



**"Bringing Out the Best in People"**

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**Instructor: UCLA, UC Davis and UC Irvine Extensions**

**Management Training**

**Menu of Courses**

### **Coaching for High Performance**

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 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

### **Engaged Employees Make a Difference**

Learn to engage your staff, so they become more motivated, productive, committed and contribute more 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 their job satisfaction.

#### **Course Outcomes:**

- Identify and measure employee engagement
- Develop strategies to engage employees and follow-up actions to implement them
- Make a difference and add value to your team and workplace

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## **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, 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 realistic learning.

### **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

## **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 identifying, planning and implementing change in ourselves and in organizations. Within the context of personal and organizational complexity, you examine your approach to change through case studies and extensive group activity. Teaching is experiential and involves applying the tools by putting you through a process of change.

### **Course Outcomes:**

- Identify and deal with the various stages of transition
- Plan, shape and manage change in your life and organization
- Assess change in yourself and workplace

## **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.

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**Course Outcomes:**

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

**The Secrets of Time Management**

Time is our most valuable resource. We may not be able to alter, but we can manage ourselves in relation to time. Time management is a skill that requires practice. You learn to recognize how time management will improve your work and home life. The course provides tips on planning, prioritizing, delegating responsibilities and handling interruptions.

**Course Outcomes:**

- Redefine time management
- Plan and prioritize your time effectively
- Deal with the unexpected and interruptions
- Increase productivity and work-life balance

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