



Training Course Guide 2017

*** All sessions can be delivered in English, some can be delivered in Japanese**

*** Custom training is available upon request**

*** Most courses are delivered live, but many can be delivered via webinar**

Meet the Trainers

Tom Callam, MSIR

Director of Operations & HR Consulting

Tom has broad organizational experience in professional services organizations, and extensive expertise in talent acquisition and performance development systems. Firm leadership relies on him to lead and advise them on all employee-related matters. His personal style echoes the firm's core values of integrity, responsibility and accountability, as he sets a tone of approachability, open communication and commitment.



Lee Arnsman, M.S., SHRM-SCP & SPHR

Sr. Manager of HR & Administration

With 20 years of experience, Lee Arnsman is a leader and consultant in the area of human capital management. She is dedicated to helping organizations build an infrastructure that attracts and retains top talent. Through her work experiences, Lee has gained an understanding of the unique challenges and opportunities affecting organizations committed to blending cultural backgrounds in a multi-generational workforce.



Aki Takahashi-Edwards, CPA & PHR

Manager of HR & Organizational Consulting

As a CPA with strong HR experience Aki Takahashi-Edwards brings a unique skill set to the CDH, P.C. consulting team. By first gaining a strong understanding of an organizations business needs and practices, she is able to align HR strategies and recommendations for the most favorable ROI.



Human Resources & Organizational Change

Anti-Harassment for Employees

1 hour

Providing a safe work environment is everyone's responsibility. In this course for employees, we'll discuss real world situations to ensure everyone has a clear understanding of what harassment is, how to avoid harassing others, what to do if you are harassed and what to do if you witness harassment.

Learning Objectives

- Learners will understand harassment laws, reporting procedures if they are harassed and what to do if they witness harassment.
- Learners will understand company policies and procedures.
- Learners will understand real world harassment scenarios.

Anti-Harassment for Supervisors

1 hour

Providing a safe work environment is everyone's responsibility. In this course for supervisors, we'll discuss real world situations to ensure everyone has a clear understanding of what harassment is, how to avoid harassing others, what to do if you are harassed and what to do if you witness harassment. Plus, we'll discuss what the company's responsibilities are when faced with a claim, including investigation, response to reports and how to apply company policy.

Learning Objectives

- Supervisors will understand harassment laws, reporting procedures if they are harassed and what to do if they witness harassment.
- Supervisors will understand company policies and procedures.
- Supervisors will understand real world harassment scenarios.
- Supervisors will understand how to apply company policy and what to do when a claim is reported, including investigation and response.

Vision, Mission & Values Development

6 hours

Just like a map helps you to stay on course, having a vision, mission and core values will guide your business to achieve its goals. In this workshop, we work with you to define your values, develop your mission and vision and chart the course to success for your company.

Learning Objectives

- Participants will work with the facilitator as a group to develop a shared vision.
- Working together, participants will develop their shared values.
- Based on the values and vision developed, participants will develop a unifying mission for their company.

Vision, Mission & Values Implementation

6 hours

Once you have your vision, mission & core values, we work with you to implement a plan of action with your entire team. In this companywide workshop, everyone from the general staff to upper management will gain understanding of how the vision, mission and values affect them.

Learning Objectives

- Participants will understand how the vision, mission and values impact them and how to live the values while achieving the mission.
- Members of the team from all levels should participate in this workshop.

Performance Management for Supervisors

2 hours

**Prerequisite is creation or review of job descriptions*

Performance reviews and management can be a daunting task for supervisors who are new to it. In this workshop, we work with supervisors so they can understand how to communicate expectations and to anticipate responses from employees with appropriate counter response. Knowing what to say and how to say it is half the battle!

Learning Objectives

- Supervisors will understand how to communicate expectations with their team.
- Supervisors will understand how to anticipate responses from the team and how to prepare.
- Supervisors will understand how to evaluate their team on an ongoing basis.

On-Boarding for Newly Assigned Foreign Expats

4 hours

Understanding American business culture and lifestyle integration can be difficult as an expat. In this workshop, expats will understand cultural norms, how to overcome a language barrier, safety, common courtesy and other U.S. customs. Increased adaptation leads to increased job performance and greater enjoyment of an expat's time in the U.S.

Learning Objectives

- Expats will learn about U.S. culture, customs and common courtesy.
- Expats will understand how to be safe in the U.S.
- Expats will understand how to overcome a language barrier.

