EAF
Employers Association Forum

Training and Development

- Onsite
- Online
- Training Kits
- Webinars on Demand

Training and Development

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Many onsite programs can also be presented in a virtual setting. Contact EAF at 407.260.6556 or info@eafinc.org and ask to speak with an associate trainer for more information.

Employee, Supervisory, Managerial & Leadership Development

ANGER MANAGEMENT

Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. However, since everyone experiences anger, it is important to have constructive approaches to manage it effectively. The Anger Management workshop will help teach participants how to identify their anger triggers and what to do when they get angry.

BACK TO MANAGEMENT BASICS

In this training session, we will review critical skills for delegation, using your time wisely, formal and informal communication with your team, and providing the right type of motivation at the right time. Managers will learn key skills to excel in four key management practices: 1) Motivating, Rewarding & Recognizing Employees; 2) Delegation; 3) Conducting Effective Meetings; and 4) Time Management, Planning & Organization

BUSINESS ETHICS FOR LEADERS

A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business, it will change lives.

COACHING & MENTORING

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

The Coaching and Mentoring focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

CUSTOMER SERVICE

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The Customer Service workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Your participants will be provided a strong skillset including in- person and over the phone techniques, dealing with difficult customers, and generating return business.

GETTING READY FOR FRONTLINE LEADERSHIP

This skill-based program can greatly assist and support your frontline leadership team by enabling new and inexperienced supervisory and lead staff to perform at their very best! This is a full 2-day interactive skills development workshop designed specifically for those employees who have had limited supervisory training and/or experience as well as those who may need a refresher. The discovery learning approach provides participants a balanced blend of group discussion, personal assessment, team exercises, situational problem-solving and on-the-job application.

HUMAN RESOURCE MANAGEMENT

The Human Resource Management workshop will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline, and termination. This workshop will provide your participants those skills and assist them with certain Human Resource situations.

INTERVIEWING

Common mistakes in interviewing and selection, such as not utilizing a structured, behavioral interview format, not knowing when you haven't heard anything useful, overlooking key information, and not listening for and noting three-part effective answers from applicants, point to the many benefits resulting from a more scientific, objective interviewing process. Learn a 3-step process for selection, which will help you *"hire right the first time".*

MANAGEMENT EXCELLENCE - *New Strategies for a World of Change*

The need to be more strategic and results oriented is a major challenge in most organizations today. Understanding and adapting to these changes and challenges requires both a new way of thinking and new set of skills and behaviors that change the impact of management. Your organization may be undergoing significant changes as a result of these challenges or maybe you are just ready to refocus the talents of your management team towards exceptional results. Whatever your situation may be, this 2-day workshop can enhance the capacity and capability of your existing management team.

SUPERVISORY FOUNDATIONS - *Skills for Today's High-Performance Supervisor*

This 2-day interactive skills-based training program is designed to equip your supervisors with key foundation skills and practices necessary to effectively lead employee teams towards high-performance and excellence! Successful high-performance supervision begins with applying good common sense and best-skill practices. Common sense is a critical requirement and prerequisite for a successful career in management. As a supervisor, the ability to work effectively with people is fundamental to performance and ultimately success. Successful supervisors blend a combination of personal, interpersonal, and team management skills in order to effectively supervise people and processes.

STRATEGIC LEADERSHIP® - *Creating Organizational Sustainability*

This 2-day workshop is intended to instill a sense of personal responsibility, commitment, and accountability for effective leader behaviors through personal exploration of leader capacity and capability. Specifically, this workshop helps participants create a personal mind-set of leadership as a tool to improve organizational alignment, employee engagement, job performance, and stakeholder relationships.

UPPING YOUR SUPERVISORY GAME

This class was specifically designed to share quick techniques that all new supervisors can put in place now…tangible actions to start doing right away for immediate effect. Building trust, respect, integrity and influence are all key factors when overseeing people. We will also look at mistakes leaders make, discipline, feedback, and much more. If you are still new at managing others…or even experienced but looking for a refresher…and want a program with less theory and more actions to put in place today, this class is for you.

WHAT SUPERVISORS NEED TO KNOW: HOW TO TALK TO YOUR EMPLOYEES

Without a solid foundation in employment laws, front-line supervisors and managers may not respond appropriately to numerous employee issues or know when it is best to partner with the HR team. Managing employee issues is a critical skill and it is important for front-line leaders to obtain this knowledge so that they can effectively manage the work and the workplace. The purpose of this training is to help front-line supervisors focus on the legal and organizational responsibilities in establishing and maintaining a respectful and inclusive workplace, and to provide guidance on appropriate employee communication practices.

Employment & Labor Law

You must train your supervisors and managers in the law, their responsibilities under the law, and the exposure (both individual and company) for their failure to follow and implement the law appropriately.

Key areas of the law that should be addressed with supervisors & managers include:
- Americans with Disabilities Act (ADA)
- Harassment & Discrimination
- Family and Medical Leave
- National Labor Relations Act (NLRA) and Union Avoidance
- Wage and Hour

Harassment – Stop it before it begins!

CREATING A RESPECTFUL ENVIRONMENT (C.A.R.E.)
How do you ensure an inclusive and respectful environment to your employees and organization? According to a recent report on harassment from the EEOC, there are key activities that your organization should be practicing.

