

How to Excel as a Strategic HR Professional

Two interactive days designed to boost your HR success! Discover proactive HR strategies to achieve organizational goals and solve your most pressing HR challenges

Day One

8:00 am: **Registration and coffee**

Module 1: Strategic HR and Your Organization: Aligning Your Human Resources Strategies with Organizational Goals

- Maximize the success of your HR department
- Developing a SWOT analysis (strengths, weaknesses, opportunities, threats) to use in designing an action plan for change and growth
- Building alliances and relationships to achieve HR success
- Cultivating integrity and ethical leadership in your organization
- Demonstrating HR's impact to the bottom line
- Determining how HR can align with organizational and business goals
- **Interactive:** Review a SWOT analysis of an organization's HR department and identify goals for future action

Bonus Resources: Map of HR Functions, Self Assessment Form, SWOT Analysis Template

Module 2: Metrics and Benchmarking: Setting and Attaining Quantifiable Goals in HR

- Determining which metrics you need to use to measure whether you are reaching your departmental or organizational goals
- Applying benchmarking and metrics to your organization's business plan to help set future goals
- Compiling a workable scorecard that will quantify department results and reflect the added value of the HR department
- Assessing the value of quality initiative programs for your organization: ISO, Six Sigma and other options to grow quality consciousness in your business
- **Interactive:** Determine the metrics needed to evaluate the return on investment of an HR department's hiring methods

Bonus Resources: Scorecard Template, Metrics Resources Sheet, Internal Quality Survey, Quality Initiative Chart

Module 3: Negotiations: Communicating with Management to Enhance Your Success as a Strategic HR Professional

- Developing a strategy map to prepare for a negotiation: Defining your goals and how to reach them
- Using communication skills to successfully deliver your views
- Making effective use of body language to gain an advantage
- Using collaboration to design a win-win resolution
- Consensus building to create compromises that impact decision making
- Ensuring that your negotiation skills further departmental growth and organizational goals: Knowing when to negotiate and how to use your negotiation skills
- **Interactive:** Prepare to negotiate a raise and promotional opportunity for an employee

Bonus Resources: Top Ten Negotiation Skills, Strategy Map Template

12:30 pm – 1:30 pm: **Lunch on Your Own**

Module 4: Employment Law: Ensuring Compliance with Laws and Regulations to Reduce Your Liability Risks

- Leave and absence challenges: Clearing up the FMLA, ADA and workers' comp confusion
- Discrimination, harassment and retaliation: Designing policies that prevent violations
- Internal investigations: Determining HR's role in internal investigations and how you can ensure that the results stand up in court
- Managing FLSA and benefit laws: Avoiding costly mistakes
- Management training: Minimizing potential liability risks by educating managers
- Presenting employment law training in terms of business strategy to convince managers of the necessity to be compliant
- **Interactive:** Employment law training and HR strategy: Determining goals and needed results of an employment law training program for managers and employees

Bonus Resources: Posting Requirements, FLSA Exemption Tests, Investigations Checklist, ADA Resources Sheet, Workers' Comp/ADA/FMLA Flowchart, Desktop Employment Law Chart, Internet Reference Chart

Module 5: HR Audits: Conducting HR Audits to Guarantee Consistency and Efficiency

- Compliance audits: Setting up an internal audit to ensure legal compliance
- Process audits: Surveying internal processes to improve efficiency and cut costs
- Strategic audits: Quantifying HR processes to ensure they align with your organization's mission and goals
- Sarbanes Oxley: Determining your audit requirements to comply with SOX and looking at your internal controls
- Action planning: Using audit results to repair the problems that are identified, to minimize areas of corporate risk
- Setting up a successful electronic record management system
- **Interactive:** Developing an action plan from a mock audit to ensure FLSA compliance

Bonus Resources: Record Retention Requirements, File Maintenance Schematic, Process Audit Template, Document Control Logs, HR Audit Checklist, Electronic Recordkeeping Checklist

4:30 pm: **Day One Concludes**

Day Two

8:00 am: **Coffee and networking**

Module 6: Hiring in the 21st Century: Implementing Innovative Recruitment Strategies to Hire the Best Employees

