



EMPLOYERS ASSOCIATION  
FORUM, INC.



On-site Training Brochure



**COMMUNICATING RIGHT BY PERSONALITY TYPE** - This course provides you with the basic understanding of how you can adapt to different communication styles. You will also learn your *Myers-Briggs'* preferences regarding your energy source, how you prefer to gather information and make decisions, and the life style you prefer.

**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** - This course will train you to know how to approach conflict in a way that yields positive results! You'll gain proven techniques and hands-on skills for bringing differences out in the open, standing up for your position, and valuing the perspectives of others.

**CONTROLLING** - This course defines controlling for the participants by establishing the elements for effective controlling as well as a criteria to follow.

**COUNSELING** - This course gives the supervisor or manager a greater understanding of counseling by discussing the purpose of counseling and the major causes that make counseling necessary.

**CUSTOMER SERVICE** - This workshop applies basic communication, conflict resolution and problem solving skills to the task of dealing with customers outside and inside the organization.

**DECISION MAKING** - The entire process of making decisions is understood by discussing types of decisions, where and when decisions should be made, and techniques and guidelines for effective decision making.

**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.

**DEVELOPING AND 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.

Valuing diversity promotes a two-way learning and adaptation process in which both the organization and its individual members change — hopefully adopting the best of the cultural norms and values of each other — emphasizing interdependence and mutual appreciation.

**Diversity Works®** is 4 hour interactive workshop that provides participants with a unique opportunity to explore personal value systems and attitudes that can have an impact on workplace relationships and ultimately personal performance and success. There is an introductory video vignette that enables participants to think deeply about influences in the workplace.

Specific content focuses on the following:

- Understanding Workplace Dimensions & Impact of Diversity
- Personal Values Assessment – How Do YOU Feel About Diversity Issues?
- Understanding Values, Character & Personality Differences in the Workplace
- Understanding the Organizational Continuum for Diversity

**DYNAMIC STRATEGIC LEADERSHIP™® - Strategies for Excellence In Challenging Times**

We are living in defining times – often challenging - but at the same time exciting in the possibilities of exploring new opportunities. The qualities of leadership that exemplify excellence are needed today perhaps more than in recent history. Today - effective leadership at all levels of the organization requires a never-ending quest for vision, positive influence, change, drive, and execution. **"Dynamic Strategic Leadership"** is an innovative 21<sup>st</sup> century leadership development program designed to provide mid and senior-level management individuals the opportunity to explore and expand their leadership capacity, capability, and impact at a time when most of our member organizations need it most!

Designed as a 2-day, skill-based workshop, **"Dynamic Strategic Leadership"** can assist your leadership team in developing or enhancing those *attitudes, behaviors, and actions* necessary to effectively lead the organization during challenging times or situations. This workshop also provides a structured forum for intact management teams to exchange ideas, concerns, and viewpoints regarding current and future leadership issues.

Designed for an international focus and successfully delivered worldwide since 2005, **"Dynamic Strategic Leadership"** is intended to instill a sense of personal responsibility, commitment, and accountability for effective leader behaviors by 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 morale, job performance, stress, and personal relationships.

**"Dynamic Strategic Leadership"** skill-based content includes the following core topics:

- Leadership Foundations (Core Competencies & Behaviors)
- People Skills: Intra & Inter-Personal Communication
- Performance Leadership
- Team Leadership
- Leadership Endurance & Courage

**EFFECTIVE COACHING & MENTORING** - Effective coaching is not just an occupation isolated in the world of sports! The process and tools of effective coaching are fundamental skills for anyone, management or otherwise, who is trying to get the best out of people and get people to be at their very best. Mentoring is a complementary process that provides individual focused coaching as a method of development. As an integral part of any organization's commitment for performance, effective coaching and mentoring are both critical skills to be applied in order to continuously develop people in the workplace.

(Continued on page 3)

(Continued from page 2)

During this interactive 6-hour workshop, we will explore the definitions, differences, and impact of effective **coaching, counseling, and mentoring!** Participants will also complete a *Coaching Effectiveness Self-Assessment* tool that provides over 20 critical behaviors to guide individual and team coaching and mentoring.

The key Learning Objectives for this workshop include:

- Understand the basic processes behind coaching & mentoring.
- Understand the difference between coaching and counseling practices.
- Learn an easy process to introduce *coaching & mentoring* into your organization.
- Understand the impact of *coaching and mentoring* in building employee commitment, loyalty, and performance.
- Identify specific opportunities for *coaching & mentoring*
- Understand the nature of the relationships that must be managed in any *coaching and mentoring* program.
- Use the knowledge for the overall benefit of the organization.