This workshop is designed to provide a broad overview of laws protecting employees from harassment and discrimination, identify dimensions and benefits of diversity in the workplace as well as practical tips to ensure you are "creating a respectful environment" for your organization.

PREVENTING AND UNDERSTANDING SEXUAL HARASSMENT (P.U.S.H.)
The topic continues to be in the headlines across the nation and there is a highly elevated risk to every organization. According to a recent report on harassment from the EEOC, there are key activities that your organization should be practicing.

So, what can your organization do to prevent and understand sexual harassment? It starts with the basics!

Workshops can be provided in manager or employee version.

Organizational Development

ALIGNING THE PERFORMANCE OF PEOPLE, PROCESS & ORGANIZATIONS IN THE 21ST CENTURY
The practice of Organization Development (OD) is comprised of a body of knowledge, skills, and tools that enhances both individual development and organizational performance, viewing the organization and people as a complex system of linkages that exist within a larger system, each of which has its own attributes and degrees of alignment necessary to make the organization work.

CULTURAL & OPERATIONAL PERFORMANCE DIAGNOSTIC ASSESSMENT
Culture is defined as the personality of an organization. An organization's culture is usually reflected in how people act and react to each other and how they are seen by others, particularly the customer! Culture is always unique and is based on an established pattern of behaviors and practices that including leadership and management practices, values, methods of communication, attitudes, employee behaviors, systems and processes, and traditions, etc.

WORKFORCE CAPACITY PLANNING
The ability to define, plan, develop, and maintain a skilled competent future workforce that meets the strategic needs of the business is one of the most urgent challenges facing organizations worldwide today!

This program has been designed to assist our member organizations in meeting the challenges of effective strategic human resource planning. The process is simple...a) develop a strategic roadmap for future human resource needs by

ensuring key HR practices are in place to create a business-oriented strategic link between existing and future needs and all HR programs, processes, and practices; and b) build a plan to meet future workforce needs and thereby creating a deliberate alignment of human resource and business systems to enable more efficient and effective utilization of the existing workforce while working to increase future workforce capacity in meeting the strategic goals of the business.

LEADERSHIP COMPETENCY ASSESSMENT®

The Leadership Competency Assessment is a comprehensive web-based 360 degree audit of leadership and management practices that provides organizations with a composite profile of leadership strengths and development needs based on customized core competency and skill evaluation. At the option of the client organization, the process can include self, management, peer and employee inputs. The instrument captures key leadership and management competency and skill requirements across eight *(8) Leadership Competency Performance Areas.* Inputs are collected via a web-based access and analyzed to establish key benchmarks for core leadership and management performance. Each *leadership competency area* contains specific skills and practices deemed appropriate for 21st century leadership excellence and strategic direction for effective management performance. A total of *65 Leadership and Management Practices* have been defined across the *8 Leadership Competency Performance Areas*. Both the *Leadership Competency Areas* and the *Leadership & Management Practices* can be customized for individual organizational needs.

Predictive Index

The **Predictive Index** allows you to **decode the complexities of your people** and realize what drives workplace behaviors so you can ensure alignment, reach your team's true potential, and achieve your business objectives faster than ever. Manage across the hire-to-retire lifecycle with scientifically validated workforce assessments that provide high-impact insights in minutes.

Dynamic Software
Define behavioral and cognitive job requirements, predict candidates' behaviors & learning abilities, and instantly see how they match up from anywhere, on any device.

Workforce Assessments
- PI Job Assessment™
- PI Behavioral Assessment™
- PI Learning Indicator™
- PI Skills Assessment™

PI Certification Training
- In-person or virtual
- Individual or group

Corporate Retreat/Executive Team Meeting
- Half-day and full-day leadership development and teambuilding

Safety & Health

RISK MANAGEMENT & LOSS CONTROL
- Safety Culture Modifications
- Safety Committee Implementation & Support
- Continuity Among Multi-Locations
- Acquisition Review & Assessment
- Management Support & Education
- Loss Run Review & Analysis
- Gap Analysis
- At-risk MOD Ratings
- Experience Modification & Review Analysis
- Claims Consulting
- Casualty Loss Prevention Services
- Workshops, Seminars, & Presentations

OSHA CONSULTING & ONSITE SUPPORT
- General Industry (10 & 30 HR)
- Construction (10 & 30 HR)
- Mock OSHA Audits w/Recommendations
- Standard Operating Procedures (SOPs)
- Job Safety Analysis/Job Hazard Analysis
- Subcontractor Guidelines & Evaluations
- Compliance Training (CFR 1926-2)
- Materials Handling & Storage
- "Basic 10" Compliance & Training
- Ergonomics
- Forklift Training

HEALTHCARE SAFETY & COMPLIANCE

- Bloodborne Pathogen Training
- First Aid Safety Training
- CPR Education Assistance
- Infection Control Assessments
- Hospital Safety Support Services
- HIPAA Compliance
- Patient Safety Initiatives
- Facility Site Assessments
- Security Breach Assessment
- Joint Commission Mock Audits

SECURITY

- Security Gap Assessments
- Active Shooter Program & Training
- Comprehensive Emergency Management Plans
- Risk Management
- Data Collection
- Consulting w/Local & State Authorities
- Certificates of Insurance Analysis
- Best Practices for Staff Agency Utilization
- Vendor Vetting
- OSHA Compliance

