



HBL Resources Inc. **PRESENTS...**

THE COMPLETE MANAGER MAKEOVER™ LEADERSHIP EDUCATION AND DEVELOPMENT

Check the schedule and register today at www.hblresources.com

"An investment in knowledge pays the best interest." - *Benjamin Franklin*

Additional Workshops

- Workplace Diversity & Inclusion
- Harassment & Discrimination Free Workplace
- Guest Service Training
- Teambuilding Workshops
- OSHA: MSDS Hazard Communication
- OSHA: Blood Borne Pathogens

All L.E.A.D. Workshops are comprised of comprehensive 2 or 4 hour workshops which allow customized combinations for Leadership Training from 2-hours up to 5 full days.

Supervisors and managers play a critical role in the daily operations of their organizations. They have the responsibility of directing the work of others, hiring, training, developing, motivating and monitoring employee performance.

The Complete Manager Makeover™ offers the essential education and skills to prepare participants to demonstrate competency in these areas with universal application in any workplace. Workshops create awareness of legal & business concerns surrounding management issues of today.

The Complete Manager Makeover™ workshops are perfect for individuals interested in improving management skills for career advancement or personal enhancement. They are ideal for organizations seeking further development of current supervisory and management teams.

Attending our workshops will improve:

- Personal leadership and managerial skills.
- Employee Performance.
- The workplace environment which motivates employees to succeed.
- Knowledge of best practices to maintain legal compliance.
- Management and supervisor efficiency.
- Employee retention.

Who should attend

- Individuals committed to self development.
- Supervisors and managers seeking to enhance skills.
- Individuals responsible for a group of people no matter how many or few.

Ms. Perez has a great way with an audience. She always made the topics needing to be discussed more interesting and the time spent in the sessions enlightening. She was always professional but knew the audience and how to keep the attention of all."

Bob Sassani, Senior Director, Operations & Support, Wyndham Hotel Group



Improving Performance Through Engagement

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Our workshops can be customized to your organizations specific objectives and culture.

L.E.A.D. Series Tier 1 Workshops

LEAD I - 6 Steps for Legal Hiring and Effective Interviews

Making poor hiring decisions (and keeping bad hires) based on basic interviewing skills alone, costs companies millions of dollars every year. This hands on workshop provides participants with knowledge and skills to conduct legal and effective interviews that help screen out potential problem hires, and reduce impartial evaluation of candidates.

LEAD II - "But I did tell you!" 4 Steps to Effective Training and Evaluating for Success

During this workshop, participants will learn their role of importance in the training process as it relates to the principles of adult learning using a Four Step System of training. Learning how to provide feedback, conduct effective evaluations and use S.M.A.R.T. objectives serves to improve participants' knowledge and confidence in these critical talent management subjects.

LEAD III - "Oh... I forgot to tell you.." How to confidently give feedback and conduct Performance Improvement Discussions

Legal and effective feedback, coaching and discipline processes are one of the best safeguards against charges of discrimination or wrongful discharge. Discover the critical communication skills necessary to engage others in day-to-day and ongoing coaching sessions, increase knowledge of legal and appropriate corrective discipline procedures, improve confidence in conducting performance infraction discussions and understand appropriate documentation procedures.

LEAD IV - "Alphabet Soup" - ADA, ADEA, FLSA, FMLA, EEOC and more!!

Understanding the employer responsibility in the ever-changing state and federal landscape is difficult and time consuming. This workshop focuses on educating aspiring and current supervisors and managers as well as business owners regarding current employment laws and their affect on business practices. Americans with Disabilities Act (ADA), Age Discrimination in Employment Act (ADEA), Fair Labor Standards Act (FLSA), Family and Medical Leave Act (FMLA), Title VII of the Civil Rights Act of 1964 and more are discussed.

L.E.A.D. Series Tier 2

LEAD V: DISC The Model of Human Behavior

Behavior is the universal language of observable human behavior, or "how we act". An online DISC assessment taken prior to the workshop measures an individual's behaviors or how they communicate. Understanding the dynamics associated with personality in the workplace plays a key role in how one behaves, reacts, and engages with others. Behavioral awareness improves how individuals communicate, motivate, and persuade others - directly impacting your organization's bottom line.

LEAD VI - Clash of the Generations II:

Managers and companies are continuously challenged with generational differences in their markets and work forces. Clashes can arise from differing viewpoints and communication styles which negatively impact sales, employee and supervisory interactions. Improving business performance in numerous ways this workshop seeks first to understand each generation. It sets the framework of the FOUR GENERATIONS (Traditionalists, Baby Boomers, Generation X and Millennial) and the world and workplace dynamics that have been their driving forces. Understand and explore the generational gaps and how best to recruit, retain, motivate & market to each of them.



- The Complete Manager Makeover LEAD Series Tier 1 has been approved for 13 (General) recertification credit hours toward PHR, SPHR and GPHR recertification through the HR Certification Institute.

"The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit."