Red Kite Program Descriptions

Each **Red Kite** training program offers a highly interactive and engaging experience with unique insights for attendees to use in their professional growth and development within an organization. Jennifer Bouman-Steagall is a dynamic storyteller who uses a combination of informational insights, group exercises, humor, war stories, games, and other learning aids to make classes informative, memorable, engaging and relatable to the workplace.

CURIOUS ABOUT WHAT AUDIENCES MAY ENJOY MOST?
CONSIDER ONE OF OUR MOST POPULAR PROGRAMS AND AUDIENCE FAVORITES:

❑ **Putting Your Genius to Work:** Explore and Implement the Six Types of Working Genius

❑ **Lead Between the Lines:** Using Coaching & Engagement to Raise the Performance Bar **(an exclusive Red Kite Coaching Model)**

❑ Coaching Essentials: **Coach Like YOUR Job Depends on It!**

❑ Words Matter: **Top 10 Documentation Strategies** for Managers

❑ Rise Together: Explore the **Five Cohesive Behaviors of a Team**

❑ DiSCOVER the Power of WE: **Everything DiSC Solutions**

❑ Professional Development: **Unleash Your Inner Superhero!**

❑ **Culture Change**: Improve Results by Rethinking Workplace Experiences

❑ Change Happens: **Surviving the Emotional Rollercoaster of Change**

❑ **Stop Harassing Me!** (Engaging Harassment Training for Teams and Leaders)

❑ **Ethics for Teams:** Understanding the Invisible Lines We Cannot Cross

❑ **Managing Absences**, Family Leave and Disability Accommodations

❑ 6 Steps to **Navigating the ADA Interactive Process** Waters without a Paddle

- ❑ **Are You Talking to Me?** Foster Understanding Through Communication

- ❑ **Employee Engagement:** Unlock the Secrets of Silent Defectors

- ❑ **Generation Jeopardy:** Can't We All Just Get Along?

- ❑ **Top 10 Interview Secrets** Designed to Select the Best Person for the Job

- ❑ **Job Descriptions:** A Modern-Day Employer's Shopping List for Exceptional Employees

- ❑ **DEIB:** 3 Practical Exercises to Enhance Understanding and Open the Door to More Meaningful Conversations

- ❑ Meeting of the Minds: **Team Building Exercises**

- ❑ **2-Day Leadership Accelerator Program:** Masterfully Integrating Employment Law with Practical Leadership Skills *(can be facilitated in multiple modules rather than full day programming)*

Many of programs detailed below in this brochure are suitable for team members at all levels of the organization, while the **Leadership Development** and **Legal Compliance** topics are more suitable for supervisors, managers, and Human Resource professionals.

Programs may take 90 minutes to 4 hours depending on the program, and content from multiple modules or topics can be blended upon request. Our goal is to ensure that the content fits the needs of your team and organization. Let us know if you would like a customized program or if you would like us to develop a new program for your team.

Flat Fees for each program depend on the duration of on-site training time and distance of travel. Travel expenses such as lodging, transportation, meals, etc. may billed separately.

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CALL (503) 704-4991 OR EMAIL Jennifer@RedKiteRising.com

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CULTURE ALIGNMENT & CULTURE CHANGE

CULTURE CHANGE: IMPROVE RESULTS BY RETHINKING WORKPLACE EXPERIENCES

Corporate culture impacts everything a company does from recruiting to termination, employee behavior, interactions and communications, policies, management practices, and so much more. At its core, corporate culture is how we do things around here -- the good, the bad and the downright ugly. It is the sum of workplace experiences that shape employee beliefs, drive employee actions, and ultimately generate results. Unfortunately, problems arise when corporate culture remains in flux or undefined, or when subcultures undermine the unity of the team, department, and organization.

Join us for this informative and engaging program as we explore the impact of corporate culture on employees individually and the organization, as well as how to improve our results by rethinking our workplace experiences. We will also discuss tips and strategies for combatting negative subcultures and realigning them with our organization's vision, purpose, and mission.

