# Human Resources Training Curriculum

## Soft Skills

### Managers
- **Change**
  - Finding the Up in Unliftable
  - Managing People Through Change*
- **Communication**
  - The Straight Scoop on Email
- **ConFLICT Resolution**
  - Conflict Resolution: A Win-Win Approach
- **Employee Retention**
  - Love ‘em or Lose ‘em: Employee Retention
- **Leadership**
  - Leadership: Reach for the Stars
- **Performance Appraisals**
  - Quality Supervision for Industry*
  - Continuous Performance Appraisal*
- **Supervisory Skills**
  - Quality Supervision for Industry*
  - Teamwork: Effective Team Building
  - Leadership Skills
- **Instructor-Led**
  - Onsite Training
    - Professional Development: Basic Skills - 8 Module Workshop
      - Communication Skills
      - Conflict Resolution
      - Giving and Receiving Feedback
      - Coaching for Performance
      - Decision Making
      - Meeting Effectiveness
      - Team Building
      - Leadership Skills

### All Employees
- **Change**
  - Finding the Up in Unliftable
- **Communication**
  - Communication Breakdown
  - Communication Conventions: Building Trust
  - Communication Nightmares
- **ConFLICT Resolution**
  - Conflict Resolution: A Win-Win Approach
- **Customer Service**
  - Who Cares?
    - The Secret: Customer Service Uncovered*
  - Quality Service in the Public Sector*
  - But I Don’t Have Customers!
  - Telephone Skills
    - Telephone: Courtesy Pays Off!
    - Telephone: The Royal Connection
- **Goal Setting**
  - SMART Goals: Steps to Success*
  - Personal Goal Setting: Journey to Success*
- **Meeting Skills**
  - We’ve Got to Stop Meeting Like This*
- **Performance Appraisals**
  - Looking Forward: Your Performance Appraisal
  - Legal and Effective Performance Appraisals
  - Legal and Effective Progressive Discipline*
  - Not Just Another Meeting
  - Continuous Performance Appraisal*
- **Productivity/Quality**
  - Quality: You Don’t Have To Be Sick To Get Better*

### Respect
- **Respect**
  - Respect for People
    - It’s Not Working: Workplace Disgrace*

### Supervisory Skills
- **Supervisory Skills**
  - Supervisory Skills: Take Control*

### Instructor-Led
- **Instructor-Led**
  - Onsite Training
    - Professional Development: Basic Skills - 8 Module Workshop
      - Communication Skills
      - Conflict Resolution
      - Giving and Receiving Feedback
      - Coaching for Performance
      - Decision Making
      - Meeting Effectiveness
      - Team Building
      - Leadership Skills

### Leadership
- **Leadership**
  - Leadership: Reach for the Stars

### Performance Appraisals
- **Performance Appraisals**
  - Quality Supervision for Industry*
  - Continuous Performance Appraisal*

### Goal Setting
- **Goal Setting**
  - SMART Goals: Steps to Success*
  - Personal Goal Setting: Journey to Success*

### Meeting Skills
- **Meeting Skills**
  - We’ve Got to Stop Meeting Like This*

### Productivity/Quality
- **Productivity/Quality**
  - Quality: You Don’t Have To Be Sick To Get Better*

The Human Resources Curriculum provides timely, effective training and was developed with the assistance of the following law firms: Arteron + Bird LLP, Crowell & Moring LLP, Everests LLP, and McGuire Woods LLP.

*Indicates DVD format only

Note: Some titles are available in limited formats

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