

A photograph of a man in a blue and white checkered shirt clapping his hands. He is seated in an audience, and other people are visible in the background, some blurred. The image is used as a background for the catalog cover.

TRAINING & SERVICES CATALOG



DEVELOP YOUR TEAM. TRAIN THEM TO SUCCEED.

EANE can help your organization grow and succeed by developing your most important asset — your people. With over 60 different training topics available, our expert training team will customize a program that will deliver measurable results.

Supervisory & Leadership

EANE's leadership training programs are designed for group leads, work coordinators, supervisors and managers in any organization and industry. Each series is designed to help employees gain the leadership qualities and skills to be successful. Participants will gain a better understanding of how their leadership behavior can impact their success and those they work with. These training programs focus on developing better communication skills, improving performance and understanding how to adapt your leadership style to help leaders and the organization succeed.

HR Development

Everyone from HR professionals who are just starting their career, to seasoned employees benefit from EANE's Human Resource development programs. Our programs provide everything from the essentials to more in-depth curriculum that help participants identify and measure critical HR initiatives that drive the future success of the organization.

Team Building

Your employees will enjoy experiential workshops that improve communication and teamwork. Our focus is on bringing together everyone's personalities and preferences to form a cohesive, productive team that provides benefits for individuals, the team, and the organization.

Communication Skills

Everyone benefits from developing more sophisticated communication skills. EANE has developed programs where participants can learn to communicate with greater impact, understand the power of listening, how to send a clear message and so much more.

Professional Development

Help your employees gain confidence, knowledge and the skills they need to grow as professionals and contributing members of your organization. EANE offers a full range of courses and workshops covering topics that offer practical applications in the workplace.



If the last few years have taught us anything, it's that change is inevitable and the rate of change is not going to slow down. At Employers Association of the NorthEast we are embracing change and preparing ourselves for even more upheaval and evolution while we serve more than 1,000 member organizations throughout the North East. We are committed to future-proofing our member organizations and our own business through a commitment to learning!

For more than 100 years EANE has offered practical solutions that build engaged, well-managed and low-risk workplaces. Our full range of outstanding HR and Business Development services support member organizations through tactical and strategic process improvement. Our comprehensive Learning & Development opportunities close critical skills gaps, develop leaders and increase employee engagement.

This Training and Services Catalog will detail many of the changes we've made to more effectively support you. Changes such as redesigning most of our programs so they can be delivered virtually and in smaller time frames. Adding programs and topic areas to reflect your ever changing business, leadership, and people management landscape. This catalog predominantly showcases our skill-development programs, but EANE's resources are so much more comprehensive! Members leverage our expert bench strength for specialized HR and talent management solutions on critical issues such as employee engagement, coaching, pay equity, harassment prevention, succession planning, DEI, and organizational development.

As you review this catalog, I hope you get a sense of the expertise and resources we have available for you to grow your business. The information in this book serves as an invitation to you to visit www.EANE.org. Even our website is an updated, evolving resource for EANE members, full of sample policies, forms and tools that are designed to help you find the information you need to navigate the ever-changing demands of a compliant and healthy organization! I invite you to share your questions and feedback, so please don't hesitate to let me know how EANE can help you future-proof your organization with continued learning and professional services.

Meredith Wise | President

BUILD YOUR PEOPLE.
BUILD YOUR BUSINESS.
BUILD SUCCESS.



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EANE CUSTOM ON-SITE TRAINING

EANE specializes in customized on-site training programs bringing our instructors to your facility (or other specified locations) to deliver our high-quality training programs.

We even deliver custom on-site training online in our virtual training space.

BENEFITS OF EANE'S ON-SITE TRAINING:

- EANE will work with you to identify specific programs to help you reach your goals
- Customized content to address specific needs will be included in the curriculum
- Create a flexible training schedule that works for you and the shifts of employees
- Save your organization money by reducing travel expenses, reducing hours away from work and ensuring that custom training content focuses on the skills and knowledge that will give your organization the greatest ROI

Learn More About EANE's Most Popular On-Site Training Programs.





EARNING AND MAINTAINING HR CERTIFICATION IS EASY WITH EANE

EANE's partnership with HR Certification Institute™ (HRCI) offers EANE members exclusive benefits when obtaining or renewing their HRCI certifications, including:

- \$50 discount on the PHR, SPHR or GPHR exam fee
- Earn up to 12 HRCI Recertification Credits per annual renewal cycle
- Exclusive access to a Recertification HRCI Concierge to quickly resolve questions

We're committed to supporting our member's career development and ongoing education. We offer several opportunities for achieving certification, including:

- Multi-Week Study Group
- aPHR Bootcamp
- Online Study Program

We are an HRCI™ and SHRM® approved provider. Many of our programs and special events qualify for recertification credits toward your PHR, SPHR, SHRM-CP, or your SHRM-SCP. The number of qualifying credits is listed with each course description in this book and on our website. HRCI™ or SHRM® accept equal recertification points for each of our qualifying programs.

See page 44 for further information about our HR Certification study programs or visit www.EANE.org/hr-certification-study for a listing of present program times and locations.

REGISTERING FOR CLASSES

Choose the method that is convenient for you:

Online: www.EANE.org

Phone: 877.662.6444

WHY ONLINE REGISTRATION IS RECOMMENDED:

- EANE's website is always current with public training options
- Website login gives members access to their training order history on their member dashboard

EANE associates are available to assist you with the completion of an online registration.

Your registration will be confirmed with an email confirmation letter and directions to the training location.

Cancellation: Participants may cancel up to 7 calendar days prior to the program start time. Cancellations made within 7 days of the training will be billed. Participant substitutions are accepted at any time!

Special Accommodations: Please contact us if you need any special accommodations.

Attire: We suggest you dress comfortably. Temperatures in our classrooms can vary so you may want to bring a sweater or light jacket for your personal comfort.

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► PRINCIPLES OF LEADERSHIP

Exemplary leadership inspires employee engagement and maximizes productivity! This in-depth series gives managers and supervisors practical knowledge and skills critical to leadership success. You will improve your leadership skills which will result in more effective and successful relationships with direct reports, peers and managers.

Through an active learning model of group exercises, self-reflection and collaborative peer learning, you'll be able to apply the concepts to real life and begin identifying opportunities for your personal growth and development; and be prepared to apply the skills you've gained back on the job.

This series leverages the findings of the Everything DiSC® Management Profile assessment tool which participants complete before the training series.

WHO SHOULD ATTEND?

This series is offered to front-line supervisors, managers and professionals in any industry.

(Participants who attend all sessions will be awarded a Certificate of Completion.)

- **Session 1** | Understanding Your Leadership Role & Managing Diverse Work Styles (See pg 9)
- **Session 2** | Communication Skills & Establishing Performance Expectations (See pg 10)
- **Session 3** | Coaching for Development and Leading Change (See pg 10)
- **Session 4** | Managing Performance Problems and Handling Conflict (See pg 11)

Please note that any of the sessions above may be conducted as a stand-alone session.

► UNDERSTANDING YOUR LEADERSHIP ROLE & MANAGING DIVERSE WORK STYLES

Session 1 of Principles of Leadership (See pg 9)

Explore the strategic, philosophical and emotional changes that accompany your transition into the role of a leader. The nature of critical relationships with higher level managers, peers, direct reports and people outside your organization is examined and specific actions for improving relationships and trust are examined. Through the use of the DiSC® Assessment Tool, participants will understand the impact of their preferred style on individual and team communication, and their ability to provide motivation and drive overall performance. Participants will have an opportunity to reflect on their DiSC® assessment results to identify strategies for capitalizing on their strengths and interact more effectively with styles that are different than their own.

This training leverages the findings of the Everything DiSC® Management Profile assessment tool which participants complete before the training series begins.

WHO SHOULD ATTEND?

Front-line supervisors, managers and professionals in any industry.

KEY LEARNING TAKE-AWAYS

- Understand your role as a leader
- Examine the actions and behaviors needed to establish credibility in a leadership role
- Learn how to successfully transition to a leadership role
- Understand and discuss your behavioral approach to work and how these behaviors affect others
- Recognize the strengths and limitations of different behavioral styles
- Learn to adapt your own style to others' styles and become more effective at communication and teamwork

► COMMUNICATION SKILLS & ESTABLISHING PERFORMANCE EXPECTATIONS

Session 2 of Principles of Leadership (See pg 9)

Giving clear directions, practicing active listening skills and using non-defensive communication techniques improves leadership effectiveness. When performance expectations are made clear and reinforced properly, the appearance of bias can be avoided. With improved communication, you'll improve production consistency by increasing the accountability of your entire team. Through interactive discussions and use of real-life situations, you'll learn several management strategies and when to use them effectively.

WHO SHOULD ATTEND?

Front-line supervisors, managers and professionals in any industry.

KEY LEARNING TAKE-AWAYS

- Improve your communication skills by effectively applying four core communication skills: Speak in Specifics, Ask for Input, Listen and Respond, and Use Reinforcement Techniques
- Practice how to effectively communicate what you expect from your employees and how it fits within a performance management cycle
- Develop clear goals and behavior-based expectations for the people you manage
- Demonstrate a four-step model to clearly communicate and ensure understanding of performance expectations

► COACHING FOR DEVELOPMENT & LEADING CHANGE

Session 3 of Principles of Leadership (See pg 9)

In this session, managers build coaching skills by learning to ask powerful questions, use active listening and learn how to better coach their employees to be more effective and successful. Coaching is a critical skill for every manager to understand when and how to use.

Change is ever-present! Managers, supervisors and leaders regularly face change and need to understand how to adapt to change to be successful. Great managers know how to lead their employees through change. Successful leaders must have effective practices and methods for helping people adapt to new ways of work.

You will learn when to coach, when to train or when to mentor for optimal success. Leaders will be able to identify causes that create resistance to change and employ techniques to help people overcome their natural resistance to change.

WHO SHOULD ATTEND?

Front-line supervisors, managers and professionals in any industry.

KEY LEARNING TAKE-AWAYS

- Understand how coaching benefits the development of your employees
- Practice the GROW coaching model
- Develop a coaching plan to use with employees
- Examine the common emotional stages people experience in change transition
- Identify and practice ways to overcome resistance to change in yourself and others
- Develop a plan for discussing change clearly and successfully

► MANAGING PERFORMANCE PROBLEMS & HANDLING CONFLICT

Session 4 of Principles of Leadership (See pg 9)

Using communication skills, participants will learn how to effectively provide feedback to help their employees get back on track to improve their performance. Participants also explore conflict modes and how their own conflict style “shows up”. They will apply a conflict resolution technique to a real situation.