- Designing a strategic staffing plan to achieve your organization's goals and objectives
- Ensuring your recruiting strategy has a succession management plan to maximize current employee potential and prepare for future skill gaps
- Conducting job analyses and writing accurate job descriptions that identify essential job functions to ensure your organization recruits successful employees
- Tapping into the best sources for recruiting applicants, from traditional to high-tech
- Using competency- and behavioral-based interviewing techniques for a more successful interview
- Protecting your organization by training managers and other interviewers on legally compliant interview questions and implementing testing, screening, and background checks
- Writing job offers that will protect your organization from liability
- **Interactive:** Determining hiring strategies to recruit successful employees

Bonus Resources: Best Recruiting Sources, Application Form Templates, Interviewing Notes Form, Prohibited Inquiries Under EEOC Guidelines, Sample Offer Letter

Module 7: Orientation and Training: Maximizing the Success of your Employees from the Beginning

- Designing an orientation program that covers organizational culture and job processes: Building commitment as well as job knowledge in employees
- Determining what training your employees need to be successful and help the business grow
- Facilitating employee training using traditional and nontraditional methods
- Implementing successful mentoring and coaching plans to build team potential and foster community partnerships
- Using assessments to improve your orientation and training programs: Ensure employees take away a benefit from the training you do
- Negotiating management “buy in” for your orientation and training goals
- **Interactive:** Design a harassment training strategy for the diverse employees in a manufacturing plant

Bonus Resources: Sample Hiring Checklist, New Employee Data Form, Orientation Checklist, Training Needs Assessment, Training Evaluation Forms, Training Resources Chart

Module 8: Benefits and Compensation: Designing Plans that Incentivize Employees to Achieve Organizational Goals

- Evaluating your benefits and compensation plans to ensure alignment with your organization’s objectives
- Developing a diverse range of creative low-cost/no-cost benefits to increase morale: Flexible schedules, wellness plans, and other work/life balance ideas
- Designing a compensation plan to increase productivity: Alternate pay programs, KPI incentive pay and gain sharing
- Effectively communicating your benefit and compensation plans to employees to reduce confusion and misunderstandings
- **Interactive:** Analyze a completed compensation survey and develop a creative compensation plan that will incentivize high performance

Bonus Resources: Employee Benefits Survey, Benefits Checklist, Compensation Survey

12:30 pm – 1:30 pm: **Lunch on Your Own**

Module 9: Employee Relations and Retention: Creating a Positive Organizational Culture to Keep Morale and Productivity High

- Defining your organizational culture to ensure your organization is encouraging behaviors that focus on success
- Identifying the morale killers in your workplace
- Using employee surveys to implement morale building programs that empower employees to make a positive impact
- Training employees on communication skills to enhance team morale and prevent employee conflict
- Using innovative retention strategies to dramatically reduce turnover and increase productivity
- Implementing an effective change management strategy that will balance organizational needs with those of employees and other stakeholders
- **Interactive:** Brainstorm motivating, low-cost morale builders to develop a motivation strategy

Bonus Resources: Employee Attitude Survey, Communication Skills Assessment Form

Module 10: Performance Problems: Proven Techniques for Managing Difficult Employees, Bad Attitudes, and Workplace Bullies

- Employing disciplinary methods to manage employee misconduct and enhance performance
- Developing creative methods to reduce and manage employee conflict: Mediation, alternative dispute resolution, and arbitration
- Drafting an employee handbook to communicate policies and expectations
- Using progressive discipline plans to reduce absenteeism and increase productivity

- Designing a performance review that addresses disciplinary issues as well as encourages successful behavior
- Documenting employee problems to prevent liability
- Terminations: Discharging employees while protecting yourself and your organization
- Minimizing the stress of terminations for HR and the employees
- Gaining valuable feedback with exit interviews to identify workplace problems
- **Interactive:** Role-play a performance appraisal of a poor performing employee to encourage employee growth and add value to the organization

Bonus Resources: Performance Appraisal Form, Employee Complaint Form, Exit Interview Forms, Termination Checklists

Module 11: Wrap-Up: Developing an Action Plan

Apply the strategies presented in this seminar to real life HR challenges. Using feedback from the expert trainer and input from respected colleagues, design a plan of action to face a key challenge within your organization.

Bonus Resources: Action Plan Template

4:30 pm: **Program Concludes**