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COURSE CATALOGUE

*Training For Executives, Managers and
Human Resource Professionals*

Introduction

Praxis HR is a premier human resources, training, search and organization development consulting firm helping companies maximize talent. We focus on people, process and performance – researching, analyzing, coaching and advising to ensure that leaders, employees, teams and the organization succeeds.

Praxis HR delivers courses on a variety of subjects, tailored for each client. Individuals and teams learn information that applies specifically to their situations so that they can do their best work.

Our approach to training is flexible; we can teach on- or offsite and can vary class size, teaching methods, and subject matter according to your company's needs.

If you would like to learn more about our training and education services, please visit us at www.praxishr.com, email us at info@praxishr.com or call us at 206.501.4350.

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Preventing Discrimination and Harassment

This module provides participants with a basic overview of anti-discrimination and harassment laws, including the Americans with Disabilities Act (ADA), the ADA Amendments Act and the Age Discrimination in Employment Act (ADEA). The module focuses on how managers and supervisors can identify conduct and actions that may result in allegations of discrimination and harassment. Participants will work with scenarios drawn from actual cases.

People Skills: Managing Difficult Behaviors

In some cases, a person's contribution to the company is diminished by his or her unacceptable behaviors. These individuals require a unique approach to ensure they continue to perform well without negatively affecting their co-workers and overall productivity.

This course gives managers strategies and tactics for dealing with and positively confronting people about their unproductive behaviors. Participants learn to recognize and address situational behaviors that interfere with performance.

Employment Law for Managers

In an increasingly litigious society, managers need to know basic boundaries in various situations.

This workshop provides a focused review of basic employment law issues regarding discrimination, harassment, and other critical employment law issues. Participants will learn how to lawfully manage performance and termination decisions without exposing the organization to liability and decreasing employee morale and productivity.

The Business of Diversity and Inclusion

Learn to manage diversity in a way that takes advantage of its inherent benefits such as out-of-the-box thinking and productive team dynamics.

Diversity and inclusion positions a company for competitive advantage and success. Understand the link between organization performance, diversity and inclusion, and increase awareness of the many types of diversity found in today's workplace. Participants will discover how to make diversity and inclusion a central part of an organization strategy.

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Hiring for Success: Effective Attraction and Selection Strategies

Ads on Internet portals may or may not be the best places for your company to find talent. Go down other avenues to attract and select the best people, then discover techniques for identifying the great people in that tall stack of resumes.

Having the right talent in the right job is critical to your organization's success. This module presents a systems approach to an effective attraction and selection strategy. Topics include crafting a winning employer value proposition and branding, sourcing, screening, interviewing and orienting new employees for success.

Retention and Engagement Strategies

Upwards of 50% of workers say salary's not the most important reason they stay with or leave a job. Learn how to keep your employees satisfied and eager to contribute. This course presents a systems approach on how to retain talent once hired. Learn the critical elements that make a difference and the mistakes that cost a company dearly. Proven strategies will be addressed that drastically reduce turn-over, elevate corporate performance and increase employee engagement.

Effective Conflict Resolution

Some disagreement in the workplace can be positive, as it means people are exchanging ideas and strategies. But sometimes disagreements get out of hand and require that a manager step in and resolve the issue with authority and composure.

An unresolved conflict is a spiral that gathers momentum over time. Participants will learn and practice conflict resolution techniques that bring results. Techniques will address both the underlying problems and the repair of relationships.

Developing Leaders

Even natural leaders can benefit from leadership training as it relates to your company's specific goals and strategies.

How do you develop leaders in your organization? What are the competencies needed to lead in the future? Do you have an internal selection process that assures the right candidates? This workshop will address the many issues a company needs to consider in the growth and development of their leaders. It will introduce a succession plan design that addresses a company's goals and vision.

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Management Training

People are often promoted to management positions because they perform their tasks well. Managing people is an entirely different talent that many taskmasters haven't ever performed.

This workshop is a "must" for anyone who works through others to get the job done, on time, within budget, and at the highest quality. Management Training is divided into two sections: 1) the discussion of core concepts and their application and 2) the demonstration and application of fundamental "people-skills." Participants will leave the workshop knowing their role and having the ability to develop SMART objectives, delegate, give feedback, problem-solve, and much more.

Developing Teams

Encouraging a group's productivity involves more than cheerleading. Learn to select the right mix of people, establish ground rules, and ensure the sum is greater than its parts.

A primer on team basics: types of teams, selection of team members, establishing ground rules, goal setting, developing relationships, "team spirit," accountability, the role of the team leader, communication with stakeholders, and group recognition.

