



UNIVERSITY of NEW HAMPSHIRE
Professional Development & Training

December, 2011, through August, 2012, Workshops

that can be used towards the

**Human Resources Management
Certificate Program**

These workshops are listed on our website at:

<http://www.learn.unh.edu/pcw/pd/sched.php?id=5#7>

**ADA, FMLA, and GINA Update—Making Sure Your HR Practices
Comply with These Laws and Regulations**

Portsmouth: CRN 484212, June 5, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs,
\$235, lunch included

HR professionals face the daily challenge of keeping current with changes to employment laws. In the last three years, Congress amended the American Disabilities Act (ADA) and Family Medical Leave Act (FMLA) extensively and passed the Genetic Information Nondiscrimination Act (GINA). These laws now have new regulations for you to apply. All this has a major impact on your HR policies and practices. We will review in depth these laws and how to implement their regulations. In this workshop you will get practical tools and strategies for dealing with issues your organization may face and take away an understanding of the legal issues which can arise and ways to ensure compliance in your organization. (This is part of the Human Resources Management Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Diana Wieland, Esq., has represented management in employment and labor law matters for 25 years. She has been with the law firm of Sheehan Phinney Bass + Green since 2002. She has represented employers before the Nat'l Labor Relations Bd., EEOC and N.H. Comm. for

Human Rights, the U.S. and N.H. Depts. of Labor, including Wage and Hour and OFCCP, and numerous other states' agencies. She also has worked with employers during union-organizing campaigns, negotiated labor agreements and represented employers in arbitration cases. Prior to law school, she worked for the NLRB as a field examiner. She is a frequent speaker on employment and labor topics, training managers and supervisors in all areas of employment law and practice, including harassment, ADA, FMLA, interviewing, hiring, evaluations, and COBRA.

» [Register Now](#)

Analyzing Workstyles: Using MBTI to Improve Communication

Portsmouth: *CRN 551212, June 1, Friday, 9:30 a.m.-4 p.m., .6 CEUs, \$250, lunch included*

The ability to communicate and to understand your own and others communication styles is critical to effective organizations and teams. This workshop will help participants discover their personality type using the Myers-Briggs Type Indicator, understand their natural communication style, and learn how to use this knowledge to improve their communication with others. You will learn tips for communicating with people who have the same, similar, or very different communication styles. You will receive supporting materials that provide an overview about communication skills, strategies, and different styles; practical tips for communicating with others; and developmental tips for each of the 16 MBTI types. (This is part of the Supervisory Skills, Human Resources Management, Professional Coaching, and Project Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Mollie Allen, M.Ed., is a certified coach, teacher and consultant. She works with groups and individuals, adults and children, and has consulted with education, community and nonprofit groups for over 20 years.

» [Register Now](#)

Are You Listening? Developing Effective Listening Skills

Portsmouth: *CRN 478212, June 5, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Being a good listener is one of the most important characteristics of an effective communicator. However, studies indicate that most of us don't listen very well at all. Identify the barriers to effective listening and learn about your own listening and responding style. Discuss factors that affect disclosure, including the listener's body language and responses. Have the opportunity to practice several types of responses and explore how they

affect the flow of conversation. Practice listening in an interview setting as well as in a conversational setting. Finally, learn what to listen for, and how to adapt our message based on what we hear. (This is part of the Supervisory Skills, Human Resources Management, Communication Skills, Professional Coaching, and Sales Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

» [Register Now](#)

Conducting Internal Investigations

Manchester/500: *CRN 481212, February 23, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

According to recent government statistics, an average of 1,486 wrongful terminations, harassment and discrimination cases are filed every day in federal courts, state courts, and administrative agencies. During this interactive program, you will learn how to conduct sensitive internal HR investigations to help maximize the chances of resolving disputes before they explode into legal nightmares. (This is part of the Human Resources Management Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Deborah L. Gallant, SPRH, CBP, CCP, original founder of D. Gallant Management Associates, a full-service human resources consulting firm in Portland, Maine, and was in the consulting business since 1987 with clients throughout the U.S. Previously she spent 14 years with Key Bank as Senior Vice President, Director of Human Resources, and in Corporate Training. She has over 30 years of hands-on HR experience and is a graduate of Negotiation Programs at Harvard Law School. Deborah is currently serving as Director of Human Resources for Maine Mental Health Partners in South Portland, Maine.