DOT & FMCSA FLEET SAFETY

- Motor Fleet Inspections
- Accident Prevention
- Driver File Maintenance Training
- Driver Hiring & Skill Assessments
- Driver Log Auditing
- Electronic Driver Logs (EDL)
- Citation & Permit Reviews
- Drug & Alcohol Compliance Review
- Organizing Fleet Accident Data
- CAB & SMS Data Analysis
- Hazardous Material Shipping & Storage
- In-Cab Camera Assistance
- "Basic 7" Methodologies & Training
- Hazardous Waste Analysis & Support
- Single & Group Programs
- Experience Program Consulting

INSURANCE INDUSTRY SERVICES

- Underwriting Data Reporting
- Insurance-to-Value Analysis
- NAICS Code Evaluations (Scope Manuals)
- Best Practice Hiring Procedures
- Return-to-Work/Light Duty
- Structure Evaluations
- Insurance Captive Loss Prevention
  - Risk Management Replacement & Support
 - Loss Trends Reviews & Analysis
  - Hour Tracking

ENVIRONMENTAL SAFETY & INDUSTRIAL HYGIENE

- USGBC Registered Business Assistance
- Water Analysis & Remediation
- Industrial Hygiene (IH) Services
- Hazardous waste Clean-up Plan & Assistance
- HazMat Program Development & Preparation
- Emergency Response Plan
- EPA Assessments
- Phase Assessments (DCA Guidelines)
- ARC Flash Electrical Training
- Indoor Air Quality Studies
- Asbestos, Lead, Mold Testing & Remediation
- Implementing Corporate Safety Health Plans
- Potential Hazardous Exposure Recognition

HOSPITALITY & RESTAURANT SAFETY

- Risk Transfer
- Vendor Vetting
- Food Storage Handling & Safety
- Slip & Fall Prevention
- Knife Safety
- Program Development
- Standard Operating Procedures (SOPs)
- Job Safety Analysis & Job Hazard Analysis
- Customer De-escalation Training
- Customer Safety
- Recordkeeping Review & Assistance
- Infection Control Review & Training
- Facility Audits & Assessments

Online University
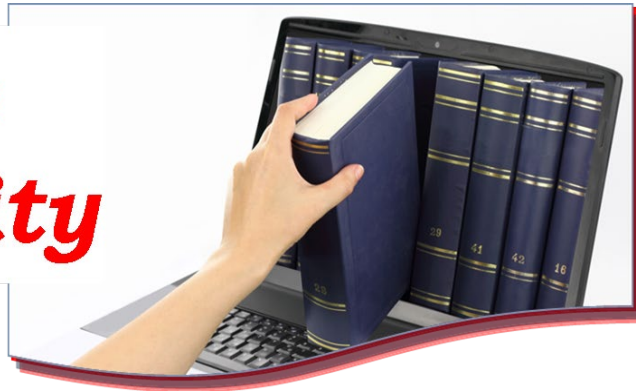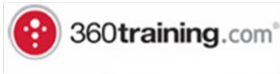
360training.com

EAF has partnered with **360training.com** to offer our members a comprehensive training library. EAF members have access to *10 FREE HR & Safety-related courses*, as well as preferred pricing on hundreds of additional courses...all available on your time, at your pace!

Free Courses Include…

1) **FMLA for Supervisors**
2) **Harassment in the Workplace**
3) **HR for the Non-HR Manager**
4) **Interviewing & The Law**
5) **Supervisors & The Law**
6) **Bloodborne Pathogens**
7) **Electrical Safety**
8) **Emergency Planning**
9) **Hazardous Communication**
10) **Lockout/Tagout**

Discounted courses include...

- **Building Trust and Respect**
- **Coaching Career Development**
- **Communication Skills for Managers**
- **Conflict Management Skills**
- **Creating Great Team Work**
- **Customer Service Management**
- **Delegating Work**
- **Developing and Coaching Employees**
- **Giving Great Feedback**
- **Increasing Employee Engagement**
- **Leadership Essentials**
- **Management Essentials**
- **Onboarding New Employees**
- **Project Management for Managers**
- **...and many more!**

HR & BUSINESS ONLINE UNIVERSITY IS AVAILABLE TO MEMBERS ONLY
Contact EAF at 407.260.6556 or info@eafinc.org for more information.

EAF is excited to announce a partnership with QuickStart Learning, Inc. to offer discounts on IT training and certifications to all EAF members!

QuickStart Learning's IT training provides your organization's administrative, operations and managerial employees with the top technology skillsets to ensure ideal business operations. The training utilizes the official curriculum from top technologies and includes the official exam voucher for certification. On-demand or virtual instructor-led course modalities are available.

We Offer:
- Onsite training – we bring out top-notch trainers to your facility anwhere in the U.S.
- Remote Live Training
- Self-Paced On-Demand Learning
- Subscription Model

Whether you need a single course or customized bundles, Quick Start has flexible solutions to meet all your needs!

Strategic Training Partners Include:

Microsoft Gold Partner	NetApp Authorized Learning Partner	EdX Training Partner
Cisco Learning Partner	ITIL ® Training Organization Accredited	Oracle Silver Partner
EC Council Accredited Training Center	Authorized Pearson Vue Testing Center	

EAF members save 15% on all online courses.

IT ONLINE UNIVERSITY IS AVAILABLE TO MEMBERS ONLY
Contact EAF at 407.260.6556 or
info@eafinc.org for more information.