**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.

Successful individuals are aware of their interpersonal strengths as well as those areas where they may need improvement. The key is to better understand your approach and practices in the interpersonal communication process and the potential impact of ineffective interpersonal communication behaviors. Without effective *intra* and *inter* personal skills, otherwise good employees, management or not, can miss their goals by mishandling key interactions and dialogue that may require more applied focus. By examining the basic principles and practices of effective *intra* and *inter* personal behaviors, this workshop can help you enhance your interpersonal communication skills through self examination.

This engaging 6-hour workshop will help you better understand your own *inter and intra-personal behaviors* as we explore “*best practices*” necessary for positive and productive interaction and communication in today’s workplace. During this engaging workshop, we will examine the following key topics including opportunities for self assessment:

- Understanding the Interpersonal Communication Process
- Exploring Self (*intra*) and Others (*inter*) in the Communication Process
- Effective Interpersonal Communication Practices
- Avoiding Miscommunication & False Perceptions
- Improving Interpersonal Relationships through TRUST
- Recognizing & Responding to Interpersonal Conflicts

**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.

**Exceptional Management Performance** a 2-day skills development workshop designed for existing managers. The workshop is highly interactive incorporating a combination of group discussions, self-awareness and assessment, individual & team exercises, case studies, and problematic simulations.

Participants will complete a *Management Competency Profile* that serves as a learning roadmap for the workshop as well as on-the-job application of learned skills.

**Who Should Attend?** - This program is designed for existing supervisory or management with at least 3 years managerial or supervisory experience.

**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.

**INTERPERSONAL SKILLS DEVELOPMENT** - This course equips you with the necessary skills to effectively deal with all types of people under all types of conditions. You will learn to adjust your style to the context as well as to individual differences between the people you deal with and to the changing situation

**INTERVIEWING - RESULTS ORIENTED** - 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*”. Participants will:

- Experience a thorough explanation of behavioral interviewing techniques of hiring/promoting right the first time.
- Prepare for an effective interview.
- Identify “success factors” for a job.
- Create/choose focused behavioral interviewing questions.
- Practice conducting and observing “ROI” interviews.
- Learn to listen for specific facts and take notes.
- Evaluate practice interview sessions.

(Continued on page 4)

(Continued from page 3)

**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 RESOURCES 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** - The definition and principles of motivation are discussed. A brief explanation of motivation theories is given along with ways to make these theories practical.

**ORGANIZATIONAL DEVELOPMENT CERTIFICATE PROGRAM - Level 1 Program - Aligning the Performance of People, Process, & Organizations in the 21<sup>st</sup> Century (2-Day Program)** - Today's organizations – both public and private - operate in a rapidly changing and often challenging environment. Consequently, one of the most important assets for any organization today is the ability to manage evolving and sometimes unpredictable change – for both the organization itself and the people who work for the organization. The ability to accurately assess and develop the optimum level of performance - the right culture, the right people, the right positions, the right skills, the right processes – all of these require critical alignment and often realignment during challenging times. The disciplines of **Organizational Development** provide a structured approach to influence and guide an organization's desire to expand capacity, capability, sustainability, thereby improving overall performance by enabling people to be more collaborative and interactive regarding their perspectives of the organization, and to take greater responsibility for their own actions in making the organization simply work better. Simply put – **Organizational Development** is the planned systematic process of enabling an organization to become more effective in achieving its desired goals and fulfilling its destiny.

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. The **OD** practitioner provides interventions in these systems through specific tools, methodologies and prescriptive interventions to strategic planning, organizational structure and design, leadership development, change management, performance management, coaching, diversity, and work/life balance – just to mention a few.

Organization's today need a successful approach to implement the basic tools of **Organizational Development** in addressing critical human performance and work process issues. A successful **OD** process, integrated into existing Human Resource Management and operational structures, can provide organizations with:

- Aligned and efficient strategic and operational plans
- Increased leadership capacity & capability
- Team development and performance effectiveness across all functions
- Improved value and quality in products and services
- A winning culture of excellence with focus on sustainable results

**Level 1 Organizational Development** is a **2-day 14 hour** introductory program designed to provide participants the baseline knowledge and skills to effectively apply the tools and practices of Organizational Development based on the following:

- Understand the Basic Concepts & Practices of Effective Organizational Development
- The Role of the Organizational Development Practitioner
- The Language of Organizational Development
- Alignment of Vision & Strategy
- The 7 Phases of Organizational Development
- Understanding Organizational Culture – Measuring Cultural Performance
- Identifying Opportunities for Organizational Development Interventions
- Practitioner Tools for Effective Organizational Development
- Leadership Development & Organizational Change
- How To Design, Implement, & Facilitate an Organizational Intervention

**Prerequisite:** Participants should be in an existing supervisory or management role.

**Who Should Attend:** Ideally, this certification program is intended for those professionals responsible for optimizing human contribution, managing change, or improving organizational performance in any functional area.