PUTTING YOUR GENIUS TO WORK: EXPLORE AND IMPLEMENT THE SIX TYPES OF WORKING GENIUS

What if team members naturally worked more effectively, efficiently, and cohesively in collaboration with others AND left work feeling more fulfilled at the end of the day? And what if team members appreciated and supported each other's approach to work, rather than judged it or blamed it? And dare we even hope to realign roles, responsibilities, and work initiatives in a way that leverages our team strengths and mitigates weaknesses? **The Six Types of Working Genius** will transform those dreams and "what ifs" into reality immediately, effectively, and while enhancing the depth of contribution and effort each team member offers. Let's put your Genius and that of your team to Work!

CHANGE HAPPENS: SURVIVING THE EMOTIONAL ROLLERCOASTER OF CHANGE

You are not an ostrich. Sticking your head in the sand and pretending change is not happening will not stop the future. Change is happening all around you whether you like it or not. But rest assured that it is possible to have a great past and a great future.

Change takes many forms in the workplace, and we have all had our share of changes this past year. One thing is for certain: we each view, anticipate, and work through change differently. How change feels depends on how we move through it, and sometimes moving through it is the hardest part. Jennifer Bouman-Steagall knows; she has been there.

Together we will explore the rollercoaster of emotions that we may experience during change, a possible road map for making the journey a little less chaotic and traumatic, and 10 effective strategies to help ease the pain the next time you find yourself moving through difficult change.

ROAD TRIP! EMBRACE THE JOURNEY OF CHANGE

Road trips are fun; organizational change, not so much. Are you driving change or navigating others through it? Are you helping map the direction of change, or are you just along for the ride? Change happens whether we like it or not. When managed well, change can bring exciting new experiences, opportunities, and innovative ideas. The best-laid plans can also include a few roadblocks, potholes, and the occasional unexpected accident, all of which can make the process of change difficult. We control how we respond to change, and if we can help others embrace it, the road ahead will be much more interesting and productive. If you are ready for an adventure, join us for this interactive and entertaining journey as we learn tips and strategies for directing, shaping and embracing the path of change.

POINTS FOR PLATING! PROFESSIONALISM IN THE WORKPLACE

The importance of plating cannot be overstated -- people eat with their eyes first, and what we see impacts how things taste on our tongue. The same is true in business as the impressions we make on others impact their expectations and beliefs about the products and services we provide. When it comes to quality communications and interactions, professionalism tops every executive's list. But what does "professionalism" really mean, and does your team share your understanding of that term? This engaging program explores the idea of professionalism and the many forms it takes in a workplace. Join us as we learn how to break the gossip and negativity cycle, develop awareness of how cell phone usage, grooming and choice of clothing can impact how others perceive us, and identify areas of professional communication that can break down and impact our relationship with others.

ETHICS FOR TEAMS: UNDERSTANDING THE INVISIBLE LINES WE CANNOT CROSS

The expectation is clear - conduct yourself in a professional and ethical manner. Unfortunately, the lines of what is professional and unprofessional, or ethical and unethical, might be less clear. It is not uncommon for coworkers to find themselves in situations that require reflection about what the "right" thing to do might be. To many people's surprise, ethical lines can be found in multiple policies and expectations beyond the core values. In this engaging and interactive program, participants will evaluate policies to identify ethical lines, share stories of professionalism and ethics, review reporting structures when concerns arise, and discuss barriers to professionalism and ethical behavior in the workplace.

RISE TOGETHER: EXPLORE THE FIVE COHESIVE BEHAVIORS OF A TEAM

The single most untapped advantage in most organizations today is teamwork. Productive, high-functioning teams make better and faster decisions, while tapping into the skills, talents, and opinions of others. They avoid wasting time and energy on politics, confusion, destructive and unproductive conflict, and the exhausting hamster wheel of revisiting issues over and over because of a lack of buy-in. Cohesive teams set aside personal interests to hold each other accountable for achieving collective results, and the organization thrives because of it. Above all, cohesive teams trust each other. Can your team say the same?