You will complete the LEAD assessment survey during this session and learn how your conflict style can be adapted to improve outcomes.

WHO SHOULD ATTEND?

Front-line supervisors, managers and professionals in any industry.

KEY LEARNING TAKE-AWAYS

- Recognize differences between behavioral issues and performance issues
- Learn an effective communication method to address performance problems
- Identify conflict modes and apply the C.A.L.M.E.R. technique to a real situation
- Develop strategies and action plans for applying skills back on the job

► ADVANCING WOMEN LEADERS SERIES

The Advancing Women Leaders Series is designed to empower women professionals with the strategies needed to confidently advance their careers. Each of the 12 sessions will be highly interactive and incorporate self-assessment exercises, strategic and guided learning and small group discussions. The goal is for each participant to develop strategies to overcome challenges faced in the workplace and define a path for career advancement. All sessions are 1-hour in length and will be conducted virtually.

WHO SHOULD ATTEND?

Emerging professional women looking to advance their careers, women seeking to find their voice and power within their organization, women that want to learn how to cultivate better professional relationships and advance to higher levels of leadership in their careers.

KEY LEARNING TAKE-AWAYS

- Discover strategies to build your short and long term confidence which will be needed as an effective leader
- Discover how to clarify your individual short and long term leadership goals
- Learn strategies to expand internal and external strategic relationships
- Practice effective strategies to position ideas, gain support and minimize conflict and build influence
- Learn techniques to proactively educate others on personal strengths and values

► BUSINESS STRATEGY ESSENTIALS

In this interactive class, participants will learn a framework for strategic planning that answers three fundamental questions:

- Where are we now? Evaluate your current strategic position and clarify your mission, vision and values.
- Where are we going? Assess your competitive advantage and clearly describe the direction your organization is headed.
- How will we get there? Lay out the pathway to connect where you are now to where you're going.

Set your strategic objectives, goals, action items and how you'll execute and communicate your plan. For each stage, you'll explore creative tools that can be adapted and applied to strategic planning at the organization, department and team level.

WHO SHOULD ATTEND?

Owners, executives and managers in any industry.

KEY LEARNING TAKE-AWAYS

- Discover strategies to assess and plan out your organization's mission, vision and values and action steps to implement your strategy
- Learn a process for effectively evaluating your current strategic position
- Develop and deliver a plan that describes your competitive advantage and how this will positively impact organization growth

This is a great program to bring on-site to your team.

► COACHING FOR RESULTS

Employee counseling to management coaching. Effective coaching requires managers, supervisors and HR professionals to recognize the importance of effectively coaching each direct report. Here participants will explore the key components of coaching: what it is, why it's important and how it can best be used to improve performance. You will acquire coaching methods you can use back on the job to become a more effective coach.

WHO SHOULD ATTEND?

HR professionals, managers, supervisors and executives.

KEY LEARNING TAKE-AWAYS

- Learn methods to effectively coach your employees in order for them to improve and grow
- Discover ways to adjust your mindset in order to be a more effective coach and leader
- Develop a personalized coaching plan to use with each employee

► CONFLICTS CAN BE PRODUCTIVE

The workplace has always had a certain level of conflict but these days with stress levels rising, intolerance for others' viewpoints and the ever-challenging COVID demands, our worksites are experiencing record levels of conflicts. According to a Psychology Today study, 85% of employees report dealing with conflict on some level, 29% indicate that they deal with it almost constantly, 34% of the conflict occurs among front-line workers and 12% of employees say they frequently witness conflict among the senior team.

This program leverages the findings of a DiSC® assessment tool which participants complete before the training series begins.

You, your managers, lead people and senior leadership need to develop the skills to turn unproductive conflict into productive situations that can improve workplace results and relationships. With insight from the Everything DiSC® Productive Conflict assessment, you'll increase your understanding of conflict behaviors. This class provides you with tools to curb destructive behaviors and effectively respond to the unavoidable challenges of conflict, so that opposing viewpoints can become productive. You'll see how productive conflict can improve workplace results and relationships.

This program can be beneficial for leadership and individual contributors. It is a must for HR Professionals. Register your team for our virtual public session or bring it onsite as a value to your entire workforce!

WHO SHOULD ATTEND?

Front line leaders, managers, supervisors, project managers, individual contributors.

KEY LEARNING TAKE-AWAYS

- By completing DiSC profile you will understand your destructive and productive conflict behaviors of your style and others
- Learn to effectively manage responses to conflict situation
- Practice using communication strategies when engaging in productive conflict with others

► CREATING A RESPECTFUL WORKPLACE

Interpersonal conflicts, harassment, and discrimination allegations are often the result of disrespectful attitudes and behaviors, misunderstandings, or an unwillingness to respect the point of view, rights, experiences or culture of others. Front-line leaders, managers, and supervisors often set the tone for what behaviors are considered respectful in the workplace. But what do we mean by "workplace respect?"

Take a deep dive into the meaning of workplace respect, learn to identify barriers to respect, and discuss how the concept of respect relates to topics like diversity, equity and inclusion. You will reflect on your own behaviors and actions, as well as engage in interactive exercises to learn and apply new tools and strategies for creating a more positive and productive workplace. Acquire immediately applicable communication techniques that will help you interact in a respectful manner that builds a healthy work culture.

WHO SHOULD ATTEND?

Employees who want to understand how to work more effectively with others.

KEY LEARNING TAKE-AWAYS

- Be able to define "Workplace Respect" and identify what contributes to a respectful workplace
- Be able to identify barriers that can negatively impact a respectful workplace
- Understand where belonging fits into Diversity, Equity and Inclusion
- Practice using respectful communication techniques

► DEVELOPING HIGH-PERFORMANCE TEAMS

Efficient workflows and innovative ideas are frequently developed by high-performance teams. Successful teams increase employee engagement and directly impact organizational goal achievement. In this class, you'll practice skills that stimulate collaboration and group decision-making and discover how to use individual strengths to achieve maximum team results.

WHO SHOULD ATTEND?

Leaders of departmental, cross-functional or project teams who have direct accountability for the results of others.

KEY LEARNING TAKE-AWAYS

- Discover and practice skills to stimulate collaboration and group decision making that can boost team performance
- Learn how to recognize peoples' strengths to help determine roles and responsibilities for your team by applying a RACI chart

► LEADERSHIP SKILLS FOR LEAD PEOPLE SERIES

High-performance organizations depend on employees called Team Leaders, Lead Workers, or Group Leaders more than ever before. These individuals may have limited authority, but great responsibility for producing results. These leaders need to effectively communicate, influence, set goals, diagnose problems, train teammates and resolve conflicts.

The interactive LSLP certification program will prepare you to perform at a high level. Through group discussions, exercises, role-plays and action planning, you'll learn and practice guidance skills to help your peers meet goals; gain new perspective about your own responsibilities on the team; increase your understanding of different behavioral styles you may encounter from team members; and learn tactics for giving feedback to peers in an effective way.

WHO SHOULD ATTEND?

Leads, emerging leaders, group leaders, work coordinators and assistant supervisors.

KEY LEARNING TAKE-AWAYS

- Learn about your behavioral style at work and how to effectively adapt to other styles to improve communication and collaboration
- Identify characteristics of an effective leader
- Learn and practice 4 effective communication skills
- Discover and practice skills for building credibility, trust and acceptance
- Practice using effective feedback to help you manage conflict

► LEGAL LIABILITIES OF THE SUPERVISOR

This program educates managers and supervisors on how to prevent discrimination, harassment as well as avoid or reduce other forms of legal risk in the workplace.

Supervisors and Managers have a unique responsibility for ensuring an organization's legal compliance. Because they directly engage with employees on a day-to-day basis, they're often the "eyes and ears" of the organization. As a result, what they say or do will often determine whether an organization can avoid or face consequences for their actions.

This course will delve into the scope and limits of employment-at-will, cover the various forms of discrimination and harassment (including but not limited to hostile work environment) and how to investigate those situations. Through discussion and exercises, you will gain exposure to major federal and state employment laws such as the ADA Amendments Act (and the responsibilities and process of reasonable accommodations), the Family Medical Leave Act, Wage and Hour laws and state sick leave and paid family leave requirements. In short, you will learn how to recognize situations that may pose legal risk, how to supervise employees within legal boundaries, when to get HR involved and how to respond appropriately when legal issues arise.

WHO SHOULD ATTEND?

Front-line supervisors, managers and professionals in any industry.

KEY LEARNING TAKE-AWAYS

- Gain a general understanding of the current legal environment governing the workplace
- Learn the differences and implications of ADAAA, FMLA, state leave laws and Wage & Hour laws
- Learn how to recognize harassing and discriminatory behaviors and how to utilize related company policies to prevent them and deal with them
- Identify employee relations and union concerns
- Understand the potential liability for yourself and the company as a supervisor

► MAKE YOUR MEETINGS MATTER

Are you frustrated with the outcomes of the meetings you lead? Sadly, ineffective meetings are the norm; and they cost money, waste time, deflate morale and contribute to turnover. When your meeting includes the challenges that come with leading a virtual meeting it's easy to feel overwhelmed as facilitator.

In this class, you'll learn how to lead meetings that engage, inspire and achieve results whether they're face to face or online. You'll learn the major elements involved in planning a meeting, guidelines for conducting productive meetings and how to effectively follow through afterward.

WHO SHOULD ATTEND?

Supervisors, managers, team leads, or project managers.

KEY LEARNING TAKE-AWAYS

- Discover and practice skills to lead engaging meetings whether they're in person or virtual
- Practice strategies for planning a productive meeting where all participants understand their purpose in participating

► MANAGING THE MULTI-GENERATIONAL WORKPLACE

Different generational groups working closely together can offer exciting opportunities but can also present challenges at times. Today's supervisors and managers must skillfully handle inter-generational conflict or risk decreased productivity, poor customer service and high turnover. With the varied preferences of the four generations regarding communication, respect, boundaries and priorities, finding the right approach can be challenging. In this course, you'll gain an appreciation for the preferences, strengths and challenges that members of each generation offer. We'll explore the motivations of each generation, working with supervisory practice cases to apply the concepts.

WHO SHOULD ATTEND?

Supervisors, managers, HR Professionals and others responsible for the supervision and performance management of employees.

KEY LEARNING TAKE-AWAYS

- Discover how to effectively communicate and understand what motivates and impacts different generations in the workforce
- Practice strategies for improving team-wide understanding of, and appreciation for, the contributions each generation brings to your business

► MINDFUL MANAGER

This interactive training session helps leaders and managers become more aware of their thoughts, behaviors and impact on others. This course helps participants align their behaviors and actions to their intentions for maximum impact and productivity.

Gain an understanding of what mindfulness is, why it's important for managers and how to be more mindful in day-to-day interactions. You'll be equipped with the tools and techniques to increase mindfulness when managing and working with others. By becoming less reactive you'll achieve greater personal and professional productivity.

WHO SHOULD ATTEND?

HR professionals, supervisors, managers and team leads.

KEY LEARNING TAKE-AWAYS

- Understand what mindfulness is
- Discover and apply proven techniques to be a more mindful manager

► PERFORMANCE MANAGEMENT | SET IT, MANAGE IT, MEASURE IT!

Providing effective performance management doesn't just protect your organization from liability, or help you weed out problem employees – it actually helps your organization grow! Learn how a holistic approach to performance management can increase employee engagement, help employees on their path to development and assist the organization in meeting its strategic goals. Gain skills to effectively communicate expectations and goals, measure employee performance and deliver feedback through course activities and role-play.

WHO SHOULD ATTEND?

Supervisors, managers, HR Professionals and others responsible for the supervision and performance management of employees.

KEY LEARNING TAKE-AWAYS

- Understand the performance management cycle and how it can positively impact employee engagement throughout the year
- Practice writing SMART goals
- Practice using realistic tools and actions to maintain continuous feedback
- Develop skills to make performance appraisals productive for employee development while protecting the organization

► REASONABLE SUSPICION IMPAIRMENT INTERVENTION TRAINING FOR MANAGERS AND SUPERVISORS

Substance abuse in the workplace can negatively impact the substance user, their colleagues, your products and/or services, your customers and your business' bottom line. Managers and supervisors need to understand the impact of substance abuse, how to identify it, and know what to do next.

Learn about the signs of impairment so that you can properly intervene while keeping your employees and workspace safe throughout the process. This interactive program utilizes scenarios and group discussion that allows participants to gain an understanding of the interplay between substance use and employment laws so you can proactively make policy changes that will mitigate your organization's risk.

WHO SHOULD ATTEND?

Leads, group leaders, managers, supervisors, HR professionals and business owners.

KEY LEARNING TAKE-AWAYS

- Understand how substance abuse impacts the workplace
- Learn ways to recognize the signs of impairment
- Learn and practice techniques for intervention
- Understand how to use an effective reporting process

► THE ART OF FEEDBACK

Being able to give clear, specific feedback that leads to a change in behavior or an improvement in performance is a critical skill for managers to have in today's work environment. However, many managers lack the mindset, skills and time necessary to provide constructive feedback that allows their employees to improve and grow.

In this program, designed for managers and supervisors, you will learn the art of providing productive feedback that encourages and empowers employees to change, grow and develop. Learn techniques for overcoming mindsets that prevent you from sharing feedback with your employees and why fostering a culture of feedback is important to your organization. Leave with effective strategies for delivering feedback that is constructive, not destructive, and leverages the employees' strengths to improve developmental areas.

WHO SHOULD ATTEND?

Front line leaders, supervisors and managers, HR Professionals.

KEY LEARNING TAKE-AWAYS

- Recognize what stops you from sharing feedback and find tools to move beyond that
- Discover ways to include the employee in the feedback process
- Understand the impact that providing effective feedback will have on your team
- Practice giving feedback



TESTIMONIAL

“We just completed the Supervisor/ Manager/Lead session of this training and Mark from the Employers Association of the Northeast did an outstanding job. He is a lawyer and brought many thought-provoking ideas for us to consider. It was definitely the best one of these sessions that I've been through over the years! He tied things to our Click Bond behaviors which was a nice linkage.”

- **Plant Manager** | Click Bond, Inc.

► THE EMOTIONALLY INTELLIGENT LEADER

To successfully lead others requires building our own emotional intelligence. Learn how Emotional Intelligence impacts your ability to lead teams and achieve results. Gain an understanding of your own personal EQ strengths, as well as areas to develop. Leave with an action plan on how to utilize your unique contribution of EQ to increase your overall leadership effectiveness.

WHO SHOULD ATTEND?

Frontline leaders, supervisors and managers.

KEY LEARNING TAKE-AWAYS

- Identify behaviors to help you improve your leadership skills
- Recognize the value of emotions and how they impact working relationships
- Discover ways to improve your skills associated with social awareness

► TIME MANAGEMENT

This program will help you discern what is truly important versus what's simply urgent. We will explore your short and long-term goals and analyze how well you manage your schedule and tasks. We will discuss techniques for effectively managing the most demanding schedule of tasks and activities.

***This course is only available as an onsite training.** Please contact the EANE Learning & Development team to learn more about bringing this program to your organization.

WHO SHOULD ATTEND?

Employees who want to increase productivity and reduce stress by improving time management.

KEY LEARNING TAKE-AWAYS

- Discover what tools to use to help distinguish between tasks that are important versus urgent
- Learn how to appropriately manage interruptions that prohibit productivity
- Use the 5S system to help you become and stay organized

▶ ALIGNING SALES TECHNIQUES WITH CUSTOMERS' NEEDS

Customize your sales and service up-selling techniques to get the best response from your customers by discovering your DiSC® Sales style and how to adapt it as needed.

The profile is sales-specific with in-depth information; including tips, strategies and action plans to help you close more business. Exciting follow-up tools are included in this training at no cost! The one-page reports in the Everything DiSC® Sales Customer Interaction Maps are the perfect personalized planning tool to prepare for sales calls.

This series leverages the findings of a DiSC® assessment tool, which participants complete before the training series begins.

WHO SHOULD ATTEND?

Salespeople, sales managers, customer service representatives, account executives.

KEY LEARNING TAKE-AWAYS

- Discover and explore your DiSC® Sales style to better understand your approach to selling
- Learn how to improve communication with leads and customers
- Understand how to recognize a customer's behavior patterns in order to adapt your sales style to their buying styles
- Practice ways to effectively close the deal in the workplace using DiSC® Sales style

This program is great to bring in-house to your sales or customer service team! They'll be able to see each other's styles and learn the best of all of them.

▶ ASSERTIVENESS | THE ART OF TACTFUL COMMUNICATION

Assertiveness impacts more than our communication styles. By increasing your ability to effectively explain your ideas and needs you'll gain confidence, the respect of others and become more decisive – even in challenging situations. You'll build skills to help express your feelings and make requests in an appropriately assertive manner. Assert yourself! Communicate with confidence using the skills gained in this session!

WHO SHOULD ATTEND?

Business professionals, associates, team leaders, individual contributors who need to manage up, anyone who wants to communicate more directly, tactfully and effectively.

KEY LEARNING TAKE-AWAYS

- Identify your own assertiveness quotient and what that means for you in the workplace
- Explain the differences between assertive, aggressive, and passive behaviors and learn skills to become more assertive
- Practice using assertive behavior skills in a variety of real-life situations

► BUSINESS WRITING EXCELLENCE

Are there times where you struggle with writing or editing routine letters, emails, memos and reports? Is saying what you want to say clearly and simply an occasional challenge? Do you find that your writing is sometimes misunderstood by the receiver?

If you answered yes to any of those questions, this class is for you. Anyone who has writing responsibilities – managers, supervisors, engineers, administrative assistants – can benefit from this review of the fundamentals of business grammar and style.

WHO SHOULD ATTEND?

Anyone who communicates frequently in writing.

KEY LEARNING TAKE-AWAYS

- Learn how to write concisely, clearly, and more effectively
- Practice writing in a tone that interests, informs, and respects the reader
- Understand how and why to tailor your message to your audience and purpose
- Learn how to eliminate wordiness and jargon that dilutes the message
- Discover ways to improve your email messages for clarity and effectiveness

► CUSTOMER SERVICE EXCELLENCE

Would you like to enhance customer loyalty and retention by maximizing customer relationships? Do you and your staff need tips on how to effectively deal with challenging customers? This course will help your team provide extraordinary customer service even in the most challenging situations. You'll discover how to maximize your customer service skills with tools to improve overall customer and business relationships, strategies to communicate more effectively, tips to handle difficult personalities or situations with ease, and how-tos for making a professional impression in every customer interaction.

***This course is only available as an onsite training.** Please contact the EANE Learning & Development team to learn more about bringing this program to your organization.

WHO SHOULD ATTEND?

Customer service representatives, account executives, anyone who interacts with the company's customers in any industry.

KEY LEARNING TAKE-AWAYS

- Discover how to create a quality customer experience
- Learn how to impact customer loyalty and retention through service quality
- Practice using communication skills to effectively deal with customers
- Learn techniques to help diffuse tense customer interactions

► EMBRACING A CULTURE OF DIVERSITY & INCLUSION

Does your organization have a culture that promotes a sense of belonging for all employees? Are you leveraging those differences to improve the employee experience and your customer experience? In this class you'll explore the impact of promoting a culture of respect and acceptance has on recruitment, retention, employee engagement and customer satisfaction.

WHO SHOULD ATTEND?

Any one from leadership to individual contributors.

KEY LEARNING TAKE-AWAYS

- Increase diversity awareness to meet the needs of employees, customers, clients
- Establish an inclusive team, department, and organization
- Enhance understanding of the value of an inclusive workforce
- Discover the importance of being your authentic self at work

► THE EMOTIONALLY INTELLIGENT LEADER

To successfully lead others requires building our own emotional intelligence. Learn how Emotional Intelligence impacts your ability to lead teams and achieve results. Gain an understanding of your own personal EQ strengths, as well as areas to develop. Leave with an action plan on how to utilize your unique contribution of EQ to increase your overall leadership effectiveness.

WHO SHOULD ATTEND?

Employees who rely on others for results.

KEY LEARNING TAKE-AWAYS

- Identify behaviors to help you improve your personal emotional competency
- Recognize the value of emotions and how they impact working relationships
- Discover ways to improve your skills associated with social awareness

► INFLUENCING WITHOUT AUTHORITY

The ability to positively influence others is vital to today's collaborative organizations. Whenever you need action and commitment from employees and colleagues, you need to exert influence. Often times, individuals without direct authority over others are still expected to influence others and achieve results. You'll learn to understand your role as an influencer, plan your approach with others and communicate your position positively and persuasively.

WHO SHOULD ATTEND?

Individuals with or without direct authority who need to influence, negotiate, or gain cooperation from others.

