Columbus

ERA Training Puts It All Together
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“Great class, enjoyed it very much. Learned a lot about how I can be a better manager and supervisor.”

Recent quote from a participant of our Making the Transition to Supervisor program.

“The class has real world application—it will help my ability to hire quality candidates and improve our sales production.”

Recent quote from a participant of our Behavioral Interviewing Techniques program.

The ERA Educational Services Department in Columbus

Dawn Hays, Esq., SHRM-SCP - dhays@hrxperts.org

Lori Hall, SHRM-SCP, SPHR - lhall@hrxperts.org

Lindsay Robson - lrobson@hrxperts.org
To Register for Classes

Choose the method most convenient for you.

**Online:** Visit www.hrxperts.org, e-mail training@hrxperts.org or visit our webstore at http://store.hrxperts.org

**Phone:** 614.538.9410
**Fax:** 614.538.9420

**Mail:** Employers Resource Association
    Attn: Educational Services Department
    300 East Broad Street, Suite 550
    Columbus, Ohio 43215-3774

~Please Print Clearly~

Program Title: ____________________________________________________________
Program Date: ____________________________________________________________
Participant(s): ____________________________________________________________

___________________________________________________________

___________________________________________________________

Organization: ___________________________________________________________
Mailing Address: __________________________________________________________
Telephone: ______________________________________________________________
Fax: _________________________________________________________________
E-Mail: ________________________________________________________________
Enrolled By: _____________________________________________________________

☐ Check Enclosed  ☐ Please Invoice

Credit Card Information (We accept company credit cards only)

Circle One: MasterCard  Visa  AmEx  Discover

Name (as it appears on card): ________________________________________________

Card Number: ____________________________________________________________

Expiration Date: ________________ Security Code: __________

Billing Address: __________________________________________________________

Signature: ___________________________________________________________________
Our Cancellation Policy

We offer one of the most liberal cancellation policies around. We commit to instructors and other registered participants based on the number of individuals registered for a program. As a result, “no-shows” or cancellations within two full business days of a program will be charged. Cancellations must be made in writing. This policy is firmly enforced for all members and non-members.

Please note that substitutions of participants may be made at any time for any of the one day or shorter programs. Multi-session programs are not transferrable for the purpose of substitution once the program has started.

Inclement Weather Policy

Please be advised that ERA makes weather related training program cancellations for Level 3 snow emergencies only. During any other inclement weather, we will hold our training programs and our normal cancellation policy will apply. Please check weather several days in advance and plan according.

Discounting Policy

Program discounts are available to members only. In addition to membership discounts, a 5% early bird discount is available and is applied when full payment for a program is received in our business office fourteen (14) calendar days prior to the start date of the program.

A 5% group discount is applied when registering three or more paying member participants for the same program fourteen (14) calendar days prior to the start of the program.

Refunds and Credits

In the event that a timely written cancellation is made, you may choose to receive a refund for any pre-payment or, to simplify your paperwork, we can apply a training credit. A training credit can be used toward any of your company’s registrations for any future training service within six months of your written cancellation.

Core Training Areas

Employers Resource Association is well known for the quality of its core training areas. If you are searching for the right combination of programs to address this need, we recommend creating a strong foundation with the following core courses. Then build on that foundation with other individually selected offerings to enhance specific skills.

Photos and Videos

From time to time ERA may take live action shots and/or video during training for use on our website, social media and print materials. When we do, we may ask for written permission from your employee to use their likeness. If you have any questions, please contact us for further details.
In-House Prepaid Package Discounts

Customized “In-House” Training
Last year ERA conducted over 250 in-house training sessions. This method of delivery allows for customization of programs and is significantly more cost effective when training a number of people.

The In-House Package Purpose:
• Organize annual training plans
• Planning will lead to better business results
• These results will improve “buy-in” for future training budget requests
• Reward members who know they will do a substantial amount of in-house training per year

In-House Training Packages:
• Book as you go - $250 per hour
• Book 41-80 hours - $218.75 per hour (12.5% discount) *
• Book 81+ hours - $212.50 per hour (15% discount) *
• Saturday and Off shift rate of $350 per hour can not be discounted.