Harnessing the insights of Paul Lencioni's book, *The Five Dysfunctions of a Team*, **the Five Cohesive Behaviors of a Team model** provides a more modern approach to teamwork that relies on vulnerability-based trust, productive conflict around ideas, buy-in and commitment to decisions, peer-to-peer accountability, and a focus on achieving collective results. Join us for this captivating program as we introduce and explore the Five Behaviors of a Cohesive Team and how it can benefit you in creating a culture of teamwork within your organization. Learners at all levels of an organization can use and adopt powerful principles, shape behaviors, and create a common language that empowers team members to rethink what it means to work and rise together.

*Seminar and conference programs focus on a summary of the Five Behaviors Model. As an **authorized Five Behaviors Provider and Accredited Facilitator**, Red Kite on-site facilitations may also include individual personal development online assessments that correlate directly to the Five Behaviors model with customized tips and strategies for becoming a highly valued team member. Team culture assessments and reports are also available to encourage a deeper understanding of the learning objectives.*

LEAD BETWEEN THE LINES: USING COACHING & ENGAGEMENT TO RAISE THE PERFORMANCE BAR

Leading a team can be challenging, exhausting, and pull-you-hair out frustrating, and at the same time exciting, rewarding and beaming-with-pride satisfying. Strong leaders must maneuver a minefield of different personalities, workstyles, priorities, demographic and cultural expectations, and an ever-changing legal landscape, all while ensuring employees remain highly engaged and committed to doing great work. Easy, right? Not even close. Understanding how these elements work cohesively together can make the difference between a good leader and a highly successful one.

Join us for this engaging and informative program as we explore **Red Kite's Signature Leadership Model** that cohesively, masterfully, and practically integrates coaching,

performance management, employee engagement, documentation and legal compliance all in one. Could it really be that easy? Join us to find out!

COACHING ESSENTIALS: COACH LIKE YOUR JOB DEPENDS ON IT

Whether you are setting expectations, evaluating performance, counseling, disciplining, or even terminating an employee, mincing your words just won't cut it. What you say to your team and how you say it will determine the results you achieve, and success is far more likely when you create a shared vision with your team about how to accomplish the goals and expectations you set. What if YOUR job depended on your ability to coach your team? Guess what, it does! Join us for this engaging program as explore the essentials of great coaching strategies and the importance of creating a shared vision with the team when setting and enforcing expectations. We will also discuss when it is time to escalate coaching to more formal discipline, goal setting, and the importance of documentation throughout the process. Finally, we will work through performance management, peer, and upward coaching scenarios to learn effective coaching tips and techniques to improve your team's performance.

WORDS MATTER: TOP 10 DOCUMENTATION STRATEGIES FOR MANAGERS

Whether you are setting expectations, evaluating performance, coaching, counseling, disciplining, terminating, or even just memorializing a key event, words matter. In fact, how you document, when, how often, and how you follow up on your documentation all have legal and non-legal implications for your workplace, not the least of which provides a solid foundation for your legal defense in the event you are sued. Grab your pen and pad and join us as we learn why documentation is important from a legal and non-legal perspective, what kinds of documentation you should use, how to use documentation as a meaningful performance management tool, how and when to document, and where to put the paper when your documentation is complete.

LEADERSHIP REFLECTION: HOW TO BE EFFECTIVE WITHOUT BEING THE BAD GUY

Leading by example, meaningful communication, and setting clear expectations are all key to a leader's success, and yet these talents seem to allude many managers. Let's face it, most of us were not born managers or leaders; these are skills we must learn and develop. This program will provide attendees with practical tools, tips and strategies for setting goals and boundaries, communicating expectations clearly, coaching, counseling and discipline, and generally becoming a more effective manager and inspirational leader. This program also explores the differences between being a leader and a boss, how to transition from peer to supervisor, and how to manage gossip in the workplace.

2-DAY LEADERSHIP ACCELERATOR: MASTERFULLY INTEGRATING EMPLOYMENT LAW WITH PRACTICAL LEADERSHIP SKILLS

Whether you are a seasoned leader or brand new to your leadership role, chances are pretty good that questions of legal compliance with employment laws will eventually cross your mind or your desk (or your lawyer's desk) when things get serious. Wouldn't it be nice to know where the legal land mines are before you step on them, or at least how to best avoid them? Better yet, what if there was a way to implement effective prevention-oriented leadership strategies that would help minimize legal risk for your organization while simultaneously increasing team productivity, quality, and employee engagement? If your job is too important to wing it or to just hope for the best, this class is for you and other members of your leadership team.

