The One Minute Manager®

By: Kenneth Blanchard, Ph.D. and Spencer Johnson, M.D.

½ DAY Session—Training includes follow-up after participants read *The One Minute Manager* which is a very easy read (45 minutes for most people). It quickly outlines the three important techniques all top managers know and utilize to generate productivity, profits and job satisfaction.

Training includes review of the important aspects of *The One Minute Manager* principles and why they work, case studies, group discussion and easy "how to make it work for you" exercises.

Perfect for min-management and delivered in a relaxed style comfortable for all participants.

2 ½ DAY Sessions—The second ½ day training expands *The One Minute Manager* principles more deeply into how to apply them in your leadership role. More role plays, more information about the 4 basic styles of management and when/how to use the principles learned in the first ½ day training.

This session helps managers take a look at how they manage and helps them understand what to do when. It brings to life the truism that states; "There is nothing so unequal as the equal."

OSHA 10-Hour Outreach Training Program (Full and half day)

Participants will receive an OSHA General Industry Safety and Health 10-hours course completion card from the U.S. Department of Labor, Federal OSHA.

- OSHA policies, procedures and standards
- General industry safety and health principles covered in OSHA Act part 1910
- Special emphasis on areas most hazardous using OSHA standards as a guide.

How High Are You? Drugs In the Workplace

Illegal drugs in the workplace. Prescription drugs in the workplace. How much is too much? Learn what is really going on out there and discover some ways to step in and break the cycle. What help is available and how to get it. Policies to help prevent this abuse and help you put a stop to it at work!

I-9 Compliance

This seminar will provide organizations with the tools and knowledge to comply with U.S. immigration laws and regulations. Understand and learn the preventive measures with regard to government audits of I-9s and recruiting and retaining workforce.

Handbook Refresher

Bring in your Employee Handbook in for a spring cleaning. In this workshop, we will take a look at your policies from a compliance perspective as well as how they reinforce your organization's mission, vision and values.

Understanding FMLA (Family Medical Leave Act)

This class will give you the background you need to navigate the FMLA landmines, review proper administration of the FMLA, stay out of trouble and run your business at the same time.

Understanding the Americans with Disabilities Act

This seminar will give background you need to navigate the ADA, review its administration, and stay out of trouble. You will learn to administer the ADA from a former labor relations director for two large manufacturing companies.

Developing Your HR Competencies Topics

HR Competency: New Hire Orientation

This seminar focuses on orientation checklist; forms such as I-9, W4, NC W4, and New Hire Reports; Privacy Act & SS# usage; and setting up orientation training.

HR Competency: Laws

This seminar focuses on the critical HR issues of union laws, ADA, FMLA, Workers' Compensation, harassment, and Uniform Guidelines of Employment.

HR Competency: Policies and Procedures

This seminar focuses on handbooks, mission statements, attendance policies, work rules, military leave, dress codes and religious observations.

HR Competency: Recruiting

This seminar focuses on job descriptions, benefits, advertising (legal and effective), behavior-based interviewing, applications, background and reference checking, offer/acceptance letters, EEO and AAP recordkeeping and drug testing.

HR Competency: Salary Management

This seminar focuses on FLSA, exempt, non-exempt, independent contractors, salary grades and ranges, and ranking jobs.

HR Competency: Performance

This seminar focuses on conducting reviews and corrective actions as well as how to implement a system that is right for your company.

HR Competency: Incident Reporting

This seminar focuses on:

- How to investigate all types of incidents, including harassment, workers' compensation and performance issues.
- Maintaining written documentation.
- Utilizing role play.

HR Competency: Benefits

This seminar focuses on 401(k), short-term disability, long-term disability, COBRA, FLEX, vacation and holiday pay, identifying what is right for your company and who should administer the program.

HR Competency: Other Topics

This seminar focuses on additional topics such as unemployment claims, and EEO charges (what you have to provide and when to contact your attorney).

JER HR Group
Consulting • Recruiting • Training

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Leadership & Development

Course Information

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Leadership & Management Programs

Introduction to Leadership

This four class series will prepare those with whom you are entrusting the future of your company to lead others in an effective and efficient manner.

Course Objectives: The objective of phase I of the program is to introduce the *new* leader, manager or trainee to knowledge and skills necessary for a smooth transition to a *leadership* position. The classes are designed to introduce people who are in a position of responsibility and are new in a leadership role the basic skills to effectively lead others.