Training Kits

24 Training Kits FREE to Members!

Our Training Kits are available in the Training Kits tab and in the CCH Portal on the member's only website. Each Training Kit contains a Powerpoint Presentation, Script, Quiz, and Certificate of Attendance.

For Supervisors...
- ADA Compliance
- Discipline
- Discrimination and Harassment Prevention
- E-Workplace
- Fair Labor Standards Act (Version 1)
- Fair Labor Standards Act (Version 2)
- Family and Medical Leave (Version 1)
- Family and Medical Leave (Version 2)
- Internal Investigations
- Interviewing and Hiring
- Sexual Harassment Prevention
- Sexual Harassment Prevention (California Specific)
- Termination
- Violence in the Workplace Prevention (Version 1)
- Violence in the Workplace Prevention (Version 2)
- Workplace Substance Abuse Prevention
- Basic Employment Law Manual
- Joint Employers
- Supervisors & The Law

For Employees...
- Discrimination and Harassment Prevention
- E-Workplace
- Sexual Harassment Prevention
- Sexual Harassment Prevention (California Specific)
- Violence in the Workplace Prevention

Webinars on Demand

EAF offers over **70** webinars a year...**40+** are *FREE* to members. Check out our online store at https://eafinc.org/training/webinars-on-demand/ to order. Below are some of our most popular programs. Titles in red represent a sample of what is available for *FREE* on the member's only website.

HR Development & Compliance
- ADAAA
- Developing an Infectious Disease Program
- Elements of a Sound Compensation Program
- Conducting Internal Investigations
- Controlling Unemployment Compensation
- Developing an Employee Orientation Program
- Fair Credit Reporting Act (FCRA)
- I-9 Compliance
- Onboarding is a Team Sport
- OSHA Recordkeeping
- Policies & Handbooks
- Recordkeeping & File Retention
- Secrets of Savvy Recruiting & Hiring
- Workplace Ethics for Leaders
- Violence in the Workplace

Supervisor & Employee Development
- Building Leadership Competency
- Building Leadership Courage
- Building Team Excellence
- Conducting the Disciplinary Interview
- Discharge & Documentation
- Effective Communications Dynamics
- Emotional Intelligence
- Employee Retention: Getting Good People to Stay
- High Performance Coaching
- Making the Most of the Employment Interview
- Managing Organizational Conflict
- Managing Remote Workers
- Mediation as a Conversational Skill
- Performance Appraisals
- Supervisors and The Law
- Supervising the Unsatisfactory Employee
- Supervisors Guide to Positive Discipline
- Understanding Emotional Intelligence

Accountability in the Workplace - Accountability helps to ensure that every employee will take responsibility for their performance and behaviors, and continue to manage this responsibility. When we implement goals and communicate with one another, we can achieve powerful results. Building an accountable workplace requires strong teamwork and collaboration. Every team member must have a strong understanding of the values of the company and recognize the importance of their dedication, in order to attain success. This course will provide you with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability. Accountable employees will fuel performance and productivity, and generate an enhanced workplace.

Body Language Basics Skills - Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications and a great set of skills to understand that what is not said is just as important than what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non- verbal communications.

Building Employee Recognition Plans - Recognizing employees through various recognition programs is a fantastic investment. Being appreciated is a basic human feeling and reaps great rewards. Praise and recognition are essential to an outstanding workplace and its employees. Through our Employee Recognition workshop your participants will recognize the value of implementing even the smallest of plans. The cost of employee recognition is very minimal in relation to the benefits that will be experienced. Employee recognition programs have been shown to increase productivity, employee loyalty, and increased safety.

Business Ethics for Leaders - A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business, it will change lives.

A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding ethics a very important part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before.

Business Succession Planning - The loss of valuable leadership can cripple a company. Business succession planning is essentially preparing successors to take on vital leadership roles when the need arises. It is essential to the long- term survival of a company. Every company should have a form of succession planning in its portfolio as it is not the expected absences that can cripple a company, but the unexpected ones. Whether it is preparing someone to take over a position of leadership in a corporation, or the sole proprietor of a small business Business Succession Planning will teach you the difference between succession planning and mere replacement planning. How you prepare people to take on the responsibilities of leadership so that the company thrives in the transition is just as important as picking the right person for the job.

Communications Self-Analysis - This course enables these participants to see themselves the way others see them. A comprehensive profile is developed for each participant, along with a discussion of ways to improve communications skills.

Conducting Meetings - This course provides the participants with basic rules for holding and conducting a meeting.

Conflict Resolution - Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Your participants will also be provided a set of skills in solution building and finding common ground. In the Conflict Resolution workshop, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production,absences, attrition, and even law suits.

Delegating - A thorough discussion of how, what, and when to delegate is presented, along with an understanding of the importance of delegation. Understanding is enhanced through an analysis of delegation styles.

Delivering Constructive Criticism - Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop your participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way. Constructive Criticism if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

Developing New Managers - Management must be effective for the success of any business. Unfortunately, it is all too easy tooverlook the training and development of new managers. When you provide your managers and employees with the skills and tools they need, you will greatly boost morale and strengthen yourorganization. With our Developing New Managers workshop, your participants will understand the value of investingin employees and developing management. By focusing on development opportunities, your participants will establish a culture that retains top talent and improves succession planning.

