

EAF

Employers Association Forum



Torres & Associates

Human Resources Consulting & Training



TORRES & ASSOCIATES

Human Resource Consulting

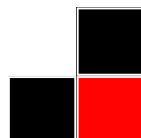
Training

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Endorsed Service Provider of
Employers Association Forum, Inc.

Employers Association Forum, Inc.
640 E. State Road 434, Suite 3100
Longwood, FL 32750
407.260.6556
www.eafinc.org
info@eafinc.org



Human Resources Consulting & Training

Many organizations do not have adequate human resource support. Others do not have sufficient HR staff to handle sudden increases in workload or maintain services. If any of these situations occur in your organization, you have a resource to help you – EAF's HR Project/Administration services with **Torres & Associates**.

CONSULTING SERVICES

Human Resource function development including

- Initiation of processes
- Liaison with payroll, and
- Audit of procedures
- Mergers & Acquisitions
- Strategic goals & objectives

Communications

- Define and develop policies and procedures
- Author HR policies and employee handbooks

Compensation

- Write job descriptions
- Conduct job audits
- Negotiate benefit plans

Recruitment/Employment

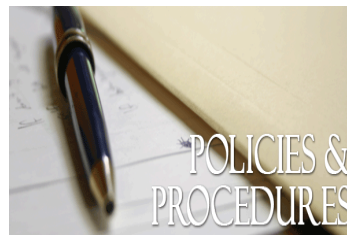
- Develop programs and procedures for recruitment
- Selection
- Relocation
- New employee orientation
- Defend unemployment appeals in dispute

Training

- Develop training assessments
- Design training programs for
 - Management development
 - Communications
 - Performance appraisals
 - Workplace violence
 - Customer relations
 - EEOC, ADA, Affirmative Action Guidelines
 - Interviewing techniques

Employee Relations

- Develop programs to improve supervisor/employee relations
- Develop internal complaint procedures
- Conduct investigations
- Provide guidance and facilitation in resolving employee grievances
- Develop and implement Exit Incentive Programs to "right-size" the company
- Create outplacement programs for displaced employees



In addition to her Consulting Services, Vicki can administer and direct day-to-day HR activities and programs on a temporary or part-time basis! This is the perfect solution for a company whose HR person is on vacation, leave of absence, or they are currently short-staffed.

TRAINING SERVICES INCLUDE

Supervisor's Guide to Positive Discipline - The traditional approaches to handling problem employees do not work for a simple reason. "It may be possible to punish people into compliance, but we cannot punish people into commitment." Commitment is what today's organizations require. This training program will provide you with a proven management technique for handling unsatisfactory employees, and help you to handle a disciplinary interview with confidence. This recommended system replaces existing punitive disciplinary policies with an affirmative program that:

- Makes problem employees take personal responsibility for their actions
- Avoids confrontational, anger-provoking situations that can damage relationships and sometimes even lead to violence
- Salvages potentially good employees who have gotten off the track
- Provides sample dialogues, role plays and documentation

The Successful Orientation - Successful new-employee orientation is an enthusiastic welcome, full of variety and timely information. Orientation needs to be a process...not just a one-day event. This workshop is intended to help you develop a new-employee orientation from that one-day event into a process that makes a positive first impression. You will learn to:

- Properly assess your current orientation program
- Select the type of orientation that is right for your company
- Design the most effective program from an orientation designer you can use again and again
- Familiarize yourself with support forms for your program
- Use this training to revise your existing orientation or to develop an orientation from the beginning.

Employee Retention - With every employee who walks out the door costing the company up to 200% of their annual salary to replace, retention is one of the most important issues facing business today. With so many surveys reporting that employees are unhappy and not working up to their full potential, engagement becomes a second serious and costly issue. This workshop offers 26 simple low-cost or no cost strategies that managers can use to address their employees' real concerns and keep them engaged.

Vicki can also provide many of her consulting services in a training format.

EAF members receive preferred pricing on all training & consulting services from Torres & Associates.

If you would like to speak with a representative, contact EAF at 407.260.6556 or info@eafinc.org.

TORRES & ASSOCIATES

Vicki L. Torres has over 25 years experience in consulting with companies for problem-solving, employee relations, management communication, supervisory development, HR review and audit, and mediation. She has worked with various industries including manufacturing, academia, software development, utilities, and government contractors.

Vicki has BS Degree in Business Management from Rollins College. She is a Certified Mediator through the Academy of Dispute Resolution, and is a Past Chair of Employers Association Forum, Inc. She has helped organizations reduce their unemployment compensation costs by 33% and is the author of "The 3-Minute College Supervisor's Handbook".

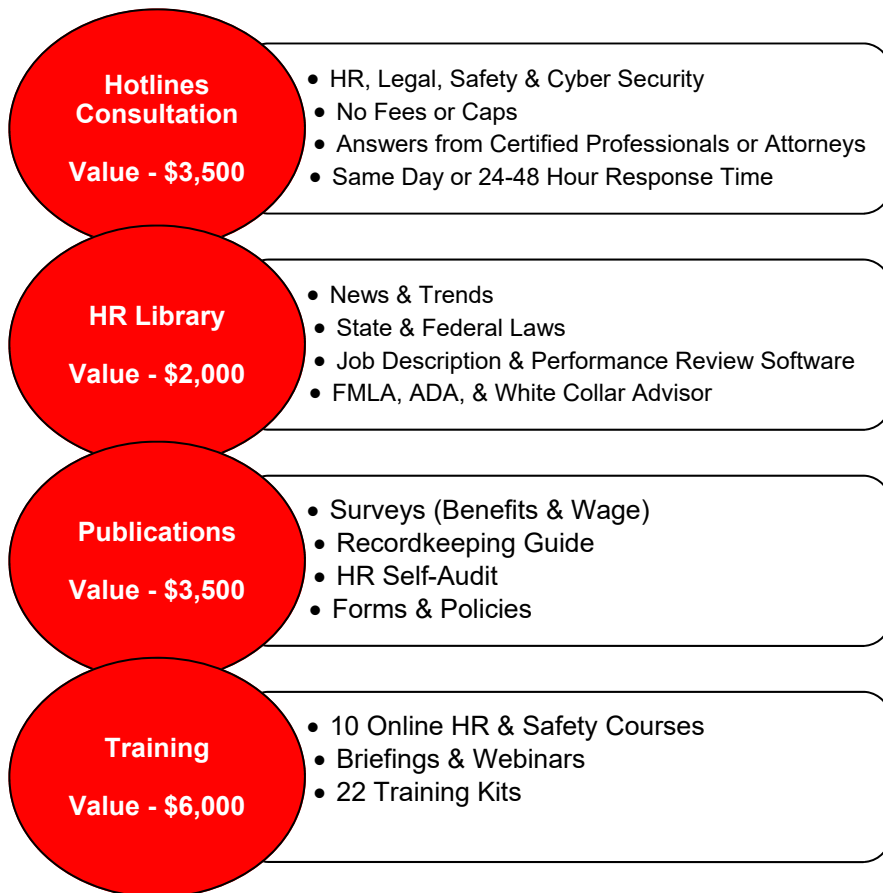


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Your People Experts...
Advice & Research
People Development
Connections

Value of Membership



TOTAL VALUE - \$15,000

Corporate Annual Dues Range from
\$425 - \$3,150/yr.

The examples shown are based on calculation of the **FREE** EAF member services. If you also take advantage of our member discounted seminars, in-house training, on-site consulting or insurance programs, you are realizing tremendous additional returns.

If you need any assistance in calculating your actual ROI, please contact EAF at 407.260.6556.

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