**ORGANIZATIONAL DEVELOPMENT CERTIFICATE PROGRAM - Improving the Effectiveness of People & Organizations in the 21<sup>st</sup> Century (4-Day Program)** - Today's organizations – both public and private - operate in a rapidly changing and often challenging environment. Consequently, one of the most important assets for any organization today is the ability to manage evolving and sometimes unpredictable change – for both the organization itself and the people who work for the organization. **Organizational Development** is a structured approach with multiple processes and tools to influence and guide an organization's desire to expand capacity, capability, sustainability, and overall performance by enabling people to be more collaborative and interactive regarding their perspectives of the organization, and to take greater responsibility for their own actions in making the organization simply work better. Simply put – **Organizational Development** is the planned systematic process of enabling an organization to become more effective in achieving its desired goals.

The practice of **Organization Development (OD)** is comprised of a body of knowledge, skills, and tools that enhances organizational performance and individual development, 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. The OD practitioner or profession provides interventions in these systems

(Continued on page 5)

(Continued from page 4)

through specific methodologies and approaches to strategic planning, organizational structure and design, leadership development, change management, performance management, coaching, diversity, and work/life balance.

Organizations today need a successful **Organizational Development** approach in addressing critical work process and human performance issues. A successful OD process, integrated into existing Human Resource Management structures, can provide organizations with:

- Improved and efficient strategic and operational plans
- Team development and performance effectiveness in all functions
- Focused leadership development
- Improve value and quality in products and services
- A winning aligned culture of excellence
- Designed as a 4-day 32 hour developmental program, participants will learn to:
- Understand & Apply Basic Principles of Effective Organizational Development
- Understand the Role of the Organizational Development Practitioner
- Learn the Language of Organizational Development
- Understanding Organizational Culture
- Learn & Apply the 7 Phases of An Effective Organizational Development Process
- Learn the Tools of Organizational Development
- Leadership Development & Organizational Change
- 16 Steps to Becoming A Learning Organization through Effective Organizational Development
- Identifying Gaps & Opportunities for Organizational Development Interventions
- Creating Internal Consulting Partnerships
- The Relationship Between Organizational Development & Change Management
- Knowledge Management & Systems Thinking – Linking To Organizational Development
- How To Design, Implement, & Facilitate an Organizational Intervention

**Prerequisite:** Participants should be in an existing supervisory or management role.

**Who Should Attend:** Ideally, this certification program is intended for those professionals responsible for optimizing human contribution, managing change, or improving organizational performance in any functional area.

**ORGANIZING FOR RESULTS** - The principles of organizing are defined in detail and are thoroughly discussed.

**ORIENTING EMPLOYEES** - Today's organization needs an effective New Employee Orientation Program that not only addresses full-time employees, but temporary employees. The program must

- Provide critical information and resources in a timely manner
- Make the new employee independently productive quickly
- Teach essential safety and job skill....and more!

This user-friendly program will teach you how to assess your current orientation needs, select the appropriate content, implement the program, and evaluate its success.

#### **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.

**People Smart** is a 1.5 day (9 hour) skills assessment & development program where participants gain:

An awareness of their interpersonal strengths and development needs  
Inspiration to work on improving interpersonal interactions  
Specific workplace strategies that are easy and useful to implement

**People Smart** can also be delivered in one (1) or two (2) hour mini-sessions based on the needs of the client. If this option is chosen, it will take multiple sessions to complete the full program.

**Who Should Attend People Smart?** Anyone in a leadership role at any level or anyone who relies on working better through improved interpersonal behaviors. **People Smart** is excellent for small intact work teams.

**People Smart** will improve your capacity and personal capability to:

- Listen carefully, read body language, and interpret behaviors
- Communicate clearly and concisely
- Speak more assertively about your needs
- Create a higher level of motivation in others
- Give and receive helpful feedback
- Resolve potential conflicts

(Continued on page 6)

(Continued from page 5)

- Collaborate more effectively
- Change inefficient patterns of negative interpersonal behaviors

#### **What specific skills are explored in *People Smart*?**

1. Understanding people
2. Expressing thoughts and feelings clearly
3. Speaking up when your needs are not being met
4. Exchanging feedback
5. Influencing how others think and act
6. Bringing conflicts to the surface and resolving them
7. Collaborating with others
8. Shifting behaviors when relationships are unproductive

**PERFORMANCE APPRAISAL & PERFORMANCE MANAGEMENT TECHNIQUES FOR MANAGERS** - This course, which can readily be structured around your performance management system, is designed to provide managers and supervisors with specific techniques and skills designed to increase their overall competency as managers and encourage improved employee performance. In this six-hour program, your managers and supervisors will learn techniques for:

- Defining and communicating performance expectations
- Tying organizational goals to individual performance
- The “four-step” process for conducting successful performance appraisal discussions
- How to recognize and avoid common rater errors
- Maintaining legal defensibility
- Managing performance problems

**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.

**POSITIVE DISCIPLINE** - This course discusses what discipline is not. A self-analysis is provided to assist supervisors in understanding his or her discipline practices.