Certain skills come in handy when trying to efficiently find and hire the most talented staff. For example, knowing how to effectively identify and define position requirements when writing a job listing or knowing how to determine which applicants are a good match. We will cover all of the above in addition to the following topics related to the interviewing process: understanding behavioral based questioning, knowing relevant laws (such as those governing what you can and cannot say during an interview), how to select in-house interviewers, how to prepare your office for hosting interviews and how to conduct an internal review of candidates. Finally, we explain how to properly follow up with candidates and how to structure an offer and close the deal.

Learning Objectives

- Learners will understand the process of identifying the need for an employee, writing & posting a job.
- Learners will understand how to screen candidates, resumes and conduct a phone interview.
- Learners will understand relevant laws that relate to hiring.
- Learners will understand behavioral interviewing, interview prep and follow up.
- Learners will understand how to structure and offer and close the deal.



**BECAUSE THE KEY TO DEVELOPING BUSINESS
IS DEVELOPING YOUR PEOPLE.**

Customer Service

Customer Service – Let Them Know You Care

2 hours

Are you showing customers you appreciate their business all year-round? Every time they make a purchase, when they might have a problem, and even when they haven't purchased for some time? In today's competitive environment, we cannot afford to take our customers for granted.

Attend this session to learn ways to let your customers know you care all year long and strengthen your connection to them.

Learning Objectives

- Learners will understand the Four Principles of Customer Service.
- Participants will evaluate their current level of service.
- We'll define effective communication.
- Participants will understand how to manage expectations and address unhappy customers.
- Learners will recognize the importance of customer loyalty and how to earn it.
- Learners will develop a Personal Action Plan.
- Learners will understand how to implement a measurable customer service plan.

Communication at All Levels

3 hours

Communication is the very foundation of our society and the very thing that can quickly get us into trouble. Learners will understand how to identify their own communication style and how to communicate more effectively with others. Doing so makes for a better relationship and work environment for everyone.

Learning Objectives

- Utilizing a basic DISC survey, learners will identify their own communication style and will learn to identify the styles of those around them with the goal of clearer communication.
- Learners will recognize and apply active listening techniques and learn to ask the best questions.
- Learners will apply the above techniques and utilize the skills for perception and expectation management across all levels of audience.

Thriving in a Multi-Cultural Workplace

2 hours

America has long been referred to as a melting pot, but few of us have been trained on how to work effectively in our multi-cultural environment. This course moves participants from cultural awareness and sensitivity toward developing behaviors that demonstrate cultural proficiency. After a basic review of cross-cultural concepts, participants will examine biases and prejudices as well as their relationship to discriminatory practices.

Learning Objectives

- Participants will understand cultural awareness and sensitivity.
- Participants will understand bias and prejudices as well as discrimination as they relate to the workplace.
- Participants will gain culturally effective communication techniques.

Personal & Professional Development

Creating Success & Happiness

1.5 hours

Living each day with intention is a powerful way to ensure success. By creating a vision board, you add clarity to your goals, dreams and desires. Harnessing the law of attraction, you can achieve greater career success and personal happiness.

Learning Objectives

- Learners will understand the power and importance of using a vision board.
- Participants will learn the basics of how to construct a vision board.
- Learners will leave with an understanding of how to use their vision board to achieve their goals personally & professionally.

Work-Life Integration

2.5 hours

Are you feeling like your life is a bit out of control? Many of us continue to strive for work- life balance, that middle ground between keeping productivity up at the office and maintaining a life at home. This suggests that work and life are separate. But what if you could integrate work into life and vice versa?

Attend this session to face the truth that work-life balance is not an achievable reality. What is achievable and becoming more the norm among companies (and families) is work-life integration.

Learning Objectives

- Participants will understand the difference between work-life balance and work-life integration.
- We'll discuss how to assess your current imbalance.
- Participants will be given tips to reduce stress both at work and home.
- We'll work to develop an ideal schedule.
- Learners will understand 6 easy steps to reclaim their life and discover the benefits of work-life integration.

Owning Your Career Path

1.5 hours

As Professionals, we do not always realize how important it is to establish goals for our own career, or the steps we need to take to achieve career goals. You will walk away from this session with a personal action plan to assist in advancing your career, and identify the first thing you need to do when you get home. By developing your own personal brand, you can bring more value, better services, and more engagement to your company and your community.

