

Sound Employment Solutions, LLC



HUMAN RESOURCES TRAINING AND LEADERSHIP CONSULTATION

Workshop Catalog 2016



Tailored to client's specific policies and procedures.

Workshops can be completed in variable timetables.

Offering professional Human Resources training since 2001

To schedule a workshop, contact 206.334.5003 or 206.334.5004
SoundEmploymentSolutions.com



Introduction

Sound Employment Solutions, LLC has presented workshops and seminars to employers throughout the Northwest since 2001. Each workshop is designed with the adult learner in mind using interactive discussions, lectures, and real-life scenarios. Any workshop may be tailored to incorporate an employer’s policies, procedures, and collective bargaining agreements. For convenience, most workshops are formatted in three or six hour formats.

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To schedule a workshop, please visit our website:
SoundEmploymentSolutions.com

Managing Employee Performance & Discipline



Variable timing for your convenience: One 6 hour session or two 3 hour sessions



Session may be tailored to client's company policies, rules, and procedures

This workshop is designed for any supervisor, employee serving in a lead position, trainer, manager, or any individual responsible for evaluating employee performance or issuing discipline. This is a 6 hour workshop which may be divided into two three hour segments that may be provided on the same or different days. Workshop attendees will learn:

- The importance of doing effective performance evaluations
- How to give meaningful performance/behavioral related feedback
- How to prepare, write, and present a written performance document
- How to solicit employee input, set goals, and outline an improvement plan
- Techniques for managing more complex performance related problems
- The importance of issuing discipline using a progressive discipline format
- How to conduct and who should be involved in a disciplinary meeting
- Purpose of a "name clearing" meeting (specific to public sector work)
- Intent and meaning of "just cause" and job nexus
- The importance of adhering to employee procedural rights: Weingarten & Garrity
- Handling "thorny disciplinary" misconduct such as off-duty conduct
- Elements that need to be included in a written disciplinary notice



Learn to give meaningful performance and behavioral related feedback



Critical to any organization's success: learn to give effective and honest performance feedback

Coaching for Improved Performance



Variable timing for your convenience: One 6 hour session or two 3 hour sessions



Session may be tailored to client's company policies, rules, and procedures

This workshop is designed for any supervisor responsible for evaluating and coaching employees in achieving improved performance.

Participants will learn:

- The importance of giving effective and honest performance feedback
- How to give meaningful performance/behavioral related feedback
- How to determine if the employee will benefit from coaching
- Soliciting an employee's agreement that a problem exists
- How to develop solutions to performance concerns
- Establishing performance goals
- How to document the progression of the employee's performance
- What role (if any) the union may play in a performance related meeting
- Factors to consider when it is time to transition to a disciplinary meeting

How to Conduct a Meaningful Conversation



Variable timing for your convenience: One 6 hour session or two 3 hour sessions



Session may be tailored to client's company policies, rules, and procedures

Although a congenial workplace is preferred by the majority of us, things tend to derail when we encounter an uncomfortable situation or incident. Oftentimes the transition from an uncomfortable situation to a more congenial workplace begins with “We Need to Talk”. Workshop attendees will learn:

- How to introduce a discussion about an uncomfortable situation
- How to avoid triggering hot buttons, assumptions, and the blame game
- How to recognize and resolve conflicting communication styles
- How to select and apply a conflict resolution approach
- How to move forward by establishing guidelines for future interactions



Demonstrating Leadership Using Strategic Decision-Making



Variable timing for your convenience: One 6 hour session or two 3 hour sessions



Session may be tailored to client's company policies, rules, and procedures

This workshop is designed for any supervisor responsible for making decisions in the face of conflicting demands, absent guidelines or procedures, and when encountering resistance from those responsible for achieving results.