» [Register Now](#)

Conflict Resolution through Effective Communication

Manchester/286: *CRN 495212, April 12, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

This workshop shows how differences can enhance relationships and presents

skills that will enable you to use conflict as a source of creative solutions. Topics include: dynamics of conflict; assessment of personal resolution styles; what works and what doesn't; and creative skills in conflict resolution. Through respectful communication and enhanced negotiation skills even the most difficult situations may be managed. In-class practice and hands-on skills are a major part of this workshop. (This is part of the Supervisory Skills, Communication Skills, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Gerri King, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia, and Canada with a focus on Mergers & Acquisitions, Strategic Planning, Leadership & Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates.

» [Register Now](#)

Critical Thinking

Portsmouth: *CRN 16252, December 8, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Manchester/286: *CRN 474212, April 3, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

With so much information available to so many in today's work environment, managers who can think clearly and understand and process that information have become much more valuable. Critical thinking is a structured, disciplined approach to problems that results in faster and better decisions. This workshop will teach you critical thinking skills that improve the way you think. You'll learn standards for evaluating thinking processes, explore problem-solving and decision-making techniques, and practice applying those techniques during the session. (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

» [Register Now](#) for the December Workshop

» [Register Now](#) for the April Workshop

Dealing with Poor Performance

Manchester/286: CRN 472212, March 6, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

One of the most difficult aspects of management is dealing with the performance problems of employees. This offers a practical approach to help you anticipate and prevent such problems and deal with them if they arise. Learn how to: establish a framework for defining performance and identifying various performance problems; use positive approaches to help employees correct deficiencies in performance; give positive and negative feedback; and develop skills in the assertive handling of poor performance issues. (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

» [Register Now](#)

Designing Training for the Adult Learner

Portsmouth: CRN 451212, March 15, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

This interactive workshop shows you how to incorporate adult learning principles and structure into your training to trigger the senses, facilitate independent learning, and maximize performance, ensuring that adults get the most out of training. You'll learn to identify your own preferred learning style and the styles of others, and discuss how to design training that appeals to all types of learners. Training tools and techniques will include: using metaphors, analogies and stories; asking questions that promote learning; creating the right training atmosphere; and using memorable summaries and reviews. (This is part of the Train the Trainer and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical

experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

» [Register Now](#)

Disciplining or Discharging the Difficult Employee

Portsmouth: *CRN 486212, June 12, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

We've all been there. We've all had to deal with "difficult" or "problem" employees (for example, people that don't follow work rules; have poor attendance; and/or don't get along with coworkers). Changes in the law in recent years make disciplining or discharging these employees more complicated. Afraid to misstep and create liability, or invite a lawsuit, employers frequently choose to ignore the matter or work around the problem. However, this action, or inaction, doesn't make the problem go away, and it often creates more problems for employers. However, employers can and should enforce work rules, discipline employees for unsatisfactory work or misconduct, and maintain order and control in the workplace. This requires attention and commitment to addressing problems early with appropriate responses. This workshop will offer advice on how to approach these matters and will briefly review the legal framework common to these matters. (This is part of the Human Resources Management and Supervisory Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: James Reidy, Esq., is an attorney with Sheehan Phinney Bass + Green, practicing in labor and employment law. He represents management in organizations ranging from multi-national corporations, to closely-held, family-owned businesses, to nonprofit and public sector entities. He regularly writes articles and presents seminars on employment law, is a frequent spokesman for the media and to business and associations. He is the moderator of NHLABORNET, the popular Internet discussion group for HR professionals.