Each module is four (4) hours long, from 8:30 am – 12:30 pm.

Session 1: Transitioning into a Leadership Role
Session 2: Effective Communications
Session 3: Time Management
Session 4: Coaching, Feedback and Motivating Others

Basic Management

Organizations rely on 1st line supervisors and managers to direct day to day operations. These supervisors and managers are essential to our accomplishing our mission and meeting our objectives. This eight part series will prepare those you rely on to manage the work at your business. They need the skills to effectively lead and manage the workforce at your business.

Course Objective: This program is designed to develop the *management* skills for success of the new and/or experienced manager or one who has had little or no formal training. It is intended to build the skills necessary for managers to positively affect their part of the organizational world by helping their subordinates work more effectively, efficiently, productively, and profitably.

Each module is four (4) hours long, from 8:30 am – 12:30 pm.

Session 1: Leadership in a Management Position
Session 2: Managing Change
Session 3: Problem Solving/Decision Making
Session 4: Handling Conflict
Session 5: HR for the Non-HR Manager
Session 6: Employment Law for Supervisors
Session 7: Counseling, Discipline and Discharge
Session 8: Putting It All Together

Strategic Leadership

This series is designed to provide developmental experiences for those already in a management / leadership role, yet with a desire to be a more effective leader.

Course Objectives: The objective of phase 3 of the leadership program is to introduce the *seasoned* leader, manager or trainee to knowledge and skills necessary for a smooth transition to a strategic *leadership* position. The classes are designed to introduce people who are in a position of responsibility and need to take a more strategic focus in organizational leadership.

Each module is four (4) hours long, from 8:30 am – 12:30 pm.

Session 1: Leadership Challenge
Session 2: Strategic Thinking and Planning
Session 3: Strategic Decision Making / Problem Solving
Session 4: Leading Agility / Change
Session 5: Talent Management / Coaching
Session 6: Leveraging Our Differences
Session 7: Developing / Managing Budgets
Session 8: Personal Branding
Session 9: Project Review

Leadership & Management Individual Courses

Managing Change

Today's work environments can feel like whitewater rafting. Learning to understand the change management cycle and how to successfully navigate through transitions will increase your ability to be more effective and productive during times of change. Learn how to maximize your personal power and to develop strategies that will help you thrive in the river of change.

Performance Management

Highlights the importance of vision, values and business strategy using performance objectives, feedback loops, measurement, assessment, and rewards.

Coaching for Performance: Engage and Incite Excellence Throughout Your Organization

Coaching is an action-oriented partnership that concentrates on the present and how to define, clarify and implement personal goals for yourself and your employees. Engaging the leadership and workforce will incite excellence throughout the organization.

Effective Interviewing

This course discusses how the interviewer can gain more accurate, in-depth information enabling him/her to make a more informed, knowledgeable decision. This presentation will also:

- Increase your confidence as an interviewer.
- Develop a systematic approach for gathering information.
- Show you methods for interviewing in greater depth.
- Increase your awareness of typical interviewing pitfalls.
- Lower turnover and selection cost to your company.
- Support compliance with EEO Law.

Effective Leadership for HR

How do you separate the important from the urgent when your 'To Do' list is a mile long? Learn how to stay focused on the areas that will be most productive and position yourself to be a business partner in the organization.

Leadership Challenges: Step Up to the Plate

This intensive seminar delves into the tough challenges you face as a leader. You will define who you are as a leader and how you relate to others. Essential communication and conflict management skills will be identified to help enhance your effectiveness in the organization and you will understand the role you play in defining the work climate for your employees.

Assertive Communication

This course helps participants understand different communication styles, which style they tend to use, and how to adjust their communication behavior to assert themselves appropriately in the context in which they find themselves. This foundational course is appropriate for employees through mid-level managers.

Dealing with Difficult People

Are you working with an "Exploder," a "Complainer," or maybe a "Wet Blanket?" Learn how to deal with difficult people in the workplace. Identify and resolve issues before they get out of hand. Learn what YOU can do to manage working with the impossible personalities we face at work every day.