**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 21<sup>st</sup> 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.

To learn effective approaches to problem-solve and apply decision-making and consensus models, participants will review problem-analysis case studies and formulate decisions and appropriate action steps. Following small group exercises and discussions, participants will discuss the results led by the workshop facilitator. Group discussions will highlight how the management process skills and tools apply to organizational and management effectiveness and the role of the manager in correctly applying the tools to better manage organizational issues and problems

**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.

**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.

**SUPERVISORY SKILLS** - This three-phased program is designed to provide your supervisory personnel with an in-depth understanding of good management techniques.

**PRE-SUPERVISORY SKILLS DEVELOPMENT WORKSHOP® - MAXIMIZE THE PERFORMANCE OF YOUR LEAD AND SUPERVISORY STAFF! - HOPS International LLC** through partnership with the **Employers Association of Florida (EAF)** is pleased to offer its members our newly updated **“Pre-Supervisory Skills Development Workshop”**. During these challenging times, this skill-based program can greatly assist and support your management team by enabling new and inexperienced frontline supervisory and lead staff to perform at their very best! This is a 2-day, 12 hour highly interactive skills development workshop designed specifically to immediately increase the value and maximize the performance of those employees who have had limited supervisory training and/or experience as well as those who may need a refresher. The classroom learning approach provides participants a balanced blend of discussion, personal assessment, situational problem-solving, and on-the-job application.

(Continued on page 7)

(Continued from page 6)

The following core topics are covered during this basic workshop, focusing on individual assessment and application of critical frontline skills:

- Getting Off to a Good Start As A Supervisor
- Establishing Authority & Credibility as the Supervisor
- Earning Employee Respect
- Practical Tips for Handling New Supervisory Responsibilities
- Understanding Supervisory & Management Styles
- Motivating and Coaching Employees – An Effective Approach for Supervisors
- Developing Effective Communication and Interpersonal Skills
- Solving Problems and Making Decisions
- Managing Conflict with Employees & Peers
- Improving Employee Performance – Building Confidence, Pride, & Commitment!
- Understanding & Applying Progressive Discipline
- Understanding Employment Law

**SUPERVISORY FOUNDATIONS® - Supervisory Foundations®** is a 2-day 16-hour highly interactive workshop designed to provide frontline supervision and management with a basic awareness of those key foundation skills and practices necessary to effectively supervise your team towards excellence! During this workshop, the following topics will be addressed through interactive discussion, team exercises, and situational practice:

- Laying the Foundation for Supervisory Success
- Effective Supervisory Communication
- Creating a Positive & Productive Workplace
- Understanding & Responding to Workplace Conflict
- Understanding Management & Leadership Behaviors

Successful supervision begins with applying good common sense in all that you do. Unfortunately, the use of common sense is usually not common in the workplace. Yet, common sense is a critical requirement and prerequisite for a successful career in Management. As a frontline supervisor, your ability to work effectively with people is fundamental to your success, the success of your team, and ultimately the success of your company. Successful supervisors effectively blend a combination of personal, interpersonal, and team management skills in order to effectively supervise people and process. The learning goals of Supervisory Foundations include the following:

- Improve your understanding of the role and responsibilities of being a supervisor and the importance of your role in making your company successful.
- Examine effective supervisory practices that will enhance your day-to-day supervision of people.
- Improve interpersonal supervisory communication skills.
- Improve your ability to effectively respond to workplace disagreements and prevent organizational conflicts.
- Increase your level of supervisory excellence and teamwork of your team.
- Increase your personal pride, commitment, and ownership for supervisory excellence.

**NAVIGATING THE MANAGEMENT HIGHWAY® - Navigating the Management Highway®** is a 2-day 16-hour skills development workshop designed for existing managers. The workshop is highly interactive incorporating a combination of group discussions, assessments, team exercises, case studies, and problematic simulations.

Participants complete a Management Competency Profile that serves as a learning roadmap for the workshop. This workshop is available on-site and can be customized to address specific client needs.

Navigating the Management Highway is designed and delivered around six (6) distinct Learning Modules as follows:

- Understanding Management: Foundations for Success
- Effective Management Communication
- Performance Leadership: Managing Employee Performance
- Resolving Conflict in the Organization
- Situational Leadership: Understanding & Applying Different Styles
- Application Planning

**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.

**AFFIRMATIVE ACTION: Developing an Effective Program** - How should you write an affirmative action plan? Who in a multi-establishment organization needs one? What are the technical requirements of a compliance review? Through lecture and a question and answer session - and the use of a "compliance kit" - you'll get helpful insight into some of the tougher aspects of writing an affirmative action plan.

