



## Addressing Personnel Challenges Through Effective Leadership 90 Minutes (All Programs)

This training provides an overview of the supervisor's role and the leadership practices that minimize personnel challenges and respond to employee performance problems effectively. Participants will look at the results of the largest survey of its kind that asked, "What Makes a Good Boss?" and "What are the Best Practices of the Most Effective Managers?" The training will cover the right and responsibility of supervisors to address and resolve personnel problems and recommend tools for resolving them. Participants will leave with practical knowledge and a document in hand for reference. Course content is based on **First Break All the Rules** (Buckingham and Coffman) and **Crucial Conversations and Crucial Accountability** (Patterson, Grenny, McMillan, Switzer Gregory and Maxfield). Recommended for management groups and leaders who are new to supervisory roles or who desire to refresh their skills with an integrated overview of leadership practices and strategies to address personnel challenges.

## Dos and Don'ts of Discipline in the Workplace 90 minutes (All programs)

Supervisors often state that confronting personnel problems is among the most difficult aspects of their job. This workshop provides specific details to alleviate apprehension among supervisors and equip them with the ability to confront the challenges they are facing. The training begins with an emphasis on prevention while also discovering what core management principles minimize personnel problems. After discussing preventative measures, the workshop reviews the supervisor's role when corrective action becomes necessary. The training also outlines clear steps of progressive discipline, job descriptions, evaluations, policies/procedures, contract language, investigations, documentation, employee rights, due process, and just cause. Recommended for supervisors who wish to have a greater understanding of the investigation and progressive discipline processes.

## Bullying in the Workplace 90 Minutes

Workplace bullying can be a health and safety issue. The impact of bullying can cause stress, anxiety and psychiatric injury that can last for many years. It may also infect the workplace, affecting production and the achievement of workplace goals. Employers have a "duty of care" obligation to provide a safe working environment; meaning psychologically safe, as well as physically safe. In this workshop, the presenter will define and give examples of bullying, discuss how it affects people and the organization, how it differs from harassment, and what can be done about it by both employees and employers.

## Collision Response 2 Hours

Collisions are among the most frequent types of claims insurance companies respond to. In this workshop, participants will learn what constitutes a collision and why it is essential to thoroughly investigate incidents. Participants will learn: necessary information to gather on scene, how to adequately document incidents with photographs and videos, and who needs to be notified of incidents. This workshop is tailored specifically for those responding to the scene of collisions.

## Confidentiality in the Workplace 90 Minutes

In today's times everyone needs to be aware of what is involved in confidentiality and what liability is involved. The purpose of this workshop is to understand the definition and importance of confidentiality, know what information is confidential and be aware of the liability involved in a confidentiality breach. You will learn the four point test to determine confidentiality and become familiar with "incidental disclosures" and how to minimize a breach of confidentiality. We will also discuss what management's responsibility is regarding rumors.

## Creating Balance in the Non Profit 60 Minutes

This workshop is tailored to accommodate the needs of board members, administration and department heads. Attendees gain a detailed understanding of the role each individual plays in the operation of a well-managed organization. Critical issues covered in this workshop include: negligence, liability pitfalls, litigation traps, and punitive damage exposures. In addition, our presenter will provide a short overview of insurance coverage, exclusions, personal liability and where insurance coverage begins and ends for leadership.

## Defensive Driving 2 Hours

Becoming aware of the common mistakes to avoid while operating a vehicle can save lives and reduce claim frequency. This basic two-hour course is offered at your location, for anyone in your organization that operates a vehicle. This interactive course offers participants the basic tools of defensive driving and will analyze the common mistakes in driving that lead to accidents. The class is intended for general audiences, yet can be tailored for problematic drivers.

## Defusing Anger in the Workplace 90 Minutes

Workplace anger can be linked directly to innumerable personnel problems, including workplace violence. All employers have the right and responsibility to establish and maintain a well disciplined workplace that is free from harassment, intimidation and bullying. This training can be directed at any source of anger including: customers, co-workers, supervisors, students, or parents. The primary goals of this in-service are to both understand and control one's own anger, as well as how to effectively deal with expressed anger in others.