» [Register Now](#)

Employee Screening: Interviewing and Conducting Background Checks

Manchester/286: *CRN 479212, May 22, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Choosing just the right candidate for employment can be a difficult task, especially when this responsibility is an "extra duty" in a person's current position as supervisor. Conducting interviews that are fair to the candidates,

while providing valuable decision-making information is critical. And once the best candidate is identified, it is time to perform due diligence by conducting an Employee Background Check. In this workshop you will first focus on Employee Screening and Interviewing techniques that are legal and help you choose the best person for the job. In the afternoon session you will focus on Conducting Background Checks. This will be an in-depth examination of their strengths and weaknesses, and how they can be best utilized. The instructor is a former law enforcement professional with over 30 years of experience in conducting background checks and interviewing people. (This is part of the Human Resources Management Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Bernie G. Sparks III, DA, MPA, is the President and founder of 21st Century Leadership, LLC, a leadership consulting firm, and Executive Director of Sparks Employment Group, LLC, a full service employment agency that identifies and provides top candidates to organizations seeking Temporary, Temp to Perm and Permanent employees. His diverse background includes experience and education in the U.S. Armed Special Forces, NH State Police, and business. He has over 25 years of leading personnel in situations ranging from routine to highly stressful emergencies, using face to face communications, strategic planning and incident debriefing techniques.

» [Register Now](#)

Employee Engagement: Increasing Motivation and Commitment

Portsmouth: CRN 470212, March 15, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

This workshop provides supervisors and managers with important skills to create greater employee and team alignment for the achievement of the organization's objectives, goals, and success. An engaged employee is one who is motivated beyond the normal duties of their job, is driven by the organization's vision, understands their value in the organization, and consistently demonstrates behavior that supports the organization's interests. You'll learn the importance of investing time in coaching and development to retain your best employees; and you'll understand how to create an environment of trust and collaboration that allows employees to be engaged and optimizes business performance. (This is part of the Supervisory Skills, Leadership and Management, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: David Liddell is president and founder of SKYE Business Solutions, advising on how to improve performance and results. Based on more than 20 years' experience in organizational and business development, he evaluates organizations and their employees to identify opportunities for

increased efficiencies and productivity. He is also a certified trainer with 360 Solutions, LLC, and Profiles International, Inc. and designs training to enhance performance, leadership, teams, strategy and organizational development.

» [Register Now](#)

Employment Law--from Soup to Nuts

Manchester/286: *CRN 485212, March 27, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

This workshop is a must for managers, supervisors and human resource professionals. It will include a review of employment law issues and compliance requirements from recruitment and hiring to compensation and benefits. You'll also cover policy development and enforcement as well as employment termination. Compliance requirements and the common employer mistakes and how to avoid them will also be discussed. (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: James Reidy, Esq., is an attorney with Sheehan Phinney Bass + Green, practicing in labor and employment law. He represents management in organizations ranging from multi-national corporations, to closely-held, family-owned businesses, to nonprofit and public sector entities. He regularly writes articles and presents seminars on employment law, is a frequent spokesman for the media and to business and associations. He is the moderator of NHLABORNET, the popular Internet discussion group for HR professionals.

» [Register Now](#)

Fostering Individual and Organizational Accountability

Portsmouth: *CRN 464212, June 14, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Are you and/or your employees stuck in a victim cycle, playing the blame game when it comes to unsatisfactory performance and lackluster results? In this workshop, you'll discuss how it is possible for a workplace to unintentionally fall into this pattern-and how to break away from it. You'll learn a step-by-step approach to personal and departmental accountability and how supervisors and managers can foster such an organizational climate. Discover how to empower yourself and others with the can-do attitude that is vital to personal and organizational success! (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do

not need to enroll in the programs to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

» [Register Now](#)

Good Grammar: A Refresher Course

Portsmouth: *CRN 492212, May 8, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Grammar is often an obstacle for even the most intelligent and articulate of us. The way we handle-or mishandle-language seriously impacts our ability to do justice to our ideas. We want to be clear and compelling communicators, but we worry about being judged instead by our pronouns and clauses. It doesn't have to be that way! You can learn to competently apply the rules and customs of effective language without reliving the agonies of the sixth grade. This offers a review of the key points of grammar, with some attention to punctuation and style. You'll do a self-assessment of your skills and develop helpful strategies for continuous improvement. (This is part of the Supervisory Skills, Train the Trainer, Communication Skills, Human Resources Management, and Sales Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Jim Milliken is a training consultant who specializes in communication, project management, and workplace skills. His clients include large and small corporations, academia, and nonprofits throughout New England.

» [Register Now](#)

Human Resources 101: Practitioner Skills Workshop

Portsmouth: *CRN 16253, December 8, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Manchester/286: *CRN 482212, March 8, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

In this workshop, you'll look at the changing role of HR--from an administrative function concerned primarily with hiring and firing to what is often now an integrated function in the organization's strategic planning

process. You'll get a thorough introduction to the various skills required of an HR professional. You'll discuss staffing, HR planning, recruiting and selecting employees, employee orientation and training, performance management, compensation practices, job design and analysis, employee benefits, employee/management relations, and cultural diversity in the workplace. This dynamic workshop is for both new HR professionals as well as seasoned pros who want a refresher on the key building blocks to success. (This is part of the Human Resources Management Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Deborah L. Gallant, SPRH, CBP, CCP, original founder of D. Gallant Management Associates, a full-service human resources consulting firm in Portland, Maine, and was in the consulting business since 1987 with clients throughout the U.S. Previously she spent 14 years with Key Bank as Senior Vice President, Director of Human Resources, and in Corporate Training. She has over 30 years of hands-on HR experience and is a graduate of Negotiation Programs at Harvard Law School. Deborah is currently serving as Director of Human Resources for Maine Mental Health Partners in South Portland, Maine.

» [Register Now](#) for the December Workshop

» [Register Now](#) for the March Workshop

Influencing Behavior in the Workplace: Healthy Attitudes, Strong Results

Portsmouth: *CRN 459212, May 10, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

An important role that supervisors and managers play is to influence and guide the behavior of the people they supervise and manage. People's attitudes and behaviors are infectious, good and bad. Often employees bring attitudes and behaviors that interfere with not only their own successful job performance, but also the success of their work teams. In this workshop, you'll discuss how people's attitudes affect their actions and the people around them, and how, as a supervisor, you can coach employees to break through negative and limiting attitudes that keep them from performing at their best. You'll learn to identify how people react to stress, how to deal with defensive behavior, and how to coach employees to find the better, more positive ways to deal with the challenges they face on the job. (This is part of the Leadership and Management and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Gerri King, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia,

and Canada with a focus on Mergers & Acquisitions, Strategic Planning, Leadership & Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates.

» [Register Now](#)

Making Online Meetings and Training Effective--from Basics to Best Practices--A Live Online Workshop

Online: CRN 151212, May 30 and June 1, Wednesday and Friday, 2-3:30 p.m., .3 CEUs, \$95

Several factors today are influencing the way we do business. The global economy, the increased trend for businesses to locate projects and project teams around the world, the desire for multi-site businesses to train employees with the same set of standards and procedures, and the need to communicate 24/7 with stakeholders--no matter where they are located--have created a demand for the virtual office, virtual training site, and virtual meeting. For organizations, synchronous online gatherings have the advantages of being cost-effective, flexible, and environmentally friendly; for those attending they offer convenience, interactivity, and visual richness. This two-session, live, online workshop is both for those just beginning to investigate meeting or training online, as well as those who have made a start but would like to be more effective. You'll get acquainted with best practices for creating (or adapting) content, preparing for delivery, and keeping participants engaged. You'll also get some tips for choosing a delivery platform that is suited to your meeting or training needs, and you'll experience the techniques that make online sessions lively, productive, and fun. Just as there is an art to live, in-person communication, there is also an art to virtual communication, and this workshop will demonstrate how to make online meetings and synchronous (live) online training just as effective as face-to-face sessions--sometimes even more so! Whether the participants use a mobile device, a laptop, or a desktop computer, it is essential that communication be not only accurate, but also captivating enough to keep the participant engaged and "tuned in." The workshop will be conducted through the use of one of the more popular business applications for online delivery, so you will also get a better idea of how the technology works and the features that can be used to make your virtual meetings or training more engaging. During the first session you will cover: when to work online vs. on-site, choosing the right platform, and considerations for design and delivery. During the second session you will have a chance to practice: uploading slides, sharing documents, and using presenter tools. This workshop is geared to managers, supervisors, project leaders, human resource personnel, trainers, and any business professionals needing or wanting to communicate through online formats. (This is part of the Leadership & Management, Supervisory Skills, Train the Trainer, Human Resources, and Communications Skills Certificate Programs, but you do not need to enroll in