KEY LEARNING TAKE-AWAYS

- Understand how to influence others, at any level, to achieve goals
- Learn how to gain cooperation and support from others
- Identify personal strengths and opportunities for improvement when communicating with coworkers
- Practice critical conversations with those you need to influence

► INTRO. TO EMOTIONAL INTELLIGENCE 2.0

This interactive virtual training introduces the EQ 2.0 model of Emotional Intelligence, which includes the 5 composites of:

- Self Perception
- Self-Expression
- Interpersonal
- Decision Making
- Stress Management

You'll leave this session with knowledge of the 5 composites and the 15 subscales that make up Emotional Intelligence, along with greater awareness and strategies to develop your own EQ. Recalling and applying this knowledge in personal and professional interactions will increase engagement and understanding. Ultimately, this increased connection drives positive cultures and productivity.

WHO SHOULD ATTEND?

HR professionals, supervisors, managers, team leads and individual contributors.

KEY LEARNING TAKE-AWAYS

- Understand how self-perception, self-expression, interpersonal comfort, decision-making processes and stress management techniques factor into our interpersonal connections
- Develop greater personal awareness and recognition of signals from others
- Identify strategies to help you develop self-EQ

► INTRODUCTION TO LEAN – SIX SIGMA | IMPROVING PRODUCTIVITY

Is your organization looking for ways to increase productivity while reducing waste? This effort can benefit from the practices of Lean principles no matter what industry you're in! With this solid introduction to Lean tools and process analysis (value-added vs. non-value added, 7 Wastes, 5S, Standard Work) along with the notion of Kaizen (continuous improvement), you'll develop a plan to integrate these tools and techniques back on the job.

WHO SHOULD ATTEND?

Those who need to develop or enhance Lean knowledge and application.

KEY LEARNING TAKE-AWAYS

- Define Lean and Six Sigma
- Discuss the advantages of applying Lean principles in the workplace
- Use Lean tools and techniques to outline process goals, deliverables, and activities
- Learn to monitor key performance indicators (KPIs): quality, cost, and on-time delivery. Employ strategies to help develop self-EQ

► LGBTQ+ BASICS | FROM AWARENESS TO BEST PRACTICES

Despite the recent progress made toward equality for LGBTQ individuals, research shows that close to 50 percent of employees report hiding their sexual orientation or identity at work due to fear of hostility, discrimination and job loss.

This interactive program creates a safe space to learn and ask questions about LGBTQ basics. Review LGBTQ+-inclusive terminology and language, and engage in discussion and activities to develop a greater understanding of the experiences of LGBTQ+ individuals.

Course content also includes an overview of the federal, state, and local laws that protect employees from discrimination based on sexual orientation and gender identity, as well as discussion of specific HR scenarios affecting LGBTQ+ workers and effective strategies for resolution. You'll gain greater understanding of the challenges LGBTQ+ workers face, and strategies for creating a more inclusive workplace.

WHO SHOULD ATTEND?

Managers, supervisors, HR professionals and individual contributors.

KEY LEARNING TAKE-AWAYS

- Define LGBTQ+ inclusive terminology and language
- Be able to understand the difference between sexual orientation, gender identity, and other identities under the LGBTQ+ umbrella
- Gain an understanding of the federal, state, and local laws that protect employees from discrimination based on sexual orientation and gender identity
- Develop your own effective strategies to address questions and concerns to create a more inclusive culture

► PRESENTATION SKILLS | DELIVER WITH IMPACT

Make a strong, positive impression when speaking to groups. Gain people's attention, project a confident image, convey competence and influence listeners. Become more self-confident in oral communication situations through an emphasis on organization, preparation and practice.

You'll learn to design and deliver presentations that meet audience needs and achieve desired objectives. Concepts and practice segments will address techniques for small, medium or larger scale presentations and audience sizes that consider both in-person and virtual delivery methods. Participant involvement is emphasized through skill practice and peer feedback, video recording and action planning to incorporate new skills and information into your workplace presentations.

Participants are encouraged to bring real-time topics to the workshop to maximize their time and help them to prepare for upcoming presentations.

WHO SHOULD ATTEND?

Executives, presenters, corporate spokespersons, salespeople, trainers, managers and anyone else who depends on the power of their presentations to sell, persuade or convince.

KEY LEARNING TAKE-AWAYS

- Learn how to conduct an audience analysis to prepare for and focus your presentation
- Discuss how to handle audience questions with confidence
- Practice designing and delivering a presentation to the class and getting/giving feedback

► PROJECT MANAGEMENT | A BLUEPRINT FOR SUCCESS

Project Management is the practice of applying general management skills and supporting disciplines to organize and deploy resources in a way that effectively accomplishes project objectives. The techniques presented in this program will provide project managers and practitioners with proven tools to create a successful project plan and outcome.

This program is highly interactive and covers the five process groups according to the Project Management Institute and approximately 20 tools for project management.

***Plan to attend with a current or upcoming project so that you can apply selected tools during the workshop.**

WHO SHOULD ATTEND?

Individuals who manage projects of various sizes, whether they are working individually or with a project team.

KEY LEARNING TAKE-AWAYS

- Discover how to prioritize and organize tasks to accomplish project goals
- Apply proven project management tools and techniques
- Develop your plan to monitor core project parameters: time, cost and quality
- Practice using 20 tools to use in managing a project

► SELF-AWARENESS & ADAPTABILITY

Understanding how we behave at work is important for our success. In addition, how we are perceived by our coworkers can help us become more effective in our jobs. We work with people who have different styles, and this course will help us understand how to effectively adapt to various work styles. Through this highly interactive program, you'll learn about your own communication style, debunk some misconceptions about others' styles, and develop a personal action plan to adapt to work situations more effectively.

This program leverages the findings of a DiSC® assessment tool which participants complete before the training series begins.

WHO SHOULD ATTEND?

Employees who want to understand how to work more effectively with others.

KEY LEARNING TAKE-AWAYS

- Identify your behavioral profile using DiSC® profile results
- Discuss your behavioral tendencies and how they may affect others
- Recognize the strengths and limitations of different behavioral styles
- Practice how to recognize and adapt to different behavioral styles

LAUNCHING IN 2023!

**VISIT OUR WEBSITE FOR
INFORMATION ON THE NEW
SUPERVISOR
CERTIFICATE
PROGRAM**



► THE ART OF COURAGEOUS CONVERSATIONS

Do you have a hard time delivering sensitive feedback? Are you able to deliver a difficult message in a constructive manner? How should you properly handle adverse reactions to feedback?

Learn the benefits of having courageous conversations and what blocks us from having them. Gain strategies to prepare and conduct these conversations, techniques to manage emotional reactions and a concrete plan on how to approach and have their next difficult conversation.

WHO SHOULD ATTEND?

Front line leaders, supervisors, managers, project managers.

KEY LEARNING TAKE-AWAYS

- Define courageous conversation
- Describe the benefits of conducting courageous conversations
- Identify the obstacles that prevent us from having courageous conversations and how to overcome them
- Describe and demonstrate the five phases of a courageous conversation
- Discuss and practice how to manage emotional responses that could occur while having a difficult conversation

► THE FIVE BEHAVIORS OF A COHESIVE TEAM

A productive, high-functioning team makes better, faster decisions; taps into the skills and opinions of all members; avoids wasting time and energy on the things that don't matter; and is more fun to be a member of! The Five Behaviors of a Cohesive Team has a simple goal – to create a learning experience that helps individuals and organizations reveal what it takes to build a truly cohesive and effective team in the most approachable, competent, and effective way possible.

This program is designed to be delivered over the course of 3 days and is designed exclusively for intact teams and workgroups. Each member of the team will take the Everything DiSC® Five Behaviors Personal Development Profile, to learn how their work style contributes to the team's overall success.

Additionally, all participants will learn how their team scores on the key components of the Five Behaviors Model: trust, conflict, commitment, accountability, and results, and how working together, impact how the team can improve and become more cohesive.

This program leverages the findings of the Everything DiSC® Five Behaviors Personal Development Profile assessment tool which participants complete before the training begins.

Session One | *Building Trust*

Team members define trust and gain an understanding of the DiSC model and the impact of style on team trust.

Session Two | *Mastering Conflict & Achieving Commitment*

Understand conflict concepts and the behaviors that are acceptable during conflict situations; understand the team's specific commitment behavior scores and identify an action plan to increase commitment.

Session Three | *Embracing Accountability & Focusing on Results*

Team members define accountability and see how their behaviors demonstrate accountability strengths and weaknesses; team members work together to create a tool to help them track progress towards their goals and review the distractions that challenge a focus on results.

***This course is only available as an onsite training.** Please contact the EANE Learning & Development team to learn more about bringing this program to your organization.

WHO SHOULD ATTEND?

Currently operating teams or departments

KEY LEARNING TAKE-AWAYS

- Identify team-related stumbling blocks
- Define optimal team roles and establish team rules
- Increase positive communication and honesty

► TOTALLY RESPONSIBLE PERSON®

Establishing A Culture Of Accountability, Respect & Teamwork

How do you infuse your organization with a culture of responsibility, cooperation, respect and teamwork and get beyond these deadly behaviors? The Totally Responsible Person (TRP®) is a practical workshop that will help every employee – leaders and individual contributors – to learn innovative and proven ways to move out of the “victim mentality” to become a Totally Responsible Person.

Understand how to turn any situation into an opportunity for learning and growth by accepting the fact that we're all accountable to others, as well as ourselves. Learn proven techniques to move yourself and help others, move beyond blame and judgment and gain the confidence and tools needed to interact in a positive, constructive and respectful way.

TRP® is grounded in research and values that help to shift the culture of an organization from one of blame to an environment of respect and accountability, helping both employees and organizations thrive even in the midst of change and adversity.

WHO SHOULD ATTEND?

Individual contributors, supervisors, managers and leaders.

KEY LEARNING TAKE-AWAYS

- Recognize when we and others are falling into the “victim mentality” and discover tools to use to become the Totally Responsible Person®
- Apply TRP® to manage challenging workplace situations
- Become aware of when we are rescuing and enabling people that does not hold them accountable for their actions
- Create a personal action plan to apply the TRP® principles at work

► TRAIN THE TRAINER | ON-THE-JOB TRAINING TECHNIQUES

Being an expert at something does not often translate into the ability to teach someone else. Yet, the ability to train and to learn effectively is not just a “nice to have” skill; it is imperative for organizational growth in efficiency and effectiveness.

Participants will discover the various ways people learn, demonstrate using a step-by-step training model, and understand how to avoid the common pitfalls of knowing something “too well.” Each participant will conduct a mini-training session on a job-related task in the actual work environment. Feedback will be provided by the instructor and other participants to reinforce what you are doing well and areas of improvement.

