

## Human Resources Supervisor Series (Virtual)

**Course Title:** VRT HR Series: Impactful Supervision

**Course Description:** Making an impact as a manager takes vision, hard work and patience. It's time for a refresher course on the key components of being an effective Supervisor. Benefits of attending this training session include gaining the tools and practical knowledge to enhance the skills that brought you into this position and become an even better leader!

- **Session Faculty:** Denise Carpenter, Vice President, Human Resources & National HR Leader
- **Session Date:** February 21<sup>st</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Session Duration:** 1 Hour

**Course Title:** VRT HR Series: Conflict Resolution

**Course Description:** Conflict is an inevitable part of work. We've all seen situations where people with different goals and needs have clashed, and we've all witnessed the often intense personal animosity that can result. Dealing with individuals who are frustrated, hostile, or noncompliant can be an everyday occurrence for supervisors. You learn how to have crucial conversations that will result in increased understanding and awareness of others, better team cohesion and improved self-knowledge. You'll learn how to keep it simple, remain calm, watch your body language and use reflective questioning.

- **Session Faculty:** Lisa Mitchell, Human Resources Director, South
- **Session Date:** March 21<sup>st</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Session Duration:** 1 Hour

**Course Title:** VRT HR Series: Feedback is a Gift

**Course Description:** Well delivered feedback drives performance, enriches relationships, and creates strong, highly functioning teams. When given on a timely basis, feedback transforms cultures. We'll show you how to create a feedback culture where candor is the expectation and trust is strong.

- **Session Faculty:** Liz Woodward, HR Generalist
- **Session Date:** April 18<sup>th</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Session Time:** 1 Hour

**Course Title:** VRT HR Series: Avoiding Burnout

**Course Description:** What can you do as supervisor when your employee is in one of the risk stages? Participants will learn how to identify and recognize burn-out with their employees. Supervisors will learn how to help employees avoid and reduce burn out. How do you recognize the signs of the different evolutionary stages of burnout? Stress → tension → pre-burnout → burnout? Communication strategy.

- **Session Faculty:** Charles Redwine, LMFT, Regional Director & Valerie Searcy-Cox Human Resources Director, Northeast
- **Session Date:** May 16<sup>th</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Course Duration/Credit Hours:** 1 Hour

## Human Resources Supervisor Series (Virtual)

**Course Title:** VRT HR Series: Interviewing

**Course Description:** Job interviews can be a nerve-wracking experience for the applicant and a time-consuming exercise for the hiring company. However, they play a key role in determining whether the company and candidate will make an effective match. As such, the interviewing process provides a great deal of value for the company and candidate alike. During the course of this presentation you will learn how to Assess the Applicants Experience, Training, and Skills. We will also cover best practices and practical tips of interviewing.

- **Session Faculty:** Jamie Ross, National Recruiting Manager
- **Session Date:** June 20<sup>th</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Course Duration/Credit Hours:** 1 Hour

**Course Title:** VRT HR Series: Employee Engagement

**Course Description:** This session will address why employee engagement is critical to the success of an enterprise and provide an overview of effective practices in developing and sustaining employee engagement. It will focus on how to build strong workforce connections that result in high employee engagement and retention. The session will cover the important role that supervisors and managers play in engaging employees to propel department and enterprise goals..

- **Session Faculty:** Katie Dowling, HR Business Partner
- **Session Date and Time:** July 18<sup>th</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Session Duration:** 1 Hour

**Course Title:** VRT HR Series: Employee Relations

**Course Description:** This course is designed to provide participants with a practical and working knowledge of basic employee relations that support effective management skills and improved interactions with employees. Participants will recognize and understand regulatory and Pathways policies. Participants will review and critique disciplinary documents.

- **Session Faculty:** Valerie Searcy-Cox, Human Resources Director, North
- **Session Date:** August 15<sup>th</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Session Duration:** 1 Hour

**Course Title:** VRT HR Series: Five Elements of Building Culture

**Course Description:** How do we build organizational culture? Our culture is what we do and say, the way we behave, the way we treat each other, our services, our clients, our community and ourselves. In essence, it's the "personality of the company. We'll present the formula for successfully building a culture of engagement and how it's applicable to the building of an organization's overall culture.

- **Session Faculty:** Candice Ray, HR Generalist
- **Session Date:** September 19<sup>th</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Session Duration:** 1 Hour

## Human Resources Supervisor Series (Virtual)

**Course Title:** VRT HR Series: Avoiding Legal Action

**Course Description:** As a supervisory employee, you have an important role in helping the enterprise avoid legal concerns. Participants will learn practical examples aimed at instructing supervisors in the prevention of harassment, discrimination, and retaliation. Harassment is a form of discrimination that violates both Title VII of the Civil Rights Act of 1964, as amended, and the anti-discrimination laws of many states. You will understand the protected categories covered under Title VII and the applicable State laws.

- **Session Faculty:** Denise Carpenter, Vice President, Human Resources & National HR Leader
- **Session Date:** October 17<sup>th</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Session Duration:** 1 Hour

**Course Title:** VRT HR Series: Leave Management

**Course Description:** Employee leave management guidelines and processes can be confusing, frustrating, and even scary at times. Do you know what to do when an employee requests time off for an upcoming surgery, has incurred a work-related injury, or mentions that they have a disability that's affecting their job performance? We'll pull back the curtain as you will learn about the necessary "Ins and Outs" needed to navigate through the leave of absence process.

- **Session Faculty:** Tiyauna George, Senior HR Business Partner
- **Session Date:** November 21<sup>st</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Session Duration:** 1 Hour

**Course Title:** VRT HR Series: Diversity and Inclusion

**Course Description:** This session will cover what it means to create an inclusive work environment and describe the value of workplace diversity. Participants will learn how to be accountable for diversity and inclusion goals.

- **Session Faculty:** Katie Dowling, HR Business Partner
- **Session Date:** December 19<sup>th</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Session Duration:** 1 Hour