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HUMAN RESOURCES

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Ethics

Class Length 1 Day(s)
Prerequisites None

Overview

Far too many resources about business ethics contain sensationalistic stories about businesses “gone bad” or prolonged preaching to businesses to “do the right thing.” These resources often explore simplistic ethical questions, such as, “Should Jane steal from the company?” The real world of leaders and managers is often much more complex than that.

The word “ethics” is derived from the Greek word *ethos* (character), and from the Latin word *mores* (customs).

Together, they combine to define how individuals choose to interact with one another. In philosophy, ethics defines what is good for the individual and for society and establishes the nature of duties that people owe themselves and one another.

Target Audience

All Employees

The Problem

- Ethical dilemmas are causing frustration and poor decisions
- Not understanding what “do the right thing” actually means
- Corporate standards for ethics are not clear or followed

Our Solution

To Learn to...

- Recognize ethical dilemmas
- Use a proven model that steps through decisions • Establish a corporate code of ethics

Course Outline

- Establish organizational roles to manage ethics
- Schedule ongoing assessment of ethics requirements
- Establishes required operating values and behaviors
- Align organizational behaviors with operating values
- Develop awareness and sensitivity to ethical issues
- Integrate ethical guidelines with decision making
- Structure mechanisms to resolving ethical dilemmas
- Facilitate ongoing evaluation and updates to the program
- Help convince employees that attention to ethics is not just a knee jerk reaction done to get out of trouble or improve public image



Workplace Violence Prevention

Class Length 1 Day(s)

Prerequisites None

Overview

The upheaval caused by 9-11, uncertainty in the marketplace, wars that don't seem to end, terrorism, business malfeasances, constant uncertainty, constant change, greater emphasis on speed and the pressure to do more work with fewer people, has greatly increased your employees' level of stress, tension, and frustration.

The fact that some employees lack the emotional skills or temperament to manage this pressure has resulted in a sharp increase in workplace violence - acts, threats, bullying, anger, sabotage, and absenteeism. This increased potential for confrontation has placed new demands on supervisors, many of whom are unprepared to handle such demands.

This course prepares you to identify symptoms and causes of workplace violence, and to take corrective actions. You learn the warning signs of potential violence and defuse anger and conflict.

Target Audience

Appropriate for all employees and especially relevant for team leaders, supervisors, and managers

The Problem

- Human resources, supervisors, or other employees receiving complaints about threats from co-workers
- Increase in workplace violence
- Employees are unsure how to handle violent situations

Our Solution

To Learn to...

- Establish processes and procedures in advance
- Identify the early warning signs related to violence
- Empathize with those under stress
- Communicate effectively to all involved
- Recognize when the situation is beyond you and seek help

Course Outline

- The physiology and psychology of anger and violence
- Developing a more expressive communicating style — handling criticism and aggressive individuals
- Constructive and effective conflict resolution methods
- Developing self esteem in one's self and in others, to reduce conflict
- Listening effectively - feedback
- How to handle difficult people
- Reading body language
- Understanding aggressive/assertive/submissive behavior
- Good and bad conflict
- Recognizing tense situations and reducing the potential for conflict
- Communicating with persuasion and win support
- Defusing anger
- Use of "Violence Response Teams"
- Legal and liability issues
- What you must and must not do when employees are in a "high risk" way
- The role of government in curbing workplace violence (OSHA)
- Leadership and organizational dynamics
- Managing conflict - as it relates to behavior
- Establishing clear channels for communicating threats
- Identifying potentially dangerous individuals, as well as difficult situations that spur violence
- What you must and must not do, as a manager, when employees are in a high risk way



Behavioral Interviewing

Class Length 1 - 2 Day(s) Prerequisites None

Overview

Finding the right candidate for a job is a challenging process. The interview process involves more than just finding candidates to interview.

Interviewing is an area where interviewers can unknowingly tread dangerously and get themselves and their companies into hot water with inappropriate questions. Even if the questions asked are legal, they must be the right job related questions to accurately and correctly assess the candidate.

This workshop looks at the interviewing process from beginning to end. Participants learn to assess the job and determine the skills required to do the job. Then they learn to formulate the best questions and create a rating process to correctly assess the candidates' qualifications.

