

## HR Management Principles – Managing People in the Real World

Title of Course:	<b><i>Managing People in the Real World</i></b>	Length of Course (# of Hrs/Days):	16 hrs /2 days
Total Price of Course:		Minimum and Maximum Number of Participants:	12-24
Price Per Participant			

### **Description**

*Managing People in the Real World* teaches leaders, managers and supervisors how to apply sound human resources management principles in order to build a high performing work force. Attendees will learn tried and true tools and techniques that will help them develop a workforce that is committed to the organization’s values, that is dedicated to its mission, and that holds its employees accountable. The initial section of the training focuses primarily on the majority of the employees that want to do a good job. The primary focus of this course is, however, on managing difficult employees in the real world – perhaps the hardest task a supervisor/manager/leader will ever face. The course will offer strategies and approaches for dealing with difficult situations (leave abuse, performance problems, EEO complaints, labor-management difficulties, etc.). More importantly, it will show the attendees why the Federal Government human resource management systems often encourage management not to take action, and it will offer new approaches and philosophies that will empower them to regain control over problems that often seem to be hopeless, but in reality are not.

### **Who should take this course?**

Federal, Tribal, Government or Civilian Agency leaders, managers or supervisors, employees who aspire to go into management and Human Resources Management professionals.

### **What participants will gain:**

This workshop will provide the skills, knowledge, and expertise necessary to manage a full range of employees – from those that are highly skilled and motivated to those who have performance and/or conduct problems. Written principles and clear strategies will be provided that will enable participants to return to their organizations confident and eager to handle the most difficult task of management – dealing with people. This workshop is noted for its high impact nature in terms of knowledge retention and skill application due to its use of written guiding principles that are illustrated with a series of movie clips, case studies and role-playing. The class also allows for a high degree of interaction between the students and teacher wherein real-life people problems are discussed and real-life solutions are provided.

### **Course Content**

#### Principles for Dealing with People – The Good, the Average and the Bad

- Discuss philosophies/approaches that motivate, develop and retain employees – and those that do not, and explain why.
- Discuss the battle between the top 10% and the bottom 10% of the workforce for the hearts and minds of the middle 80%.
- Discuss accountability – why it is important and how to apply it.
- Review a series of real-life case studies wherein the students attempt to apply the lessons they have just learned.

#### Performance Management

- Discuss how to manage performance in a fair and equitable manner.
- Explain why posting performance data can be important.
- Show how to deal with poor performers.
- Review real-life cases involving performance problems where the students apply the lessons they have just learned.

#### Leave Administration

- Explain the different types of leave (annual, sick, leave without pay, etc.)
- Provide tips for addressing each type of leave request.
- Discuss the common mistakes that supervisors typically make when administering leave and show how to avoid them.
- Review how to deal with leave abusers.
- Review a series of case studies involving leave problems wherein the students apply the lessons they have just learned.

#### Labor Relations

- Explain Federal labor law and the role of unions in the Federal Government.
- Describe best practices for dealing with unions.
- Review a series of case studies involving labor relations where students apply the lessons they have just learned.
- Role-play a grievance meeting and a labor management meeting.

#### EEO

- Explain Federal EEO law.
- Discuss the factors that contribute to EEO complaints and how to avoid them.
- Show how to analyze the merits of a complaint, and explain when to settle an EEO complaint.
- Review a series of case studies involving EEO wherein the students attempt to apply the lessons they have just learned.
- Role-play an EEO complaint meeting.

