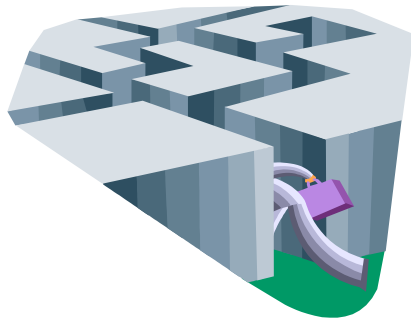


Employee Recruitment

Your employees are a vital part of determining the success of your business. Finding the best employees for each position requires strong recruitment strategies. Top talent will not always find you. You must seek out people to fill the positions that you have open. Recruiting the most qualified candidates will ensure that your employees keep your company running smoothly.

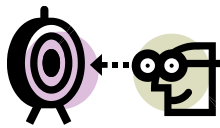


Workshop Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly.

The objectives for this workshop include:

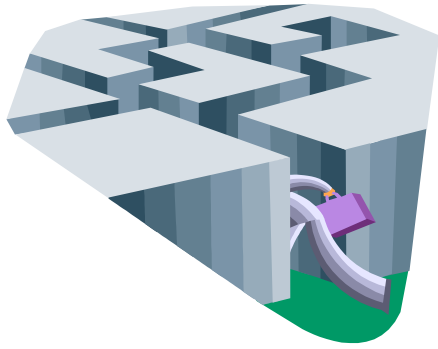
- Defining recruitment.
- Understanding the selection process.
- Recognizing the GROW model and how to set goals.
- Preparing for the interview and question process.
- Identifying and avoiding bias when making offers.
- Discovering ways to retain talent and measure growth.



Time spent on hiring is time well spent.

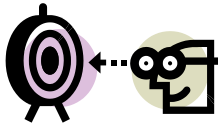
Robert Half

Hiring Strategies



Even the most experienced managers and human resources personnel can still have difficulty finding and hiring the perfect candidate for an open position. It can be difficult to determine if they will be right for the job or work well with the rest of the team. By learning how to utilize the information we have to find the best candidates and reviewing not only the job requirements,

but the candidate's attributes, you can hire the best people for your company.



Workshop Objectives

Research has consistently demonstrated that when clear goals are associated with learning, it occurs more easily and rapidly. With that in mind, let's review our goals for today.

At the end of this workshop, participants should be able to:

- Know how to present the current open position
- Develop a workable hiring strategy
- Know how to determine which candidates to interview
- Steps and techniques to use in an interview
- Welcome newly hired employees
- Find potential candidates for the position

Delivering Constructive Criticism

Constructive criticism can be a helpful tool when used with the intent of helping or improving a situation in the workplace. However, it can be one of the most challenging things not only to receive, but also to give. It can often involve various emotions and feelings, which can make matters delicate. But when management learns effective ways to handle and deliver constructive criticism, employees can not only learn from their mistakes, but even benefit from them.

Workshop Objectives

To effectively deliver constructive criticism, you must understand what it is, how it is used, and its purpose. The following objectives of this workshop are designed to help you do just that.

By the end of this workshop, participants will be able to:

- Understand when feedback should take place
- Learn how to prepare and plan to deliver constructive criticism
- Determine the appropriate atmosphere in which it should take place
- Identify the proper steps to be taken during the session
- Know how emotions and certain actions can negatively impact the effects of the session
- Recognize the importance of setting goals and the method used to set them
- Uncover the best techniques for following up with the employee after the session

Workplace Diversity

With the world becoming more mobile and diverse, diversity has taken on a new importance in the workplace. This workshop will help participants understand what diversity is all about, and how they can help create a more diverse world at work and at home.

Workshop Objectives

Research has consistently demonstrated that when clear goals are associated with learning, the learning occurs more easily and rapidly. With that in mind, let's review our goals for today.

By the end of this workshop, you should be able to:

- Explain the definition, terms and history of diversity
- Describe the meaning of stereotypes and biases, how they develop, and the reasons for your own perspectives
- List strategies for removing barriers to encouraging diversity for yourself, in the workplace, and in the social community
- Use active listening skills to receive messages in a diverse population, employ effective questioning techniques, and communicate with strength
- Understand the importance of body language, both your own, and that of others, and recognize its importance in interpersonal communications
- Identify ways to encourage diversity in the workplace, and prevent and discourage discrimination

Every new beginning comes from some other beginning's end.

- Understand and respond to personal complaints, and develop a support system to manage the resolution process
- List the steps a manager should take to record a complaint, analyze the situation, and take appropriate resolution action
- Identify the process an organization must follow to receive and respond to a complaint, and then creating mechanisms to prevent or reduce repeat situations.