Coaching

There's a fine line between supporting employees and encouraging them. Along this line is coaching. Learn when and how to use coaching techniques to supplement your management skills.

Coaching involves the skills, processes, and knowledge to help employees maximize their potential in the face of continuous change and transition. When do you do it? What are the many styles of coaching? Why do managers fail to coach employees? How do you coach your top performers? This module will explore how coaching differs from counseling and mentoring. Participants will explore why coaching is done, when to apply coaching strategies, and how to coach employees to help them maximize their potential.

Effective Performance Management

The annual review comes and goes, but ongoing performance management identifies success and challenges as they occur, allowing employees to continuously improve and grow.

Analyze and address performance improvement using a systems approach. Participants will learn how to determine performance gaps, "calculate"

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consequences, and choose appropriate interventions.

Equal Employment Opportunity

It's not just an acronym to stick in employment ads - it's a bona fide law. Anyone that has employees needs to know all about it.

This Equal Employment Opportunity (EEO) workshop addresses basic EEO concepts. Part I of the workshop highlights EEO concepts: Affirmative Action, Title VII and its amendments, unlawful harassment, protected classes, hiring employees, the Americans with Disabilities Act, the ADA Amendments, the Family Medical Leave Act, as well as some case law relevant to each subject. Part II of the workshop discusses the concepts of diversity and cultural awareness and its relevancy to the workplace.

Training Skills

Sometimes it's appropriate for a company's own managers to teach classes. But a great manager does not a great teacher make; this class goes over basic classroom presentation skills to ensure that time is well spent and managers feel comfortable delivering the content to increase knowledge and skills.

This overview course focuses on basic training skills such as training needs assessment, training design, delivery, and course evaluation. The course is highly interactive with small and large group activities, analyses, instruments, written exercises, demonstrations and practice in the classroom. Participants will receive an overview of the areas, skills and knowledge in which a trainer must be effective.

Strategic Human Resource Management

Learn the elements that make up a solid HR plan and the steps for implementing it. This interactive course goes beyond the traditional operational and administrative functions of human resources management.

This course examines the vital strategic role executives, managers, human resources leaders and employees must play to help their organizations achieve and sustain a competitive advantage. Participants learn the essentials of forging links between strategy and talent, facilitating talent reviews and action plans, and becoming a partner and advisor to the executive team, managers and employees.

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Conducting Effective Investigations

If you suspect an employee is breaking company policy or the law, there are certain procedures you should follow to reach a quick and objective resolution.

This workshop provides the skills necessary to conduct effective internal investigations. Participants work through case studies to hone their investigative skills by learning how to develop an investigation plan, review documentation, interview witnesses, and reach objective conclusions.

Advanced Management Training

Good managers know the basics; great managers know how to handle complex issues such as conflict resolution, employee engagement and performance coaching. This course gives seasoned managers a chance to hone their skills and discover new approaches.

How do you handle employee performance and relationship issues that need improvement and go awry? This workshop will cover: performance appraisal and improvement, the "checking" process, constructive feedback, employee counseling, progressive discipline, and conflict resolution.

Customer Service for Human Resources Professionals

HR touches all departments in the company, and many external forces as well. Find ways to serve each unique group.

This course provides the framework and basic skills to improve service quality and build positive customer relationships, both internally and externally. Participants will develop strategies to increase internal customer service delivery, quality and capacity.

Mentoring

Having someone who is not a direct supervisor to learn from can be an invaluable part of an employee's career. But developing a worthwhile mentoring program is more than just matching up people with similar personalities and goals.

Learn how to establish an effective mentoring program that explores key questions: What is the purpose of a mentor program? Why do organizations need these programs? How do you orient mentors and protégés? What are the roles of a mentor? How do you pair a mentor with a protégé – is chemistry important? By addressing these questions, participants will explore models and techniques to develop mentoring programs that fit their organization's needs.

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Effective Orientation

Learn to design and implement a meaningful orientation that gets new employees excited and engaged.

Learn how the "pros" assess, develop, design, and evaluate orientation programs. This program will take you beyond the basic approach of telling employees what they need to know. The course focuses on an orientation approach that guides employees through the critical first days on the job.

Strategic Planning

It's not a once-a-year exercise, but a way of thinking, acting and learning that should filter through every project and initiative. This course focuses on developing and implementing strategic plans that get results.

In this hands-on workshop, participants learn the elements of a strategic plan and how to facilitate its development.