January—June, 2020
Training Catalog
Columbus
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The ERA Educational Services Department in Columbus

Lori Hall, SHRM-SCP, SPHR - lhall@hrxperts.org
Rebecca Jacobs, Esq. - rjacobs@hrxperts.org
Lindsay Carpenter - lcarpenter@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 accordingly.

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.

Leadership Development

Core Courses for Managers, Supervisors & Team Leaders

Leadership Skills for Group Leaders
Making the Transition to Supervisor
Excellence in Leadership I
Excellence in Leadership II
How to Champion Change
Behavioral Interviewing Techniques
Delivering Performance Appraisals and Feedback
Understanding & Managing Generations in the Workplace
Situational Leadership
Motivation Matters
Coaching Skills for Managers and Supervisors

Human Resource Management

The Role of the Human Resource Assistant
Human Resource Management I
SHRM-CP/SCP Certification Preparation Course

Legal Compliance

Employment Law Update and Review
FMLA Essentials
Wage and Hour Law Essentials
Workplace Harassment Awareness and Prevention for Managers & Supervisors

Personal Development

Communication Skills for Teamwork
Personal Assertiveness
Conflict Resolution

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 Prices:
• $1,500.00 for half day, $250.00 per hour afterward
• Saturday rate $500.00 per hour
• 10% Prepay discount when ERA receives payment 30+ days in advance of training
• 12.5% or 15% Prepay volume discounts apply at certain levels of purchase. Please inquire about discounting.

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

Gary Mertz, SHRM-SCP
gmertz@hrxperts.org
888-237-9554

Check out these new and updated programs!

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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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## 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

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 Gary Mertz for more information.

888.237.9554
gmertz@hrxperts.org
Participants:
Potential and new supervisors preparing for a leadership role and those who plan on attending Excellence in Leadership I.

Dates:
Thursdays, January 9, 16, 23 & 30, 2020
(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: Jessica Coleman, Associate Instructor

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

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

Participants:
Individuals interested in being part of a cohesive team environment.

Date:
Tuesday, February 4, 2020

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: Jessica Coleman, Associate Instructor
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 8)

Dates:
Tuesdays, February 11, 18, 25, March 3, 10 & 17, 2020
(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: Jessica Coleman, Associate Instructor

Situational Leadership

This program is designed for non-EL and non-GL series participants and is a detailed look at using different leadership styles to meet employees' needs for a hands-on or hands-off approach. The goal of this program is to help leaders understand how and when to bend and flex their styles of leadership to best address the needs of each team member. A challenging case study helps to illustrate the importance of leading by adapting to the needs of your team.

**Learning Objectives:**
- Use personal power (influence) in leading others
- Complete a personal leadership style assessment
- Recognize the four main leadership styles and when it’s best to use each one
- Define what constitutes a fully “performance mature” employee
- Identify the seven factors impacting your leadership style
- Apply lessons learned through an interesting and true case study

Participants:
Executives, managers, supervisors or anyone who has direct authority over others. This class is not for EL or GL series participants.

Date:
Tuesday, February 18, 2020
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: Jessica Coleman, Associate Instructor
SHRM-CP/SCP Certification Preparation Course

Offered in partnership with the Society for Human Resource Management (SHRM), the curriculum is designed by global subject matter experts and covers the entire SHRM Body of Competency and Knowledge™ (SHRM BoCK™) which encourages HR professionals to acquire the Competencies and Knowledge they’ll need to effectively perform their jobs and achieve career success.

Along with classroom instruction, you will receive the NEW 2020 SHRM Learning System® for SHRM-CP/SHRM-SCP. Comprised of comprehensive learning modules in print and e-reader formats, advanced online resources that are designed to streamline study time, accelerate learning and build confidence for passing the SHRM-CP/SHRM-SCP exam.

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.

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

Dates:
Wednesdays, February 12, 19, 26, March 4, 11, 18, 25, April 1, 8, 15, 22 & 29, 2020

(12 Session Program)

NEW TIME!
Time: 4:30 p.m. - 7:30 p.m.

Member Fee: $895.00*
Nonmember Fee: $1,250.00*
*Includes 2020 SHRM Learning System®

Instructor: Lori Hall, SHRM-SCP, SPHR

SHRM Body of Competency & Knowledge™

- Behavioral Competencies
  - Leadership & Validation
  - Business Acumen
  - Ethical Practice
  - Relationship Management
- Human Resource (HR) Knowledge Domains
  - People
  - Organization
  - Workplace
  - Strategy
- Critical Areas
  - Talent Acquisition & Retention
  - Store Management
  - Total Rewards
  - Structure of the HR Function
  - Global Employment & Development
  - Workforce Management
  - Employee Relations
  - Technology & Data
  - HR Policies
  - Diversity & Inclusion
  - Risk Management
  - Corporate Social Responsibility
  - Employment Law Regulations
- HR Functional Areas

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.
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: Wednesdays, February 19, 26, March 4, 11, 18 & 25, 2020

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

Member Fee: $410.00
Nonmember Fee: $574.00

Instructor: Rebecca Jacobs, Esq.

Motivation Matters

Disengaged employees cost organizations billions of dollars every year, and yet most managers are ill-equipped to identify the source of the problem and how to effectively address the issue. This four-hour session empowers participants with the knowledge that the quality of an employee's motivation in the workplace and develops the understanding of how to activate higher levels of motivation at the individual and team level to enhance business performance.

**Learning Objectives:**
- Define and understand intrinsic and extrinsic forms of motivation
- Appreciate different ways employees are motivated and identify the same
- Apply different theories to employee motivation and how to identify and apply best practices

Participants: Supervisors, managers and exempt team leaders.

Dates: Tuesday, February 25, 2020

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

Member Fee: $120.00
Nonmember Fee: $168.00

Instructor: Jessica Coleman, Associate Instructor
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

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
The Role of the Human Resource Assistant

This class explores the supporting role of the HR Assistant in the delivery of HR services to the organization. Participants are provided an overview of pertinent federal and state employment laws and their administration. The program includes guidance on employment records, posting and retention issues, as well as other key HR areas that generally fall within the domain of the Assistant. Participants learn how to convey good employee relations, handle questions from management and employees and safeguard and maintain confidentiality.

Learning Objectives:
- Identify specific recordkeeping and posting requirements
- Introduction to applicable federal and state employment laws: Title VII, OSHA, ADEA, ADAAA, FLSA, FMLA and many others
- Discuss the limitations on employment at-will and other concepts
- Develop the skills to support the entire hiring process: evaluating resumes and applications, conducting screening interviews, administering pre-employment tests, etc.
- Explore ways to improve new hire orientation

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

Participants:
Business owners, executives, managers and HR professionals.

Date:
Tuesday, March 24, 2020

Time:
8:00 a.m. - 4:30 p.m.

Lunch is included

SHRM-CP/SCP PDCs: 7
PHR/SPHR/GPHR Recertification Credits: 7
CLE Certification: Pending approval by the Ohio Supreme Court

Member Fee: $190.00
Nonmember Fee: $266.00
Instructor: Specially selected experts from several prominent local Association member law firms.
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

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
Xpert Coaching
Taking Development to the Next Level

Employers Resource Association (ERA) has launched a new division called Xpert Coaching. This coaching service works with a wide variety of executives and high potential managers (Hi Po’s) to improve their ability to lead teams and to communicate effectively across the organization.

At ERA, we believe no two coaching interventions are alike, therefore, we don’t follow a prescribed one size fits all “formula”. Some coaching is developmental and some coaching is remedial. Some leaders need short-term assistance focused on a competency or two while others require more long-term assistance, building multiple competencies.

Most of our private sessions combine open dialogue with some structured learning. Our goal is to enable candidates, often through “assignments”, to apply techniques and ideas right away. Our focus is on enabling coached leaders to experience more success quickly.

Executive Coaching outcomes yields so many benefits including:

- Greater leadership effectiveness
- Stronger teamwork and improved morale
- Individual performance and productivity gains
- Renewed job satisfaction and re-engagement
- Work/life balance and blend
- Movement from legacy thinking towards more current best practices.

Please let us know how we can help your leaders boost their professional acumen. We have a variety of skilled coaches to help bring out their best.

Contact Gary Mertz for more information. 888.237.9554, ext. 241 or gmertz@hrxperts.org.
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

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
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: Tuesday, April 28, 2020
Time: 8:15 a.m. - 12:15 p.m.

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

Participants:
Anyone who interviews candidates for hire or promotion. This class is not for HRM series participants.

Date: Thursday, April 30, 2020
Time: 8:30 a.m. - 3:00 p.m.
Lunch is included

Instructor: Jessica Coleman, Associate Instructor
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:
Tuesday, May 5, 2020

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: Jessica Coleman, Associate Instructor

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:
Tuesday, May 19, 2020

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: Jessica Coleman, Associate Instructor
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

ADAAA Essentials

This program is designed to provide an overview of the Americans with Disabilities Act, as amended by the ADA Amendments Act. It is ideally suited for HR and supervisory personnel faced with their employees’ various “reasonable accommodation” requests, including job restructuring and leaves of absence. A comprehensive review of the ADAAA’s key terminology will be followed by a discussion of the most common errors made by employers. Participants will then review recent court cases and EEOC guidance papers and explore how the courts and the EEOC have handled various “disability” situations.

Learning Objectives:
➢ Discuss and apply the employer’s obligation in engaging in the “interactive process”
➢ Work with and apply the “reasonable accommodation” standard as well as know when “undue hardship” impacts such accommodation
➢ Effectively deal with those situations where ADAAA, FMLA and state workers’ compensation laws must all be complied with at the same time
➢ Prepare to handle mental conditions as a disability that falls within the protection of the ADAAA
### 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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<thead>
<tr>
<th>Participants:</th>
<th>HR managers, HR assistants, CFOs, managers and small business owners.</th>
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### 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

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Lori Hall, SPHR, SHRM-SCP, Manager, HR Consulting Services 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.**

Jessica Coleman has extensive training experience in both the public and private sector, including the financial services industry, state and local government, as well as serving as an HR Generalist for a minor league baseball team. She has designed and delivered a number of classes in management and leadership development, communication skills, employee engagement, career development and other organizational effectiveness topics. She also has experience in career transition, focusing on resume writing and interviewing. Jessica holds a BA in Communications from Asbury College and an MA in Training and Organizational Development from Ball State University. **Associate Instructor.**

Rebecca Jacobs, Esq., has practiced employment law since 1997 and has served as a lecturer at the Ohio State University Fisher College of Business since 2006 and an adjunct lecturer for the Department of Management and Human Resources at the Fisher College of Business. As a litigation attorney, Rebecca defended employers against claims under Title VII, ADA, ADEA, FMLA, FLSA, and Ohio laws. She tried cases in federal and state courts and handled charges before the EEOC and OCRC. She is passionate about helping companies attempt to avoid litigation in the first place through compliance and training. She has conducted webinars relating to FMLA, ADA, and the impact of marijuana legalization on the workplace. Rebecca holds a Juris Doctorate degree from Vanderbilt University School of Law and a Bachelor of Arts degree from the University of California, Santa Cruz. **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 Gary Mertz at 888.237.9554 or gmertz@hrxperts.org

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888.237.9554
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.