the programs to take this workshop.)

Instructor: Marya Danihel, M.A., has been training adult business writers since 1989, when she joined one of the country's premier writing training firms, Better Communications, as an instructor. In 1998, she became the company's Director of Instructional Quality, and in this role created a variety of writing courses as well as trained other facilitators. She has taught across the U.S., in Europe, and online for clients including Deloitte, General Motors, Towers Perrin, Sony Electronics, Fidelity Investments, Genzyme, Mathworks, and the U.S. government. She has also written for many publications and edited business documents of all kinds, including nonfiction books. Currently she designs and delivers communication courses online as an associate of Hemsley Fraser U.S. and The Presentation Company.

» [Register Now](#)

Making Your Business Writing More Effective--Including Email!

Manchester/286: *CRN 491212, March 13, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Business writing has always been important to communicating effectively, but it is even more important now as more people use email as their primary means of written communication at work. Although it offers speed and simplicity email also presents the hazard of miscommunication and "missed communication," often with unintended results. This workshop will cover the basic principles and practices for effective business writing, no matter what medium you use. You'll review commonsense practices organized into a process that will enable you to be a good writer. You'll be introduced to the steps of the process and then have a chance to try them out. You'll then focus on the particular issues involved with email communication. You'll look at how business writing principles apply to email and how email differs from other approaches. You'll determine when to use email and when not to, how to express yourself so you'll be understood, and what to avoid in email communication. (The instructor requests, if possible, that you bring examples of business writing and/or email communication from work to use during some of the workshop exercises.) (This is part of the Communication Skills, Supervisory Skills, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Jim Milliken is a training consultant who specializes in communication, project management, and workplace skills. His clients include large and small corporations, academia, and nonprofits throughout New England.

» [Register Now](#)

Mastering Multiple Projects, Priorities and Demands

Manchester/286: *CRN 456212, March 20, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

In a demanding workplace, the most exhausting burden can be the committed person's feelings of stress and disappointment. Deadlines, expectations, tasks, interruptions, and simultaneous priorities can clash and create gridlock. Yet there are those who deftly field new challenges, while regularly, and calmly, turning out quality results and fresh ideas while enjoying their work. How do they do it? This workshop will help you learn the practices and methods you need to master multiple priorities and projects in a demanding workplace. Topics include: effective problem solving; tools to monitor progress in improving productivity practices; examination of teamwork; and persuasion methods to mutually support work group productivity. (This is part of the Supervisory Skills, Human Resources Management, Train the Trainer, and Sales Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Jim Milliken is a training consultant who specializes in communication, project management, and workplace skills. His clients include large and small corporations, academia, and nonprofits throughout New England.

» [Register Now](#)

Need-to-Know Info about Workers' Comp and Safety for NH-based Companies

Portsmouth: *CRN 480212, April 5, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

This is an interactive workshop for anyone involved with workers' compensation and/or safety in their NH-based organization. This session will provide a thorough introduction or refresher of employer responsibilities, including filing requirements, TAD programs, reinstatement rights, joint loss committees, Safety Summary forms, and safety and health rules. Walk away with the understanding and resources to ensure your business has legally compliant, effective, and comprehensive programs geared towards improving safety, productivity, and employee morale, while decreasing accidents, lost time, turnover, and related expenses. (This is part of the Human Resources Certificate Program, but you do not need to be enrolled in the program to take this workshop.)

