



**Alliance For Workforce Development, Inc.**

*Providing pathways to success*

***Business Training Solutions for Plumas, Lassen, Modoc and Sierra Counties***  
***Call Holly Schirmer, AFWD Director of Business Services at 530-257-5057***

## **Management/Team Sessions**

### **Leadership and Communication Essentials**

Successful companies don't just have great employees. They have great managers and supervisors who know how to motivate team members to gain their commitment for top performance. Learn proven techniques to improve productivity, reduce stress and turnover, and gain team member participation, while maintaining employee self-esteem and creating a climate of open communication.

4 hours

### **Management Essentials**

The biggest mistake managers make is "winging it" while supervising people. When you're responsible for your team's performance, you need concrete skills to effectively handle the many different situations you face as a supervisor. Topics include Developing Performance Goals & Standards, Coaching Job Skills, Delegating, Improving Work Habits, Effective Discipline, Managing Complaints, Resolving Conflicts, Providing Performance Feedback and Communicating Up.

6 hours

### **Hiring Essentials**

Effectively hiring a good workforce is one of the most critical factors in business success. Whether you have one employee or one hundred you'll learn how to save time and money while finding the best person for the job. This session will boost your bottom line with proven strategies to help you avoid common recruitment pitfalls. Topics include effective recruiting and screening tools, successful interview techniques; employee documentation; and keys to retaining great employees.

3 hours

### **Time Management and Organization Essentials**

Give your team the training they need to perform their jobs with more confidence and authority, and less stress. This workshop offers techniques, tools, and tips to take command of every workday including time management and organization tips, powerful communication skills, professional phone techniques, and tactics for handling difficult people.

4 hours

### **Communication Essentials**

No matter how well you know your job, without excellent communication skills there's a roadblock ahead in your career. Whether you are communicating with employees, customers or superiors, this workshop will help you get your point across and accomplish your goals. This session also includes guidance on communicating negative news and dealing with difficult people.

4 hours



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## **Human Resources Sessions**

### **Personnel Orientations**

#### **“Getting Off to a Good Start!”**

Learn the importance of new hire documentation and initial training, how to set up proper personnel files and receive a comprehensive kit with all the tools and documentation you need to make your new employee's first day a success! 2 hours

### **Retention and Morale**

This workshop teaches how to recognize, reward and reinforce positive employee performance in order to reduce turnover and increase productivity. 2 hours

### **Handbook Policies**

#### **“Your Roadmap to Success”**

Come learn the advantages of developing a comprehensive handbook that can enhance your productivity and reduce the opportunity for conflict. 2 hours

### **Annual Labor Laws Update**

This popular event provides business owners and managers an overview of all the new California laws and changing requirements that affect the way they do business and operate their workforce. 2 hours

### **Workplace Safety**

#### **“Minimize Workplace Injuries and Maximize your Bottom Line”**

This workshop will address current OSHA requirements, provide tips to reducing worker's compensation costs and demonstrate how develop effective safety programs. 2 hours

### **Sexual Harassment Prevention Training**

This workshop provides the training required for compliance with AB 1825. 2 hours

### **Wage and Hour Issues**

California's wage laws can be confusing. This workshop will help you understand which wage and compensation laws apply to your business and your employees. 2 hours

### **Discipline, Documentation and Termination**

Learn how to effectively document employee performance, and how to address discipline and termination issues in this informative and productive workshop. 2 hours



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## **Customer Service Sessions**

### **FUNdamentals of Customer Service**

Designed for employees that are in contact with customers, this exciting workshop teaches the power of first impressions, fundamentals of guest service, proper telephone etiquette and other tips on how to treat customers to earn their repeat business. 4 hours

### **Super Service Spectacular**

Designed to teach participants how to deliver magical moments to customers, (to keep them coming back!), improve co-worker relationships, and have fun on the job, this action-packed workshop is a "must" for all employees. 4 hours

### **Service Recovery**

#### **"CPR Training for Dealing with Difficult Guests!"**

Teaches employees how to recognize and minimize potential service problems, and discusses the steps necessary to turn difficult people into satisfied customers. 4 hours

### **Attitude and Motivation**

#### **"Your Most Priceless Possession or Your Worst Enemy!"**

Learn how to take accountability for your own attitude, discover how it affects those around you, and discuss tips for maintaining a positive attitude and dealing with negative people. 4 hours