



HUMAN RESOURCES CONSULTANTS  
INVESTIGATIONS

# ***On-Demand***

# ***HUMAN RESOURCES***

# ***DEVELOPMENT***

# ***Learning Library Catalog***

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## **HRD: ADR Commercial Arbitration**

Arbitration is an adjudicative alternative dispute resolution (ADR) mechanism. Parties submit a disagreement to one or more neutral decision makers called arbitrators. Unlike negotiation or mediation, the arbitrator, not the parties, determines the outcome of the dispute along with any applicable remedies. The arbitration process is more formal than other ADR mechanisms and uses abbreviated, trial-like procedures that are adversarial, rather than collaborative, in nature.

## **HRD: ADR Labor and Employment Arbitration**

This course focuses on the use of arbitration to resolve disputes arising in the workplace. Arbitration has long been used to successfully settle disagreements relating to workplace rights and responsibilities. It allows businesses and their employees to remain productive while resolving conflicts. In addition, arbitral awards provide guidance on future conduct between the parties and is similar to case precedents.

## **HRD: ADR Litigation and Dispute Resolution**

Litigation and dispute resolution are hot topics in today's business world. A variety of processes exist to resolve disputes arising in the course of commerce. Most businesspeople are familiar with litigation but perhaps not as familiar with ADR - alternative dispute resolution. The course discusses the major civil litigation systems of the world, stages of the lawsuit in the United States, ways in which these lawsuits affect business, and suggestions for reforming the system to reduce its adverse impact, including ADR.

## **HRD: ADR Mediation**

Mediation is perhaps the fastest growing form of alternative dispute resolution (ADR) in business today. Lawyers and clients seeking rapid, economical and private dispute resolution are using mediation in court-annexed and private, for-fee settings. Mediation allows parties to negotiate outcomes to disputes themselves, rather than relinquish control of a case to a judge, jury or arbitrator.

## **HRD: ADR Negotiations**

Negotiation is the most flexible and common approach to the resolution of business disputes. Most experts agree that approximately 90 percent of all cases filed in state and federal courts are settled through some form of negotiation or alternative dispute resolution (ADR). This course considers the many facets of this popular and mutually satisfying process.

## **HRD: ADR Settling Disputes**

Alternative dispute resolution (ADR) processes offer businesses a range of settlement and private adjudication options that provide rapid, inexpensive, private and customized methods for resolution. While not appropriate in all cases and subject to constitutional and practical limitations, ADR processes can be used advantageously in many disputes. Business managers should be thoroughly schooled in ADR applications.

## **HRD: ADR Summary and Jury Trial**

The summary jury trial (SJT) and the mini-trial are important settlement mechanisms that draw on elements of traditional litigation, negotiation and mediation to successfully resolve business conflicts. This course looks at how both mechanisms empower business professionals to negotiate creative solutions to their business disputes.

## **HRD: Applying the Five Steps of Problem-Solving**

This course will define and explain the five steps involved in the problem-solving process. The five steps that will help solve any workplace dispute include defining the situation, providing a quick fix if necessary, identifying the root causes, taking corrective action, and evaluating and following up.

## **HRD: Communication: As a Team**

Organizations today are leaner and flatter, and they increasingly rely on employee teams to handle projects. Therefore, communication within teams is crucial to an organization's success. This course helps you develop more powerful, effective team communication skills, and acquaints you with techniques for holding efficient, productive team meetings.

## **HRD: Communication: At Work**

Communication in the work environment is a vastly misunderstood skill. Too often, poor communication skills hinder employee and interoffice teamwork. Because of heightened global competition, innovative office technologies, flatter hierarchical structures, and effective communications are more important than ever. This course will acquaint you with the dynamics of communication in the workplace and help you develop more effective communication skills. It will also teach you how handle ethical situations in the workplace.

## **HRD: Communication: Cross Culturally**

Because most companies employ people from a variety of different cultures, miscommunication and miscues can occur at an alarming rate. These miscues and poor communication negatively

impact performance, relationships and teamwork. This course helps you understand the communication styles of coworkers and offers information vital to successful cross-cultural workplace communication.

### **HRD: Communication: Interpersonally**

This course will teach you what you need to know to communicate effectively and show you how to practice, perfect and master these skills. You will learn how to assume responsibility for understanding what another person is saying and for making sure that you are understood. You will also learn how content and process affect communication.