WHO SHOULD ATTEND?

Anyone responsible for training others.

KEY LEARNING TAKE-AWAYS

- Understand what is meant to be a good trainer
- Discuss the natural learning curve for all learners
- Learn to identify the baseline knowledge, skills, and attitude of a new learner
- Examine a five-step training model
- Conduct a mini-training session
- Receive comprehensive feedback on your training technique

► AFFIRMATIVE ACTION FROM A-Z

Are you worried about Affirmative Action Plan (AAP) compliance? Do you struggle with understanding AAP requirements? Do you know what types of data you need to develop a complete affirmative action plan? Uncertain about what it takes to register and certify that you are fulfilling these obligations? If you answered "yes" to any of these questions you should attend this session.

If your company is a federal contractor or subcontractor, you may be subject to affirmative action requirements. This comprehensive course provides in-depth information on what you will need to meet your affirmative action obligations, what is involved in developing a compliant affirmative action plan, how to meet the new requirements to register and certify your compliance with the federal government and current government enforcement initiatives.

WHO SHOULD ATTEND?

HR professionals or other professionals responsible for developing and implementing affirmative action plans for their organization.

KEY LEARNING TAKE-AWAYS

- Determine if your organization is required to develop and maintain an Affirmative Action Plan
- Review the required narrative and statistical sections required in an Affirmative Action Plan
- Identify what internal data should be collected and maintained to include in affirmative action reporting
- Understand the registration and annual certification process with the Office of Federal Contract Compliance Programs (OFCCP)
- Understand how the federal government audits companies for compliance and the range of penalties for non-compliance
- Identify common triggers that could indicate non-compliance

► aPHR™ CERTIFICATION BOOT CAMP

The associate Professional in Human Resources credential (aPHR™) encompasses the foundations of human resource operations as practiced in the United States. Professionals embarking on a new career in HR gain a competitive edge by earning the aPHR™ credential.

This intensive multi-day boot camp is meant for individuals preparing to sit for the aPHR™ certification exam. The content and instruction for this boot camp is designed to prepare you for earning certification on your first testing attempt.

WHO SHOULD ATTEND?

Recent high school or college graduates or other professionals seeking a career transition into the HR field or HR professionals who have been thinking about enhancing their career with the first level of HR certification.

KEY LEARNING TAKE-AWAYS

The aPHR™ Study Course content will be focused on covering the general HR knowledge.

Principles and practices that make up the aPHR™ Exam:

- HR Operations
- Recruitment and Selection
- Compensation and Benefits
- Human Resource Development and Retention
- Employee Relations
- Health, Safety and Security

► COMPENSATION THE BASICS | EQUAL PAY ANALYSIS IS KEY!

In today's competitive job market, guesswork, your intuition, or a dartboard aren't the answer to establishing a compensation structure. This program will help you gain insight into the "best-practice" process used to set pay that is legally defensible, perceived as fair, and able to attract, retain, engage, and motivate a high-performing workforce. You'll gain an overview from a compensation professional on program development, communication and administration. The program includes the concepts of pay equity, job analysis and market-based pricing.

WHO SHOULD ATTEND?

Human Resource professionals, finance professionals or others involved with, or responsible for the development of compensation plan design within their organization.

KEY LEARNING TAKE-AWAYS

- Discuss the importance of a total rewards philosophy and how to define it for your organization
- Learn how to compose accurate, valid, and legally compliant position descriptions
- Discover how to analyze current pay practices to meet total compensation objectives
- Conduct a job analysis and position evaluation
- Learn how to develop a base pay system

► DIVERSITY & INCLUSION PLANS | THE HOW & THE WHY

According to Forbes, businesses that have developed and successfully implemented a solid diversity and inclusion plan outperform their competitors. In addition, organizations have an easier time recruiting and retaining top talent when they implement a plan where people feel respected and safe to be their authentic selves at work.

Gain an understanding of what today's D&I plans include and why those components are necessary for the growth of your organization. Review common barriers that prevent companies from effectively implementing a comprehensive D&I plan and acquire the tools needed to help your organization assess which areas will need the most work to make D&I a strategic priority for growth.

WHO SHOULD ATTEND?

Individual contributors, supervisors, managers, leaders and owners.

KEY LEARNING TAKE-AWAYS

- Identify the essential elements of a D&I plan
- Learn how to identify barriers that stand in the way of implementing a plan and tactics to overcome them
- Create a communication strategy that supports the plan

► DOCUMENTATION SKILLS FOR THE SUPERVISOR

Having a consistent and well-developed disciplinary process is a key component in improving employee performance, managing performance deficiencies and protecting your organization's legal liability. In this interactive, half-day program, you'll learn the importance of consistent disciplinary and documentation processes in mitigating legal risk, the pros and cons of progressive discipline, how the disciplinary process can assist in holding employees accountable and reinforcing good behaviors. Learn the "who, what, when, and how" of effective performance documentation, including a simple formula to get documentation right. Through exercises and role play, you'll get to engage with the material and practice these new documentation skills on real-world scenarios.

WHO SHOULD ATTEND?

Supervisors, managers, leaders and owners.

KEY LEARNING TAKE-AWAYS

- Understand the necessity of appropriate documentation in supporting the organization's policies and protecting the organization from legal claims
- Learn how to develop and execute effective disciplinary processes
- Understand the pros and cons of progressive discipline
- Identify the information that must be included in all documentation
- Engage in the practical application of learned documentation skills through course exercises and role play
- Understand how documentation can be used to reinforce good behaviors

► EMPLOYEE HANDBOOK WORKSHOP

Employee handbooks are dynamic, "living" documents – they evolve over time with changes in the law, best practices and an organization's culture and strategic goals. They're also your organization's key communication tool – setting expectations for employees and describing what those employees can expect from your organization.

Updating employee handbooks is a continuous process, and if you blink you might miss communicating a critical change in the law or your company's policies. Is your handbook up to date? This session provides an overview of current handbook best practices, as well as discussion of recent changes in the law and key policies to include.

WHO SHOULD ATTEND?

HR professionals, office or operational managers responsible for the development or revision of the organization's Employee Handbook.

KEY LEARNING TAKE-AWAYS

- Learn how to clearly articulate expectations through your handbook and written policies
- Review recent developments in the law that require policy revision
- Identify issues to monitor that may prompt additional revisions to the handbook
- Learn quick tips for layout, organization, content, formats and distribution best practices

► ETHICS IN THE WORKPLACE

This interactive class will explore five commonly asked, but difficult to answer questions about ethics in the workplace. Participants will also analyze four case studies involving ethical decisions in business settings.

Participation in this class will meet the Ethics requirement to recertify under HRCI guidelines.

WHO SHOULD ATTEND?

HR professionals, managers, supervisors and team leads.

KEY LEARNING TAKE-AWAYS

In addition to gaining proven test-taking techniques, the aPHR™ study course content will be focused on covering the general HR knowledge, principles and practices that make up the aPHR™ Exam:

- Define Ethics
- List 3 ethics models and describe how they might be used in Human Resources
- Define all of the options using a defined process
- Test ethical decisions before making a decision
- Use the process to evaluate and reflect on the decision

► FLSA | AN ADVANCED WORKSHOP

This workshop increases your basic understanding of FLSA by focusing on the more challenging and misunderstood exemptions and the many unknown pitfalls and mistakes employers make when classifying positions. You'll explore the subtleties of the regulations and the complex, yet common, business scenarios that will assist in determining exempt or nonexempt status and examine the inevitable increase in the salary level threshold – and its impact on how our jobs are structured. Come prepared to dissect your organization's exempt positions and leave armed with new knowledge to ensure that they're properly classified.

WHO SHOULD ATTEND?

Experienced HR professionals, individuals within the organization with the responsibility for designating positions as exempt or non-exempt.

KEY LEARNING TAKE-AWAYS

- Master the details and key points of the various exemption tests under the FLSA
- Identify the questions to answer and issues that should be resolved in applying exemption tests to complex and ambiguous jobs/job descriptions
- Discuss limited permissible deductions allowed for salaried exempt positions
- Assess the exemption status of individual positions within your organization and write a related justification

► FMLA MADE SIMPLE

Does the Family and Medical Leave Act (FMLA) administrative process leave you feeling confused and overwhelmed? With this class you can focus your efforts on areas that will have the greatest impact on the administration of FMLA. You'll learn how to identify which employees qualify for FMLA and how to manage each step of the leave administration process appropriately. You'll also explore the liability risks that come with mismanagement of the FMLA process.

WHO SHOULD ATTEND?

Individuals responsible for day-to-day FMLA administration.

KEY LEARNING TAKE-AWAYS

- Recognize responsibilities to maintain employee rights under the law
- Complete proper FMLA documentation to include Notice of Eligibility, employee rights and responsibilities and designation forms

► FMLA MASTER CLASS | ADVANCED WORKSHOP

Do you find yourself stumped when you face some of the more "unique" situations that can come up under FMLA? Not all leave situations are "basic." With (sometimes confusing) regulations, court decisions that conflict and abuse of the protections, it is critical to understand how to protect your company.

In this program, you'll dive into the trickier situations that require more in-depth knowledge of implementing FMLA for your company. For example: do you know what to do when an employee doesn't want to use FMLA or how to calculate leave for exempt employees taking intermittent leave? This attorney-led program highlights scenarios that cause confusion and frustration for HR professionals and offers guidance and solutions.

WHO SHOULD ATTEND?

HR professionals responsible for FMLA administration.

KEY LEARNING TAKE-AWAYS

- Examine unique situations under FMLA and your company's rights and responsibilities
- Discuss the liabilities involved with improper administration of FMLA
- Recognize responsibilities to maintain employee rights under the law

► HARASSMENT & DISCRIMINATION PREVENTION TRAINING FOR EMPLOYEES

Employees play a vital role in maintaining a harassment-free workplace. This training explores real-life experiences that can appear to be gray areas without viewing them through the lens of the law. You'll gain an objective and balanced point of view that is non-judgmental and focuses on positive and constructive relationships in the workplace.

WHO SHOULD ATTEND?

All individual contributors in an organization.

KEY LEARNING TAKE-AWAYS

- Discuss the legal definition of sexual and discriminatory harassment
- Learn how to identify harassing and discriminatory behaviors
- Learn harassment prevention strategies
- Discuss recourse for people who have experienced and/or witnessed harassing or discriminatory behaviors
- Understand the civil and criminal penalties for harassing behavior

► HARASSMENT & DISCRIMINATION PREVENTION TRAINING FOR MANAGERS & SUPERVISORS

It is every employer's responsibility to maintain a harassment-free workplace. Managers and supervisors are instrumental in ensuring that employers meet this obligation and they hold additional responsibilities in protecting their employees from harassment and discrimination. This training explores real-life experiences that can appear to be gray areas without viewing them through the lens of the law. You'll gain an objective and balanced point of view that is non-judgmental and focuses on positive and constructive relationships in the workplace.