Developing & Training Employees - This course gives the supervisor or manager a thorough understanding of the definition of training, the objectives of training, as well as the benefits to both the subordinates and the supervisor.

Diversity Works® - "Making Our Differences a Strength" - Valuing Diversity is Key To Organizational Performance! - Everyone is different. In the workplace, these differences can interfere with our ability to communicate and make cooperative decisions, but can also be a great asset. Fully managing this asset requires knowledge, skills, and commitment. Through exposure and self-awareness we can help build positive relationships and understandings that contribute directly to business success. Our capacity and ability to truly value and apply diversity requires a personal perspective, an attitude of the value of differences, a shared purpose, and related personal behaviors that acknowledge the existence of differences in values, beliefs, behaviors, talents, skills, and personalities within individuals.

Effective Interpersonal Communication - A Workshop to Improve Interpersonal Relationships in the Workplace - Effective interpersonal communication and the behaviors that drive positive human interaction is the lifeblood of any organization – large or small – public or private – any industry! Part of your success in the workplace is dependent upon your interpersonal communication skills. How well you interact and communicate with others including your manager, your team members, other peers, customers and vendors – all of these has an immediate and lasting impact on your ability to perform effectively at any level. In this climate of constant change and challenge, employees at all levels can increase personal performance and effectiveness if their intra and inter personal skills are good and if they are appropriately applied in the workplace.

Emotional Intelligence - Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behavior. The concepts of Emotional Intelligence have been around since at least the 1900's, but the term was first introduced by Wayne Payne in 1985. As a result of the growing acknowledgement by professionals of the importance and relevance of emotions to work outcomes, the research on the topic continued to gain momentum, but it wasn't untilthe publication of Daniel Goleman's best seller *Emotional Intelligence: Why It Can Matter More Than IQ*that the term became widely accepted by mainstream media.

Employee Termination Process - Having to fire an employee is never an easy task. Sometimes, despite attempts of open communication and encouraging performance, an employee will need to be terminated from the company. One of the hardest aspects of preparing to fire an employee is to separate the emotions from the facts. Firing an employee should always be a last resort, so it is important that the manager has covered all other avenues possible before moving forward. With our Employee Termination workshop, your participants will begin to see how important it is to develop a core set of skills when they find themselves in a situation where they have to let an employee go.

Exceptional Management Performance - New Strategies for a World of Change - The role of management is changing critically in a very different world of work. The need to be more strategic and results-oriented is a major challenge in most organizations today. Understanding and adapting to these changes and challenges requires both a new way of thinking and new set of skills and behaviors that change the impact of management. Your organization may be undergoing significant changes as a result of these challenges or maybe you are just ready to refocus the talents of your management team towards exceptional results. Whatever your situation may be, EAF's new workshop can enhance the capacity and capability of your existing management team.

Goal Setting and Getting Things Done - Goal Setting is one of the most basic and essential skills someone can develop. What makes a good goal? We touch on goal characteristics, time management, making a to do list, and what to do when setbacks occur. This workshop will provide the knowledge and skills for your participants to complete more tasks and get things done. Our Goal Setting and Getting Things Done workshop will cover strategies to help your participants overcome procrastination. These skills will translate into increased satisfaction in their professional and personal lives. Your participants will learn the Goal Setting characteristics of successful people and in turn will become happier and more productive individuals.

Handling a Challenging Customer - Customer service is a necessary position in the job world today. It helps companies give customers what they want and what they need. Although many customers can be difficult, with the right training, skills, and knowledge, any difficult customer can be handled properly and effectively. With a positive attitude, your employee can effectively deal with the most difficult customers and both parties can end the conversation satisfied.

Handling Complaints - This course thoroughly covers the supervisor or managers' role in handling complaints, including recognizing complaints, reasons for complaints, and a guide to handling complaints.

High-Performance Teams (Remote Workforce) - High Performance Teams (Remote Workforce) are organizations, teams or groups working in a virtual environment that are focused on achieving the same goals. Bringing team members together through a virtual environment can be a challenge task. This workshop identifies these challenges and helps your participants push through to success. With our High Performance Teams (Remote Workforce) workshop, your participants will begin to see how important it is to develop a core set of high performance skills, while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high performance teams to accomplish any task.

Hiring Strategies - Successful companies are made up of great employees, so why not hire great employees? Hiring and training employees is an expensive venture. Be sure to hire the right person for the right position. Hiring the right person is more about skills and abilities; it is about finding the right combination of skills, attitude, and fit for your organization's culture. Hiring Strategies will save your company time and money as you will be recruiting and hiring the right candidates. Your hiring department will benefit from this workshop as it prepares them to seek out that great candidate and make sure they are a fit for your company. Your participants will obtain the necessary tools required in finding that diamond in the rough.

How to Become a More Likeable Boss - Becoming a more likeable boss can sometimes be a difficult process to describe. It can be one characteristic that facilitates great communication and great employee relationships. It can be the special way that you show confidence in among your team. These and other events can become more easily managed with this great workshop.

Increasing Self-Awareness - Self-awareness is an important part of everyday life. It transfers over to your personal, social, physical and work life. It can help one gain a better understanding of themselves, and how to live a better, more fulfilling life. When working to deepen one's own self-awareness, it is important to fully engage yourself.One should take the time and proper steps, to fully become self-aware. With the Deepening Self-Awareness workshop, your participants will learn how beneficial becoming more self-aware can be. A highly self-aware person will become more equipped to deal with daily life and its challenges. Through this workshop, your participants will gain a new perspective on themselvesand their emotions, and become a valuable member to society.