* In-house Training Package hours must be used in the same calendar year and are predicated upon pre-payment.

More Information
If you have further questions about In-House Training Packages, please contact:

Dawn Hays, Esq., SHRM-SCP
General Counsel, Columbus Office
dhays@hrxperts.org

Check out these new and updated programs!

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### DiSC® Dimensions of Behavior

DiSC® Dimensions of Behavior provides a non-judgmental assessment and report for exploring behavioral issues. It helps explore behavior across four primary dimensions:

- Dominance
- Influence
- Steadiness
- Conscientiousness

A multi-level assessment instrument, DiSC® Dimensions of Behavior helps companies or individuals assess to what degree they utilize each dimension of behavior in a given situation. The instrument provides feedback designed to help people in your organization build productive teams, develop effective managers and team members, train a powerful sales force, improve customer service and ease frustration due to interpersonal conflict.

Typical applications:

- Pre-employment screening (used by ERA for our own hiring needs)
- Training/Teambuilding
- Coaching

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If you do not see a topic or program listed that you need, please contact us at 614.538.9410, 888.237.9554 or training@hrxperts.org

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**January through June 2019**

To register call: 614.538.9410

888.237.9554
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**The HR Chally™ Assessment**

The HR Chally™ assessment specializes in putting the right people in the right role. Over 300 studies have been conducted to create a database of 156 validated work performance skills that allow the Chally assessment tool to predict success in management, sales, technical, customer care and administrative positions.

Contact Ralph Neal for more information.

888.237.9554
rneal@hrxperts.org
Excellence in Leadership I

This intensive workshop is a key component of the core “Excellence in Leadership” series for managers and supervisors. Participants will receive deep exposure to a variety of competencies necessary to be successful leading others in today’s complex workplace. Highly interactive, participants will apply what they learn while in the classroom.

**Learning Objectives:**
- Adopt the qualities of a great leader
- Use authority and influence appropriately
- Flex leadership style to meet the needs of team members
- Discover the “true” nature of motivation
- Utilize motivational techniques to get better results
- Identify the laws that govern the workplace such as Title VII, FLSA, FMLA, OSHA, ADAAA and many more
- Avoid common leadership landmines that land them and companies in legal trouble

Participants:
Any manager or supervisor with six months or more experience. Less than six months should consider *Making the Transition to Supervisor. (see page 14)*

Dates:
Tuesdays, January 8, 15, 22, 29, February 5 & 12, 2019
(Six session program)

Time: 8:15 a.m. - 12:15 p.m.

SHRM-CP/SCP PDCs: 24
PHR/SPHR/GPHR Recertification Credits: 24

Member Fee: $410.00
Nonmember Fee: $574.00
Instructor: Dawn Hays, Esq., SHRM-SCP

Understanding and Managing Generations in the Workplace

There are more pronounced differences between the generations today than ever before. Each generation has distinct attitudes, behaviors, expectations, habits and motivational buttons. Learning how to communicate with the different generations can eliminate many major confrontations and misunderstandings in the workplace and the world of business. Being aware of these differences can help leaders tailor their message for maximum effect, regardless of the task, or the relationship. To work effectively and efficiently, to increase productivity and quality, one needs to understand generational characteristics and learn how to use them effectively in dealing with each individual.

**Learning Objectives:**
- Current workforce trends and challenges
- Different workplace characteristics of each of the generations in the current workforce
- Best practices and techniques on managing and interacting with the different generations
- Viewpoints of each generation on relationships, work ethics, authority, perspectives on conflict and resolution, and communication and team cohesiveness

Participants:
Supervisors, managers, exempt team leaders and ELI graduates.

Dates:
Wednesday, January 23, 2019

Time: 8:15 a.m. - 12:15 p.m.

SHRM-CP/SCP PDCs: 4
PHR/SPHR/GPHR Recertification Credits: 4

Member Fee: $120.00
Nonmember Fee: $168.00
Instructor: Lori Hall, SHRM-SCP, SPHR
The Art of Conflict Resolution

Organizations depend on managers, supervisors and employees to openly discuss concerns and arrive at a joint resolution before a situation gets out of control. Through the use of exercises, team discussions and role-plays, participants learn how to intervene in creative, effective ways to turn conflict into conciliation.