Join us for this highly interactive, entertaining, informative and memorable **2-Day Leadership Accelerator Program** where you will learn about applicable employment laws covering everything from civil rights, harassment and discrimination, wage & hour, leaves of absence, disability accommodation, and much more. We will also explore practical tips and strategies to hire better candidates, earn and build trust with existing employees, manage absences and attendance issues, coach for better performance, set goals, document well, and transition out poor performers. An incredible one-stop learning experience, this 2-Day program is suitable for leaders at all levels, especially those who have had little or no formal training on employment laws or leadership skill development.

TEAM COMMUNICATION

DiSCOVER THE POWER OF WE: EVERYTHING DiSC SOLUTIONS FOR THE WORKPLACE

Everything DiSC® offers a suite of personal development learning solutions and experiences that measure an individual's preferences and tendencies based on the DiSC® model. This simple yet powerful model describes four basic styles (D, i, S and C) which serve as the foundation for the Everything DiSC® Application Suite. Participants receive personalized insights that deepen their understanding of self and others, making workplace interactions more enjoyable and effective. The result is a more engaged and collaborative workforce that can spark meaningful culture improvement in your organization.

As an **authorized Everything DiSC® Provider and Certified Facilitator**, Red Kite offers products and facilitations for 6 **Everything DiSC® solutions:**

<u>Suitable for Everyone:</u>	<u>Suitable for Leaders:</u>

- **Workplace;**

- **Productive Conflict;**

- **Sales; and**

- **Agile EQ**

- **Management; and**

- **Work of Leaders**

Each distinct Everything DiSC® application is designed to have an immediate and lasting impact on the performance of people and the cultures of organizations.

Everything DiSC® seminar or conference programs provide general information regarding the model, style attributes and behaviors. With enough prior notice, assessments may be available to participants for an additional charge. On-site programs with real teams include and focus on online assessment results and practical strategies for improving and enhancing current team dynamics.

ARE YOU TALKING TO ME? FOSTER UNDERSTANDING THROUGH BETTER TEAM COMMUNICATION

[A less formal communication model without assessments]

Personality conflicts hamper communication and usually lead to misunderstandings, hurt feelings, and perceptions of unfair treatment. To motivate your team and achieve maximum results, it is critical that you communicate in a way that shows you value, appreciate and respect your team. It may surprise you to learn that you may not be communicating your well-intentioned message in a way that is meaningful to your listeners. This engaging and interactive program is for all those who would like to improve their communication skills without using the more formal assessment programs and models. If your success depends on your ability to communicate and work well together, this program is for you! Join us as we learn, laugh and communicate.

LET'S TALK: TURNING DIFFICULT CONVERSATIONS INTO MEANINGFUL ONES

You know that uncomfortable moment when you have some information, feedback, or news to share with someone at work that might be difficult or hard for the listener to hear – do you hesitate to say it or sugar coat it? Even if well-meaning, creating false impressions or a false sense of security, or withholding key information altogether, is hurtful, disrespectful, and can create legal risk in some cases. Becoming defensive when someone tries to talk with you can be equally destructive. Join us for this engaging

program as we explore how to avoid becoming defensive and, more importantly, how to turn difficult conversations with team members into meaningful ones.

MAXIMIZE PRODUCTIVITY THROUGH EFFECTIVE EMPLOYEE REVIEWS AND PIPS

One of several important means of communication, employee reviews and performance improvement plans (PIPs) can build trust and drive performance if used thoughtfully. Employee reviews and PIPs tend to generate stress and anxiety, create opportunities for misunderstandings, fail to motivate the desired performance improvement, and lead employees to disengage. Employee reviews are problematic for other reasons too, not the least of which is the amount of time it takes to complete them and the fact that the management team may not agree on or understand the evaluation criteria being used. PIPs offer a different challenge in that they are often used with good intentions of helping an employee succeed, but often only postpone the inevitable. This engaging program explores practical tips and suggestions for preparing and delivering a PIP and the annual review in a way that builds trust and fosters more meaningful communication.