Improving Mindfulness - Mindfulness is a term that is frequently used but rarely defined. Practicing true mindfulness encourages living in the present while it addresses the danger of distorted thinking, Staying in tune both mentally and emotionally improves perspective to enhance personal a professional success. With our Improving Mindfulness workshop, your participants will begin to identify their own patterns of thinking. As they learn to practice mindfulness, they will cultivate positive emotions that will have a dramatic effect on the work environment.

Interpersonal Skills - We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name. The Interpersonal Skills workshop will help participants work towards being that unforgettable personby providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

Leadership and Influence - They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership rolewill stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring. Once you learn the techniques of true Leadership And Influence, you will be able to build the confidenceit takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

Managing Managers - They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership rolewill stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed inorder to guide and protect their offspring.

Middle Manager - Traditionally, middle managers make up the largest managerial layer in an organization. The Middle Manager is responsible to those above them and those below them. They head a variety of departmentsand projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and understands how to effectively execute these goals. It is crucial for businesses to focus on these essential managers and provide them with the opportunitiesto succeed. No matter the organization's structure or size, it will benefit from employing well-trained middle managers. Having a middle manager understand their role in the organization is very important. They are in communication with a very large percentage of the company, and will have a large impact throughout the organization.

Managing Organizational Change - Managing Organizational Change is an 8-hour workshop that provides management and professional employees an overview of the organizational change process. In today's constantly-changing world, the workplace continues to undergo dramatic change almost every day! Without an understanding of what organizational change is and how to best approach it, managers often fail at implementing and sustaining meaningful change in the organization.

Measuring the Performance of the Human Resource Function - In today's cost conscious business world every functional department in an organization must prove its worth and effectively contribute to the bottom line. This one day workshop will reveal proven principles and formulas of productivity that will enable you to measure the efficiency of all human resources functions.

Mediation Process: Managing and Resolving Conflict - This course trains you how mediation fits into the larger field of dispute resolution and negotiation and then presents a comprehensive, stage-by-stage sequence of activities that can be used by mediators to assist disputants in reaching agreement.

Motivation - When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce. The Employee Motivation workshop will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

Orientation & Onboarding - Employee Onboarding is an important and vital part of any companies hiring procedure. Hiring, training, and bringing new employees on board cost a lot of money and are major investments. Onboarding is a secure investment that will assist newly hired employees in developing and keeping their skills, knowledge, and value within the company. It will stop highly skilled workers from being lured to a competitor, which makes your company stronger within the market. Through Employee Onboarding you will find it lowers costs related to employee turnover. It will increase productivity and produce a happier and more skilled workforce. The new hire phase is a critical time for the employee and company and having a structured set of procedures will make this time run smoother and produce a greater chance of success.

Organizing for Results - The principles of organizing are defined in detail and are thoroughly discussed.

People-Smart® - Building Interpersonal Relationships—Self-Assessment Workshop - It's Smart to be People Smart! - "In the 21st century, it is critical that people work effectively together." Are you ready to learn to bring out the best in yourself, in your colleagues, employees, customers, and bosses? When mutual respect and strong interpersonal skills are present in our work relationships, we do more than make people feel good. Both personal and organizational performance can be greatly enhanced. Customers are more likely to return to companies that treat them well. Cohesive teams are more productive. And, if you have strong people skills, you are more likely to succeed-and be truly valued as an employee – regardless of your level or position.

Performance Appraisal & Management - Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals and improves the employee manager relationship. The key in keeping an organization and employee aligned, which improves performance and productivity, is Performance Management. When changes occur Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a stream-lined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee through feedback and coaching.

Performance Leadership - Strategies for the 21st Century - Performance Leadership is an innovative half-day seminar for organizations who are concerned about the future role of corporate leadership and its impact on performance! Performance Leadership presents new behaviors and practices that redefine leadership as a key ingredient of exceptional organizational performance. Performance Leadership examines world-wide trends, issues, and implications for leaders attempting challenges of a more competitive world marketplace. A personal Performance Leadership Profile provides participants with an assessment of individual leadership strengths and needs based on a new performance-driven learning model. Participants learn 5 innovative leadership strategies that encompass a total of 42 performance-based leadership practices.

Personal Productivity - Most people find that they wish they had more time in a day. This workshop will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize their personal productivity. Personal Productivity is a goal most of us have. Through this workshop your participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in their life on something or someone else, but through this workshop your participants will take ownership and begin to lead a more productive life.

Planning, Problem Solving & Decision Making - Effective Management Process Skills - Problem Analysis, Problem Solving, Decision Making, and Planning are essential skills for managers in any organization. These are the basic management process skills required for success in any organization. They are critical to the success of any organization in the 21st century concerned about the effective application of management tools and practices that keep the business running effectively and efficiently! This workshop introduces participants to specific Management Process Skills including Decision-Making and Problem-Solving models and processes. The skills presented in this workshop provide managers with a framework for gathering information, setting priorities, analyzing situations and problematic issues, and making effective decisions.

