



## Training Solutions

Following are a few of the most popular training courses developed by HR Services Co. Please contact me for a FREE initial consultation to learn about how we can develop a customized session to meet your business needs.

### **Supervisory Skills – Intermediate or Advanced (1.5 – 4 hour sessions)**

Delegating, motivating, conflict resolution, managing change – these items challenge even the best supervisors. Participants will learn how to manage the multiple disciplines of supervision. This interactive session includes role playing exercises in providing constructive feedback and conducting one on one and team meeting exercises.

### **Interviewing & Selection Skills (1.5 – 4 hours sessions)**

Designed for Supervisors or Managers wanting to develop or hone their skills in developing an effective selection program, understanding their role in legal issues pertaining to recruitment, while planning for and conducting the interview to ultimately make the best informed hiring decision.

### **Employee Orientation & On boarding (1.5 – 4 hour sessions)**

You've just hired a great new employee. They are enthusiastic about joining your team. Now how do you gain their long-term commitment? The goal of this session is to teach supervisors or the actual new employees the organizations mission and culture while engaging them with your organizations policies, procedures and benefits. This session concentrates on the critical processes during the initial first days, beyond the honeymoon phase and up to the time the employee is deemed effectively on board. This session is not just applicable to new hires – it is also effective during times of organizational change.

### **HR Basics (4-8 hour sessions)**

Do you have a Human Resource Department or are you challenged with managing the human resource function? If you have limited HR resources or are wishing to review current HR practices, this session provides an overview of important functions, activities and responsibilities in HR management. Participants will be alerted to minimum legal obligations, implications of personnel policies, practices and administrative concerns.

### **Performance Appraisals that Deliver Results (1.5 – 4 hour sessions)**

Is your current employee review process effective? Does the review process take too long? Are reviews difficult for managers? Do reviews reward good behavior and correct problem behavior? The goal of this session is to help your management team establish a performance-driven culture that creates respect for employee contributions and places a value on employee growth and development while achieving organizational results.

### **Safety & OSHA compliance (1.5 – 4 hour sessions)**

Does your organization practice effective safe work practices? Do you know what PPE, MSDS and the OSHA General Duty Clause is all about? This session will cover Accident Prevention; Emergency Preparedness; Ergonomics; OSHA; Recordkeeping; Inspections; Citations; Enforcement; Safety Plans; Training and many other significant topics.

### **Preventing Harassment in the Workplace (1.5 – 3 hour sessions)**

Participants will learn to identify what constitutes illegal harassment, how to address harassment situations and minimize employer liability. It is recommended that all employees receive this training annually. This session is designed for both employees and supervisors.

### **100% Satisfaction Customer Service (1.5 – 2.5 hour sessions)**

Based on the unconditional 100% Satisfaction Guarantee commitment developed by the Embassy Suites Hotel Brand, participants will learn “Eight Customer Service Skills”, how to EXCEED customer needs, how to take the H.E.A.T. in the event of a service break down or complaint as well as critical phone and email communication skills.

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