EMPLOYEE ENGAGEMENT & TEAM DEVELOPMENT

EMPLOYEE ENGAGEMENT: UNLOCK THE SECRETS OF SILENT DEFECTORS

If your business is like most, you may be losing revenue due to employee turnover, low production, workplace dysfunction, poor management skills, and/or employee-related claims. Does your business have a strategic plan in place to identify and manage these issues? Imagine the revenue your company could generate with a fully functional, highly productive workforce! Given the current economic pressures, now is the time to take a hard look at what your company is doing to protect its bottom line from the inside. Suitable for employees at all levels, this informative program explores the principles of employee engagement, the hidden reasons behind employee turnover, low morale and decreased production, and effective retention strategies.

RE-ENGAGE! TURN THINGS AROUND BEFORE IT'S TOO LATE

Does your workplace have an odor of negativity, low morale, and poor performance? Have some employees mentally or emotionally quit but still take up space and collect a paycheck? If so, it is likely increasing your stress and decreasing the results of your team. As the downward spiral of disengagement continues to churn, it can spread like a disease and negatively impact everyone on your team and your overall results. It's time to act and find ways to turn things around before it's too late! This informative program explores key strategies designed to RE-engage and re-energize your team. We will also learn techniques for setting and enforcing engagement-related expectations and getting support from upper-level management for engagement initiatives.

PUTTING YOUR GENIUS TO WORK: EXPLORE AND IMPLEMENT THE SIX TYPES OF WORKING GENIUS

What if team members naturally worked more effectively, efficiently, and cohesively in collaboration with others AND left work feeling more fulfilled at the end of the day? And what if team members appreciated and supported each other's approach to work, rather than judged it or blamed it? And dare we even hope to realign roles, responsibilities, and work initiatives in a way that leverages our team strengths and mitigates weaknesses? **The Six Types of Working Genius** will transform those dreams and "what ifs" into reality immediately, effectively, and while enhancing the depth of contribution and effort each team member offers. Let's put your Genius and that of your team to Work!

MEETING OF THE MINDS: TEAM BUILDING EXERCISES

Let's face it, working together isn't always easy. Unless you are working with a mini-me personality type, chances are good that you are working with someone who has different ideas, perspectives, opinions, communication styles, and experience, all of which bring the potential for disagreement and conflict into the workplace dynamic. Effective teamwork is fundamental to efficiency, productivity, high quality of work, and outstanding customer service, and we are stronger and better when we work together. We know this and yet we resist coming together for a host of reasons.

Team Building exercises help remove these barriers and create important opportunities for team members to find common ground while appreciating what others bring to the workplace. Red Kite Team Building exercises explore a variety of topics including team communication, conflict resolution, delegation, change management, effective coaching and goal setting, efficiency, process improvement, strategic planning, culture alignment, team dynamics, and much more. **Team Building exercises can also be customized to fit the needs of your team; ask for more information today!**

GENERATION JEOPARDY: CAN'T WE ALL JUST GET ALONG?

We work in exciting times with four generations populating our workplaces and a fifth on the way! Each generation brings with its' own unique strengths, weaknesses, skills, work ethic, and expectations for what work should be, and trying to manage this diversity of generations can be challenging. Organizations are quickly learning that Traditionalist management techniques are not as effective on Gen-Ys, and Gen-Xs will continue to resist Boomer notions of "time in the chair." And what does it mean to be Gen Z? Perhaps it's time to re-evaluate what it means to "work hard". How do the different generations differ, and what do we all have in common? Perhaps it's time to find out!

PROFESSIONAL DEVELOPMENT (PART 1): UNLEASH YOUR INNER SUPERHERO!

If you were a superhero, what kind of superhero would you be and why? Consider the traits of a superhero: (1) they earn the respect of others; (2) they are helpful in solving problems; (3) they help everyone in need without regard to protected class status; (4) they exhibit courage in the face of fear; and (5) they put the needs of the many (e.g., the organization) above their own self-interests. Don't look now, but your inner superhero just showed up! Each of us has untapped courage, power and potential; if only we could give that potential a voice and a mission. If you were a superhero, what would you be doing differently in your personal and professional life? Do you know how to overcome your personal kryptonite? Swoop in and join us for this fun and empowering program as we explore powerful tips and strategies for unleashing your inner superhero to achieve more personal and professional growth. All Superheroes welcome!