(Continued on page 8)

## EMPLOYMENT/LABOR LAW

Employment litigation claims are increasing steadily, and they are more costly than ever to afford. Plus the law in this area is constantly evolving with new court decisions interpreting these laws on a continuing basis. Training, training and more training! You must train your supervisors and managers in the law, their responsibilities under the law, and both their individual and their employer's exposure for their failure to follow and implement the law appropriately. There are multiple segments to this program, which include:

- Americans with Disabilities Act (ADA)
- Workplace Harassment
- Family Medical Leave Act
- Wage and Hour
- Equal Employment Opportunity, including
- Recruiting & Hiring
- Promotion & Transfer
- Discipline & Discharge
- Union Avoidance

**GOVERNMENT REGULATIONS** - This course investigates the purpose of government, the growth of regulations, and the cost of these regulations to both the government and the business enterprise. A thorough discussion of NLRB, Civil Rights & EEO, OSHA, and the Fair Labor Standards Act gives the supervisor or manager an understanding of his or her responsibilities relative to government regulations.

**STAYING UNION FREE IN THE 21ST CENTURY** - This presentation is restricted to supervisors and managers. Participants are provided a complete and current overview of union organizing in Florida. Discussion provides the participant with a thorough understanding of the real cost of living with a union, why employees turn to unions, and the role of the supervisor in the event union activity occurs.

## SAFETY

**FORKLIFT TRAINING - OSHA TRAINING STANDARD TO SAVE LIVES & REDUCE INJURIES** - This program is designed to provide your employees with the equipment specific training needed to comply with OSHA's new forklift standard. The on-site training will meet the following course objectives:

- Introduce Training and Regulatory Requirements.
- Discuss Basic Forklift Operating Principles.
- Discuss Forklift Safety Requirements.
- Discuss the Different Types of Forklifts.
- Discuss Hazardous Driving Situations.
- Conduct a Written and Driving Proficiency Test.

Generally, the training can be completed in four hours. Additional time may be required based on the number of participants. This training program is conducted by **Risk Consultants, Inc.** an EAF affiliate.

**SAFETY ON-SITE COMPLIANCE AUDIT** - Employers can help reduce the spiraling increase of Workers' Compensation costs by abating workplace hazards voluntarily, and developing and improving safety programs in their workplaces. To assist in this endeavor, EAF is now offering on-site safety & health audits through **Risk Consultants, Inc.**

**SAFETY REGULATORY COMPLIANCE** - This offering in workplace safety compliance includes the following topics:

- **DEFENSIVE DRIVING (S.A.F.R) PROGRAM** - Truck drivers, traveling sales people, even management staff in rental cars: Everyone has the need for defensive driving techniques. Learn the tricks to avoiding collisions. Control the driving environment around you; don't let it control you. Safe Driving programs can cover a wide variety of topics and can vary in length from one hour to one day. (Customizable class, classroom only portion 4 hours; hands-on, on-the-road training available at an additional cost.)
- **ERGONOMICS (OFFICE)** - This workshop is intended for supervisors and office staff to use as a tool for evaluating computer workstations as well as providing information and ergonomic program development. (2 to 4 hours)
- **ERGONOMICS (GENERAL)** - This course will cover the Concepts of Ergonomics, Worksite Assessment Techniques, Trending Prior Injuries and Identifying Risk Factors, Risk Factor Causes, Hazard Prevention and Control, Injury Management/Early Intervention, and Employee Training and Recordkeeping. This training is appropriate for Manufacturing, Construction, Fabrication, Warehousing and Service Related Business (Restaurants, Hotels, Housekeeping, Retail, etc.). (2 to 4 hours)
- **LABORATORY SAFETY** - This program keys on a comprehensive approach to laboratory safety that includes the OSHA standard review, chemical hygiene plan development, Material Data Sheets, techniques for working with materials, personal protective equipment, employees' hazardous Safety rights, emergency and disposal procedures. (8 hours)
- **RESPIRATORY SAFETY** - This program is geared for supervisors and employees who wear respirators. The program keys on the OSHA standard, written program development, fit testing, respirator maintenance, fitness to wear a respirator, and use limitations. (4 hours)
- **OSHA 10 HOUR OUTREACH TRAINING FOR GENERAL INDUSTRY** - Taught by OSHA authorized instructors, this is an introduction to a variety of general industry safety and health standards. This is a two-day course and participants are issued a training certificate and a course completion card from OSHA. Course will contain overview material on OSHA inspections, citations, penalties and the general duty clause. Also covered are: OSHA 191 a Subpart D - Walking And Working surfaces; Subparts E & L - Fire Safety and Mean of Egress; Subpart S - Electrical Safety; Subpart H - Hazardous Materials; Subpart Z - Hazard Communications; Subpart I - Personal Protective Equipment; Subpart O - Machine Guarding and other Safety and Health programs. *Requires a minimum of 10 hours of actual training time, exclusive of registration, breaks, lunch, etc. Usually taught in two 5-hour sessions or one 6 hour and one 4 hour session.*
- **OSHA 30 HOUR OUTREACH TRAINING FOR GENERAL INDUSTRY** - Taught by OSHA authorized outreach instructors, this is an in-depth look at the General Industry Standards and Safety and Health programs. Course content will contain all of the 10-hour material in expanded format plus additional