**Learning Objectives:**
- Learn why conflict resolution is important in the workplace
- Identify why people fear conflict
- Understand common conflict misconceptions
- Determine your preferred conflict resolution style via self-assessment
- Effectively respond to conflict using the conflict resolution style that fits the situation
- Develop conflict resolution strategies utilizing various models: HEAR, AEIOU and Six Essential Techniques

How to Champion Change

During times of rapid and/or on-going change, employees experience stress, feel out of the loop and don’t really understand their important role in the change process. This program is designed to help management and HR to not just manage change, but to “champion” change. Participants will learn that by moving change from a top down autocratic process to more of a team process that emphasizes communication, organizations can gain more buy-in, gain cooperation, reduce stress and make inevitable change a more palatable process.

**Learning Objectives:**
- Identify the triggers for change
- Discover the natural lifecycle of an organization and the essential role change plays in it
- Assess the organization’s readiness for change and your own personal readiness for change
- Utilize the “change/resistance” model to determine leadership strategy during change
- Design a communication and implementation strategy to get the team committed to change
- Prepare for employee reactions to change
- Implement the “6 Key Action Steps” for announcing change to improve buy-in and support
Get Your **HR SUPER POWERS!**

- Training
- HR Consulting
- Compliance
- Surveys

ERA members find support through professional guidance and peer support.

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Introducing: [HRxpress](http://www.hrxperts.org) READY. SET. GO.

A service designed for the HR needs of our small business member

888.237.9554 | www.hrxperts.org
Participants:
Any HR professional planning on taking the SHRM-CP/SCP exam or who wants to stay current on HR strategy.

Dates: Tuesdays, February 12, 19, 26, March 5, 12, 19, 26, April 2, 9, 16, 23 & 30, 2019 (12 Session Program)

Time: 5:30 p.m. - 8:30 p.m.
Light meal provided

Member Fee: $895.00*
Nonmember Fee: $1,250.00*
*Includes 2019 SHRM Learning System®

Instructor: Lori Hall, SHRM-SCP, SPHR
Dawn Hays, Esq., SHRM-SCP

Establish yourself as a globally-recognized HR expert by earning the new standard in HR certification: SHRM Certified Professional (SHRM-CP™) and SHRM Senior Certified Professional (SHRM-SCP™). These certifications reflect what HR practitioners need to know to be leaders in their organizations and in the profession.

This intensive 12 week program combines expert instruction with the SHRM Learning System® for SHRM-CP/SHRM-SCP, so you will learn faster, retain more knowledge and stay on track for success on the exam.
**Work It Out: Managing Current Workplace Risks Associated with Substance Abuse Webinar**

Recognizing the need to manage risks associated with substance abuse isn’t new for most companies. But keeping current with new risks - marijuana legalization, prescription drug abuse and our country’s heroin epidemic, and the increasing number of applicant and employees who are failing drug test can be a challenge. Katie Lemke, Senior Consultant of *Working Partners®* will explore these new trends and share information about how companies can best respond.

**Learning Objectives:**
- Raise awareness about three current drug trends currently impacting the workplace
  1. Rx drug/heroin abuse
  2. Increased rates of positive tests
  3. Legalized marijuana
- Describe how these three trends impact workplace operations
- Identify employers’ best practice strategies to protect their workplace operations
- Raise awareness about available resources to support DFWP efforts

**Participants:**
Anyone responsible for conducting employee performance appraisals. Non-HRM and EL series participants.

**Date:**
Thursday, February 14, 2019

**Time:**
9:00 a.m. - 10:00 a.m.

**SHRM-CP/SCP PDCs:** 1
**PHR/SPHR/GPHR Recertification Credits:** 1

**Member Fee:** $75.00
**Nonmember Fee:** $105.00
**Presenter:** Katie Lemke, Senior Consultant, *Working Partners®*

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**Delivering Performance Appraisals and Feedback**

Performance management is a critical and often mishandled process. All too often, the performance appraisal turns into an annual bureaucratic exercise loathed by manager and employee alike. This skill-building workshop is designed to assist managers, supervisors and HR in the effective development and delivery of the performance appraisal as a powerful performance management tool.

