

Interview Techniques	
<ul style="list-style-type: none"> • Learn the basic Legal issues to be aware during the interview process. • Understand the Basics of Behavioral Interview. • Craft questions strategically for your next actual interview. • Practice your new skills. 	<p>Outcome: Begin to craft interview questions for a specific job description (that you have brought with you).</p>
Onboarding	
<ul style="list-style-type: none"> • Learn why Onboarding Employees (or Program Participants) is important. • What should you include in an Onboarding Program? • How should material be “presented?” 	<p>Outcome: Begin to craft and outline for your Onboarding Program, including creative ideas to help employees really learn about your organization.</p>
Supervision 101	
<ul style="list-style-type: none"> • Learn what it means to be an effective supervisor? • Legal Issues Overview (e.g. Harassment, Discipline, Wage Issues, FMLA, Safety) – what supervisors need to know. • Understand how your communication style relates to your effectiveness. 	<p>Outcome: Identify your preferred communication style and identify a system of effective delegation.</p>
Delegating Effectively	
<ul style="list-style-type: none"> • Learn when, why and how to delegate. • Understand how to holding staff accountable. • Understand how Coaching and Correcting Behavior connect to Delegation. 	<p>Outcome: Identify strategies for when, why and how to delegate</p>

Facilitating Effective Teams	
<ul style="list-style-type: none"> • Understand how Team Dynamics affects how a team functions. • Learn strategies for address and resolving problems. • Understand the importance of Accountability in team functioning. 	<p>Outcome: Identify strategies for addressing and resolving team issues.</p>
Effective Meetings	
<ul style="list-style-type: none"> • Identify the pros and cons of different Types of Meetings. • Understand why Preparation & Meeting Minutes are essential. • Create a strategy to determine who should be included in team activities. • Learn how to incorporate team building activities into Meetings. 	<p>Outcome: Begin to craft a standard Agenda and Meeting Minutes format for your next meeting.</p>
Communicating across Personality Types and Generations	
<ul style="list-style-type: none"> • Understand what motivates different personality styles and how that can improve your relationships. • Understand how generational context effects communication. • Identify your own communication strengths and opportunities. 	<p>Outcome: Develop a strategy for bridging the communication gap with others.</p>

Presentation Skills	
<ul style="list-style-type: none"> • Learn what is WIIFM and how it relates to presentations. • Stand and Deliver tips and tricks. • Visual Aids 101. 	<p>Outcome: Practice your delivery skills and identify how and when to use visual aids to improve your presentation</p>
Creating Successful Training Programs (for staff or program participants)	
<ul style="list-style-type: none"> • Identifying your audience's needs (e.g. needs assessment and learning styles). • Learn how to write learning objectives. • Understand how to include and use subject matter experts to enhance your training program. • Learn the importance of including and creating learning activities. 	<p>Outcome: Practice writing a learning objective and creating an activity to support it.</p>
Career Development 101	
<ul style="list-style-type: none"> • Identify where you want to be in your career in five years. • Learn how to get there. • Understand how to use mentors, professional organizations and volunteering to reach your career goals. 	<p>Outcomes: Identify strategies for developing a career path. *This class will be equally helpful for those that know where they want to go and those that are undecided.</p>