## Developing and Managing Volunteer Programs 60 Minutes

Maintaining a vibrant volunteer workforce is a core element to having a thriving nonprofit organization. This training reveals the multiple challenges associated with working with volunteers in your organization including how to effectively manage them. This course is presented in a forum that encourages interaction and an exchange of ideas. Aspects of volunteer management covered in the workshop include: job design and development, recruitment, recognition, screening, interviewing, orientation and training, supervision, and reviewing job performance.

## Diversity in the Workplace 90 Minutes

This workshop provides participants with a brief understanding and awareness of how the concepts of diversity impact individual perspectives in a work environment. This session will highlight the legal requirements that drive diversity, as well as ramifications upon an organization when it is found to be liable for harassment directed toward a protected class. Offering tools for communication and understanding, this workshop brings all employees into a thoughtful discussion to recognize their individual part in fostering a safe, respectful culture within their organization.

## Diversity with a Focus on Sexual Harassment 2 Hours

This workshop begins by explaining sexual harassment and provides insights regarding the impact on the organization and the legal implications. Offering tools for communication and understanding, this workshop brings all employees into a thoughtful discussion to recognize their individual part in fostering a safe, respectful culture within their organization.

## **Driver Training Simulator (DTS) Two Trainees/Hour**

Offered exclusively to programs administered by Clear Risk Solutions, the Driver Training Simulator is a three-channel plasma screen immersive driving environment. This training can be adapted for any driving situation. Drivers will be trained to recognize and anticipate hazardous driving situations in difficult and common city environments, environmental factors such as adverse weather, and practice collision-avoidance when backing. This training will help reduce accidents by reinforcing positive decision making through training in realistic risk-free situations.

## **Driving Skills Cone Course Minimum 2 Hours**

The cone course provides hands-on driver training designed to give your employees in-car driving practice with their work vehicles. Time will be spent in descriptive training, and in a vehicle to utilize concepts and techniques learned during the training. All exercises are slow speed and designed to increase your employees' confidence in their ability to maneuver their vehicle. The training is highly adaptable to your organization's needs, from group training to one-on-one training during the day we spend with you. Topics covered include driver familiarization with the vehicle, to include controls and mirror adjustments. Also, the student will be introduced to techniques and the use of reference points for successful completion of the exercises. Space must be considered: a minimum area of 220 feet by 50 feet is required for setting up the course. Please contact Clear Risk Solutions to discuss how this training can be configured to meet your organization's needs. The cone course can also be combined with our certified defensive driving presentation to further emphasize your commitment to safe vehicle operation.

## **Enhancing Workplace Climate 90 Minutes**

Dissatisfaction with workplace culture is one of the foremost reasons employees leave their jobs. This workshop reveals the latest research in relation to workplace climate including: workplace climate and its impact on liability, the role of leadership in fostering an enhanced workplace, and how employees define successful leadership. Each session is designed to meet the needs of both leadership and employees alike. By blending current research with contemporary best-practice analysis, participants learn the essential building blocks to enhance their workplace.

## **Hiring Smart 60 Minutes**

This valuable workshop assists employers in developing a hiring plan; from creating the job description through screening and selecting the right candidate. Participants will learn proven practices and the legal requirements of "doing it right." The training includes sample documents, along with proper search and job-listing techniques to find the best possible candidate. The sound practices taught in this program enable you to avoid the costly litigation process brought about by hiring the wrong individual or going about the process incorrectly.

## **Maintaining a Professional Work Environment 90 Minutes (All Programs)**

While rules, procedures, policies, and codes of conduct attempt to prevent problems by setting clear expectations, no organization is totally free of workforce difficulties. This workshop addresses conduct that can create a breach or violation of workplace professionalism. Harassment, bullying, teasing, intimidation, workplace relationships, rumors, confidentiality, silence, violence, and retaliation are examples of such problems. Too often we operate in a crisis mode, waiting until the problem explodes before addressing the issue. Dealing with sensitive issues is most effective when it is done in a prevention format, which is the focus of this workshop. Specific areas of discussion will address constructive and destructive conflict, developing healthy responses during a conflict, and communicating with respect.

