 PM – 3:20 PM	Active Listening Exercise
3:20 PM – 4:00 PM	Handling Button Pushing
4:00 PM – 4:30 PM	Applying Tact and Skill Techniques

EFFECTIVE BUSINESS COMMUNICATION

August 24, 2012

Summary: This course will provide participants with the basics of successful and professional business verbal and non-verbal communication and the knowledge of their own communication style. Barriers to effective communication and diversity issues are included.

Objectives: Attendees will be able to: Understand and identify the communication process and the speaker's and listener's roles; Identify the strengths and weaknesses of each mode of communication, including body language; and facilitate effective and professional business communication.

12:30 PM – 12:35 PM	Communication Defined
12:35 PM – 12:40 PM	The Communication Process
12:40 PM – 1:00 PM	Barriers to Effective Communication
1:00 PM – 1: 20 PM	Verbal Communication
1:20 PM – 1:30 PM	The Speaker's Role
1:30 PM – 1:40 PM	The Listener's Role (includes active listening exercise)
1:40 PM – 1:50 PM	Telephone Etiquette
1:50 PM – 2:10 PM	Written Communication
2:10 PM – 2:20 PM	Critical Times for Communicating
2:20 PM – 2:30 PM	Email Etiquette
2:30 PM – 3:15 PM	Non-Verbal Communication
3:15 PM – 3:30 PM	Diversity Issues
3:30 PM – 4:00 PM	The Importance of Feedback
4:00 PM - 4:30 PM	Communication Style Exercise

CORRECTING INAPPROPRIATE EMPLOYEE BEHAVIOR
September 21, 2012

Summary: This course focuses on correcting problem behavior in the workplace. Participants will gain insight into preventing the need for corrective action, investigating allegations, and skills required to solve employee behavior problems.

Objectives: Attendees will be able to: Understand management's role in effective corrective action; Recognize ways to prevent the need for corrective action; Understand the importance of and how to thoroughly investigate allegations; Focus on correcting employee behavior vs. punishment; and Understand the problem-solving process involved in corrective action decisions and investigations.

12:30 PM – 1:00 PM	Individual Exercise Using Scenario provided
1:00 PM – 1:30 PM	Management's Role
1:30 PM – 2:00 PM	Preventing the Need for Corrective Action
2:00 PM – 2:30 PM	Investigation Considerations
2:30 PM – 3:00 PM	Group Exercise Using Scenario Provided followed by Group Discussions with all Attendees
3:00 PM – 3:15 PM	Progressive Corrective Action
3:15 PM – 3:30 PM	Written Corrective Action Notice Essentials
3:30 PM – 4:00 PM	The Corrective Action Employee Session – Do's & Don'ts
4:00 PM – 4:10 PM	Problem Solving Icebreaker
4:10 PM – 4:30 PM	Corrective Action Problem Solving Steps and Considerations

CREATING THE EXPERIENCE OF TEAMWORK
October 19, 2012

Summary: This course will provide participants with the basics of successful teamwork, including the roles of leadership and team members. Appropriate behavior and required interpersonal skills are included.

Objectives: Attendees will be able to: Identify the key components of a successful team; Demonstrate positive behavior; and, Facilitate team building utilizing tools identified in this seminar.

12:30 PM – 12:45 PM	Icebreaker Exercise
12:45 PM – 1:00 PM	Creating the Experience of Teamwork
1:00 PM – 1:15 PM	The BIG Picture
1:15 PM – 2:00 PM	The 12 C's of Successful Teams
2:00 PM – 2:30 PM	How To Manage Teams Through Change
2:30 PM – 2:45 PM	The Three Components of Trust
2:45 PM – 3:00 PM	A Bit About R-E-S-P-E-C-T
3:00 PM – 3:15 PM	Exercise: Trust and Respect
3:15 PM – 3:30 PM	"I"pediments to Successful Teamwork
3:30 PM – 4:30 PM	Guidelines for Team Relationships (Team Norms)

CONFLICT & PROBLEM RESOLUTION
November 9, 2011

Summary: This course will provide participants with the basics of successful and professional conflict and problem resolution. When conflict can be beneficial, how to attain healthy conflict and mediation and resolution tips are included. In addition, how to provide feedback in difficult situations is covered.

Objectives: Attendees will be able to: Understand and implement a step-by-step problem solving process; Understand when conflict is actually beneficial and how to attain healthy conflict; Mediate and resolve all types of conflict; and Communicate effectively in difficult situations.

12:30 PM – 12:45 PM	Victim, Villain Or Hero Exercise
12:45 PM – 2:45 PM	Step-By-Step Problem Solving Process; includes creative problem solving exercise
2:45 PM – 3:00 PM	Why Conflict Can Be Good
3:00 PM – 3:30 PM	Tips For Healthy Conflict
3:30 PM – 4:00 PM	How To Mediate And Resolve Conflict
4:00 PM – 4:30 PM	Providing Feedback In Difficult Situations