**Learning Objectives:**
- Recognize why performance appraisals are so important
- Determine what to document and what not to document
- Follow a 10-step process to develop the appraisal
- Avoid common rating errors that can “contaminate” the appraisal
- Master a 6-step delivery of the appraisal
- Prepare in advance for employee reactions and concerns
- Practice coaching throughout the evaluation cycle

**Participants:**

Anyone responsible for conducting employee performance appraisals. Non-HRM and EL series participants.

**Date:**
Wednesday, February 27, 2019

**Time:**
8:30 a.m. - 3:00 p.m.

**Lunch is included**

**SHRM-CP/SCP PDCs:** 5.5
**PHR/SPHR/GPHR Recertification Credits:** 5.5

**Member Fee:** $165.00
**Nonmember Fee:** $231.00
**Instructor:** Dawn Hays, Esq., SHRM-SCP
Workplace Harassment Awareness and Prevention for Managers and Supervisors

This program is designed to help educate managers to recognize and prevent workplace harassment, monitor for risky behaviors in their workplace and understand their responsibilities to maintain a legal and respectful work environment. This program, in its entirety, should be used as a basis to both educate and protect your organization and to help fulfill the organization’s requirements to “take reasonable care to prevent” harassing behavior.

**Learning Objectives:**
- Understand how harassment falls under the description of discrimination as described in Title VII of the Civil Rights Act of 1964
- Recognize the three types of harassment: verbal, physical and environmental
- Deal with harassment/discrimination of all “protected classes”
- Use Cooper’s Six Levels of Harassment to recognize predictable patterns of behavior
- Protect the organization with the two-prong affirmative defense
- Properly hear and report complaints that protect the organization and employee alike
- Recognize all forms of illegal harassment and discrimination

**Participants:**
HR professionals, managers and supervisors only. Not for hourly, non-exempt employees or offenders. ERA offers one on one coaching for offenders.

**Date:**
Wednesday, March 6, 2019

**Time:**
8:15 a.m. - 12:15 p.m.

**SHRM-CP/SCP PDCs:** 4

**PHR/SPHR/GPHR Recertification Credits:** 4

**Member Fee:** $120.00

**Nonmember Fee:** $168.00

**Instructor:** Dawn Hays, Esq., SHRM-SCP
Participants:
Potential and new supervisors preparing for a leadership role and those who plan on attending *Excellence in Leadership I*.

Dates:
Thursdays, March 7, 14, 21 & 28, 2019
(Four session program)
Time: 8:15 a.m. - 12:15 p.m.

SHRM-CP/SCP PDCs: 16
PHR/SPHR/GPHR
Recertification Credits: 16

Member Fee: $350.00
Nonmember Fee: $490.00
Instructor: Lori Hall, SHRM-SCP, SPHR

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**Making the Transition to Supervisor**

This program is designed specifically for the newly promoted supervisor or someone who will soon make the transition. The class introduces supervisors to the dynamic nature of their new role and to the fundamental skills necessary to be immediately effective in that role.

**Learning Objectives:**
- Distinguish between old and new roles, responsibilities and relationships
- Master key functions and duties of supervisors
- Identify the difference between aggressive and assertive behaviors
- Develop communication skills to effectively influence others
- Give ongoing constructive feedback and recognition
- Recognize and manage conflict on the team
- Manage time and identify priorities by setting S.M.A.R.T. goals
- Develop and implement an action plan for future success

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**Employment Law Update and Review**

This valuable day with the legal experts provides tremendous insight into the latest laws, rulings and practical interpretations to allow the executive or HR professional to perform a difficult job confidently, avoid expensive litigation and keep personal knowledge up-to-date.