Employee Effectiveness

Effective Communication in the Workplace

In the past 30 years the number of women in management and professional level positions in the Fortune 1000 companies has grown from 5 to 50 percent, yet they still hold less than 4 percent of CEO positions. Why is this gap so large? In this half-day workshop for women, learn how boys and girls typically are socialized through play and the impact this has on men's and women's perceptions of each other's abilities and potential. Participants also learn the unwritten rules of passage that exist in traditional work environments and why understanding them is critical to one's success.

You've Got Personality - DISC

Each of us has a set of strengths and a set of behaviors that may be shaped and impacted by our work environment. The DISC Profile is a tool that helps individuals understand their style and approach as well becoming familiar with other styles and approaches. A great way to learn about yourself and improve overall effectiveness.

Harassment in the Workplace

Learn what the hidden causes of increased costs in the workplace are and how to deal with them. Topics include: bullying, harassment and diversity issues.

Customer Service - Service Excellence

A foundational course aimed at providing core customer service skills and concepts. This program is applicable to those with internal and/or external customers. Each participant will uncover his/her "moment of truth" as it relates to providing exceptional customer service.

Bereavement in the Workplace

This seminar will help individuals and companies learn how to cope with death and bereavement in the workplace.

Lateral Thinking: Fast Track to Creativity

This workshop takes the participant through creativity techniques, as developed by Edward De Bono, such as Idea Box, Random Entry, Provocation, and Concept Extraction. It's been called 'brainstorming on steroids' and shatters the proverbial 'box' of thinking.

6 Thinking Hats: Tools for Parallel Thinking

Parallel Thinking Techniques give participants simple and very powerful methodologies for individual and group thinking effectiveness. The method eliminates the adversarial thinking that bogs down meetings. Used by corporations worldwide for years, these techniques can have immediate impact-producing up to 36% more output in 66% less time.

Becoming the Totally Responsible Person (TRP) - Positive, Productive and Effective

Increasing Emotional Intelligence is the emphasis of the TRP Workshop. Promoting personal accountability and eliminating the 'Victim Mentality' as well as behaviors such as rescuing and enabling of others. TRP is funny and very personal, as Jay blends stories with examples from the media, the entertainment and sports worlds in which "Victim" and TRP behaviors are exhibited.

The Balancing Act - Managing Your Time AND Meeting Your Goals

Do you have enough time to do all the work you need to and play all you want, too? Like many of us, we struggle with how to manage our time to fit all of life's requests neatly in 24 hours. Today's discussion will focus on the goals we have for managing our time, strategies for meeting those goals and the balancing act needed to accomplish these tasks.

Understanding the Hispanic Culture

We will focus on Hispanic culture and how it affects your business - 'Yes' does not mean yes, 'no' does not mean no and 'Manana' may not mean tomorrow.

Are You Focused?

The workplace is full of distractions. What are you really focused on at work? Learn how to help your employees face tasks at hand. Understand what challenges those who have trouble with distractions and develop tactics to help you and your co-workers increase productivity and job satisfaction at the same time!

M.E.E.T. on Common Ground ™ "Speaking Up for Respect in the Workplace"

By focusing on how we can treat each other with respect, this program fosters a positive work environment, counteracting shame, blame and stereotyping that may create toxic environments and undermine productivity. The M.E.E.T. model features:
M - Make time to discuss (Communication skills, active listening)
E - Explore differences (Understanding others)
E - Encourage respect (Respect as a rule to live by)
T - Take personal responsibility

The workshops are for managers, executives and employees. While easily accessible for any level of employee, the program will be most effective if all employees are encouraged to participate.
One Half-Day Workshop for supervisors/managers
Four One-Hour sessions for hourly employees

Who Moved My Cheese ™

The *Who Moved My Cheese?* Training program helps individuals develop change skills that make a difference in their work– and in their lives.

Based on the #1 bestselling book, *Who Moved My Cheese?* by Dr. Spencer Johnson, this half-day program brings together simple ideas, non-threatening materials, and entertaining videos that give people the kills to face change and succeed.
One Half-Day Workshop or Two 90-minute Sessions.

JER HR Group provides programs and classes in a professional learning environment, with quality materials and instructors. Our instructors are experienced trainers with a wide range of expertise that promotes interactive, adult learning. We are dedicated to providing you and your employees with an exceptional learning experience that will be immediately applicable in your organization.