

## Human Resources Supervisor Series (Virtual)

- Course Title:** VRT HR Series: Leadership Impact on Employee Retention

**Course Description:** Losing a support or direct service employee can have a drastic effect on team morale, leading to poor performance, negatively impacting client services and productivity. Not to mention, it is expensive, and not just because of lost talent but because of costs associated with training, recruiting talent and loss to billable hours. This session covers 8 essential steps leaders can follow to have a positive impact on employee retention.

  - Facilitator:** Trang Massie
    - Session Date:** February 20, 2020
    - Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
    - Session Duration:** 1 Hour
- Course Title:** VRT HR Series: Employee Terminations

**Course Description:** Employee terminations can be difficult and weigh heavy on supervisors. Supervisors must carefully prepare to prevent misunderstandings and legal accusations. How you manage the termination session will impact remaining employees. Managers will learn how to handle terminations fairly by preparing in advance and maintaining control of the situation. This session covers how to prepare for the termination and impact to the team.

  - Facilitator:** Candice Ray
    - Session Date:** March 19, 2020
    - Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
    - Session Duration:** 1 Hour
- Course Title:** VRT HR Series: Building Trust

**Course Description:** This session outlines how to build trust and respect as a manager. Engaged workers bring creativity and passion to their work, which means more minds seeking solutions to problems, streamlining processes and working to better to positively impact the lives of our clients. Managing through fear can work, but employees will do the bare minimum needed to keep their job. Creating an environment of mutual trust and respect fosters an environment of engagement

  - Facilitator:** Katie Dowling
    - Session Date:** April 16, 2020
    - Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
    - Session Duration:** 1 Hour
- Course Title:** VRT HR Series: Coaching and Mentoring

**Course Description:** Coaching and mentoring are critical in developing employees and elevating performance. In this session, we define both coaching and mentoring and their benefits. Coaching requires a continuous effort to make it part of your daily practices. We will also discuss Pathways mentoring program used across the firm.

  - Facilitator:** Louise Pines
    - Session Date:** May 21, 2020
    - 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.

  - Facilitator:** Candice Ray
    - Session Date:** June 18, 2020
    - Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
    - Course Duration:** 1 Hour
- Course Title:** VRT HR Series: Critical Thinking

**Course Description:** Demystify what critical thinking is and how to develop the skills of your team. This course covers the Critical Thinking Roadmap, a framework that breaks critical thinking down into four measurable phases: the ability to execute, synthesize, recommend, and generate.

  - Facilitator:** Jennifer Reimer
    - Session Date:** July 16, 2020
    - Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
    - Session Duration:** 1 Hour

## Human Resources Supervisor Series (Virtual)

### 7. **Course Title:** VRT HR Series: Managing Multi-generational Employees

**Course Description:** The emerging need to efficiently and effectively manage Pathways multi-generational workforce has become one of our top priorities as part of our retention efforts. In this module we will discuss how to avoid generational stereotypes. The goal is to strive to find the common ground and capitalize on individual skill sets that each person brings to the table. This session covers key ways to manage a multi-generational team.

- **Facilitator:** Sheena Kinnaman
  - **Session Date:** August 20, 2020
  - **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
  - **Session Duration:** 1 Hour

### 8. **Course Title:** VRT HR Series: Enhancing Employee Experiences

**Course Description:**

Understanding and improving the employee experience is critical for Pathways as we operate in a highly competitive environment. Providing an engaging experience will help us attract and retain skilled employees. A strong employee experience also drives a strong customer experience. This session will review tools and discuss our organizational model to enhance employee experiences.

- **Facilitator:** Francine Dillard
  - **Session Date:** September 17, 2020
  - **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
  - **Session Duration:** 1 Hour

### 9. **Course Title:** VRT HR Series: Effectively Delegating

**Course Description:** Being a manager means taking on more responsibilities and also letting go of others. Effective managers know what responsibilities to delegate to allow themselves time to plan, collaborate with others and to monitor the performance of their employees with adequate feedback and development opportunities. This session will explain how to delegate, follow-up and hold employees accountable.

- **Facilitator:** Trang Massie
  - **Session Date:** October 15, 2020
  - **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
  - **Session Duration:** 1 Hour

### 10. **Course Title:** VRT HR Series: Mastering Change

**Course Description:** Change involves four essential principles. Effective change leaders focus on all four to influence change and achieve the desired outcomes. This session focuses on 4 key principles Pathway's supervisors should follow. We will also cover tools and techniques to effectively manage change.

- **Facilitator:** Tiyauna George
  - **Session Date:** November 19, 2020
  - **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
  - **Session Duration:** 1 Hour

### 11. **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.

- **Facilitator:** Candice Ray
  - **Session Date:** December 17, 2020
  - **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
  - **Session Duration:** 1 Hour