PROFESSIONAL DEVELOPMENT (PART 2): CRAFTING MEANINGFUL PROFESSIONAL DEVELOPMENT PLANS

Culture change and culture alignment are common themes found in organizational strategic planning initiatives. Effective culture change can't happen until individuals take ownership and responsibility for the role they each play in moving the organization forward and achieving the organization's strategic goals. Professional development plans create important opportunities for this type of alignment between individual and organizational interests, as well for motivating employees to engage at a higher level. Outside of work, personal growth and development serves an equally important purpose of helping each of us find and pursue our best selves. What does your personal and professional plan look like? Join us for this informative and engaging program as we explore using a SWOOP analysis (a superhero version of SWOT), SMART goals, and other helpful acronyms, tips, and strategies for crafting effective professional development plans.

BRINGING EMPLOYEES ON & TRANSITIONING THEM OUT

JOB DESCRIPTIONS: A MODERN-DAY EMPLOYER'S SHOPPING LIST FOR EXCELLENCE

If you could put together a shopping list to find an exceptional employee, what character, skill set and performance ingredients would you include? Your job descriptions serve many purposes, including outlining the ideal skills you want, the scope of the job, and your performance expectations for the position. They are instrumental in identifying and selecting qualified candidates and holding employees accountable for job performance. Job descriptions are one of the most important components of team development and workforce management, and they require more than just a passing thought. This informative program outlines steps to develop ADA-compliant, powerhouse job descriptions, as well as tips and strategies for using them to attract and retain top talent.

INTERVIEWING ESSENTIALS: TOP 10 INTERVIEW SECRETS DESIGNED TO SELECT THE BEST PERSON FOR THE JOB

Most leaders say they didn't intend to hire the performance disaster or the walking lawsuit, and yet, it seems to happen with startling frequency. So, what went wrong? Employees do not spontaneously combust into problem employees. Could it be poor planning, a lack of understanding about the job, job requirements, or something else? Yes to all! Interviewing and selecting the best person for a job is one of the most important functions a leader has, and, unfortunately, the most overlooked. Join us as we explore the top 10 interviewing and hiring secrets designed to select the best person for the job.

ONBOARDING SECRETS: WELCOME TO THE BAND!

If recruiting is about finding your next Rock Star; on-boarding and orientation are about seamlessly welcoming and incorporating that person into the Band. It isn't enough to put someone through mind-boggling training, mounds of new-hire paperwork, and endless introductions to team members. And let's not forget the sludge of negativity pouring from poor performers and the disengaged team members who want to stifle the light and enthusiasm of the newbie. Everyone should share in the responsibility to make the transition successful and productive going forward. Join us to learn the secrets to successful onboarding and orientation.

LEGAL COMPLIANCE

EMPLOYEE POLICIES: GOING FROM PAPERWEIGHT TO POWERHOUSE

Have you ever noticed how difficult it is to enforce employee compliance without rules or to manage team dysfunction when your team isn't clear about what the rules are? Employee policies take the guesswork out of being an employee and a supervisor by outlining clear expectations and notice of work rules and performance standards. Employee policies are also commonly used to provide a legally defensible basis for negative employment actions, although the level of actual protection depends entirely on the commitment and diligence of individual managers to enforce the rules uniformly and consistently. Join us as we learn how to use employee policies to set the tone for the workplace, help ensure equal and uniform application of rules and policies and give supervisors and managers more support when holding employees accountable.

DEIB: 3 PRACTICAL EXERCISES TO ENHANCE UNDERSTANDING AND OPEN THE DOOR TO MORE MEANINGFUL CONVERSATIONS

Instead of trying to address every possible diversity topic, this program focuses on demonstrating the power of 3 practical group exercises designed to enhance empathy and understanding while opening the door to more meaningful conversations and

connections. Using engaging, interactive, and entertaining exercises, this program will: (1) teach participants 5 key guiding principles for creating a respectful, diverse, and equitable workplace; (2) discuss what it means to truly "belong" on a team; (3) explore how much they might have in common with other participants; and (4) call out and bust common stereotypes relating to personalities, parenting, hobbies, and other things that make us unique in who we are.