WHO SHOULD ATTEND?

Managers and supervisors.

KEY LEARNING TAKE-AWAYS

- Discuss the legal definition of sexual and discriminatory harassment
- Learn how to identify harassing and discriminatory behaviors
- Learn harassment prevention strategies
- Discuss recourse for people who have experienced and/or witnessed harassing or discriminatory behaviors
- Understand the civil and criminal penalties for harassing behavior which apply to management individuals
- List steps required in conducting a harassment investigation
- Learn how to mitigate company expenses related to harassment and discrimination

► HR ESSENTIALS SERIES

Are you new to HR and wondering how to start out strong? Do you want to broaden or refresh your knowledge of HR administration? This fact-packed, multi-day program provides an indispensable package of subject materials with everything you need for a solid HR foundation or a concentrated refresher. You'll review the key functions and regulatory requirements affecting HR as well as updated content that reflects changes in CT-MA-RI employment legislation and provides critical knowledge to help reduce costs, avoid potential lawsuits and improve your ability to handle challenging HR issues. A highly interactive program presented by expert instructors, this series delivers practical skills related to HR's key functions and activities.

WHO SHOULD ATTEND?

New HR professionals, business support professionals responsible for HR administration, including office managers, payroll administrators, financial professionals, etc., plus HR generalists seeking a refresher on basic HR concepts, laws, regulations, administration and best practices.

KEY LEARNING TAKE-AWAYS

- Understand key employment and discrimination laws, including ADA, FMLA, state leave laws, harassment, and wage-and-hour
- Know personal and recordkeeping requirements
- Legal interviewing and selection procedures
- Best practices in new employee onboarding and training
- Compliant discipline, documentation, and termination procedures
- Understanding of the elements of a total rewards compensation program
- Selected OSHA safety requirements

► IDENTIFYING & RESPONDING TO UNCONSCIOUS BIAS IN THE WORKPLACE

Unconscious or implicit biases are part of human nature. They are assumptions, attitudes, stereotypes, and beliefs that help our brains categorize huge amounts of information and influence our decision-making, both favorably and unfavorably. However, unlike explicitly biased or discriminatory behaviors, implicit or unconscious biases are more difficult to recognize and can negatively impact our ability to make thoughtful decisions in the workplace.

This interactive program will explore the topic of unconscious bias, including what it is, types of biases, and how unconscious bias manifests in our everyday lives and in the workplace. You will engage in discussion and activities to develop a greater understanding of how biases may be guiding your behavior. You will also learn interruption and mitigation strategies for adjusting automatic patterns of thinking, lessening the negative effects of unconscious bias, and creating a more inclusive and equitable workplace.

WHO SHOULD ATTEND?

HR Professionals, managers, team leads and individual contributors who are committed to developing and maintaining inclusive and equitable workplaces.

KEY LEARNING TAKE-AWAYS

- Recognize the differences between unconscious bias and explicit bias
- Understand the impact unconscious bias has on our decision making
- Become aware of how unconscious biases manifest through our behavior, language, and micro-aggressions
- Learn strategies to "interrupt" automatic patterns of thinking to lessen the effect of unconscious bias in the workplace

► INTERNAL INVESTIGATIONS WORKSHOP

In order to protect the organization from legal liability, employers must make a good faith effort to “prevent and correct promptly” harassment and discriminatory conduct. Allegations of harassment (such as “hostile work environment”) and discrimination often necessitate a formal fact-finding process before appropriate corrective steps can be taken. Even reports of workplace violence, bullying, poor performance or other behavioral issues may require the use of a more formal process when conflicting information is presented.

This interactive workshop teaches you how to properly conduct an internal workplace investigation, from determining whether to conduct an investigation, the scope of the investigation, interviewing techniques, documentation skills, and presenting findings to support the selected course of action.

*Registered participants will receive a mock investigation scenario prior to the workshop. These materials must be reviewed prior to attending in order to facilitate discussion and application of skills.

WHO SHOULD ATTEND?

HR professionals, managers, and supervisors who may conduct internal investigations.

KEY LEARNING TAKE-AWAYS

- Understand legal obligations that require employers to conduct prompt investigations
- Learn best practices for effective interview preparation, questioning strategies, how to manage aggressive complainants and difficult witnesses
- Discover a process for gathering relevant documentary and physical evidence
- Understand the format for the structure and content of investigation reports
- Practice using investigatory skills through mock investigation and role play

► MASTER THE INTERVIEW | HOW TO LAND THE IDEAL CANDIDATE WHILE AVOIDING LEGAL PITFALLS

Inside this, highly interactive workshop you will learn to develop behavioral-based questioning strategies to uncover hidden talents of job candidates, while successfully navigating legal requirements. Through facilitator-led instruction, partnered exercises, group discussion, hands-on interview question development, role play, and practice using candidate evaluation tools, participants will develop techniques to successfully prepare and deliver an interview designed to land the ideal candidate.

WHO SHOULD ATTEND?

HR Professionals, supervisors, managers, business leaders, anyone involved in the interview/hiring process.

KEY LEARNING TAKE-AWAYS

- Understand legal obligations for individuals involved in the hiring process
- Distinguish the difference between legal and illegal questions
- Identify and define competencies associated with a position
- Develop behavioral-based interview questions focused on job-related competencies
- Practice how to conduct an interview that is legally compliant
- Evaluate candidate viability objectively using standardized evaluation tools

► SUCCEEDING AS AN HR DEPARTMENT OF ONE

The HR Department of One (HRDOO) is a one-stop-shop. Solo HR professionals have to juggle numerous compliance and operational responsibilities— including recruiting, payroll, leave management, safety, benefits, and employee relations and development – which can leave them short on time to be a more strategic partner within the organization. When time and resources are limited, how does a Solo HR professional take HR to the next level?

This interactive program will help you take the leap from being tactical to strategic partners within your organization by providing critical survival skills for the HRDOO. You'll be challenged to consider your role, and how HR aligns with your organization's "big picture" and strategic objectives. Learn effective communications strategies, time management skills, how to tap your internal resources, and when it makes sense to automate or outsource elements of the HR function. Finally, through hands-on exercises, you will analyze your current HR practices and use your newfound knowledge to build a set of realistic best practices to apply back on the job.

WHO SHOULD ATTEND?

Solo HR professionals in an organization, or leaders of small HR departments.

KEY LEARNING TAKE-AWAYS

- Discover how HR aligns with your organization's "big picture" and strategic objectives
- Learn and practice how to effectively communicate your ideas to other leaders in the organization
- Analyze your work environment and decide on what functions could be automated or outsourced
- Develop an action plan for the application of knowledge and skills back on the job

► THE LEAVE MANAGEMENT PLAYBOOK

Do you know the rules of all the leave policies that impact your business?

In this session you will discover how state and federal leave laws can impact your business. You will identify strategies for policy development and implementation to minimize disruptions of a leave of absence while remaining compliant with state and federal laws. Participants will engage in breakout exercises and group discussions to apply the principles covered in this program.

WHO SHOULD ATTEND?

HR professionals, HR managers and generalists who are responsible for managing attendance and leave of absences within their organization.

KEY LEARNING TAKE-AWAYS

- Learn the key scope and protections afforded by state paid leave laws found in Massachusetts, Connecticut and Rhode Island
- Understand how state leave laws interact with federal laws that have time off implications such as the Family and Medical Leave Act and Americans with Disabilities Act
- Discover strategies for policy development and implementation to minimize the disruptions of a leave of absence while remaining compliant

► TOP 10 WAGE & HOUR MISTAKES

This workshop increases your basic understanding of FLSA by focusing on the top ten areas of potential wage and hour risk for employers. You'll explore changes and developments related to the payment of wages, the subtleties of the new and existing regulations and the complex, yet common, business scenarios which cause the most angst for employers.

WHO SHOULD ATTEND?

HR professionals, accounting and payroll professionals, managers, and any other individuals who are responsible for tracking hours of work and calculating pay for employees.

KEY LEARNING TAKE-AWAYS

- Identify common errors in classifying employees as exempt from overtime
- Recognize common record-keeping mistakes in tracking "hours worked" and examine effective timekeeping strategies
- Understand common pitfalls in calculating employee pay including determining an employee's "regular rate" and overtime
- Know the penalties and costs associated with improper wage and hour practices

► WINNING THE WAR FOR TALENT

If you need help recruiting and retaining top talent then this program is perfect for you. It's fair to say that attracting and maintaining the top talent is a constant battle, but it's a war you can win! Based on successful practices like stay interviews, this course will help you build recruiting, interviewing, onboarding and retention processes that are aligned to the needs of your business.

You will learn how to attract, select and retain the right candidates by objectively identifying and assessing key job competencies. You will also be able to develop an effective onboarding strategy that applies best practices from leading organizations. You will leave with a battle plan to help you implement these successful strategies in your organization.

WHO SHOULD ATTEND?

HR professionals, HR managers, recruiters and recruiting managers.

KEY LEARNING TAKE-AWAYS

- Understand today's transformative trends in recruiting
- Identify and share the best job boards and your options for utilizing them
- Learn how to promote a strong employer brand through your employer profile
- Discover and share best practices around onboarding its impact on employee retention

► WORKFORCE PLANNING

The goal of workforce planning is to have the right people, with the right skills, in the right place, at the right time – and yet, rather than thinking proactively, many organizations take a reactive approach to meeting the organization's staffing needs. Learn how to proactively align your current and future workforce with the organization's overall strategic goals. Course content will cover the “why” of workforce planning, the key steps to developing a strategic workforce plan, common business staffing challenges, and creative strategies for closing the gaps. Through class exercises, you'll examine your current talent acquisition strategy and apply your new knowledge and skills to develop a plan for addressing growth and gaps.

WHO SHOULD ATTEND?

HR professionals, HR managers, recruiters and recruiting managers.

KEY LEARNING TAKE-AWAYS

- Understand the role workforce planning has as part of the organization's overall talent acquisition strategy
- Discover key steps to develop a strategic workforce plan including gap analysis, forecasting, and strategy development
- Learn techniques to help you navigate common business challenges that are likely to impact your workforce with creative solutions for meeting those challenges through a new or refined workforce building plan for your organization



TESTIMONIAL

“Thank you so much for the outstanding end to this conference!!! I loved the whole conference. EANE is amazing!”

