

2017-2018

# SPEAKING & WORKSHOPS



## HUMAN RESOURCES WORKSHOPS



### THE EMPLOYEE LIFE CYCLE

Managing the Critical Four – Hiring, Counseling, Discrimination, & Discharge

Smart managers and business owners understand the cost associated with managing their business. However, few fully understand the negative impact mismanaging an employee can have on the company's bottom-line. Successfully managing Hiring, Counseling, Discrimination, and Discharge can mean the difference between profitability and failure. During this high level overview of the core employment processes, you will examine the primary elements of successfully managing people.

Who Should Attend: Executives, business owners, directors, managers, supervisors, team leaders, and anyone who manages people

Workshop Time: Full day



### INTERVIEW RIGHT AND HIRE SMART

The Basics of Interview and Hiring the Right People

This action packed workshop will show you how to find and select the right person to fit your job needs without depending on the luck of the draw. Learn the most effective ways to spend your recruiting dollars and hire the person that will most closely match your employment needs. Activities and discussions focus on the steps to achieving a successful hire and provide participants with an opportunity to learn interviewing techniques that are safe and compliant.

Who Should Attend: Executives, business owners, directors, managers, supervisors, and team leaders

Workshop Time: Half day



### COUNSELING, COACHING & CONFIDENTIALITY

Providing An Opportunity to Improve

Advising employees that their performance is below standard, telling them they must improve, and motivating them at the same time seems like an impossible task. Managing to do all this and avoid litigation, well, that's what the workshop is all about. Attendees will learn the bottom line rewards of using effective counseling techniques that will motivate and call to action the non-performer. They will gain a better understanding of the importance of selecting the right words and how to effectively communicate the desired outcomes. Workshop activities reinforce solid documentation methods and will enable managers to conduct successful counseling meetings.

Who Should Attend: Executives, business owners, directors, managers, and supervisors

Workshop Time: Half day session

2017-2018

# SPEAKING & WORKSHOPS



PEOPLE | STRATEGY | SYSTEMS

## HUMAN RESOURCES WORKSHOPS



### SUCCESSFUL PERFORMANCE APPRAISALS

Effectively Answering the Employee Question – “How Am I Doing?”

Performance appraisals can be a positive and valuable experience for everyone. Understanding the fundamentals of evaluating past performance and developing a road map for the future growth is the key to employee success. Properly done, performance appraisals provide the ideal opportunity for two-way communication between managers and employees that lead to higher productivity and satisfaction. Attendees will learn the fundamentals of writing an effective performance appraisal and how to conduct a successful appraisal meeting.

Who Should Attend: Executives, business owners, directors, managers, and supervisors

Workshop Time: Full day



### ENDING THE EMPLOYMENT RELATIONSHIP

The Manager’s Roadmap to Safe and Effective Discharge

Terminating employees effectively and legally is the hardest part of any manager’s job. More than 50% of the EEOC charges filed today are due to mishandled discharges. Learn how to avoid the most common discharge errors and gain the ability to navigate through this highly charged aspect of employee management in a professional manner. Workshop activities include writing discharge documents and conducting a discharge meeting. These sessions provide the manager with a safe “practice” environment and feedback designed to foster confidence and compassion.

Who Should Attend: Executives, business owners, directors, managers, and supervisors

Workshop Time: Half day



### HARASSMENT & DISCRIMINATION PREVENTION (MANAGER’S VERSION)

It’s a Matter of Respect!

This workshop focuses on the manager’s responsibilities and the laws prohibiting harassment and discrimination in the workplace. Discussions and activities center around defining the behaviors that may be considered inappropriate behavior as well as those that may lead to charges of illegal discrimination and harassment. Activities assist managers in understanding the actions necessary to provide an affirmative defense and the steps they must follow to conduct a confidential investigation.

Who Should Attend: Executives, business owners, directors, managers, and supervisors

Workshop Time: Half day

2017-2018

# SPEAKING & WORKSHOPS



## HUMAN RESOURCES WORKSHOPS

### DISCRIMINATION & HARASSMENT AWARENESS (NON-MANAGEMENT VERSION)

It's a Matter of Respect!

This workshop is designed for all employees at every level in the company. The workshop focuses on the fundamental principal of treating others with respect and dignity regardless of differences. Workshop activities describe the actions and behaviors that can be considered inappropriate workplace behavior as well as those that may cross the line to illegal harassment or discrimination. Employees learn about their responsibility to co-workers, to visitors, to the company, and to themselves.

Who Should Attend: Employees from all levels of the company.

Workshop Time: 2 hours

### DOCUMENTING TO WIN

Does HR paperwork have you pulling your hair out wondering which ones will keep you out of trouble or land you directly in a the middle of a lawsuit? This comprehensive workshop will not only tell you which documents are necessary to facilitate the HR functions in any organization, but it will answer the fundamental question of "how do I write it without getting in trouble." We'll provide specific guidelines on forms, record retention guidelines, and help you avoid the legal pitfalls that may result in costly fines and expensive lawsuits.

Who Should Attend: Executives, business owners, directors, managers, and supervisors

Workshop Time: Half day

2017-2018

# SPEAKING & WORKSHOPS



PEOPLE | STRATEGY | SYSTEMS

## LEADERSHIP & TEAM BUILDING THROUGH COLOR CODE



### BRILLIANT LEADER WORKSHOP

Effective communication skills remain the single most important factor in a leader's bag of tricks. Understanding what motivates one person and de-motivates another is critical. Leaders pay attention to how their behavior and communication style affects those they lead. Using the internationally renowned Color Code Assessment you'll learn the "why" behind behaviors and be able to immediately put this valuable knowledge to work in your day-to-day role as leader. Gain important insights into what it takes to develop powerful relationships and see immediate results in your ROI as you develop.

