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August 2017

e-Learning Courses

* **Competency-Based Interviews: A Structured Behavioral Approach (3 CEUs)**

This course will prepare the supervisor to be more effective in developing and conducting candidate selection interviews. Lessons include: preparing to interview job candidates; types of job interviews; candidate competencies; how to develop selection interview questions; making objective, measurable assessments; and legal issues with interviewing. Activities will focus on developing and conducting interviews for new staff.

By the end of this training, the participant will be able to:

* Identify the three-step process of interviewing
* Identify the five main competencies
* Develop a structured interview
* Identify interviewers’ common mistakes
* **Generational Gaps in the Workplace (3 CEUs)**

The ability to relate and communicate effectively with all types of people is one of today’s leadership skills. There are many situations that are, and many that are not, generational in nature. Today’s most effective organizations seek out the diversity represented by our multi-generational workforce. Today’s best companies also recognize and appreciate the variety of perspectives, styles, and opinions of these groups. This workshop will explore the four different generations in today’s workforce and how to manage these groups.

* **The Good, The Bad and The Ugly: Managing Positive and Negative Behaviors in the Workplace (3 CEUs)**

Every organization has employees that exhibit positive behavior and negative behavior. Positive behavior is easy to address, but is often ignored. Negative behavior takes more effort to address but is often ignored. In this course, we will examine, the good, the bad and the ugly behaviors that are often exhibited in the workforce. The training will address steps that a supervisor can take to address behavioral issues, tips for documentation and identify a proven method for handling difficult conversations.

* **Critical Thinking for Supervisors (3 CEUs)**

We live in a knowledge based society, and the more critical you think the better your knowledge will be. Critical Thinking provides you with the skills to analyze and evaluate information so that you can obtain the greatest amount of knowledge from it. It provides the best chance of making the correct decision, and minimizes damages if a mistake does occur.

Critical Thinking will lead to being a more rational and disciplined thinker. It will reduce your prejudice and bias which will provide you a better understanding of your environment. This workshop will provide you the skills to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career, and provide a great skill in your everyday life.

* **Corrective & Disciplinary Action (1 CEU)**

When employees do not perform at the acceptable standard or when their conduct is an interference, embarrassment, or detriment to the operation of the agency, supervisors are responsible for implementing corrective measures. This course will guide the supervisor through the process of progressive discipline.