## **Maintaining Professional Boundaries 90 Minutes**

Boundary Invasion is any act or omission that violates the professional working relationship. The course emphasizes behaviors that breach or violate professional boundaries: sexual harassment, harassment, intimidation and bullying, discrimination, and workplace relationship to name a few. The primary message of this training is prevention.

## **Managing a Multi-Generational Workforce 90 Minutes**

Five generations of workers will soon be represented in the workforce. Whether you are an administrator, executive director, manager, or superintendent, you've probably encountered a few challenges stemming from the varying perspectives and priorities that workers from different generations bring to your organization. Conflict between generations is increasingly cited as a driver of low engagement. Schedule this workshop to learn about risk in a workplace with workers representing three, four, or five generations.

## **Managing Conflict 90 Minutes**

All relationships, personal and professional, experience some kind of conflict; this is normal, natural and sometimes necessary for growth and development. In this workshop we will discuss the myths and truths, the greatest mistakes and the ingredients that are involved in conflict. You will learn how to manage conflict, develop your communications skills and resolve conflict within your organization.

## **Performance Appraisals 60 Minutes**

Employment issues continue to be a focal point of litigation. This workshop explores the need to have honest, concrete, well-documented performance evaluations of employees and volunteers. This training offers practical input related to: evaluation techniques, required forms and procedures, legal requirements, the relationship between job description and evaluation, timelines, contract language, and evaluator training.

## **Recognizing and Reporting Child Abuse 60 Minutes**

This timely workshop discusses the recognition of child abuse and sexual misconduct, both from sources outside the organization and misconduct of employees/volunteers. The topics of when reporting is required, what to report, and how employees can protect themselves from allegations are also included in this training.

## **Recognizing and Reporting Vulnerable Adult and Elderly Abuse 60 Minutes**

A vulnerable adult is defined as persons at least 60 years old, as well as those over 18 who are developmentally disabled, with a functional, mental, or physical inability to care for, or protect themselves. This workshop discusses the recognition of abuse, when reporting is required, and what information is expected when a report is filed. This presentation concludes with how employees/volunteers can protect themselves from allegation.

## **Sexual Harassment in the Workplace 90 Minutes**

This training helps participants identify and apply the important elements of carefully and correctly handling sexual harassment issues and complaints. This workshop offers a detailed overview of what sexual harassment is while also explaining: legal definitions, prevention techniques, and how to handle sexual harassment complaints. Participants will learn to identify, take action and distinguish potential issues before they occur.

## **Supervision of Children 60 Minutes**

This workshop reviews best practices for employees/volunteers who supervise children. Steps to minimize liability and maximize child safety are key issues addressed. The legal duties surrounding supervision are discussed using case studies as examples. A supervision checklist of important "predict and prevent" factors is also covered. This workshop concludes by exploring five behavior management techniques used when supervising children. If you supervise children, this program is designed for you.

## **True Colors® Communicating With People Who Think Differently Part 1 2.5 Hours**

Meaningful personal interaction between staff is essential to an enjoyable and productive workplace. In this workshop, a certified True Colors presenter, through individual assessment, will translate complicated personality and learning theory into practical application. Participants will learn essential tools to bridge the gaps in communication, trust and respect. This educational and motivational opportunity can initiate the difference between a strong, transparent and efficient workplace versus problematic indifference.

## **True Colors® Communicating With People Who Think Differently Part 2 Minimum 1.5 Hours**

In our Communicating With People Who Think Differently part 2 training, the trainer will review the four core values presented in part 1. After providing a refresher of the basic awareness seminar, the presenter will apply personality characteristic theory to intrapersonal communication, motivation, time management, dealing with stress and handling change. This seminar is designed to be customized to the organization's needs. Other areas of focus can be added.