topics. The additional topics can be custom tailored to meet the specific needs of your business. *Requires a minimum of 30 hours of actual training time, exclusive of registration, breaks, lunch, etc.* This program may be taught in as little as one week of continuous sessions or in shorter sessions over a period of time not to exceed six months.

- **ACCIDENT INVESTIGATION** - Want to get to the bottom of it? This accident investigation course gives supervisors and managers the tools and techniques to uncover the root cause of on the job accidents... and gives you the knowledge to make changes that will reduce the chances of that same accident occurring to someone else. Course materials cover principles and practices, interview techniques, tools to do the job, and accident analysis to determine surface and root causes. (2 hours)
- **BLOODBORNE PATHOGENS** - A must program for employees and supervisors with jobs that one would reasonably anticipate an exposure to blood or other potentially infectious materials. The concept highlighted is universal precautions and exposure control plan development. (4 hours)
- **CONFINED SPACE SAFETY (ENTRY)** - This program is intended for employees and supervisors who enter or supervise the entry of confined spaces and permit required confined spaces. These could include manholes, vessels, tanks, that have a limited means of access and egress and contain potential hazards such as hazardous materials, atmospheric, configuration, or engulfment. The program emphasis is geared to procedure and program development as well as entry techniques. (6 hours)
- **DOT HAZARDOUS MATERIAL TRANSPORTATION SAFETY** - This program is intended to comply with the training requirements imposed by 49CFR for employees and employers involved in the transportation of hazardous materials. The program keys on familiarization with hazardous material transportation regulations, hazard communication, hazardous material tables, shipping papers, emergency response, job specific functions, packaging, marking, labeling, and placarding. A written examination is included in the program. (6 hours)
- **EMERGENCY RESPONSE AWARENESS TRAINING** - This program is intended for individuals with limited responsibilities involving hazardous material incidents. This program will focus on hazardous chemicals awareness, signs and symptoms of exposure, safe emergency evacuation and notification planning. (8 hours)
- **ENERGY CONTROL (Lockout/Tagout)** - This program is intended for employees that service, repair or maintain facilities or energized equipment. The emphasis is on energy lockout! tag out procedures designed to minimize the potential for exposure to all types of energy. (4 hours)
- **HAZARD COMMUNICATION/RIGHT TO KNOW TRAINING** - More violations were written under the HazCom standards than any other OSHA standard in 2000. Hazard Communication programs are required for almost every type of industry. Training is required for any employee who comes in contact with chemicals in the work place. Risk Consultants, Inc. can custom design a HazCom training program for you, from "Right to Know" training for general employees to program development training for supervisors and managers. Courses will include information on written programs, chemical inventories, labeling, MSDS sheets and routes of entry into the body and more. (General awareness training, 2 hours)

## **EMERGENCY PLANNING & SECURITY**

**ALL HAZARDS EMERGENCY PLANNING** - The private sector and government are learning hard lessons about the need for preparedness. Whether for natural disasters or man-made situations such as arson or acts of terror, this program is designed to train your staff to develop and manage the emergency plan, applying the principles, whether in an office, store, hotel, manufacturing plant or warehouse.

- The Emergency Management Cycle
- What Should Be in Every "Basic" Plan
- Incident Command System
- The "All-Hazards" Concept
- Training and Exercises
- Recovery and Business Continuity

### **SECURITY TRAINING**

- **Securing the Workplace** - Take the mystery out of security. Learn "by the numbers", the Two-Three-Four Method. You will find out about the two types of security you can use, the three elements available in securing your workplace, and the four building blocks in establishing a secure work environment. Discover your liabilities and responsibilities to employees, customers and visitors to your property. What you learn in this program can be put to immediate use at your business.
- **Travel Security** - Why are business travelers such easy targets? What are the criminals like? Can you detect them, while they target you? We will answer these and other questions. Learn our 4 phase program. We will teach you about "Crimes of Distraction", understanding graffiti, gang clothing or "colors" and tattooing. Managers will learn that employees...and the courts...are holding them accountable for crimes committed against their employees traveling on business.
- **Crimes of Distraction** - The latest crime "craze"! While the victim is distracted by a decoy, the "hit" person goes to work. It may be a purse snatching, a mugging or stealing your briefcase and luggage...but in any case you have been "had". You will learn what to look for: the people, their dress and their actions. We will show you how to spot the decoy and where to look to see the "hit" person as they target you. Most importantly...what to do and not to do in order to avoid being targeted.