- Attendee from 2022 Leadership Conference



► CONFERENCES & SPECIAL EVENTS

EANE hosts many special events and conferences throughout the year. These events provide professional development opportunities for you and your employees.

Our annual conferences provide in-depth learning on the most pressing challenges and issues while participants enhance and expand their professional networks. Attendees also can meet our many partners who provide valuable solutions for many of your organization's needs.

Learn More About EANE's Conferences & Special Events.



► TRAINING NEEDS ASSESSMENT

Getting The Most from Training Experiences

Your talent development strategy shouldn't be an "HR thing." It should always be considered a critical part of your business planning, requiring manager involvement and a well-thought-out communication and implementation strategy.

EANE offers a comprehensive needs assessment for companies by helping you identify gaps in your training plan and recommending a plan to help you reach your goals.

When organizations implement a comprehensive learning and development plan it will have a positive impact on:

- Performance improvement
- Increased productivity
- Increase in employee engagement
- Turnover reduction
- Positive culture
- Safe workspace
- Reduced liability
- Cost savings

Contact us at 877.662.6444 to discuss the implementation of training and transfer of learning in the workspace with our Learning and Development team to gain the greatest returns on your training investment.



▶ TRAINING GRANT SERVICES

The North East region is supported by several state-funded grant programs to help stretch your professional development budget. Our Learning and Development team will assist you in determining which grant benefits your organization may be eligible for. Some grant benefits offer 100% reimbursement rates for eligible employers.

Learn More About EANE's Training Grant Services and The Common Grants Available In Our Region.



▶ WEBINARS

We understand that today's professionals can't always dedicate several hours at a time to gaining critical knowledge for career success and organizational growth. EANE offers a variety of regularly scheduled webinars throughout the year to provide bite-size learning opportunities with real-time solutions to present-day challenges.

These include:

- Monthly "HR-Info" webinars
- L&D Lowdown Webinars
- "30-on-Third" Thursday webinars

EANE Member Benefit

EANE Members may access previously recorded monthly "HR-Info" webinars at no charge in our online webinar library. This is one of the features on the "MY EANE" member-only page in EANE's website.

Learn More About EANE's Webinar Learning.





► ROUNDTABLE LEARNING

Share. Connect. Grow.

Our highly popular EANE roundtables are interactive learning opportunities designed to exchange information, provide networking with peers and learn from other member organizations – all in a confidential setting. From best practices to common workplace frustrations and challenges, the member-selected topics produce an active and spirited interchange of ideas and information as well as ongoing connections that last beyond the roundtable session. Participants often consider the EANE roundtable groups as an ad-hoc consulting team.

Most roundtables begin their season in September/October and run for 12 months; participants can sign up for all the gatherings or join at any time throughout the year.

Learn More About EANE's Roundtables.



TESTIMONIAL

“There was a lot of energy in this class.
One of the most informative trainings I
have ever attended.”

-Lindsay | Principles of Leadership attendee
public program



▶ **COMPUTER SOFTWARE LEARNING**

Computer software skills are essential for many people in the workforce. Providing appropriate training for staff in this area will make a more efficient, effective and productive work environment. The trainings found here are designed to empower employees by building new job skills, discovering new techniques, and providing time-saving shortcuts to help them be more successful.

Learn More About EANE's Technology and Software Learning Opportunities and Download Our Employee Technology Training Tracking Sheet.



▶ **POWER BRIEFINGS**

Our topical briefings address hot topics that may need your immediate attention – often focusing on legal compliance issues. In order to meet your needs, we offer these briefings in a convenient virtual learning setting. Past briefings focused on paid family leave regulations, economic updates, the value of training grants, digital marketing tools for recruitment and non-compete agreements.

While the lively nature of these briefings generate added-value for attendees, they also provide take-away information in the form of PowerPoint presentations, supplemental material from government agencies and recaps of vital components of new laws and regulations. For a list of the presently scheduled power briefings open to EANE members and non-members.

See A Current Listing Of EANE's Power Briefings.



► HR CERTIFICATION STUDY PROGRAM

PHR and SPHR Certifications from HRCI™ and CP and SCP designations from SHRM indicate that an individual possesses a knowledge and understanding of what HR professionals at various levels are expected to know and do on the job. The certification exams require a combination of experience and preparation in order to be successful.

EANE's HR Certification Study program combines the well-known Distinctive HR study materials, including workbook, audio recordings, recorded webinars and sample tests with in-classroom discussions and activities facilitated by EANE's experienced (and certified!) HR professionals. We also offer a full on-line program for those that cannot attend the in-class study programs.

Tools and Resources Provided Include:

- EANE HR Certified faculty
- Study manual
- Exclusive access to online study tools
- Online learning system created by David Siler, author of The Seven Princes
- Study flashcards
- Practice tests
- Tools to help you learn best practices for taking and passing standardized tests

If you've been thinking about enhancing your career with an HRCI™ or SHRM® Certification, now is the time to register for one of our study program options:

- HR Professional Certification Study Group
- aPHR Bootcamp Series
- Online Study Program

Learn More About EANE's HR Certification Preparation Classes & View Our Table To Help Determine Which Certification Is Right For You.



► MAINTAINING HR CERTIFICATION

EANE's partnership with HR Certification Institute™ (HRCI) offers EANE members **exclusive benefits when obtaining or renewing their HRCI certifications, including:**

- \$50 discount on the PHR, SPHR or GPHR exam fee
- Earn up to 12 HRCI Recertification Credits per annual renewal cycle
- Exclusive access to a Recertification HRCI Concierge to quickly resolve questions

We are an HRCI™ and SHRM® approved provider. Many of our programs and special events qualify for recertification credits toward your PHR, SPHR, SHRM-CP, or your SHRM-SCP. HRCI™ or SHRM® accept equal recertification points for each of our qualifying programs.

We're committed to supporting our member's career development and ongoing education.

TESTIMONIAL

"I actually thought this presentation was suited perfectly for our group. It was the best professional development I have ever attended. I enjoyed learning how to use tips and tricks to make my presentations more engaging."

**-Northern Berkshire Community Coalition
attendee for onsite program**

► HR BUSINESS PARTNERS

As a trusted resource, EANE professionals fill in during transitions or step up to help with temporary overflow from critical events such as leaves of absence, onboarding, acquisitions, business growth, reorganizations or downsizing.

Our experienced Human Resources Business Partners (HRBPs) have mastered their skillset in various industries and companies of all sizes. Many have specialized training to help ensure that your organization is well positioned to remain in compliance and to respond to sensitive issues. Our HRBPs are backed by the entire EANE team and our resources.

Our HRBP's can:

- Provide day-to-day HR support
- Create and refine overall HR strategies
- Implement employee development and performance management processes
- Create or refine talent acquisition strategies
- Drive change management processes to achieve organizational outcomes
- Create effective communication plans to support organizational outcomes
- Design and implement a service delivery model
- Lead HR functions during staff turnover or absences
- Analyze wage and hour issues, resolving compliance gaps
- Identify risks and improvement opportunities
- Analyze sensitive HR issues, recommending appropriate response plans

► COMPETENCY MODELING

Designing and implementing a competency model for your organization has many benefits. Most importantly it helps to create a winning team where all players are focused on a common goal, each knows what their personal role is on the team and everyone knows what skills and abilities they need to demonstrate to be a successful contributor to the team.

A custom competency model will support every phase of the employment life cycle. It will:

- Establish criteria to assess, develop and select talent that aligns with your strategic objectives
- Establish a framework for defining critical performance standards
- Identify key behaviors that drive success in each position
- Establish the framework in which to develop plans that support the professional growth of future leaders

Let's grow your people, your business and success together. Contact us today to get started!

► COMPLIANCE SERVICES

EANE has the resources you need to help you manage your team, keep up to date with the current HR trends and stay compliant with the ever-changing regulatory and legal landscape. We can join your team onsite, support you remotely or set you up with the training and resources to maintain compliance on your own.

Our Compliance Services Include:

- Handbook Development & Review
- HR Audits
- Affirmative Action Plans
- Harassment & Discrimination Prevention
- Investigations
- Compliance Posters (in partnership with GovDocs)
- Pay Equity Assessments





► RECRUITING

In today's hot job market, candidates know that they're in high demand. They have resources and information at their fingertips and know how to evaluate their options. Now, more than ever, you can't afford to have holes in your hiring process. Let EANE help your organization be nimble and strategic to get the right team members on board quickly. We will partner with you to keep the hiring process timely, compliant, efficient and candidate-friendly. Our techniques and streamlined processes deliver qualified candidates at a fraction of the cost of traditional retained and contingent arrangements. Best of all, you select just the services you need.

Our experienced Recruiting Professionals add value through:

- Strategic management of your recruiting process
- A focus on your organizational needs and compliance that can include enhanced strategies for achieving diversity goals
- Active recruiting practices that identify qualified candidates for challenging positions
- Creating carefully mapped sourcing strategies
- Strategic communication with your candidates, hiring managers, and leadership
- Confidential processes that preserve your privacy in sensitive searches

► TOTAL REWARDS

The current trend in compensation is to focus on total rewards, that is, all elements of the job that can be rewarding. This includes all forms of pay, benefits, career development, and the work experience. Aligning total rewards with your business strategy and culture is critical to deliver programs that drive business results and strengthen employee engagement.

Our HR professionals will work with your HR Staff and senior management to develop and implement a total rewards strategy that aligns compensation and benefits with your business strategy and culture.

Our Compensation & Benefits Services Include:

- Strategy Development
- Benefits Compliance
- Benchmark Surveys
- Compensation Plan Design
- Job Analysis/evaluation
- Market Pay
- Communication Strategies

▶ **EMPLOYEE RELATIONS**

Our employee relations services are conducted by skilled and experienced HR professionals. We will work with you to identify the issues, define the scope of the project and develop an approach that is thorough and unbiased.

Our Employee Relations Services Include:

- Coaching
- Employee Engagement Surveys
- Succession Planning
- Workforce Planning
- Leader Assimilation
- Team building
- Discipline & Termination Services

TESTIMONIAL

"I liked that the training was very dynamic and discussion based. It was great to learn how to identify how others' workstyles and how I can adapt to better communicate with them."

-**Diane** | Holyoke Medical Center

▶ **CONFLICT RESOLUTION & INVESTIGATIONS**

EANE's conflict resolution and investigation services are conducted by skilled and experienced HR professionals. We will work with you to identify the issues, define the scope of the project, and develop an approach that is thorough and unbiased.