- Identify the decision that needs to be made, who is responsible, and who needs to be involved in the decision making process
- Assess the risk and ethical implications of the decision on the organization and employees
- Select a decision making model that may guide the final decision
- Determine the priority in which tasks need to be performed
- Conquer a culture of indecision, manage the cultural shift the decision may create, and overcome any resistance
- Evaluate the results/outcome of the decision and move forward

Understanding Discrimination, Harassment, and Retaliation



Variable timing for your convenience: One 6 hour session or two 3 hour sessions



Session may be tailored to client's company policies, rules, and procedures

Whether an employee is making a complaint or a supervisor wants to learn strategies for prohibiting discrimination, harassment, or retaliation, this workshop will provide the attendee with a comprehensive understanding of the following:

- The federal/state laws governing workplace harassment and discrimination
- The discrimination, harassment, and retaliation standards
- The role of the supervisor in preventing harassment and retaliation
- How to manage an employee complaint
- How to establish a respectful workplace



Conquering the Workplace Bully



Variable timing for your convenience: One 6 hour session or two 3 hour sessions



Session may be tailored to client's company policies, rules, and procedures

Workplace bullies create havoc in the work place, oftentimes with little or no consequences. The bully's behavior is emotionally disruptive, poses potential risk of liability for the employer, and, if unchecked, will destroy the workgroup. Workshop participants will learn:

- What behavioral characteristics may indicate a bully exists in the workplace
- The liability a bully poses to the employer and the workgroup
- Tips to consider before the employer develops an anti-bullying policy
- How to establish behavioral expectations that may minimize the bully's behavior
- How to hold the bully accountable and, when appropriate, issue discipline

Minimizing Workplace Gossip

 Session may be tailored to client's company policies, rules, and procedures

Although office gossip is often viewed as harmless socialization, it is frequently the source of great conflict, discontent, and employee complaints. Attendees will learn strategies for minimizing the impact that gossip has on the workplace.

Workshop attendees will learn:

- The definition of gossip and how it differs from “venting”
- Cost and impact associated with this destructive behavior
- The correlation between gossip and workplace conflict
- The relationship between gossip and complaints of a hostile work environment
- How to use the employer’s mission statement, code of conduct, and performance evaluation processes to contain gossip
- How to solicit participation and cooperation from employees in developing a “no gossip” zone
- The value of creating a respectful workplace



Managing the Multi-Generational Workgroup



Variable timing for your convenience: One 6 hour session or two 3 hour sessions

Unlike any previous time in our nation's history, there are four very different and distinctive generations in the modern day workplace. Supervisors, managers and employee workgroups report feeling overwhelmed with the competing needs of these four generations. Workshop attendees will learn strategies for managing a multi-generational workgroup as follows:

- Common characteristics of the four different generational groups
- How to use the talents, experience, and skills of each generation
- How to manage the challenges/benefits of a multi-generational work group
- Tips for strengthening communications between the different generations
- The importance of establishing a common conflict resolution model
- The value of having such diversity and expertise on the same team



A Framework For Ethical Decision Making



Session may be tailored to client's company policies, rules, and procedures

This scenario-based workshop may be tailored for employees and management representatives. Participants will approach ethical challenges using suggested employer policies, procedures, and regulations as a foundation for decision-making and making the ethical choice. Topics include:

- The history of ethics and the emergence of what academics view as an ethics crisis
- Importance of keeping employees informed about the employer's ethics-related performance and behavioral expectations
- Key elements of an ethics policy and supporting policies/procedures
- Strategies for ensuring organizational and individual accountability
- Organizational strategies that support the ethical decision-making process

Providing A+ Customer Service in a Public Sector Environment

 Session may be tailored to client's company policies, rules, and procedures

Most public employers expect employees to provide exceptional customer service to those individuals seeking service or calls for information and instructions. Effective customer service is essential to the sustainability of the public employer, but customer service in the public sector includes a component of information, education, and in some instances, enforcement of laws and rules. Workshop participants will learn:

- How public sector employers can develop realistic customer service goals
- How to manage and defuse difficult clients/customers
- How to evaluate the success of the employer's customer service efforts
- How to increase employees' confidence in providing customer service
- How to involve all employees in the customer service goals and strategies
- The importance of providing A+ Customer Service to internal & external customers



The Foundation of Labor Relations Management

This workshop is tailored for managers and supervisors responsible for supervising unionized employees. Attendees will learn:

- The legal framework and terminology of labor relations in the State of Washington
- Techniques for managing a collective bargaining agreement
- Ways to avoid unfair labor practices (ULPs)
- Grievance response and management
- Employee procedural rights and discipline, i.e., Weingarten and Garrity
- Roles and responsibilities of management and the union

Conducting an Employee Investigation



Variable timing for your convenience: One 6 hour session or two 3 hour sessions



Session may be tailored to client's company policies, rules, and procedures

Managerial personnel with responsibility for investigating allegations of discrimination, harassment, retaliation, and employee complaints, or an incident of employee misconduct, will learn how to:

- Establish a framework for conducting an investigation and defining issues
- Identify the standard of proof when investigating discrimination or employee misconduct
- Identify key witnesses and documents essential to the investigation
- Conduct successful interviews of the complainant, witnesses, and accused
- Comply with procedural and legal rights of the employees
- Document the interviews and prepare a final written report



Strategies for Hiring the Right Candidate



Session may be tailored to client's company policies, rules, and procedures

Supervisors and managers will learn techniques for how to develop and implement a successful applicant screening process and hire the right job candidate. Workshop attendees will learn:

- The importance of an accurate job description
- What interview questions may and may not be asked
- How to use skills assessments & behavioral-related interview questions to determine applicant's interpersonal skill compatibility
- How to get factual information from a former employer
- When to consider using social media to gather information
- Conducting records checks, checking credit, and making public records requests
- The purpose of the probation or orientation and when this introductory period may be extended

Fostering Effective Team Communications



Variable timing for your convenience: One 6 hour session or two 3 hour sessions



Session may be tailored to client's company policies, rules, and procedures

Effective teamwork is critical to a productive and satisfied workforce. Unfortunately many agencies are experiencing a breakdown in teamwork within their individual work teams and between various departments. Even some of the most positive teams may experience periods of frustration and conflict that they do not have the skills to handle appropriately. This seminar is for managers, supervisors, and employees alike who are interested in strategies for encouraging strong team communications and outstanding internal customer service.

Seminar participants will learn:

- Key characteristics of an effective team
- The importance of personal and professional accountability
- The critical role of mission statements and goals
- How all employees are interconnected
- How to foster cooperation and coordination by containing barriers to teamwork such as conflicting communications styles, negativity, gossip, and bullying
- How to resolve conflict and achieve an understanding about on-going work relationships
- The importance of showing appreciation, and tips for recognizing and celebrating team accomplishments



Meeting the Challenges of an Ever-Changing Workplace



Variable timing for your convenience: One 6 hour session or two 3 hour sessions



Session may be tailored to client's company policies, rules, and procedures

Working within an environment of constant change is the new norm for most work places. The effectiveness of today's workgroup will require everyone within the workgroup to learn how to manage change using the following techniques:

- Ensuring the goals and purpose of the changes being undertaken are identified
- How and what to communicate to employees during the change process
- How to solicit employee input and the resistance that may be expected
- How to benefit from the "lessons" learned during the change process
- How to champion achievements, overcome challenges, and seek out opportunities



Preventing Workplace Violence



Session may be tailored to client's company policies, rules, and procedures

Employers are required to provide a workplace that is safe and free of violence, and yet, most employers do not have an anti-violence policy or an escape plan in place should a threat of violence occur. Workshop attendees will learn:

- An employer's responsibility for providing a workplace free of violence
- How to conduct a security survey of the employer's facilities
- The key elements of an effective violence prevention policy
- How to identify the warning signs of a possible incident of violence
- How to develop safety guidelines for field and office employees
- How to manage an incident of violence and secure the scene

About the Instructors

Janice Corbin

Has over 30 years of human resources experience. She worked for 22 years with the Seattle Police Department, 14 years in human resources, the last 6 years as the Assistant Chief responsible for managing a full service Human Resources Bureau.

Janice worked as a Labor Relations Manager for the International Harvester company as well. She has a Bachelor's degree in Sociology and Education. Janice is a certified practitioner of the Meyers Briggs personality assessment tool and is certified to administer and interpret the test results. This tool is particularly effective in leadership and team development. She is currently completing the requirements for her professional Coaching certification issued by the International Coach Federation

Janet May

Has over 25 years of experience in the labor and employment law field, and has represented both management and labor. She began her career as an associate in the Labor and Employment Law Group of the Bogle and Gates law firm. She served as Labor Counsel for the Washington State Nurses Association prior to joining the Seattle City Attorney's Office in the Employment Law Section, and later as a labor attorney for the Seattle Police Department.

Janet received her Bachelor's Degree in Finance from Arizona State University and graduated Summa Cum Laude with a law degree from the University of Washington. Janet is currently an attorney in good standing within the State of Washington but is not practicing law at this time.



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