**IDENTIFYING THE VIOLENT WORKER** - They say you can never tell who it will be. But, you can! There is a "pattern" that is identifiable. You will recognize it, as well as your management options in dealing with the potentially violent employee. This is an increasing concern, as the victims or their families are suing the management and organization for not adequately protecting them or their loved ones.

You will learn:

- Characteristics of a violent person
- Impact of corporate culture on a violent prone person
- Pre-violent act signs
- "Trigger" points that culminate in a violent act
- Proper response to a violent act
- Intervention

## **CYBER SECURITY**

Numerous programs are available on a variety of subjects and are provided as in-house training or off-site seminars. Each program is tailored to the client's unique requirements. Courses are taught by former National Security Agency, Central Intelligence Agency, and FBI professionals.

- Computer Security For The Employee
- Budgeting Your Computer And Network Resources For Executives
- Developing The Threat / Vulnerability – Probability / Impact Matrix © For Your Company
- Computer and E-Mail Security For The Executive
- Hiring and Firing Your IT / MIS Staff
- Incident Response; First Response By The IT Department
- Legal Ramifications Of Computer Security Negligence
- Collecting Forensics Information
- Preparing A Methods, Policies and Procedures Document For Information Security
- Protecting Your Computer and Network Assets From Hackers and Crackers
- Management Control of Your IT / MIS Resources And Departments
- Computer And Network 101 For Executive Management
- How To Keep Your IT / MIS Department From Taking Control; For Executives

## **HEALTH & WELLNESS**

**BATTLING THE BLUES** - Depression is the most common emotional problem in the United States, with over 19 million Americans each year reporting a depressive episode. This seminar provides participants with information about the signs and symptoms of depression, as well as some common treatments. Whether participants are concerned about themselves or someone close to them, knowing what to do can assist them in coping at home or at work.

**CHANGING FOR GOOD** - This two-hour training based on the book "Changing For Good", explores the six stages of change that successful self-changers, who conquer smoking, weight, alcohol and other problems, follow as a powerful, controllable, and predictable course. The six stages are precontemplation, contemplation, preparation, action, maintenance, and termination. This workshop will discuss why many people fail in other programs and why this method can increase success in lifestyle changes for good.

**COMMUNICATING WITH TEENAGERS** - Effective listening and observation are fundamental to understanding what is "going on" with our teenagers. Participants will learn why it is difficult to communicate with teenagers, how to avoid "bad" communication, and the communication blocks that often get in the way of talking with your teenager.

**DEALING WITH ANGER** - All of us are prone to anger—we are not abnormal when we experience it. When we get mad, we can do or say something that we later regret. But anger can also be used to our advantage. It can energize our behavior, allow us to hang in and fight for a cause, and enable us to persevere during difficult situations. However, anger is not positive when it becomes unmanageable. There are constructive ways to handle anger. This seminar will address the different ways different people handle and express their anger. It will discuss the myths about anger, and it will offer some constructive ways of dealing with anger.

**ELDER CARE** - Many employees are surprised to find they are now providing care for their aging and elderly parents. Often called the "Sandwich Generation," these persons may still be caring for their own children. This seminar allows participants to share experiences, identify and develop resources, and help negotiate the stress and difficulties of multiple responsibilities and expectations.

**FITNESS AND NUTRITION** - Two out of three Americans are overweight or obese. This workshop discusses the common causes and raises participants' awareness of nutritionists' recommendations for healthy eating. Participants will learn stress strategies for healthy eating for attending parties and other social events. The workshop will review the obstacles encountered by individuals that discourages physical activity and exercise.

**POSITIVE PARENTING** - Infant, toddler, pre-school, school-age, teenager, young adult – how can we be a positive parent throughout the stages of our children's development? Participants will discuss and share ideas on what children really need from a parent and learn what it means to be a positive parent.