**Learning Objectives:**
- Legally stay within the requirements of federal and state laws and regulations
- Identify and implement changes in policy and procedure made necessary by new legal requirements and changes in existing requirements
- Avoid making risky and costly mistakes due to lack of awareness of recent court decisions that change the way employment issues must be handled
- Explore creative alternatives in dealing with problems you are facing by discovering what your peers are doing on such issues

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Led by a team of Ohio Super Lawyers
The Importance of Workplace Harassment Prevention Training

Recent court cases have made it very clear: The quality and duration of workplace harassment prevention training is critical in providing an affirmative defense against claims of workplace harassment. Workplace harassment prevention training is under attack like never before. Thus, as training programs have become increasingly important, the quality of these programs has developed into the newest battlefield in the employment litigation wars.

As reported in the National Law Journal, in harassment lawsuits: “Plaintiff’s attorneys and the EEOC have begun to question employers aggressively as to how much money they spend on training, the expertise of the trainers, the curriculum and employee response to the training.”

What should be covered? According to an article recently written in the Legal Report, published by the Society for Human Resource Management (SHRM), your training should meet each of the following requirements:

- Be at least two hours in length for employees and three hours for supervisors.
- Be effective and interactive.
- Provide information and practical guidance to learners.
- Cover relevant federal and state law.
- Cover other forms of unlawful harassment/discrimination.
- Explain prohibitions against and the prevention and correction of sexual harassment.
- Include practical examples to instruct learners (employees and supervisors) in the prevention of harassment, discrimination and retaliation.
- Describe remedies available to targets of workplace harassment.

Furthermore, the expertise of the trainer is coming into question. In Cadena v. Pacesetter Corp. the jury awarded $300,000 in punitive damages to the plaintiff and was upheld under appeal because the employer could not show that the trainer was qualified to provide the training. When questioned during her deposition, the trainer incorrectly answered questions about what types of conduct could be considered sexual harassment. The court ruled that given the “trainer’s ignorance about sexual harassment, a jury could reasonably infer that Pacesetter failed to make good faith efforts to adequately educate employees about its non-discrimination policy and Title VII.”

Employers who fail to provide quality workplace harassment prevention training to all employees may be unable to establish an affirmative defense in response to a harassment lawsuit.
Discipline and Discharge for Managers and Supervisors

Ending the employment relationship is not easy for most managers. Discharge is a huge area for employment litigation, with more and more regulations eroding the concept of “employment at-will”. Managers will learn certain precautions they can take to make sure they discharge legally and ethically. Also discussed will be the need for coaching substandard performance, behavior and rules violations as a tool to help the employee succeed.

Learning Objectives:
- Recognize the purpose behind progressive discipline
- Recognize, reinforce and maintain performance improvements
- Avoid the seven “deadly sins” of reprimanding
- Develop a step-by-step process of preparing for and conducting the disciplinary meeting
- Review and discuss the most often violated laws surrounding termination that may prompt charges against the organization
- Develop a step-by-step process of preparing for and conducting the termination meeting that is both legal and ethical

Communication Skills for Teamwork

When communication breaks down, so does teamwork. Help your team or individuals on your team to improve their ability to communicate with each other by understanding behavioral styles and how they affect communication and, ultimately, teamwork. This highly interactive program gets at the heart of teamwork and team play.

Learning Objectives:
- Gain an awareness of how others see you
- Complete a self-assessment to determine dominant behavioral style
- Recognize how your style can “rub others the wrong way”
- Exercise behavioral flexibility to improve communication with team members of different styles
- Deal with conflict directly in a healthy way
- Utilize principles of consensus to do what is best for the group as a whole
**Human Resource Management I**

This comprehensive 24-hour program provides an intensive overview of the key elements of the contemporary HR function. Participants are offered practical, usable ideas and suggestions for handling HR matters. The focus is on learning “what questions to ask” rather than trying to provide all the answers in the ever-changing, complicated HR field.

**Learning Objectives:**
- Identify and apply federal/state laws to your workplace rules and standards
- Master the employment process/employee relations/recordkeeping requirements
- Comply with Equal Opportunity rulings and guidelines
- Grasp compensation/benefits administration principles
- Improve communication and employee training

**Participants:**
Current or future HR generalists, managers and others overseeing HR functions.

**Dates:**
Thursdays, April 11, 18, 25, May 2, 9 & 16, 2019
(Six session program)

**Time:** 8:15 a.m. - 12:15 p.m.

**Member Fee:** $410.00
**Nonmember Fee:** $574.00

**Instructor:** Lori Hall, SHRM-SCP, SPHR

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**Leadership Skills for Group Leaders**

Help your non-exempt group leaders improve their ability to get things done through others without actual supervisory authority. This course will give them the tools they need to have more success with more people more often by exposing them to the most important leadership competencies.