Instructor: Amy Cann, SPHR has over 15 years experience as a Human Resources & Safety professional with expertise in organizational development and training, employee relations, compensation and benefits systems, legal compliance, workers' compensation, health and safety programs, risk management, and community relations. She has been the HR Manager for

Laars Heating Systems in Rochester, NH, since 2004, and serves as the Certification Director for the HR State Council of NH.

» [Register Now](#)

Presentations without Panic

Manchester/286: *CRN 494212, April 17, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

For most people, the idea of making a presentation generates panic. In this workshop learn a step-by-step process that will help you turn that panic into poise. Learn how to identify your purpose, organize information for "flow," and design memorable introductions and conclusions. Learn how to analyze your audience and adapt your material accordingly, and get techniques for managing nervousness and developing your own style of delivery. (This is part of the Communication Skills, Supervisory Skills, Human Resources Management, Train the Trainer, Sales, and Grantsmanship Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

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Recognition & Rewards: The Secrets of Motivation

Manchester/286: *CRN 467212, April 5, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

The questions most often asked of business consultants today is: "How can we motivate employees during these hard economic times?" This question implies that there are gimmicks, strategies or costly techniques that, once discovered and implemented, will double or even triple employee motivation and resulting productivity. Motivation that lasts is not something management does but rather an ongoing process--in good times and hard--that management fosters and allows to happen. This seminar will address the issue of recognition and rewards, and how managers can unlock employee potential by utilizing non-cash programs. You will learn how to create a supportive, productive and fun team environment, strengthen morale and keep employees satisfied, inspire employees to reach (and exceed) their potential, and eliminate negativity, lackluster work, and poor attitudes from

the team. All without giving big pay increases and cash bonuses. You'll discover the secrets to a fool-proof rewards system and be ready to implement cost-effective recognition and rewards programs that foster "engaged" employees. (This is part of the Leadership & Management, Supervisory Skills, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Deborah L. Gallant, SPRH, CBP, CCP, original founder of D. Gallant Management Associates, a full-service human resources consulting firm in Portland, Maine, and was in the consulting business since 1987 with clients throughout the U.S. Previously she spent 14 years with Key Bank as Senior Vice President, Director of Human Resources, and in Corporate Training. She has over 30 years of hands-on HR experience and is a graduate of Negotiation Programs at Harvard Law School. Deborah is currently serving as Director of Human Resources for Maine Mental Health Partners in South Portland, Maine.

» [Register Now](#)

Sexual Harassment: Dealing with It, Preventing It, and Staying in Compliance

Portsmouth: *CRN 483212, May 17, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Your workforce can only operate at peak performance if each employee feels safe and un-harassed. This workshop will talk frankly about sexual harassment: what it is, how to prevent it, and how to comply with the law. If you have situations of sexual harassment in your workplace, you will learn how to deal with it when it happens and how to conduct internal investigations. (This is part of the Human Resources Management, Supervisory Skills, and Leadership and Management Certificate programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Deborah L. Gallant, SPRH, CBP, CCP, original founder of D. Gallant Management Associates, a full-service human resources consulting firm in Portland, Maine, and was in the consulting business since 1987 with clients throughout the U.S. Previously she spent 14 years with Key Bank as Senior Vice President, Director of Human Resources, and in Corporate Training. She has over 30 years of hands-on HR experience and is a graduate of Negotiation Programs at Harvard Law School. Deborah is currently serving as Director of Human Resources for Maine Mental Health Partners in South Portland, Maine.