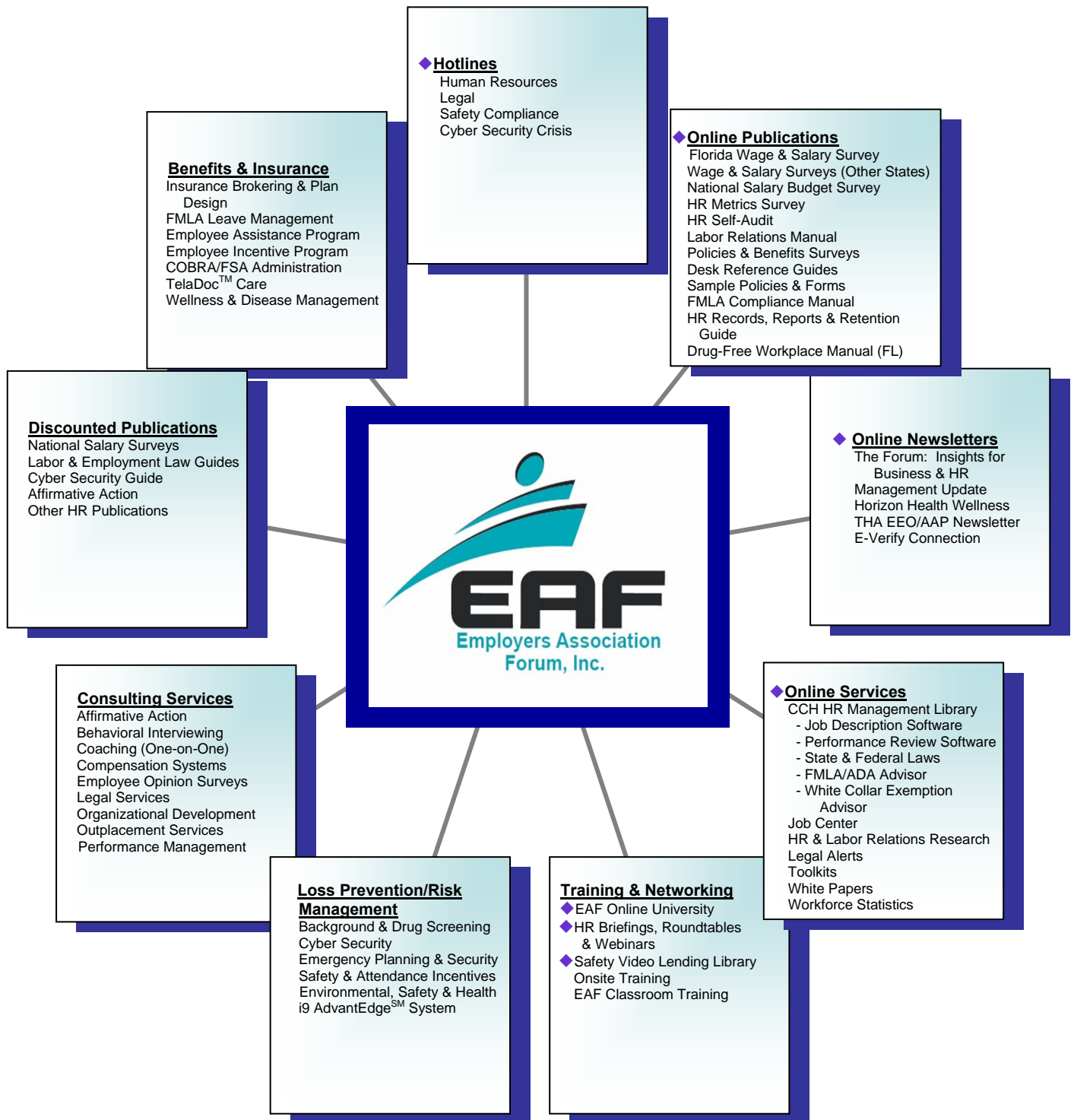
**SLOWING DOWN TO ENJOY THE HOLIDAY SEASON** - Holidays can be demanding on our time, energy and relationships. We may have high expectations or unrealistic hopes about how the holidays "should" be. This seminar will help participants understand where holiday stress originates, examine holiday lifestyle traps, and increase personal strategies for a healthier and happier holiday season.

**STRESS MANAGEMENT AND ACHIEVING BALANCE AT WORK AND HOME** - This workshop was developed due to company requests for a longer stress management workshop. This two-hour workshop has two parts. Part One deals with stress and distress, recognizing symptoms, and ways to combat the distress. Part two looks at achieving balance in employee's lives that contributes to maximum productivity at home and on the job. It has several assessments for participants to get a picture of where they currently stand on balancing life, and suggestions for moving toward their goals with their families and work.

**TIME MANAGEMENT** - This seminar looks at the two factors that drive our choice of how we use our time. Urgency and Importance. It helps participants figure out their personal time management style and offers tips and tools to support their style.

To speak with an associate trainer for more information and pricing,  
please contact EAF at 407.260.6556 or [info@eafinc.org](mailto:info@eafinc.org).

EMPLOYERS ASSOCIATION  
FORUM, INC.  
A Non-Profit Member Supported Association



◆ **FREE TO MEMBERS**

1200 W. State Road 434, Suite 206,  
Longwood, FL 32750  
Phone: 407/260-6556 • Fax: 407/260.2876  
[www.eafinc.org](http://www.eafinc.org) • [info@eafinc.org](mailto:info@eafinc.org)