Process Improvement in Today's Organization - Organization that are most effective at continuously improving through problem-solving, effectively utilize continuous improvement approaches. Participants will learn macro, micro, deployment and top-down flowcharts and process mapping techniques. Exercises and scenarios are used to enhance the learning process.

Project Management for Groups - This two-day performance-based workshop focuses on a project managers ask the right way question and do the right things to get the job done. While it can serve as a valuable quick reference for the experienced project management professional, it is primarily intended to help the new or part-time project manager build a solid foundation of good project management habits.

Seeing and Taking Initiative - Taking the initiative is a crucial step in moving forward in our professional and personal lives. By showing initiative, it reflects us in a positive light to others as well as builds our own self-esteem. If we want something to happen, we need to make it happen. That is what initiative is all about. Take opportunities and run with them. Do not let excuses cause you to miss out on amazing opportunities. See what you want, believe what you want, and make it happen. With our "Seeing and Taking Initiative" workshop, the class participants will learn what initiative is, how to take it on, the advantages of it, and when to know one's place. By enrolling in this class, participants will be taking the first step in making something positive happen for them! Now that is initiative!

Self-Leadership - As we grow, we learn to become leaders. Being a leader is natural for some, and learned for others. No matter how we have become a leader, it is important to remember we must lead ourselves before we lead others. Take the time to motivate yourself and realize that you can do it. With our "Self-Leadership" workshop, your participants will discover the specifics of how to be a better leader for themselves and for others. Your participants will be able to guide themselves in positives ways, which equals success!

Servant Leadership - Servant leadership can seem like a contradicting term, but it is becoming a very popular tool in many businesses. Servant leadership is a philosophy that involves focusing on others (i.e. your employees), and focus on their success, and in turn build better professional relationships that can benefit both manager and employee. Servant leadership shows that managers can be great leaders while boosting their employee's confidence and further their success at the same time. With our "Servant Leadership" workshop, your participants will discover the specifics of how servant leadership works and how it can benefit both leaders and employees!

Social Media in the Workplace - Understanding Social Media is about communicating the right way. We are beginning to communicate more through electronic means than face to face. Talking on a phone has been replaced more and more with SMS (texting.) Social media channels are becoming the main form of communication and your participants will realize how Social media and the Workplace can work together.

Strategic Planning for Today's Business - This program will teach you a formal strategic planning process. You will learn how to perform situational analysis of your current business environment, how to formulate strategic goals and objectives, how to develop tactical plans for achieving those goals and objectives.

Stress Management - This course is designed to equip you with the skills to not only recognize stressful conditions both at work and in your personal life but also how to effectively manage them in order to minimize their impact on your career and life.

Supervising Others - Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it. The Supervising Others workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Talent Management - Talent Management is an investment. Every company wants to have the best and brightest employees, and with Talent Management that can be achieved. The item that usually accounts for the highest cost for a company is its work force. With a company's workforce being the highest cost to it, does it not make sense to invest in it? With Talent Management you are developing a more skilled workforce and attracting a higher caliber of new employee. We all know that training and retraining costs money and <u>Talent Management</u> can reduce these costs. Recruiting the correct people, and keeping a talented workforce is a priority in today's business environment. Having a talented group of employees has always been a key to success; it will translate into cost savings and higher productivity. Talent Management is the investment that will pay dividends over the course of its use.

Team Building - This course is designed to improve productivity and quality using the team concept and to implement proven practical principles of employee empowerment. It is also designed to build strong teams through basic skills and techniques, therefore, creating an understanding of how different team roles and responsibilities complement each other.

Time Management - This course helps the participants recognize the demands that control time. Time as it relates to planning and controlling are discussed.

Telework and Telecommuting - Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job, and recognizing these challenges will help your participants become great teleworkers. Through <u>Telework And Telecommuting</u> your employees will see a great improvement in their performance and well-being. Being a teleworker does have the advantages of flexible schedules, no commute, and saving the company money. Your participants will establish the additional skills needed to be successful in their work from home environment.

Ten Soft Skills You Need - The meaning of Soft Skills can sometimes be difficult to describe. It can be that unique attribute or characteristic that facilitates great communication. It can be the special way that you show confidence in a challenging situation. These and other events can become more easily managed with this great workshop. With our <u>Ten Soft Skills You Need</u> workshop your participants will begin to see how important it is to develop a core set of soft skills. By managing and looking at the way people interact and seeing things in a new light, your participants will improve on almost every aspect of their career.

The Power of Networking (Within the Company) - Networking has become a crucial part of the world today. Most people are aware of external networking and primarily focus on that. It is important to pay extra attention to internal networking, or networking within the company. To be truly effective, internal networking must be utilized throughout the company. With <u>The Power of Networking (Within the Company)</u> workshop your participants will learn how internal networking is changing the workforce. Through this workshop, your participants will gain a new perspective networking, and what benefits can come from fully utilizing and making connections with internal networking.

Train the Trainer - Whether you are preparing to be a professional trainer, or you are someone who does a bit of training as a part of their job, you'll want to be prepared for the training that you do. Your participants will begin the process of becoming trainers themselves, and understand that training is a process where skills, knowledge, and attitudes are applied. The Train-The-Trainer workshop will give all types of trainer's tools to help them create and deliver engaging, compelling workshops that will encourage trainees to come back for more. Skills such as facilitating, needs analyses, understanding participant's needs, and managing tough topics will give your trainees what the need to become a trainer themselves.

