

BHS Education and Training

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The following is a sample of training and education offerings available:

ALL STAFF TRAINING:

- **Workplace Discrimination Prevention:** In this training, we will cover all types of unlawful harassment, as well as prevention of bullying. We will review how we are different and how that can impact the workplace, specifically how we can avoid discrimination claims.
- **DEI and You:** We will cover how are we diverse, what are the employment laws that protect us, and how can we be part of an inclusive work environment that welcomes our differences.
- **Stress Management:** There are many factors that cause stress, including a heavy workload, personal and work challenges, and family and financial problems. We are going to talk about what causes stress, how it impacts you, and what you can do to alleviate some of the stress in your life.
- **Business Ethics:** With all the pressures and concerns we face on the job, we may think that ethical concerns would be low on our list of priorities. Ethical conduct by all employees is essential for a business to succeed and prosper.

HUMAN RESOURCES AND MANAGER TRAINING:

- **Family and Medical Leave Act Basics:** In this session, we will cover all of the basics of the FMLA from notice requirements, definitions, and managing the leave of absence process.
- **FMLA/ADA/Workers' Compensation Interplay:** In this session we will review the more complex elements of leave of absence and how the different legislations overlap and coordinate.
- **Managing a Multi-Generational Workforce:** Different generations in the workplace create a need for customization in training, recruiting, communication, and engagement. We will discuss the differences between the different generations along with strategies for successfully navigating those differences.
- **Employee Retention and Turnover:** We will explore the reasons for turnover, why organizations should be concerned with turnover, what employees want, and how we can create strategies around employee retention.
- **Employee Engagement and Team Building:** Company culture is an important element in the retention of your employees. We will discuss many ways to focus on engagement from surveys to recognition and team building activities.
- **Effective Hiring:** We will cover the 7 steps to effective hiring including, defining the job, recruiting and screening applicants, conducting interviews and pre-employment screening, evaluating candidates and extending the offer. We will give some focused time on how to ask the right questions in the interview process as well.

- Documentation; the importance of it, how to do it: In this session, we will discuss effective discipline steps, how to document appropriately, and why it's important in order to protect your company should you need to terminate employment.
- Record Keeping and Retention: We will discuss personnel records, their retention rules, what to keep and what not to keep, and will review the different requirements based on employment laws.
- Performance Management, Appraise without Fear: Performance management is not just about the performance review, it's about all of the "life of the employee". We will learn how to management performance in a way that makes the formal performance appraisal less challenging.
- Conducting Workplace Investigations: We will walk through all the steps of the workplace investigation, from the types of investigations that may occur to best practices for documentation, interviews, conduct reviews, and how to handle the results of the investigation.
- Employment Law 101 for Supervisors: We will review key federal employment laws that have a direct impact on your supervisory responsibilities. We will step through the do's and don'ts of these laws so that you can interact properly with employees.
- New Supervisors; your role in building a team: In this session we will discuss how you can meet your responsibilities successfully and excel as a supervisor. We'll focus on 14 key areas in which all new supervisors must become fully competent in order to perform their jobs well and prepare for advancement.
- Coaching for Superior Employee Performance: The main objective of this session is to discuss coaching and why it is an important part of your job. By the time the session is over, you should be able to recognize the benefits of coaching, identify the role of the coach, understand coaching techniques, and use coaching effectively to improve performance and help employees develop and grow.
- Motivating Employees; tips and tactics for Supervisors: What is motivation exactly, and how can it be developed or inspired at your workplace? We will discuss the nature of motivation and study motivational techniques in this training session.
- Conflict Resolution: During this session we're going to show you some basic conflict resolution skills and techniques you can use to manage the conflicts in your workplace more effectively.
- Employment Termination – legal issues to practical steps: We'll focus on what you need to know when terminating an employee, from the legal issues to the practical steps involved.

This is a sample list of our training and education programs. If you are interested in a topic that is not listed, please let us know – we can create a customized training program as well.