2018 Training

Develop key leadership skills to get ahead

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Delivery Options & Pricing

Delivery Options

- **Xenium hosted workshops**
  for general audiences—see event flyer or view/register online at: www.xeniumhr.com/events

- **Customized, on-site sessions**
  (Training & Development specialist works with you to design content to fit your specific organizations’ needs and objectives. Content can be based on one or more (including a blend) of Xenium trainings.

- **Access to e learning**
  through Xenium’s online university: www.xeniumhr.com/events/on-demand
Leadership Essentials

SUMMARY:

You may be an effective manager or director of work, but do you practice behaviors critical for inspiring, engaging, and developing others? This workshop focuses on developing skills in 3 key areas: Emotional Intelligence, Communication, and Trust—all essential to being an effective leader and bringing out the best in people.

OUTCOMES:

• Understand how your communication and behavior impacts the environment you create
• Apply effective approaches to develop relationships and increase your influence with others
• Clarify your vision of leadership, evaluate your personal strengths and opportunities, and develop a personal action plan for becoming your “best leader”

WHO WILL BENEFIT:

• New and emerging leaders with little or no prior training or experience in managing others
• Experienced managers interested in continuous improvement and honing leadership skills
• HR professionals and organizational leaders seeking best practices for personal leadership and the development of others

FORMATS AVAILABLE:

2-3 hour instructor-led workshop
E learning course
HR Basics—Tips & Traps for Supervisors

SUMMARY:
Knowing the current employment laws and how to apply them will in turn affect employee morale. People like to work for people they respect, and they engage in their work when their manager creates a fair and positive environment. You add value by complying with the law, protecting the organization.

These “Top Traps” have been identified as key areas of exposure for employers, regardless of industry. Whether you are new to a supervisory position, or it’s just time for a refresher course, this workshop will arm you with knowledge and implementation tips to immediately put into action.

OUTCOMES:
• Understand key employment laws and the role you play in managing employment risk
• Implement best practices for documenting employment action, managing attendance and requests for accommodation, and responding to employee complaints
• Proactively manage issues head-on and with confidence, garnering the respect of your work group

WHO WILL BENEFIT:
• New and emerging leaders with little or no prior training or experience in managing others
• Experienced managers interested in staying abreast of employer compliance and best practices
• HR professionals and organizational leaders looking to ensure effective risk management and compliance with current employment laws

FORMATS AVAILABLE:
2-3 hour instructor-led workshop
E learning course
SUMMARY:

So you hired them…now what? Practicing an effective performance management process starts at onboarding and is essential to achieving business objectives. Surveys confirm that unwanted turnover most often occurs because company goals and expectations are unclear and employees feel underutilized, unappreciated and unheard. An effective process commits time to important conversations—highly beneficial for both managers and employees. Practice techniques to engage employees through clear communication, goal setting and progress assessment.

OUTCOMES:

- Establish a plan for goal-setting and measuring success
- Develop a process that provides ongoing feedback and challenges employees to achieve objectives
- Engage employees in their personal development through meaningful conversations and recognition

WHO WILL BENEFIT:

- New and emerging leaders with little or no prior training or experience in managing others
- Experienced managers interested in continuous improvement and honing skills
- HR professionals and organizational leaders looking to develop or enhance performance management programs

FORMATS AVAILABLE:

2-3 hour instructor-led workshop
Coaching & Constructive Feedback

SUMMARY:
Coaching involves partnering to help others achieve organizational goals and individual effectiveness. If you are looking to increase motivation in others, effective coaching requires practice. Improve the way you are delivering feedback through clarification of intentions, clear communication of impact and expectations, and management of agreements vs. people. Through interactive exercises you will leave this session with greater confidence, a clear understanding of what works, as well as crafted feedback for your next conversation—whether that be with an employee, peer, or leader within your organization.