Trust Building and Resilience Development - Creating relationships that are built on trust, and having the tools to be resilient are crucial in creating a workplace that is safe and a solid place for all to work. This workshop will introduce you to your company's responsibility with regard to promoting honesty, as well as how to deal with the inevitable changes that come along with building a stronger business.

Understanding Teams and Teamwork - For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not. The Teamwork And Team Building workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Your participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

Virtual Team Building and Management - There are an estimated one billion virtual workers in 2012, and the number is expected to continue climbing well into the future. With a global workforce you are provided with a cost effective and talented pool of employees to draw from. With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give you participants the knowledge to work with these challenges and succeed in a growing global workforce.

Workplace Violence - Workplace harassment is illegal and destructive to any organization. It is important to treat everyone in the workplace with respect and dignity. Workplace harassment must be identified, discouraged, and prevented in order to keep a hostile work environment from developing. Left unchecked, harassment can escalate into violence. Workplace harassment training is essential to the welfare of all businesses and their employees. In order to prevent Workplace Violence, it is essential that managers and employees are able to identify individuals who could become violent and understand how to diffuse dangerous situations. This workshop will help participants to identify and address violence in the workplace, as well as giving them the tools to develop their own Workplace Harassment Policy.

ALLIANCE HR PARTNERS
Chuck Simikian, SHRM-SCP, SPHR
Principal and Lead Consultant

Chuck is a seasoned certified HR professional and author with over 25 years of corporate HR experience spanning all aspects of Human Resources including recruitment, training, employee relations, benefits administration, payroll, and HR compliance. Chuck's philosophy is to approach Human Resources from a "Risk Management" point of view, by being keenly focused on minimizing a company's legal exposure to government entities such as the EEOC, DOL, and OSHA. He is an entrepreneurial-minded team player focused on a positive approach to all situations and finding the best training and HR strategic solutions for organizations.

BUSINESS RESULTS LLC
Dolly Penland

Dolly Penland is an executive business adviser and speaker with Business Results LLC who works with organizations helping them to hire and manage their talent to their highest potential. She was an award-winning freelance journalist with more than 20 years' experience specializing in business news before focusing her talents on business advice and consultation. Dolly specializes in multiple areas including helping businesses grow sales, reduce turnover and develop leaders.

EAF REPRESENTATIVE & HR CONSULTANT
Darlene Goddard, SPHR, SHRM-SCP

Darlene's career spans several industries including health care, warehousing and distribution, manufacturing, and automotive retail. She serves on the CareerSource Region 10 Board where she is past Chair, and previously served on various non-profit and advisory boards. Her previous experience as a Florida State Certified Supreme Court Mediator was one of her most rewarding, enlightening, and challenging roles. Since 'retiring' she has joined EAF as Regional Representative; continues to work with her most recent employer as HR Consultant; consults and coaches financial clients via the Dave Ramsey organization's Local Coach Program; and travels when her (still busy) schedule allows.

FORDHARRISON LLP

FordHarrison focuses on all aspects of labor & employment law. They have nearly 200 lawyers in 29 offices across the country, including three affiliate offices. Their attorneys strive to provide clients with practical counseling, sound legal advice, and excellent client service.

HOPS INTERNATIONAL LLC
Charlie Walsh
Founder, President, and Sr. Organizational Development Consultant

Charlie has worked in over 26 countries in both private and public sector organizations and throughout the U.S. Embassy network of the State Department. His Senior Leadership Development Initiatives have received exceptional praise from executive management at the U.S. State Department. He was asked to serve on a Presidential transition team for of his recognized international work in leadership capacity building in the countries of Zimbabwe, Sudan and Bangladesh. He currently serves on the International Development Board on Building Democracy and has also been selected to participate in the Forecasting World Events Project. Charlie is also the Founder of the "Center for Organizational Leadership Excellence", an international hub and "think tank" for promoting organizational leadership excellence around the globe.

REGULATORY COMPLIANCE ASSOCIATES, INC. (REGCOMP)

For over 35 years, RegComp has been developing programs and teaching regulatory compliance workshops pertaining to governmental laws and regulations (EPA, OSHA and DOT) for various Industries, U.S. Naval Air Stations, U.S. Customs Service and the U.S. Public Health Service. They write comprehensive workshop manuals & site specific employee training programs, and audits corporate programs throughout the U.S., Canada and Puerto Rico, as well as conduct compliance gap assessments at clients' facilities and negotiate with regulators to reduce fines and penalties.

RISK CONSULTANTS, INC.

A privately-owned corporation of specialized consulting certified safety engineers, professional engineers, and certified industrial hygienists. The firm is comprised of a staff of 105 full-time professionals trained in nationally recognized courses which certify them to perform the various aspects of management planning, worksite observation, bulk and air sample analysis, air monitoring, as well as the implementation of the same.

SONNIER-ALENIUS CONSULTING (SAC)
Tina Alenius, SPHR, SHRM-SCP
Principal

Tina is an accomplished Human Resources professional who creates successful learning environments by honoring and reinforcing organizational, cultural and leadership initiatives. By building strong human resources credibility, Tina connects personally with clients and supports them in their development. She helps to identify and bridge gaps, create people and business readiness and provide organizations with holistic plans to ensure their workforces are ready for the future.