### **HRD: Communication: Negative Messages**

This course presents tactful, effective strategies for communicating bad or unwelcome news to others. You will learn strategies for presenting negative messages both inside and outside an organization. You will learn skills specifically designed for the delicate job of delivering bad news. This includes considering legal matters and recognizing cultural differences.

### **HRD: Communication: Non-Verbally**

This course provides an introduction to the meaning of signals projected through body language. You will learn how these signals provide clues to attitudes and feelings that can be explored and verified with effective verbal communication. By learning and practicing the techniques presented in this course, you can become a more effective communicator.

### **HRD: Communication: Proactively**

This course presents three proactive communication models and provides multiple examples that will help you identify the components of each. The three models—the explanation model, agreement model and closure model—will teach you how to become a stronger, more positive communicator.

### **HRD: Communication: Reactively**

This course discusses techniques to use when communicating with someone who questions what you are saying, or doubts that the information you are providing is correct. Our instinctive reaction is to become defensive in this type of situation—preventing any hope of a positive outcome. The course explains why people question or doubt. You will learn to use non-confrontational methods to clarify information and participate in constructive, positive communication.

## **HRD: Comprehensive Quality Management Tools**

All firms must understand how to deliver high quality products and services in order to be competitive. In the end, quality management is about performance, competitiveness and customer satisfaction. This course is designed to help you understand the fundamental ideas, principles and tools of quality management.

## **HRD: Conducting Effective Job Candidate Interviews**

This is a practical course with tools and methods to help you prepare to get the results you want. You will learn how to define what you're looking for in a job candidate. You will also be given checklists and discussion guides for asking questions that will produce relevant answers. The course addresses the most common legal pitfalls, how to avoid these pitfalls, and issues you should consider when evaluating a candidate.

## **HRD: Conducting Effective Team Meetings**

Employees at all levels are involved in group decisions and problem-solving more than ever before. This course teaches the skills needed to effectively and efficiently lead and participate in meetings. Companies that fail to train employees in these skills can find meetings frustrating and time consuming.

## **HRD: Conflict Management Strategies**

Conflict is an inevitable part of any organization. Traditionally, managers viewed conflict negatively but recent research has shown that conflict can have positive effects on an organization if managed effectively. This course will help you understand the difference between functional and dysfunctional conflict. It will provide a useful model of conflict development to diagnose and treat conflicts in the work place. Common causes of conflict are discussed and strategies for resolving conflict are presented. You will also learn how to use functional conflict to increase innovation, change, and creativity in your organization.

## **HRD: Controlling Stress: How to Maintain a Balanced Lifestyle**

The tools and techniques in this course will help you understand and diagnose the stress in your life, identify the stressors you can and cannot control, and assess your readiness to make changes. There are methods to help you develop a systematic approach to eliminate stressors, manage your time, and implement short-term and long-term coping mechanisms. You will develop a plan of action and learn how to avoid or address your own personal roadblocks.

## **HRD: Delegation Skills for Managers and Supervisors**

Effective delegation is a strategic tool that leaders use to save time, enhance the morale of workers, and develop junior employees by placing authority in their hands. In this course, you will explore the delegation process, learn to overcome barriers to delegation and give effective feedback. You will learn to apply this powerful tool for the benefit of your organization.

## **HRD: Developing and Coaching Diverse Teams**

Simply putting a group of people together to accomplish a collective task does not make a team. This course will help you understand the impact of cultural factors when you attempt to build harmonious and productive work units. You will learn to build a team that encourages mutual accountability, trust, problem solving, conflict-management, and an appreciation for the unique contributions by all. You will also learn to foster enthusiasm about the collective purpose of the team and each person's role in accomplishing that purpose.

## **HRD: Developing Highly Successful Work Teams**

This practical, hands-on approach to team leadership addresses the three essential elements of creating an effective team: focusing on results, providing structure, and building positive interactions and teamwork. You will be given tools to help you document the purpose of your team and account for all the tasks that need to be done. You will learn techniques to help you keep the team on track, and tools to measure the productivity and effectiveness. Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks. Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies.

## **HRD: Effective Feedback with Tact and Professionalism**

Many people have good intentions to provide helpful feedback, but do not know the simple rules and techniques for doing it. This course includes tools to develop helpful feedback and use it to motivate employees. It has techniques and methods to foster a nurturing environment, convey your improvement ideas, check for understanding, and help others learn from their mistakes.

## **HRD: Effectively Balancing Work, Home, Friends, and Family**

Although most people must work in order to live, it is family that makes life worth living, and it's important to be able to balance the requirements of these two major efforts in order to satisfy our personal needs. This course has tools and techniques for identifying basic values and assuring that efforts and time are spent in ways that bring the most reward and satisfaction.