**Learning Objectives:**
- Adopt the qualities of a great leader
- Change/adjust leadership styles to meet the needs of team members
- Apply motivational techniques
- Avoid communication “gaffes” that plague group leaders
- Improve skill training techniques to get new employees trained better and faster
- Improve communication by overcoming aggressiveness (active and passive) and submissiveness
- Utilize a six-step coaching method for performance improvement

**Participants:**
Current or potential hourly group leaders.

**Dates:**
Wednesdays, May 1, 8, 15, 22, 29 & June 5, 2019
(Six session program)

**Time:** 8:15 a.m. - 12:15 p.m.

**SHRM-CP/SCP PDCs:** 24
**PHR/SPHR/GPHR Recertification Credits:** 24

**Member Fee:** $410.00
**Nonmember Fee:** $574.00

**Instructor:** Lori Hall, SHRM-SCP, SPHR
**Excellence in Leadership II**

This program builds on the concepts developed in “Excellence in Leadership I”. Participants take a detailed look at communicating to influence others, communicating with employees regarding performance issues, coaching for performance improvement and managing conflict with team members and with peers. Learn to write and deliver the performance review is explored. The program finishes with an important look into a manager’s need to understand sexual and other workplace harassment for what it is, providing information on how to spot and stop it and the organization’s obligation to investigate and eliminate it.

**Learning Objectives:**

- Improve communication skills to influence and gain cooperation
- Complete a conflict style self-assessment
- Develop conflict management strategies utilizing various models: HEAR, AEIOU and Six Essential Techniques
- Apply a six-step coaching method and role-play coaching scenarios
- Develop and deliver performance appraisals
- Effectively use the progressive discipline process
- Evaluate what to do if employees show no improvement
- Examine how to protect your organization against claims of workplace harassment and discrimination

**Participants:**
Supervisors, managers, exempt team leaders and ELI graduates.

**Dates:**
Tuesdays, May 7, 14, 21, 28, June 4 & 11, 2019
(Six session program)

**Time:** 8:15 a.m. - 12:15 p.m.

**SHRM-CP/SCP PDCs:** 24
**PHR/SPHR/GPHR**
**Recertification Credits:** 24

**Member Fee:** $410.00
**Nonmember Fee:** $574.00
**Instructor:** Dawn Hays, Esq., SHRM-SCP

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**Coaching Skills for Managers and Supervisors**

This program helps supervisors and managers to more capably coach their employees into enhanced performance on the job. It will reinforce the business value of helping employees realize the need to improve their own performance or to change their behaviors in the workplace. As a result of lively practice in this session, leaders will be better able to use performance coaching as a method to help their employees grow and develop greater responsibility for their choices, actions and productivity.

**Learning Objectives:**

- Utilize coaching to improve performance
- Identify main reasons employees do not perform as expected
- Master six steps of coaching performance deficiency
- Gain “buy-in” at the right time
- Practice with common performance/behavioral issues
- Develop sound documentation practices
- Use effective communication skills during coaching

**Participants:**
Team leaders, supervisors, managers and executives. This class is not for EL series participants.

**Date:**
Wednesday, May 22, 2019

**Time:** 8:30 a.m. - 3:00 p.m.
Lunch is included

**SHRM-CP/SCP PDCs:** 5.5
**PHR/SPHR/GPHR**
**Recertification Credits:** 5.5

**Member Fee:** $165.00
**Nonmember Fee:** $231.00
**Instructor:** Dawn Hays, Esq., SHRM-SCP
FMLA Essentials

This program is designed to provide a working knowledge of the FMLA requirements and is ideally suited for growing organizations at or near the 50-employee threshold of the regulation or any manager new to the FMLA.