» [Register Now](#)

Strategic Influencing Skills: Influencing with Impact and Integrity

Portsmouth: CRN 16260, December 13, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Portsmouth: CRN 457212, April 13, Friday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Based on two decades of research of successful leaders in profit and non-profit work settings, this seminar has been developed to show how to gain access to a seat at the decision-making table of your organization or group. Building on your own experience, explore ways to influence others at work. Topics include: understanding power and systems dynamics; influence mapping within your organization, how to access resources and build support, how to deal with diverse interests, build coalitions in a time of uncertainty, and move ideas in the face of resistance. You'll develop pragmatic strategies tailored to your unique challenges and job responsibilities. Come prepared with an issue, initiative, idea you want to implement at work. This seminar builds on and will expand your skills and insights for effectiveness in your workplace and applies to whatever type of organization you're in, whether it's business, government, services, or academia. (This is part of the Leadership & Management, Supervisory Skills, Human Resources Management, and Professional Coaching Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Carlotta Tyler, M.S.O.D., Associate Certified Coach (ACC) from the International Coaching Federation (ICF), has conducted a successful coaching and consulting practice on five continents for three decades. Formerly marketing director for a computer manufacturer, elected leader at municipal, state, and national levels, and founder of two corporations, her career has taken her from community development to corporate boardrooms, from parenting to politics, from Boston to Bangkok. A pioneer in developmental coaching, she crafted the Continuous Improvement Career Coaching© Model. She is also an alumna of UNH, American University, and National Training Institute in Washington, DC, and the Program on Negotiation at Harvard Law School. She is certified in Myers Briggs Type Indicator (MBTI), and is a Gender Reconciliation Trainer, a Reiki Master, and trained in RYSE at the Polarity Institute.

» [Register Now](#) for the December Workshop

» [Register Now](#) for the April Workshop

Teambuilding for Increased Productivity

Portsmouth: CRN 16251, December 15, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Portsmouth: CRN 458212, May 15, Tuesday, 9 a.m.-4 p.m., .6 CEUs, \$235, lunch included

Teamwork is the key to success in today's work environment. The speed in which teams and work groups come together to solve problems and meet deadlines is a critical factor in an organization's ability to remain flexible, responsive, and competitive in the marketplace. In this workshop you'll look at the very center of any team's effectiveness and efficiency-the individuals' ability to quickly form productive working relationships with one another. Inclusive and empowering team leadership that guides without dampening creativity will be a focus throughout the day. (This is part of the Supervisory Skills, Human Resources Management, and Project Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Gerri King, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia, and Canada with a focus on Mergers & Acquisitions, Strategic Planning, Leadership & Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates.

» [Register Now](#) for the December Workshop

» [Register Now](#) for the May Workshop

Understanding and Interpreting Financial Statements

Manchester/286: *CRN 16309, December 13, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

This workshop will introduce you to the four basic financial statements that all publicly-traded firms must publish: the income statement; the balance sheet; the statement of retained earnings; and the cash flow statement. It will explore and explain the components of each statement with a focus on interpreting the information in order to see and understand the financial condition of the firm. You will learn about the basics of ratio analysis as a tool for comparing the firm to its rivals and as a method for interpreting trends in the firm's own performance over time. Ratios measuring profitability, liquidity, debt, cash flow, operating performance, and investment valuation will be explained. You will also be introduced to web resources for future use. (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Jack MacMillan, MBA, is a Lecturer at UNH and has taught economics, financial accounting, financial management, and managerial accounting at Regis College, Daniel Webster College, and Granite State College. He also has taught business communications at Babson College, UMass Lowell, and Cornell University.

» [Register Now](#)

When Attitude is the Problem

Portsmouth: *CRN 463212, May 22, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, \$235, lunch included*

Attitude is a term loosely used to explain many aspects of poor employee performance, but it can be a tough problem to combat. As a supervisor or manager, how do you objectively identify and measure specific employee behaviors that indicate a "poor attitude," and when and how should you take disciplinary action to correct these undesirable behaviors? In this interactive workshop, you'll learn techniques to effectively discipline employees who are uncooperative, angry, complaining, gossipy, quick to blame others, or exhibit other signs of poor attitude. Learn what questions to ask yourself before taking disciplinary action against an employee, and how to deal with the disciplinary session. Practice techniques for communicating with problem employees and learn how to develop an action plan for correcting problem behaviors. (This is part of the Supervisory Skills and Human Resources Management Certificate Programs, but you do not need to enroll in these programs to take this workshop.)

Instructor: Lynne Richards, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

» [Register Now](#)