## **HRD: Employee Performance Recognition**

Motivated employees don't just happen-they are the result of effective leadership. You will learn how to lay the groundwork for successfully recognizing employee performance, and find out how to identify the recognition methods that your organization offers. There are suggestions for powerful non-monetary rewards and ideas on how to use the job as a way to recognize and motivate. There are also techniques to help you deliver recognition effectively through coaching and feedback.

## **HRD: Enhancing Your Career and Professional Development**

This course provides ideas and exercises designed to help you formulate clear ideas about creating "Brand You" and about managing your career. It will help you focus on what you like about your current position, what you would like in your next position, and what actions you need to take to gain control over your career. You will assess your strengths and devise a plan to work on your weaknesses.

## **HRD: Essential Change Management**

Poorly managed change can account for a huge amount of lost productivity. This course covers the most essential elements of living with and managing continual change. There are simple and straightforward techniques for dealing with the inevitable resistance, methods for setting goals and developing a plan, tools for understanding the personal and professional stresses that all employees experience, and suggestions for rebuilding trust and developing commitment to the changes that are implemented.

## **HRD: Exploring and Developing Your Career Track**

Resumes are invaluable tools in the job search process. One extremely important purpose lies in the preparation process itself. You learn about yourself, your accomplishments and your goals. You also learn how to package and present yourself to fit the employer's needs.

## **HRD: High-Impact Speaking Skills**

This course offers everything the business communicator needs to improve his or her public speaking and oral presentation skills. The course contains information on visual aids, verbal signposts, and planning and organizing material. Your self-confidence will increase as you master your material and learn effective, successful public speaking methods. You will learn about the entire oral presentation process, including how to plan, organize, and deliver a presentation.

## **HRD: How to Supervise People**

A supervisor is a critical player in an organization's success. Here is where the most valuable resources, particularly the workforce, are either maximized or wasted. This course details the most important elements of successful supervision, focusing on both people and organizational skills. There are tools and techniques for making the most of the talents of the work group, personal skill assessments, and methods for organizing and managing the workflow.

## **HRD: How to Use the Power of Goal Setting**

Goal setting with others can strengthen your ability to reach your goals. This course teaches you about the benefits of mutual goal setting. You will learn how to pursue multiple goals, overcome obstacles, and achieve long-term goals.

## **HRD: Identifying and Managing Employee Anger**

This course is designed to describe the essentials of managing anger in an appropriate and constructive manner. While designed specifically for the work environment, the core elements of this training can be applied when you are at home or on the road. The constant pressures and stresses of modern life have resulted in a growing realization that anger control methods should be taught. Rage and violence in the workplace are no longer rare occurrences. While anger is a normal human emotion, the prevalence of toxic anger is dangerous to us all. This course teaches us how to effectively manage anger in all its forms.

## **HRD: Implementation of a 360 Degree Feedback System**

This course is designed to help participants understand how to implement a 360-degree feedback system. There are many details that make such a system operate effectively. This course discusses the issues that must be considered well before any assessments are conducted, along with the best practices that make implementation successful. The course is designed to help users become more knowledgeable about this method, whether they plan to implement in-house or seek external assistance.

## **HRD: Job Offer Negotiating and Starting Your New Job**

This course explains how to proceed once an offer for employment has been made. You will learn what to do when you receive an offer, and how to act during the negotiation and acceptance phases of the interviewing process.

## **HRD: Managing Employee Conflict for Improved Performance**

This course is valuable for anyone who must intervene when others are in a conflict. It addresses how to assess the climate of a conflict and understand the issues. There are methods to gather information, neutralize the situation, clarify points of view, and define the conflict. There are also techniques for brokering a win/win situation, gaining commitment from all parties, and following through for complete resolution.

## **HRD: Managing Stress and Employee Burnout**

In today's world stress management is a must. This course assists in developing the skills necessary to recognize, control, and relieve stress in everyday life. This includes teaching how to recognize signs of stress, defining its effects, showing how to control and relieve stress, as well as demonstrating ways of resolving conflict. This is an overview of techniques to manage and deal with everyday stressful situations in and out of the workplace.

## **HRD: Managing Yourself and Your Career**

Resumes are invaluable tools in the job search process. Career planning is a process that requires candid assessment of your accomplishments, goals, talents and most importantly, your future plans. This course focuses on self-analysis and assists in career planning, whether you want to find a new job, make a lateral move, get a promotion, or change careers within the same company. The material covers what you want to do, where you want to do it, financial issues, and more.