Target Audience

Those individuals who interview candidates for job positions and need to determine the best candidate for those jobs based on discovering how the candidates performed in the past in job related situations

The Problem

- Interviewers ask many seemingly innocent questions during interviews that can cause legal issues for the interviewer and the company.
- Hiring is an expensive proposition and becomes even more so if the wrong candidate is hired.
- Job descriptions don't reflect the true requirements for jobs for which they were written. This makes it difficult to create effective behavioral questions.

Our Solution

To Learn to...

- Identify federal and state employment laws that govern employment decisions like hiring, firing, promoting, demoting, and compensation levels
- Demonstrate techniques on how to legally and effectively interview applicants
- Learn the steps to prepare for the interviewing process
- Develop effective job descriptions and behavioral questions to identify the best candidate for a position

Course Outline

- Understanding Employment Laws
- Using Job Descriptions
 - Developing effective job descriptions
 - Creating behavior based questions using a job description
 - Developing a fair and accurate rating system.
- Developing Good Interviewing Skills
 - Conducting productive interviews
 - Asking the right questions
- Evaluating Candidates



Harassment Training

Class Length 1 to 1.5 hrs Employee / 30 minutes more Supervisors/Managers
Prerequisites None

Overview

Harassment lawsuits and related issues dramatically impact many organizations through lost revenue and lost productivity.

This training addresses harassment related issues and prepares the employees and supervisor/managers to address harassing behaviors. This workshop fulfills the EEOC requirement that organizations with over 50 employees must conduct harassment training. *Prerequisite:* You must have established Policies and Procedures for handling and filing complaints that cover:

- Prohibition against harassment
- Protection against retaliation
- Confidentiality
- Effective complaint/investigative process
- Immediate and effective corrective action
- Notification of outcome

Target Audience

This program combines management and employee content. This is done to ensure that management is aware of the training each employee receives.

The Problem

By law, Harassment Prevention Training is required for managers/ supervisors when there are 50 or more employees. Ensure that all employees have reviewed the Policies and Procedures and are aware of the consequences of non-conformance.

Our Solution

To Learn to...

- Identify harassment
- Avoid being perceived as harassing
- Manage harassing behavior

Course Outline

• All Employees:

- Forms of Harassment
- Laws
- Costs
- What is Sexual Harassment?
- Types of Harassing Behavior
- How to Avoid Being Perceived as Harassing
- Sexual Favoritism
- Employee's Responsibility
- What to do if Harassment is Occurring
- Employer's Responsibility
- Confronting Harassing Behavior
- Employee Scenarios

• All Supervisors/Managers:

- Employee Program Plus
- AB1825
- Employer's and Manager Liability
- Retaliation
- What to Look for
- Minimize the Risk
- Coaching Your Employees
- Questions to Ask
- Supervisor/Manager Scenarios



On-Target Onboarding

Class Length 1 Day
Prerequisites None

Overview

What is the difference between onboarding and orientation? Do you have a process for the first 30, 60, and 90 days? Is onboarding considered just an "HR" function? The quality of a new employee's introduction and acclimation to their new company, job, and co-workers is directly related to their productivity and retention during their first year on the job.

Learn the critical elements of an effective onboarding program that will decrease turnover, engage new employees, and improve accountability in this one day, interactive workshop. You will leave this session with a plan for success!

Target Audience

HR managers, managers, anyone responsible for hiring and managing new employees

The Problem

- There is no process for onboarding new employees
- An employee's first days is chaos
- Employees do not feel welcomed or engaged
- Insufficient time is spent acclimating employees and setting them up for success
- Turnover is high

Our Solution

To Learn to:

- Create a positive first impression for new employees
- Set clear expectations for the first 90 days and beyond
- Create a strong message about organizational culture
- Engage and acclimate employees to their new role and the company
- Implement onboarding best practices

Course Outline

- Challenges and Benefits
 - Orientation vs. Onboarding
 - Legal issues and paperwork
 - Understanding the company culture
 - Expectations and Engagement
- Creating a Process
 - Before the employee begins
 - Day 1 is critical
 - Teambuilding
 - 30, 60, and 90 day plan
- Assigning a Mentor
- Involving Managers and Co-workers
- Onboarding Best Practices





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