Join us for this innovative program as we get to know each other a little better while breaking down stereotypes with the goal of fostering a stronger sense of belonging and connection among team members.

DIVERSITY PLAYBOOK: STOP HARASSING ME!

All Employee Program: Be kind, be respectful and play nice with others. More than just playground rules from our parents, these social value propositions should be the hallmark of every workplace. Social division, religious beliefs, political ideologies, misinformation, and overall bad behavior continue to create unnecessary barriers to our commitment to EEO principles of equality, inclusion and tolerance. Using gamification and an engaging, highly interactive group exercise, this informative program uses dynamic scenarios, humor and war stories to explore how and where to draw the line between appropriate and inappropriate behavior in our quest to create a sustainably respectful workplace. Let's Play!

Manager Supplement Class: Tailored specifically for leaders, this program covers an organization's legal responsibility to prevent and correct all forms of illegal harassment and discrimination and provides useful tips to recognize and respond to complaints of harassment, discrimination, and retaliation. Using dynamic stories and examples, participants will also explore how to maneuver and manage the challenging grey areas of what's acceptable and not acceptable behavior in the workplace and when a response is required. Join us for this must-see program! You can enhance your learning and knowledge further by joining us for an All Employee Harassment Prevention class – hear what your team is hearing so you are better prepared to hold them accountable!

EMPTY CHAIR SYNDROME: MANAGING ABSENCES, FAMILY LEAVE, THE INTERACTIVE PROCESS AND REASONABLE ACCOMMODATIONS

Ever had one of those days when it seems like no one is coming to work anymore? Employees are calling in saying they need leave for one reason or another for themselves, their family members, and even their pets. Or perhaps employees are identifying a physical or mental condition as the reason why they are not able to perform their job duties or meet performance expectations. What can you say and not say? How do you address the morale aftermath? Tracking the different types of protected leave can also be a technical nightmare and may become a costly endeavor if done incorrectly.

Join us for this interactive workshop and learn what you need to know about managing employees who are taking time off for pregnancy, illness, FMLA/OFLA leave, disability and workers compensation leave. You will learn about the basics of the various leave laws, how to track leave correctly, and how all the leave laws work together. We will also discuss factual scenarios tailored to address common issues and concerns you may have, as well as tips for maintaining productivity, employee morale, and your sanity!

6 STEPS TO NAVIGATING THE ADA INTERACTIVE PROCESS WATERS WITHOUT A PADDLE

Does the idea of an employee consistently working 40 hours a week performing the actual job for which they were hired seem like fact or fiction these days? Work is hard, job tasks are complicated, and getting work done with absent employees seems nearly impossible at times, and just when you think you can't take any more, another employee presents a doctor's note restricting them from duty or notifying you they will be out of work longer than expected. What can and should you say to the employee and other team members? Is there a limit to the accommodations you must make, and how far do you really have to go before you can say enough is enough?

If you feel like you are drowning in the ADA interactive process legal requirements, you are not alone. Join us for this interactive and informative program as we learn to navigate the ADA interactive process and the workplace waves it creates.

CAN YOU HANDLE THE TRUTH? CONDUCTING EFFECTIVE INTERNAL INVESTIGATIONS

If you are like most employers, you have a strong anti-harassment policy with some form of diversity training, both of which are designed to reduce or eliminate claims of harassment and discrimination in your workplace. The strength of an employer's defense comes from its complaint resolution process and the effectiveness of its internal investigations into the complaints it receives. Being able to recognize a complaint that warrants an investigation is critical, as is the ability to investigate complaints in a timely, effective and meaningful manner.

You don't have to be Columbo, Inspector Cluso, or a private investigator to investigate, but there are certain things you need to know to investigate correctly. Join us for this informative discussion as we learn how to address and investigate complaints of harassment and discrimination.

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