## **HRD: Overview of the 360 Degree Feedback System**

This course is designed to present a broad overview of 360° feedback, also called multi-rater or multi-source feedback. This type of feedback system is becoming more popular in organizations, including many of the Fortune 50 Companies and the Federal Government. Given its popularity and widespread use, many organizations are wondering whether such a system will benefit them. This course will acquaint participants with the nature of such systems, how they are used, who is involved, current thinking about concerns and benefits, and what to look for when considering the adoption of such a system.

## **HRD: Practical Coaching Skills for Managers**

This course teaches effective coaching techniques, and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions for diagnosing performance problems, understand appropriate actions based on the diagnosis, and be able to implement the coaching process in an effective manner.

## **HRD: Practical Tools for Maximizing Your Job Interview**

Job candidates will find that this course gives them the A-to-Z of interviewing for a new job. The strategies and tips provide specific recommendations for valuable preliminary work as well as tools to prepare for the interviewer's questions. Key points will help you promote your best image and create a positive impression. You will learn how to follow up with the interviewer and how to negotiate the best offer if you are selected.

## **HRD: Productivity Enhancement and Prioritizing Your Use of Time**

Productivity is the key to career success. In challenging and competitive times, companies look to their employees to accomplish needed tasks and assure the organization's viability. If companies downsize, the jobs of the most productive employees are secure. When companies decide to promote employees, those with a track record for accomplishing the important work of the organization are often considered for advancement. This course teaches time and task management skills that will make you more valuable to your company and more productive in your personal life.

## **HRD: Proven Time Management Tips and Productivity Techniques**

This course is designed to assist individuals in diverse occupations to understand time management and to practice specific techniques to improve their efficiency. The specific techniques presented include making lists, using a personal organizer, handling interruptions and delegating work tasks. The course discusses how time management skills will help you overcome the effects of stress.

## **HRD: Reaching Your Personal Best**

The only way to accomplish a goal is to take total ownership of it. This course will teach you different methods of turning a goal into your own, ranging from understanding the nature of doubt, preventing sabotage by the subconscious, to adopting new types of positive behaviors such as role-playing. Using these techniques, you will learn how to become a successful goal setter and achiever.

## **HRD: Refining Your Job Interviewing Skills**

Job candidates will find that this course gives them the A-to-Z of interviewing for a new job. The strategies and tips provide specific recommendations for valuable preliminary work as well as tools to prepare for the interviewer's questions. Key points will help you promote your best image and create a positive impression. You will learn how to follow up with the interviewer and how to negotiate the best offer if you are selected.

## **HRD: The Essence of Individual Leadership**

This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP). This includes using the five principles to increase and effectively use PLP.

## **HRD: Tools for Developing Motivated Employees**

The difference between a just surviving business and a thriving one is the energy and commitment of its people. A motivated and dedicated workforce is the formula for long-term success. This course gives practical suggestions for identifying group and individual motivating factors and mobilizing them to energize employees. There are tools, techniques, and methods for revitalizing the work place and encouraging initiative in each person in order to move everyone forward.

## **HRD: Understanding and Promoting Diversity in the Workplace**

This course provides an excellent base for the manager to learn about his or her own beliefs and to see the potential of a diverse workplace. There are tools and techniques to help a supervisor learn to recognize the positive contributions all employees make in achieving the goals of the organization. There are suggestions for modeling and promoting organizational values and methods to gain involvement from diverse populations. The course also provides guidance on developing important organizational processes that support diversity and methods for soliciting participation from non-traditional contributors.

## **HRD: Understanding Problem-Solving as a Team**

This course identifies some of the most useful group problem-solving techniques that teams can use. You will learn how to encourage collaboration on your team, work through problems together, and combine methods for complex problems. You will be given tools and techniques to help you follow a standard problem-solving process, and get team consensus and support. The course also includes tools to aid you in tracking results and implementing corrective action.

## **HRD: Utilizing the Advantages of Career Networking**

The power of networking is evident in various studies of the job search process, which conclude that between 70 and 80 percent of all executive and managerial jobs are obtained through networking. In this course, you will develop your initial network list of names and learn effective ways to begin using this list.

## **HRD: Writing Effective Business Correspondence**

This course explains how to use the 3 x 3 Writing Process for routine business correspondence. You will learn how to correspond with different audiences—customers, employees and superiors. You will also learn to write for different mediums—letters, memos and emails. The course will help you to improve your ability to write coherent business messages.