



"Bringing Out the Best in People"

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Leadership Development

Course Menu

Coaching for High Performance (Manager as a Coach)

Managers play a key role in coaching employees for high performance. Coaching suggests a supportive/collaborative approach rather than one that is directed or controlled. For many employees, this may be the most effective way to boost performance, harness competitive energy and create a bond with their managers. This course introduces coaching models and competencies and assesses your coaching skills. You learn through role play and practice how to conduct an effective performance management process.

Course Outcomes:

- Understand context, purpose and models of coaching
- Improve your coaching skills
- Conduct performance management process which is aligned with the organization's goals

Engaged Employees Make a Difference

Learn to engage your staff and create a more motivated, productive and committed workforce that will contribute significantly to your organization's success. Explore current models and best practices for developing a fully-engaged workforce by examining the motivators for connecting employees to today's rapidly-changing, mobile work environment. Utilizing extensive group activity and case studies discover how to create an interactive, participant-driven environment to maximize your team's involvement in the organization and increase job satisfaction and productivity.

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Course Outcomes:

- Identify and measure employee engagement
- Develop strategies to engage and retain employees
- Make a difference and add value to your team and workplace

Facilitating Groups and Managing Meetings

Escape from meeting hell and learn how to facilitate empowering, productive and cost-effective meetings! With the advent of teams and collaborative work environments, a great deal of time is spent in meetings and group sessions. Increasingly, employees and managers are called to facilitate various group interactions. You will learn how to plan for meetings and carry out elements of the group process as skilled facilitators. Discussion and exercises center around strategies for setting goals and planning agendas, actions to stay on track, and tactics to involve all the players in the group process and achieve the desired results. Teaching is experiential and involves extensive group dynamics exercises and applications of learning in real time.

Course Outcomes:

- Make meetings fun and productive
- Heighten your awareness and understanding of group stages, decision-making and managing conflicts methods
- Improve your facilitation skills
- Apply group dynamics techniques in facilitating groups and managing meetings

Leadership Communication

This course is designed to improve interpersonal behaviors and communication skills for those in leadership roles with the goal of improving relationships, productivity, and the quality of work. Topics include a review of basic communication skills: listening, self-disclosure and methods of expression; more advanced skills: nonverbal communication, influencing behaviors and male/female communication in the workplace. Experiential exercises, role-playing, and group activities provide opportunities to practice, integrate and enhance your communication skills.

Course Outcomes:

- Improve your interpersonal and intra-organizational skills
- Learn and practice leadership communication skills
- Increase your awareness of male/female communication patterns

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Managing Change

Change is all around us. We are continually asked to manage change in our own lives and organizations. Yet change unfolds through personal and organizational resistance. This course focuses on planning and managing change and provides frameworks and tools to implement it. Participants examine personal and organizational approaches to dealing with change through case studies and extensive group activity. Teaching is experiential and involves simulation of the change process.

Course Outcomes:

- Identify and deal with the various stages of transition
- Assess change in yourself and in the workplace
- Create and implement a plan for change in your own life and organization

Mentoring for Success

Mentoring plays an important role in developing and retaining employees. Yet few managers have formal training in the process of mentoring or understand its benefits. Mentors serve as trusted advisors who guide mentees through the maze of their organizations, boosting their performance and careers. This course introduces managers to the essentials of mentoring and provides specific techniques for a variety of personality types and work circumstances.

Course Outcomes:

- Understand the context, purpose and models of mentoring
- Improve your mentoring skills
- Design your mentoring plan

Performance Management Process

Performance Management Process is a very important and powerful communication and management tool when applied appropriately. It is designed to *incentivize* people to achieve their professional and compensation goals and at the same time achieve the company's business goals. This workshop will provide tools, hands-on practical experience and techniques for effective and enjoyable performance management process.

Course Outcomes:

- Align your departmental goals with the overall company's goals
- Set performance goals
- Review, monitor, measure and coach for performance improvement

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