**Learning Objectives:**

- Effectively determine the key qualifiers that must occur before an employer is expected to grant job-protected family and medical leave to its employees
- Identify an employer’s essential obligations in handling and resolving requests from employees for job-protected leave under FMLA
- Discuss what an employer can legally require with regard to employees who are eligible for job-protected leave under FMLA
- Effectively deal with those situations in which you must comply with FMLA, state workers’ compensation laws and ADAAA

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Behavioral Interviewing Techniques for Managers and Supervisors

Interviewing and selection mistakes are costly: increased turnover, lower productivity, morale problems, unemployment and litigation. These problems are caused or exacerbated by well-intended managers and supervisors who have not been formally trained in the proper selection techniques. Teach your managers and supervisors how to do this right.

**Learning Objectives:**

- Introduce the “behavioral” interviewing technique
- Analyze the job for critical success factors
- Develop better behavioral questions to uncover those critical success factors
- Avoid asking questions that potentially lead to discrimination charges
- Read applications/resumes with a critical eye, identifying red flags
- Follow an excellent 7-step interview process
- Interpret candidate answers to determine candidate fitness for the job
Wage and Hour Law Essentials
A recent upsurge of wage and hour lawsuits, including very large collective actions, has prompted managers to re-evaluate company wage and hour compliance. Many companies have discovered potentially huge liabilities in unpaid overtime, miscalculations of time worked and misclassification of employees as exempt. This program will provide a practical overview for participants, allowing them to identify and correct problems and to minimize the possibility of Wage and Hour audits or employee lawsuits.

Learning Objectives:
- Distinguish what issues are regulated by the Department of Labor under the FLSA and what issues are not
- Identify and categorize whether or not your jobs qualify for exempt status under the FLSA and become familiar with all of the new exemption tests
- Understand and apply what does and does not become part of the “regular rate” in computing overtime under the FLSA
- Be familiar with those situations where an exempt employee’s salary can legally be docked under the FLSA without risking the loss of the exemption

Participants:
Payroll and compensation professionals, HR managers and business owners.

Date:
Tuesday, June 18, 2019
Time: 8:30 a.m. - 11:30 a.m.

SHRM-CP/SCP PDCs: 3
PHR/SPHR/GPHR
Recertification Credits: 3

Member Fee: $100.00
Nonmember Fee: $140.00
Instructor: Dawn Hays, Esq., SHRM-SCP

Investigating Employee Complaints and Misconduct
Nearly every company will eventually need to conduct an investigation. Whether prompted by an allegation of workplace harassment, a problem of theft or some other form of misconduct, a prompt and thorough investigation is a critical first step toward protecting your organization. Participants will learn valuable skills and methods for navigating this difficult managerial task.

Learning Objectives:
- Prepare to conduct your investigation without violating employee privacy rights or inadvertently causing defamation of character
- Identify and focus on the real objective in conducting any investigation
- Implement an effective witness interview process to gather facts/data to help make informed decisions
- Decide whether a third-party investigator or an internal investigator is a better choice for any particular type of investigation

Participants:
Any company representative involved in workplace investigations, including executives, HR staff and managers.

Date:
Wednesday, June 26, 2019
Time: 8:15 a.m. - 12:15 a.m.

SHRM-CP/SCP PDCs: 4
PHR/SPHR/GPHR
Recertification Credits: 4

Member Fee: $120.00
Nonmember Fee: $168.00
Instructor: TBD
Personal Assertiveness

Communication is the cornerstone to the success of every organization and team. This program is designed to help participants to recognize the differences between passive, aggressive and assertive behaviors and how to maintain assertive communication.

**Learning Objectives:**

- Understand how communication expands your influence
- Complete a self-assessment to determine your level of assertiveness
- Apply appropriate techniques to influence others
- Develop the skills to change your thinking and ineffective habits
- Employ ten techniques to ensure assertiveness
- Learn the power of self-image and self-esteem
- Identify paradigms that affect communication

**Participants:**

Those whose success depends on the ability to work well with others. Supervisors, managers and employees who are frustrated at losing so much time to settling.