OUTCOMES:
- Understand the importance of feedback to the employee, the manager, and the organization
- Examine the competencies and behaviors that contribute to effective coaching
- Apply a model for delivering meaningful feedback and creating agreements

WHO WILL BENEFIT:
- New and emerging leaders with little or no prior training or experience in managing others
- Experienced managers interested in continuous improvement and honing skills
- HR professionals and organizational leaders looking to develop or enhance performance and relationships

FORMATS AVAILABLE:
2-3 hour instructor-led workshop
SUMMARY:

The most critical lesson to be learned in communicating and carrying out corrective action or termination is how it is conducted. Creating a process that is well planned and focuses on treating the employee with respect will have a tremendous impact on the employee’s perception and response to the action. A termination can be an emotional time for both management and employees, but studies show that it is possible for both the employer and the terminated employee to benefit. In this workshop, learn how to effectively plan for and communicate a termination decision, how to leave the employee with his/her dignity intact, and how to communicate to and manage the reaction of remaining employees.

OUTCOMES:

- Review the key steps within the Positive Discipline process focused on respect and objectivity
- Gain tools to effectively evaluate, communicate and document employee separations
- Decrease your exposure to wrongful termination claims

WHO WILL BENEFIT:

- New and emerging leaders with little or no prior training or experience in managing others
- Experienced managers interested in continuous improvement and honing skills
- New and emerging leaders with little or no prior training or experience in managing others
- HR professionals and organizational leaders looking to ensure accountability to the organization’s principles and expectations while also effectively managing employment risk

FORMATS AVAILABLE:

2-3 hour instructor-led workshop
Strategic Hiring

SUMMARY:

Thoughtful organizations and leaders build strategy around acquiring talent to meet both current and future business needs. Having a clear sense of the strengths and opportunities within your team will allow you to make a more calculated decision about your next hire. And while there is no exact science for guaranteeing the perfect hire, you can improve your chances of hiring right the first time through a well-planned and executed process.

In this workshop, create a Performance Profile consisting of critical skills, values behaviors, and results required for a position within your team/organization. Practice interviewing techniques specific to your Performance Profile to hire the best people from inside or outside of the organization.

OUTCOMES:

- Identify talent acquisition strategies based on your business needs and objectives
- Develop targeted interview questions and techniques to determine job and culture fit
- Ensure a consistent and effective selection process

WHO WILL BENEFIT:

- Managers interested in improving recruitment and selection for their team
- HR professionals and organizational leaders looking to develop or enhance talent acquisition strategies and practices

FORMATS AVAILABLE:

- 2-3 hour instructor-led workshop
- E learning course
Recognizing & Preventing Harassment

SUMMARY:
Preventing harassment begins with promoting diversity and encouraging respect and acceptance at all employee levels. Gain the practical skills to identify, manage and prevent sexual and other unlawful harassment, including real world examples of behavior that meet the definitions of unlawful discrimination and retaliation. Discuss tips for mitigating your risk and creating a positive workplace culture with shared ownership and accountability.

OUTCOMES:
- Review the EEOC definitions and examples of unlawful harassment, discrimination and retaliation
- Understand employer obligations for responding to and investigating complaints
- Develop strategies to prevent workplace harassment and retaliation

WHO WILL BENEFIT:
- New and emerging leaders with little or no prior training or experience in managing others
- Experienced managers interested in staying abreast of employer compliance and best practices
- HR professionals and organizational leaders looking to develop a positive and respectful workplace as well as ensure effective risk management

FORMATS AVAILABLE:
- 2-3 hour instructor-led workshop
- 1 hour workshop for employees
- E learning course
Compensation Planning & Design

SUMMARY:
A successful compensation program allows your organization to compete for the best employees in your industry. Knowing whether you are competitive in the marketplace will be paramount in retaining top-performers and attracting new talent to your organization. Participants will learn the steps for developing a pay structure to ensure internal equity and to keep competitors from wooing away your most gifted employees. We will also discuss the trends around pay for performance and best practices for evaluating and communicating compensation.