Who Should Attend: Executives, business owners, directors, managers, supervisors, team leaders, and all aspiring leaders.

Workshop Time: Scalable from 2 hours to full day



### HIGH-PERFORMANCE LEADERSHIP SERIES

Managers are those people appointed by their company to head up a department. Leaders are the people that are looked up to by their peers and employees – regardless of their position. What makes one person a leader and another just the appointed head of a department? Learn the fundamental principals of communicating, understanding expectations, working through differences, and building trust to develop solutions that makes everyone a winner. This leadership series is not for the faint of heart – but ideally suited to those who want to make a difference – in their organization, their department, and their lives.

Who Should Attend: Executives, business owners, directors, managers, supervisors, team leaders, and all aspiring leaders

Workshop Time: Full day



### EXCELLENT CUSTOMER SERVICE

#### What Customers Want

Working effectively with customers is not a trait you are born with; it is a skill you must learn. How you view your effectiveness will determine your level of success. Whether your customers are people who buy your product or the co-worker down the hall, this workshop will provide the key to understanding what customers want. During this action packed workshop you will develop the skills you need to understand what your customer wants and how to exceed their expectations.

Who Should Attend: Executives, business owners, directors, managers, supervisors, team leaders, and anyone who has a customer.

Workshop Time: Half day

2017-2018

# SPEAKING & WORKSHOPS



## PRESENTATIONS & BRIEFINGS SESSIONS



### THE FAIR LABOR STANDARDS ACT

#### An Executive Overview

The overhaul of the White Collar Exemptions of the Fair Labor Standards Act by the Department of Labor will affect how people are paid for years to come. Failure to classify jobs correctly according to the new guidelines or paying employees improperly can cost companies big dollars. This Executive Overview will provide a high level summary of the FLSA, a review of the White Collar Exemptions, and the steps business owners need to take to ensure they are in compliance before the Wage & Hour Auditor comes to call.

Who Should Attend: Executives, business owners, directors, and managers

Presentation Time: 1 Hour



### DOCUMENTING SERIES - FORM I9

#### The ABC's of Employment Eligibility Verification

The Immigration Reform and Control Act made all U.S. employers responsible to verify the employment eligibility and identity of all employees hired to work in the United States after November 6, 1986. To implement the law, employers are required to complete Employment Eligibility Verification forms (Form I-9) for all employees, including U.S. citizens. Learn your responsibilities under the law and maintain compliance.

Who Should Attend: Executives, business owners, directors, and managers

Presentation Time: 1 Hour



### DOCUMENTING TO WIN SERIES – RISKS, REALITIES, REWARDS

#### Risks, Realities, Rewards

Documenting employment actions continues to be the single most arduous and potentially litigious action managers must master. Understanding the why's and how's can help tame the monster. During this one hour executive briefing you'll learn the fundamental safeguards of documenting and how it can really make a difference to your company's future.

Who Should Attend: Executives, business owners, directors, and managers

Presentation Time: 1 Hour



2017-2018

# SPEAKING & WORKSHOPS



PEOPLE | STRATEGY | SYSTEMS

## PRESENTATIONS & BRIEFINGS SESSIONS



### DOCUMENTING TO WIN SERIES – EMPLOYEE HANDBOOK OR POLICY MANUAL – DEADLY OR DIVINE

Employee Handbook or Policy Manual – Deadly or Divine

Memorializing your company's policies and procedures can be a goldmine or deadly landmine. Do you know what makes the difference? In this one hour executive briefing, you'll learn the unique characteristics and the importance of a policy manual and an employee handbook. You'll also be given insights into what should be written, what shouldn't be written, and how to tell the difference.

Who Should Attend: Executives, business owners, directors, and managers

Presentation Time: 1 Hour

MOST OF THESE WORKSHOPS & PRESENTATIONS CAN BE SIMPLIFIED FOR A CONFERENCE OR SPECIAL PRESENTATION.



2017-2018

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PEOPLE | STRATEGY | SYSTEMS

## CONFERENCES WE'VE SPOKE AT:

- Big Brothers Big Sisters Annual Conference
- Florida Health Care Association (FLHCA)
- Carteret Annual Directors Conference
- ME Wilson
- Lorman Education Services
- Professional Golfers Association (PGA) National Conferences Las Vegas/Orlando
- National Mortgage Brokers Association (NMBA) National Convention
- Florida Roundtable of Practicing C.P.A.s
- Construction Financial Managers Association Conference
- Florida Association of Apartment Managers Florida Conference
- Florida Golf Course Owner's Association Annual Conference
- Granite Golf Annual Manager's Conference
- Transeastern Homes / Technical Olympic USA Executive Managers Conference
- Inland Home Builders Executives and Partners Quarterly Conference
- CERTUS Corporate Annual SHINE Conference

## COMPANIES WE'VE FACILITATED WORKSHOPS FOR:

Big Brothers Big Sisters Tampa Bay  
Bracken Engineering  
Digital Hands  
BCA Financial Services  
Carteret Management Services  
Pepper Contracting Services  
Platinum Bank of Tampa  
SUNZ Insurance  
Choice HR  
Area Agency on Aging of SW Florida  
Florida Urology Partners  
Florida Health Care Association  
ME Wilson  
International Labs, Inc.  
Ramcon, Inc.  
Laser Spine Institute, LLC