**Date:**

Thursday, June 27, 2019

**Time:** 8:15 a.m. - 12:15 p.m.

**SHRM-CP/SCP PDCs:** 4

**PHR/SPHR/GPHR Recertification Credits:** 4

**Member Fee:** $120.00

**Nonmember Fee:** $168.00

**Instructor:** Dawn Hays, Esq., SHRM-SCP

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**Dawn Hays, Esq., SHRM-SCP,** General Counsel, brings over sixteen years of experience as an employment attorney to Employers Resource Association. Prior to joining ERA, Dawn advised Fortune 500 companies and middle market clients in all areas of employment law. At ERA, Dawn trains in areas of leadership, communication and employment. Among her accomplishments, Dawn was voted an Ohio Super Lawyer Rising Star in the 2005-2012 editions of Law & Politics magazine. She was also awarded the 40 Under Forty award by Business First and the Community Award from the Ohio Community Development Finance Fund. Dawn previously served in the Signal Corps of the US Army and graduated, summa cum laude, from Youngstown State University. She then earned her law degree from the Ohio State University Moritz College of Law in 2001. **Staff Instructor.**

**Lori Hall, SPHR, SHRM-SCP,** Learning and Development Consultant and Compliance Manager, has recently returned to ERA from 5 years teaching and consulting at a Fortune 26 global organization. Lori served our members from 2006 to 2013 as Manager, HR Consulting Services, when she gained a deep understanding of our members while providing a wide range of business solutions. Lori holds a Bachelor of Arts in Communication and Human Resource Management and is certified as a trainer through Development Dimensions International, and as a performance coach for the MBTI assessment tool. **Staff Instructor.**
**Partnered Services**

ERA is dedicated to bringing you world-class talent through our various training-related partners.

**Assessment Tools:**

We offer a variety of assessment tools that may be used for pre-employment screening, personal development or enhancing team performance:

- **DiSC® Dimensions of Behavior** is the leading profiling tool for helping people understand how they behave in business relationships. Over 50 million people have taken the DiSC assessment and used the feedback to enhance their effectiveness.

- **The HR Chally™ assessment** specializes in putting the right people in the right role. Over 300 studies have been conducted to create a database of 156 validated work performance skills that allow the Chally assessment tool to predict success in management, sales, technical, customer care and administrative positions.

If our public training calendar does not fit your needs or if one-on-one is a better way to intervene, please contact Ralph Neal at 888.237.9554, ext. 242 or rNeal@hrxperts.org.
Directions to ERA
300 East Broad Street, Suite 550
Columbus, Ohio 43215-3774

Free Parking Available  Free parking is available in the garage behind our building. The entrance to the garage is 1/2 block north of Broad Street on the west side of Grant Avenue. **Bring your parking ticket in for validation by both ERA and the guard at the guard station.**

Please note: Once you enter the building you must first visit the guard station for a visitor’s badge in order to have access to the ERA office.

From the North:
Take I-71 south. Exit to Broad Street. Turn right on Broad Street. Turn right on Grant Avenue. The entrance to the garage is 1/2 block up Grant Avenue on the west side (your left).

From the South:
Take I-71 north to I-70 east. Exit to Fourth St./Livingston Ave. Turn left on Fourth Street to Town Street. Turn right on Town Street, then left on Grant Avenue. When you cross Broad Street, the entrance to the garage is 1/2 block up Grant Avenue on the west side (your left).

From the West:
Take I-70 east. Exit to Fourth St./Livingston Ave. Turn left on Fourth Street to Town Street. Turn right on town Street, then left on Grant Avenue. When you cross Broad Street, the entrance to the garage is 1/2 block up Grant Avenue on the west side (your left).

From the East
Take I-70 west to I-71 north. Exit to Broad Street. Turn left on Broad Street and right on Grant Avenue. The entrance to the garage is 1/2 block up Grant Avenue on the west side (your left).

Exiting the garage: Use the far right exit lane, it is the only lane for validated tickets.

"The instructor’s knowledge and willingness to answer in depth questions about different scenarios really showed her level of care about the subject."
Recent participant from our **Human Resource Management I** program.

"Dawn brought a lot of great examples and explanations that made the material more real-world and interesting. Well done!"
Recent participant from our **SHRM/SCP Certification Prep Course** program.