OUTCOMES:
- Understand the value of establishing a consistent compensation structure and review process
- Define your compensation philosophy and strategy to attract and retain your top talent
- Discuss factors to consider when considering variable pay plans

WHO WILL BENEFIT:
- New and emerging leaders with little or no prior training or experience in managing others
- Experienced managers interested in increasing knowledge around compensation and incentives
- HR professionals and organizational leaders seeking compensation best practices

FORMATS AVAILABLE:
2-3 hour instructor-led workshop
Attracting & Retaining Top Talent

SUMMARY:
Retaining and attracting top talent will be two of the biggest challenges facing companies over the next decade. Thoughtful leaders and organizations build strategy around holding on to their greatest asset—their people. They succeed by cultivating organizational effectiveness, providing fulfilling work and offering effective reward systems. This session will describe the key leadership activities in defining a workplace culture and creating and fostering a work environment that retains high performers.

OUTCOMES:
- Understand what employees really want beyond a paycheck
- Participate in discussion of effective engagement and retention strategies
- Gain new ideas for designing your employment brand and value proposition

WHO WILL BENEFIT:
- New and emerging leaders with little or no prior training or experience in managing others
- Experienced managers interested in improving recruitment and retention
- HR professionals and business leaders looking to develop or enhance talent acquisition strategies and practices

FORMATS AVAILABLE:
2-3 hour instructor-led workshop
SUMMARY:

Time and people are an organization’s highest-valued resources; yet we often neglect to examine HOW we are approaching our work and leveraging the talents and interests of others. We often find ourselves reactive and “in the weeds.” In this session, review the importance of planning, goal setting and effective delegation to ensure you are dedicating time to high-return activities and aligning individual contributions with organizational objectives.

OUTCOMES:

- Review strategies and habits that contribute to effective time management
- Maintain focus on the “right” things and improve productivity
- Develop others and expand capabilities through effective delegation

WHO WILL BENEFIT:

- New and emerging leaders seeking to develop productive strategies and habits
- Managers seeking to find balance between managing their own work and overseeing the work of others

FORMATS AVAILABLE:

2-3 hour instructor-led workshop
SUMMARY:
Unproductive conflict has a high cost. It can damage relationships, reduce productivity, and inhibit creative problem solving and innovation. Avoiding conflict altogether rarely produces positive outcomes. As a leader you have the opportunity to help others develop productive strategies, and if needed, step in to facilitate resolution so teams can get back on track in achieving shared objectives. This begins with building and modeling your own collaborative relationships and by viewing conflict as an opportunity for improvement and connection.

OUTCOMES:

- Understand the root of conflict and the role you play
- Acquire techniques to help uncover expectations and needs
- Prevent triangulation and undermining others through productive conversations

WHO WILL BENEFIT:

- New and emerging leaders with little or no prior training or experience in managing others
- Experienced managers interested in continuous improvement and honing skills
- HR professionals and organizational leaders looking to develop or enhance performance and relationships

FORMATS AVAILABLE:

2-3 hour instructor-led workshop
Creating a Meaningful Customer Experience

SUMMARY:
Successful organizations understand that the customer experience is not only dependent on the effectiveness of products and services provided, but also the level of employee engagement and the quality of their personal interactions. A clearly articulated brand paired with passionate service providers is the secret sauce to acquiring and retaining customers.

A meaningful customer experience starts with hiring people who share your service values and commitment, and then giving them the freedom and resources to take care of the customer at each touch point—including service recovery.

OUTCOMES:
- Examine the value and impact associated with delivering a memorable service experience
- Discuss how your organization's unique purpose and values define your service standards
- Review the basics of exceptional service and customer etiquette
- Practice techniques for problem solving and navigating challenging situations

WHO WILL BENEFIT:
- Organizational leaders and managers seeking to develop service standards aligned with the organizational values and brand
- Employees responsible for providing service to internal and external customers

FORMATS AVAILABLE:
2-3 hour instructor-led workshop
SUMMARY:

It is not the products or services that bind a company together. It’s the culture—the strong sense of beliefs and values that all stakeholders share.

Culture development begins with a set of shared core values and then defining value-based behaviors that guide performance.

Gain company-wide support by engaging your team in a discussion of how your values are demonstrated in your workplace, including best practices for integrating these agreed upon expectations into your daily interactions.

OUTCOMES:

• Define behaviors consistent with your core values
• Reinforce value-based behaviors through recognition programs
• Foster accountability through authentic feedback and conversations

WHO WILL BENEFIT:

• All employees

FORMATS AVAILABLE:

2-3 hour instructor-led workshop