Learning Objectives

- Learners will understand tools needed to construct a personal career development plan.
- Participants will recognize the importance of taking personal ownership in your career destiny.
- Learners will leave with an Action Plan to enhance their career development.

The Value of Employee Engagement

1 hour

Disengaged employees are disruptive and cost companies millions of dollars annually. Living and working each day with intention helps us to get the most out of life and out of our career. Research proves that having engaged employees is good for the employee, the company and the community.

Learning Objectives

- Learners will understand the value of engagement in terms of their personal life, in their company environment and in the community.
- Attendees will learn how to be engaged in various areas of their life and how to motivate those around them to become more engaged.
- Learners will leave with a plan to increase their level of engagement.

Development & Motivation

2 hours

Personal development and continued motivation are key indicators of employee engagement, success and retention. In this session, learners will be given tools for personal and staff motivation as well as an understanding of what it takes to develop their team and their practice.

Learning Objectives

- Learners will understand best practices for hiring & training staff.
- We'll discuss how to set & communicate expectations.
- Learners will understand how to stay motivated and motivate those around you.
- Learners will understand what it takes to make a positive lasting impression.

Transformational Leadership

1.5 hours

There is enormous potential for organizations to improve their bottom lines by developing leaders who, for example, inspire people to perform at higher levels and who can recognize and remove obstacles to employee productivity.

Learning Objectives

- Define Manager versus Leader
- Identify Leadership Styles
- Isolate Traits of a Transformational Leader
- Learners will understand the business case for developing Transformational Leaders
- Learners will understand the strategies for developing Transformational Leaders

**Strategic
Solutions for
Growth-Minded
Businesses**



Leadership for New Managers & Supervisors

3 hours

Just because you have the title, does not make you a leader. Leadership skills have to be developed and as a first time manager or supervisor, the hardest part is often learning how to manage people and to deal with difficult situations. In this workshop we will discuss the five levels of leadership, how to identify where you are and how to progress up the chain.

Learning Objectives

- Learners will understand the five levels of leadership.
- Learners will understand the difference between leading versus managing.
- Learners will understand how to progress as a leader including how to handle difficult situations.

Why are tried and true management techniques less effective than they were in the past? This session provides practical approaches to bringing four generations of workers together into a productive work environment. The course explores why methods for managing teams in the past do not work anymore and helps participants break through the stereotypes of each generation.

Learning Objectives

- Learners will understand key differences in the four generations in today's workforce.
- We'll discuss how different management techniques are needed for each generation.
- Participants will understand how to increase productivity by using specific tactics to work through generational tensions.

Building Trust Through Conflict

1.5 hours

Those who embrace conflict can build better relationships and experience greater success, but managing conflict can be difficult. In this session we'll discuss how to communicate with difficult people, how our attitudes impact others and how to use effective techniques to diffuse an emotional situation. With some basic knowledge, giving difficult feedback will create a positive behavior change.

Learning Objectives

- Learners will understand how to use conflict to build better relationships.
- Learners will understand how to identify difficult people and the common tactics they use.
- We'll discuss how our attitudes impact the behaviors of others.
- Learners will understand effective techniques for diffusing emotional situations.
- Participants will leave with tips for managing emotions while giving feedback that creates a positive behavior change.

Financial Statement Basics

2 hours

Knowing your numbers is vital to business growth and success because results are a key measurement of success. Knowing how to read a financial statement allows you to understand your contribution to the overall bottom line.

Learning Objectives

- Learners will understand the basics of reading a financial statement.
- We'll discuss basic financial terms.
- Participants will leave with an understanding of the key components of common financial statements.

Team Building & Corporate Retreats

Team Building & Corporate Retreats

Based Upon Agreed Need

Having a cohesive team that can communicate effectively, trusts one another and works well together is vital to your company's success.

Let us work with your team to create greater cohesion and improve your bottom line!

Working with your leadership team, we'll agree upon needs and goals and design a custom team building activity or retreat to achieve your goals.

Benefits of Team Building

- Improves morale & leadership skills
- Increases creativity
- Improves communication and trust
- Increased productivity
- Increased level of respect
- Taps into hidden potential

BECAUSE TEAMS THAT "PLAY"
TOGETHER STAY TOGETHER.

CDH





Because Your **People** are Your Most Valuable Asset.

