OMNI's Learning Development & Practice

Professional Development Series

Successful organizations recognize the need to continue investing in their people. OMNI's curriculum delivers practical insights, 'real world' experiences, combined with an academic approach to affect professional growth and impact.

Practical. Creative. Cost Effective.

OMNI

HUMAN RESOURCE MANAGEMENT

Welcome

Human Resource Consulting – Executive Search & Recruitment – Total Human Resource Solutions

We believe it really is 'all about people.' It is our mission to be your premier resource for people management solutions, employee services, and support.

Since 1998, hundreds of people have benefited from – and enjoyed – OMNI's monthly professional development workshops. We're excited to have expanded our curriculum, and now offer many of these sessions at our monthly public workshops throughout the year. A full calendar of course offerings can be found on our website at omnihrm.com.

Onsite workshops are also available and can be customized and individualized for larger corporate clients. Public workshops are held at our office in Overland Park, Kansas.

Enroll today and get a jump start on enhancing your professional impact.

Michael Tracy
Owner and Managing Principal
OMNI Human Resource Management

CURRICULUM

We offer development workshops at three levels:

Individual Development – Targeted for both staff and management, designed to enhance individual performance and effectiveness

Management Development – Targeted for supervisory and management roles, designed to enhance managerial and team effectiveness

Leadership Development – Targeted for senior management roles, designed to enhance organizational, cultural, and systemic effectiveness

ON-SITE WORKSHOPS

Each of the courses listed below are available for customization and delivery at client worksites. Each course includes a post-course knowledge assessment which provides the participant/participant's supervisor with a measure of how well the participant learned the materials and concepts. Participants also leave with a personal action/development plan for changing behavior. Please contact us at 913.341.2119 for more information.

PUBLIC WORKSHOPS

Our public workshops are held each month at OMNI's office in Overland Park, with occasional sessions held in the Northland. Each course includes a handout that provides key learning points, as well as a place for notes and activities. Additionally, we typically follow up each public workshop with a PDF copy of the PowerPoint shared with participants to use as reference material.

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INDIVIDUAL DEVELOPMENT SERIES (IDS)

I-02 ACCOUNTABILITY WITHOUT AUTHORITY – THE CHALLENGE OF STAFF ROLES

Staff roles such as accounting, information systems, human resources, even marketing, are often accountable for organizational performance but so often have no authority over people and processes to make things happen. Personal leadership and influence are often the only critical skills one can use to make change happen. During this workshop, you will learn:
- Self-awareness of personal styles favored when influencing, or being influenced by, others
- Definitions of different forms of personal power bases and their appropriateness in certain situations
- Connection between personal power bases and personal leadership styles
- Practical application of influence styles in different situations

I-04 AVOIDING 'READY-SHOOT-AIM': STRUCTURED APPROACH TO PROBLEM SOLVING

Making 'good' decisions is one of the essential elements to professional success. How well decisions get made will weigh heavily on whether or not one is taken seriously throughout their career. During this session, we'll focus on:
- Self-awareness of decision making characteristics
- Develop an awareness of solving symptoms versus solving problems
- Define elements of a structured approach to business problem solving

I-06 BUSINESS WRITING ESSENTIALS

More often than not, professional reputations and effectiveness are often directly related to one's ability to communicate in written form. In this session, we'll focus on:

- Self-awareness of proper business communication skills
- Understanding and selecting the proper channels for written communication
- Common grammar and structural issues in written communication
- Identifying the top three areas for developmental improvement

I-08 CROSS GENERATIONAL EFFECTIVENESS
Learning to effectively communicate and understand multi-generational differences can be critical to one's professional effectiveness, not just as a supervisor, but in any role requiring the need to communicate, relate, and influence others from different generational and cultural backgrounds. In this workshop, we'll focus on:

- Defining generational differences found in today's workplace
- Improve ability to identify differences between generations
- Develop flexibility in communication and style to more effectively connect with multiple generations

I-10 CRUCIAL CONVERSATIONS / POSITIVE CONFRONTATIONS
Every day we are faced with important conversations that make us uncomfortable. In this course, you will learn to:

- Overcome confrontation avoidance
- Get to the root of the issue and begin to solve the problem
- Eliminate the drama and turn difficult conversations into successful communication

I-12 EFFECTIVE COMMUNICATION: DEALING WITH DIFFERENCES
Effective communication is the foundation of any successful professional. In this course, you will:

- Identify your personal communication style
- Understand how you interact with others
- Learn to recognize the style of others
- Become more effective at building relationships and dealing with others

I-14 EMOTIONAL INTELLIGENCE
Based on the works of Daniel Goleman, Emotional Intelligence drives your interactions. In this course, you will:

- Learn self-awareness of one's own level and understanding of Emotional Intelligence
- Learn the basic principles of Emotional Intelligence when working with others
- Identify your personal opportunities for growth and development

I-16 ESSENTIALS OF FINANCIAL MANAGEMENT
Just 'meeting budget' isn't always enough. Understanding the essentials of business accounting and finance leads to much greater credibility and impact within organizations. In this workshop we'll cover:

- Basic definitions of common financial and accounting terms
- Understand elements to cost accounting, unit cost, and margin
- Understand how to influence financial results at all levels within the organization

I-18 ESSENTIALS TO EFFECTIVE CONFLICT MANAGEMENT
In all aspects of life, learning to more effectively manage conflict is critical to personal and professional growth. In this workshop, we'll focus on:

- Self-awareness of one's own conflict management style
- Understanding the definition and nature of conflict
- Defining conflict management styles and their appropriate application
- Developing 'rules of engagement' that affect successful resolutions to conflict situations

I-20 PERSONAL ACCOUNTABILITY
How you react when things go wrong can make the difference in how productive you are and how you work with

others. Learning personal accountability can make a big impact in your ability to positively contribute in your workplace. In this course, you will learn:

- To stop the blame game and victim thinking
- To stay in action to resolve issues
- To be proactive rather than reactive

I-22 UNDERSTANDING AND AVOIDING HARASSMENT AND DISCRIMINATION

Everyone has a right to work in an environment free from conduct and behaviors which keep us from performing at our best. Your job may depend on it! During this session we'll discover:

- Self-awareness of personal behaviors and perspectives which might rise to the level of harassment and discrimination
- Understanding of the current workplace environment and inherent risks which may exist today
- Awareness of workplaces cultures and traditions which may cause risk
- Suggestions to avoid problems and modify workplace behaviors before problems occur

MANAGEMENT DEVELOPMENT SERIES (MDS)

M-02 COACHING FOR PERFORMANCE

Providing honest feedback and coaching is one of the most important jobs a manager has to do. In this course, you will:

- Learn the importance of providing coaching and feedback
- Understand your feedback and coaching style
- Learn how to give effective feedback

M-04 DELEGATION AND TIME MANAGEMENT

You have a team of people; you have a lot to get done. How can you leverage your team to be more productive and reach your goals? In this course, you will learn:

- To set team priorities and goals
- To understand delegation styles
- To effectively delegate

M-06 EMPLOYEE DISCIPLINE? I'M YOUR EMPLOYER, NOT YOUR MOTHER

Mismanagement of underperforming employees leads to significant losses in productivity, negative morale, not to mention the potential for nasty and expensive litigation. In this course, you will:

- Understand and define the employment relationship
- Identify performance 'issues' vs. performance 'problems'
- Learn to manage issues of 'skill' vs. issues of 'will'
- Learn critical steps to effectively manage unsuccessful employees
- Learn to write meaningful documentation

M-08 ESSENTIALS TO HUMAN RESOURCE MANAGEMENT

In our organization we have a saying: if you manage humans, then you're a human resources manager. EVERY owner, manager, and supervisor should understand the essential elements associated with the field of human resources management. From compliance to best practices, it is every manager's responsibility to protect the interests of their organization, their employees, and operate their teams at peak performance. During this session, we'll cover:

- Basics related to general employment laws, including FSLA, FMLA, ADA, EEO
- Essential elements to effective human resources management, including performance management, compensation and reward, and employee relations

- Recommendation and insight regarding the management of non-performance issues

M-10 HIRE RIGHT, HIRE SMART

Adding new members to your staff can be a daunting affair. Hiring the right person and starting them off on the right foot leads to long-term success for the individual and the team. In this course, you will:

- Learn to hire right for skill and cultural fit
- Learn the importance and techniques associated with behavioral interviewing
- Understand the importance of a good on-boarding experience for a new team member

M-12 MANAGER REFRESHER: AVOID RISKS OF HARASSMENT AND DISCRIMINATION

No organization is exempt from the potentially costly and all-consuming challenges associated with claims of harassment and discrimination. Every owner, manager, and supervisor needs to understand their role and responsibilities to ensure the workplace is free from harassment and discrimination. During this session, you'll learn:

- Self-awareness of one's ability to read and resolve instances of harassment and discrimination
- Scope, nature, and definitions associated with discrimination and harassment in the workplace
- Understanding of workplace behaviors and traditions which can cause risk
- Recommendations to minimize risks associated with claims of harassment and discrimination in the workplace

M-14 OVERCOMING THE FIVE DYSFUNCTIONS OF A TEAM

Based upon the work of author Patrick Lencioni's Five Dysfunctions of a Team, we'll learn to identify and address barriers that may be affecting your team's overall health and performance. In this session, we'll focus on:

- Understanding the difference between a 'team' and a 'group' and stages of team development
- Understanding Lencioni's Five Dysfunctions, and how to recognize each within your team
- Discussion on remedies to each of the Five Dysfunctions and how to get the team back on track
- Action plans for addressing participants' opportunities for improving team performance

M-16 PERFORMANCE MANAGEMENT AND THE PERFECT APPRAISAL

Setting structured goals, expectations, and conducting formal appraisals provide managers with a framework to measure and manage employee performance. In this course, you will:

- Learn the importance of setting performance goals
- Understand the counseling and termination process
- Learn to conduct annual appraisals

M-18 YOU'RE THE LEADER – BUT IS ANYBODY FOLLOWING?

Just because you're in charge doesn't mean you're actually 'leading' anyone. During this session, we'll focus on the following:

- Self-awareness of preferred style of leadership
- Understand the difference between leadership and management
- Definitions of different leadership styles and their applicability in the appropriate situations
- Creating a professional development plan for improving skills at leadership and influence

M-20 FMLA: WHAT YOU NEED TO KNOW AND HOW TO MANAGE ABUSES

The Family and Medical Leave Act (FMLA), while well intentioned, continues to challenge managers and HR professionals. Its complex rules can leave organizations vulnerable to misinterpretation, unnecessary costs, and potential FMLA abuse and exploitation. This workshop will provide an overview of the Family and Medical Leave Act, and practical advice for recognizing and managing FMLA abuse. In this course, we'll cover:

- An overview of the Family and Medical Leave Act, including 'intermittent leave'
- An understanding of obligations, eligibility, and coordination with other laws and regulations,

including ADA
- Real-world pitfalls in FMLA administration
- Practical steps to identify, manage, and prevent FMLA abuse

M-22 MANAGING AND MOTIVATING TEAMS

Teams are a key component that most companies rely on to get important work done. When you combine the knowledge, energy, and skills of a motivated group of people, your organization succeeds. In this session, we'll cover:

- Understanding essentials to personal motivation and styles
- Identifying the motivational 'gaps' within and among team members
- Developing ideas and strategies for addressing motivational issues with teams

LEADERSHIP DEVELOPMENT SERIES (LDS)

L-02 WHAT IS A 'LEADERSHIP BRAND'?

Leaders with a strong professional 'brand' are generally more impactful, influential, and effective. The first workshop is a study in leadership styles, terminology, and self-awareness. In this session, we'll cover:

- The assessment and measurement of your 'brand' today
- Ideas and concepts on how to enhance and refine your leadership brand
- Assignments and activities to grow and exercise new leadership skills

L-04 OUTCOMES-BASED HUMAN RESOURCES – WHAT A CONCEPT

High performing organizations think in terms of outcomes and this notion is reflected in their everyday conversations, strategies, policies, and procedures. HR often tends to engage in more tactical activities and processes, rather than clearly linking to the company's strategic objectives. In this session, we'll cover:

- The definition of 'employment'
- Four universal job accountabilities
- How to think of a job description as an RFP
- Key strategies to achieve 'Outcomes-based HR'

L-06 SEVEN STEPS TO IMPROVE YOUR RECRUITMENT BRAND

The war for talent is real. With so much competition for top talent, it's imperative you have a strong recruitment brand to attract highly qualified candidates. The good news is that you don't need to increase your recruiting budget in order to be successful. There are simple steps you can take to improve your recruiting brand and ultimately win the talent game. In this session, we'll cover:

- Understanding and utilizing your value proposition
- Tools and strategies for managing your public persona
- The art of mastering the hiring process

L-08 BURNOUT – BEAT IT!

With a shrinking workforce being tasked with an increasing workload, it's important to balance meeting your business objectives with fighting against destructive burnout among your employees. In this session, we'll discuss:

- How to identify and address 'personal' and 'organizational' burnout
- Strategies to correct deficiencies
- Tips to increase team effectiveness