Employers are responsible for conducting a thorough and prompt investigation into complaints of misconduct, discrimination, harassment and violence in order to properly identify, address and prevent recurrence of these problems. However, HR professionals often don't have the bandwidth or resources they need to conduct time-sensitive investigations. When dealing with a potentially costly employee situation, it can be more effective to use a neutral third party to conduct the investigation.

The process includes:

- Prompt, objective, and thorough review of relevant documentation
- Detailed review of relevant policies and procedures
- In-person or telephone interviews with the people involved
- A comprehensive investigation report
- Upon request, recommendations for remedial action

When friction between individuals becomes more than just dislike and the workplace is being affected, action is required. EANE can provide an impartial third party, trained in dispute resolution techniques and knowledgeable in handling workplace conflict.

Conflict Resolution May Be Appropriate When:

- Work has suffered and other employees are affected
- The manager has talked with the parties several times and the situation has not improved or has deteriorated
- The problem has affected morale throughout the team or department
- The problem has risen to a level in which employees are leaving or may leave
- It's apparent that you will need to terminate one or both employees if the problem isn't resolved

Learn More About All of EANE's Human Resources Solutions.





► TALENT MANAGEMENT

Top talent is in high demand with today's tight labor market. EANE has innovative recruiting and retention resources proven to help develop your people and organization for optimal results.

From recruiting to exit interviews, talent assessments to succession planning, EANE is your partner for finding, developing and retaining the right people to build a high-performing workforce.

► BACKGROUND CHECKS

Successful hiring requires thorough and comprehensive pre-employment screenings. Organizations suffer the consequences of losing hundreds of millions of dollars each year, lost time, decreased productivity and morale problems when bad hiring choices are made. We can help! EANE's background checking services include verification of employment, education, licensing, military service, social security and other key indicators -often within 72 hours. Our background checking partners screen for hot buttons in critical areas such as criminal records, sex offender registries, driving histories and credit reports. In an effort to strengthen America against future terrorist attacks, we help businesses comply with the Patriot Act which prevents participation in "any transaction or dealing" in the United States with specifically designated entities or people.

► RETENTION SERVICES

Your organization's bottom line can be critically impacted by talent attraction, retention and turnover. Great employees are an investment in the ongoing success of your company – and EANE has the services to help you attract and retain top performers.

Our Retention Services Include:

- Diversity & Inclusion Plans
- Talent Strategy Assessment
- Stay Interviews
- Engagement Surveys
- Exit Interviews

▶ **EMPLOYEE ENGAGEMENT SURVEYS**

Today's employees expect to be heard and want to be involved. Companies can effectively listen to employees and involve them in shaping the success of their organizations through EANE's Employee Engagement Surveys.

Fully engaged employees are a critical success factor and a major competitive advantage, but recent national studies show that engagement within workforces is decreasing – only one in three employees is highly engaged. Whether your company is trying to improve communication between individuals and teams, gauge morale after a merger or downsizing, or obtain feedback on programs and policies, our customized Employee Engagement Surveys gather employee feedback via a core set of questions, options for narrative responses and special areas of focus.

With dozens of years of experience designing, administering and analyzing Employee Engagement Surveys, EANE provides support services far beyond that of other employee opinion survey providers, ensuring that your organization gets the best possible return on the investment. We know the questions to ask, how to analyze the answers and most importantly, how to advise you on a course of action. As a highly-qualified third-party administrator, we bring credibility to the process and ensure confidentiality of employee responses.

▶ **COACHING**

Whether you need to increase outstanding performance or confront unacceptable performance, our coaching professionals can facilitate mentoring with the individuals that need it most in your organization. We help your top-performers formulate personal strategies for success and provide the self-assurance they need to step out of their comfort zones. Through counseling, mentoring and one-on-one coaching we can lead underachievers to rectify performance problems and average performers to obtain new skills.

EANE's coaches bring the best of both worlds to the coaching process – real world experience as executives and leaders in various businesses and industries and the coaching expertise to guide individuals through self-discovery, personal development, and creating change that leads to improved personal and business results.

EANE understands today's workplace challenges, and our approach is both realistic and practical.

▶ **STRATEGIC PLANNING**

EANE helps organizations of all sizes and industries maximize people and productivity by developing and retaining the right people assigned to the right tasks. We work closely with your senior management and HR staff to develop a strategic plan that builds and maintains a high-performing workforce.

Our Strategic Planning Services Include:

- Succession Planning
- Workforce Assessments
- Assessment Tools
- Strategic Planning
- New Leader Assimilation

Learn More About All of EANE's Strategic Services.





► TALENT MANAGEMENT

The Employers Association of the NorthEast (EANE) is comprised of Human Resource experts who deliver a full range of cutting-edge resources and services that guide you to support, train and retain your workforce and ultimately help your organization succeed.

More than 1,000 companies — from start-ups to Fortune 1000 companies — partner with EANE to minimize employer liability through management and human resource advice, align practices to ensure business success, and develop an engaged, productive workforce.

► HR HOTLINE

You are a phone call away from certified HR professionals who are there to provide unlimited answers to your critical questions, offer advice and consultation. Whether it's HR best practices for critical compliance topics, providing a sounding board for complex employee situations, or just the latest information on an HR issue, you can count on EANE's experienced HR professionals to lend an ear and provide solutions. Even the most basic questions and answers can save you time and money.

► ONLINE MEMBER COMMUNITY | THE EANE NEIGHBORHOOD

Our members have access to EANE's online community, HRConnected, where you can interact and engage with other EANE members. Post questions, share information and build contacts – All part helping you build connections and grow your expertise.

▶ HR SNAPSHOT

How confident are you that your organization is in compliance with federal, state and local regulations? When was the last time your policies and practices were reviewed to be in accordance with the most recent EEOC, ADA and DOL guidance?

The HR Snapshot is a quick online survey about your organization. It will assess your areas of strength and those that need work. A member of our HR team will review the results with you and advise you on moving your organization forward.

Interested in a deeper assessment? Full HR Audits are also available on-site for an additional cost.

▶ MEMBER EXCLUSIVE ONLINE RESOURCE CENTER

Feeling overwhelmed with all the compliance, policy, and regulation changes? Our members-only website offers webinars, tools, templates, sample policies, and forms giving you easy access to the resources and support you need day to day. It also includes a state law comparison tool, job description writing tool and a performance management system. Members will also find a collection of training kits on topics ranging from harassment prevention to interviewing skills for managers. It is your total HR resource!

▶ COMPLIANCE & REGULATORY UPDATES

We help you stay up to date through E-alerts, E-Newsletters and webinars covering current topics, legislative challenges and court rulings on the state and federal levels that have an impact on your organization.

▶ REGIONAL AND NATIONAL SURVEY DATA

EANE conducts several surveys during the calendar year including our popular Southern New England Compensation Survey and Insurance & Benefits survey. Participating members receive FREE survey results.

▶ LEARNING & DEVELOPMENT AND HR EXPERTS

Leverage the experience and knowledge of our L&D and HR professionals; along with their comprehensive expertise in developing and implementing training needs assessments, employee handbooks, HR audits, workplace investigations, recruiting, compensation analysis, affirmative action plans, employee skill assessment and development and more.



► **HRCI RECERTIFICATION CREDITS & EXAM SAVINGS**

Earn up to 12 HRCI Recertification Credits per renewal cycle and save \$50 off of the PHR, SPHR or GPHR exam fee with your EANE membership.

► **PARTNER PROGRAM EXCLUSIVES**

We understand the importance of relying on great resources for services that impact your employees and your bottom line. EANE members can rely on our Partner Advantage Program as a source of vetted and approved suppliers of business products and services to help maximize your success.

► **MEMBER PREFERRED PRICING**

In addition to the exclusive benefits of membership, EANE Member organizations get great deals too! EANE Member organizations save on all of our HR services, including handbooks, affirmative action plans, HR audits, engagement surveys, and compensation plans plus a discount on your on-site training. The majority of our public training events offer a member discount on registration too. Contact Allison Ebner, Vice President of Membership at 877.662.6444 or via email at aebner@EANE.org to learn more about membership benefits and rates.

Learn More About All of EANE's Membership Benefits.



BUILD YOUR PEOPLE. BUILD YOUR BUSINESS. BUILD SUCCESS.

The Employers Association of the NorthEast (EANE) is comprised of Human Resource experts who deliver a full range of cutting edge resources and services that guide you to support, train and retain your workforce and ultimately help your organization succeed.

More than 1,000 companies — from start ups to Fortune 1000 companies — partner with EANE to minimize employer liability through management and human resource advice, align practices to ensure business success, and develop an engaged, productive workforce.

HR Hotline

You are a phone call away from certified HR professionals who are there to provide unlimited answers to your critical questions, offer advice and consultation. Even the most basic questions and answers can save you time and money!

Online Resource Center

Our members-only website offers webinars, tools, templates, sample policies, and forms giving you easy access to the resources and support you need day to day.

Compliance & Regulatory Updates

We help you stay up to date through E-alerts and E-Newsletters, covering current topics, legislative challenges and court rulings on the state and federal levels that have an impact on your organization.

Benchmark Data

Each year the Association conducts eight surveys on issues around compensation, insurance & benefits, business trends and more. Participating members receive these data-driven surveys at no charge.

Learning & Development and HR Experts

Leverage the experience and knowledge of our L&D and HR professionals; along with their comprehensive expertise in developing and implementing employee handbooks, HR audits, workplace investigations, recruiting, compensation analysis, affirmative action plans, employee skill assessment and development and more.

HRCI Recertification Credits and Exam Savings

Earn up to 12 HRCI Recertification Credits per annual renewal cycle and save \$50 off of the PHR, SPHR or GPHR exam fee with your EANE membership.

Member Pricing

In addition to the exclusive benefits of membership, EANE Member organizations get great deals too! EANE Members organizations save on all of our HR services, including handbooks, affirmative action plans, HR audits and compensation plans plus a discount on your on-site training. Contact Allison Ebner, Director of Membership at 877.662.6444 or via email at aebner@EANE.org to learn more about membership benefits and rates.



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Massachusetts Office | 67 Hunt Street | Agawam, MA 01001-6070 | 413.789.6400

Connecticut Office | 300 Church Street | Wallingford, CT 06492 | 877.662.6444

Rhode Island Office | 6 Blackstone Valley Place | Lincoln, RI 02865 | 877.662.6444

Training classes are offered at a variety of additional locations throughout MA, CT, and RI.
Visit www.EANE.org for an up to date listing of class times and locations.

877.662.6444 | www.EANE.org