

Selecting & Building Your Team

Legal Issues

- Introduction to Discrimination Law
- Employment Laws that Every Employer and Manager Need to Know
- Introduction to Employment Screening and Interviewing
- Effective Interviewing and Screening
- Questions You Can and Cannot Ask During Interviews
- Job Analysis and the Law
- Qualification Standards
- Avoiding Wrongful Terminations
- Appropriate Corrective or Disciplinary Action
- Avoiding Employment Law Landmines
- Substance Abuse in the Workplace
- Privacy Issues in the Workplace

Interviewing and Selecting Your Team

- Planning for Staffing
- Job Analysis and Job Description
- Preparing for and Conducting Interviews
- Selecting Staff for Assignments and Promotions

Team Building

- Understanding the Value of Teamwork
- Business Reasons for Using Teams
- The Climate for Teamwork
- What is a Team?
- Foundation Skills for Teams
- Encouraging Diverse Viewpoints and Building Consensus

Conflict Resolution

- Sources and Types of Conflict
- Typical Reactions to Conflict
- Win-lose vs. Win-win Orientations
- Conflict Resolution Modes
- Planning and Analysis
- Interacting for a Positive Resolution
- Effective Techniques and Guidelines for Managing the Interaction

- Mediating Employee-Employee Conflicts
- Preparing to Negotiate

Development Performance Coaching Skills

- Coaching and Counseling—Definitions
- Developing Skills and Confidence as a Performance Coach
- Your Coaching Style
- Diagnosing Problem Performance—Models
- The Coaching Meeting