



# Managing HUMAN RESOURCES

An Intensive 2-day Seminar

**We're  
coming  
to your  
area ...**

**This program was created especially for  
human resources managers and directors.  
Attend and learn ...**

- Which legal land mines are costing companies millions ... and how to ensure you're not at risk
- How new health-care and strict privacy laws impact your organization
- Where your organization is at greatest risk in the event of workplace violence or a major emergency
- Why social media could be a nightmare for your organization ... and its surprising benefits to HR pros
- How to work effectively with managers and staff and reduce the rework, frustration and stress that occur from people not doing what they're supposed to do

**See pages 4 – 5 for your  
comprehensive agenda.**

Enroll today at [NationalSeminarsTraining.com/MGHR2](http://NationalSeminarsTraining.com/MGHR2)  
or call **1-800-258-7246**.



# Get Ready for the Most Complete Course on Managing Human Resources Anywhere

HR is a tough job. You need every advantage you can get—that's why you need this seminar.

## Consider your daily challenges ...

Every day you walk into the office not knowing what to expect, though you know you'll likely face myriad super-tough problems. For example:

- A semi-hysterical employee comes to your office complaining about his manager
- You find that several supervisors are more than 90 days late in turning in their employee performance reviews
- An exasperated manager comes to you wanting to terminate an employee, but she didn't follow the company's process for progressive discipline
- Your boss orders that health insurance costs be cut again, even though you just spent weeks negotiating a really great rate



Sound familiar? And that's only the half of it ...

## The bigger picture ...

As difficult as your day-to-day "hot issues" seem, they pale in comparison to your larger responsibilities as a human resources professional.

You are the key talent management strategist for the organization. You are responsible for keeping up with employment laws and pertinent compliance mandates. Your boss relies on you as a key member of the leadership team ... though you're often forced to be a "bad news" messenger, thanks to ever more complex laws and escalating benefit costs.

Plus, you're responsible for making sure your organization's supervisors and managers understand organizational policies and procedures ... as well as major laws and compliance mandates ... and apply them consistently and correctly.

It's a big, big, big job ... and unfortunately, it's one that often does not earn you the respect and appreciation you deserve, because no one else comprehends just how big your job really is.

## This training makes your tough job easier and helps you be more successful!

There's absolutely no better way to update your knowledge than by attending *Managing Human Resources*. You'll leave with tons of practical tools, techniques, strategies and guidelines you can use immediately to handle your role with greater confidence and success.

# Warning: Even one slipup could result in a financial catastrophe!

**Are you scared yet?** Many HR professionals are, because they understand the steep repercussions of making an error. Employee claims of discrimination, harassment, wrongful discharge, retaliation and more are on the rise. The payouts in terms of attorney's fees, court costs, fines, penalties and settlements can be financially debilitating to an organization ... and it doesn't stop there. In some cases, the HR managers are being held personally liable for their mistakes.

The good news is that you don't need to be scared—you just need to be prepared! Our intensive **Managing Human Resources** two-day seminar delivers the know-how and solutions you need to handle everything you deal with, while keeping you out of legal hot water.

Here's just a sample of what we'll cover ...

- Employee retention
- Employee benefits management
- Conflict resolution
- Privacy and confidentiality issues
- Discrimination and harassment prevention
- Employee training
- Employee discipline and discharge procedures and documentation
- Diversity, tolerance and sensitivity
- Employee complaint investigation
- Compliant and secure record keeping
- Health-care plans and HIPAA
- Recruiting, staffing and onboarding
- Compliance: FMLA, EEOC, ADA, FLSA, COBRA, EPA, ERISA, OSHA, WARN and more
- Keeping HR policies and procedures up to date
- Workplace violence prevention
- Outsourcing
- Emergency and contingency planning
- Vendor negotiation
- Job descriptions and employee appraisals
- HR record keeping

## Are You 100 Percent Positive You Know How to Handle These Issues?

1. Sales managers are using their company credit cards to pay for alcoholic drinks for employees at after-hours meetings
2. An employee objects to being paid hourly and wants to be classified as exempt
3. A manager's husband calls in to ask if his wife can extend her maternity leave by two weeks
4. Confidential information about an employee is being spread through the office grapevine
5. You learn someone used sick time to attend a sporting event
6. You've been told a manager is having an affair with a person in her chain of command

When you attend the **Managing Human Resources** seminar, you'll get answers to these dilemmas, plus a chance to ask your own questions regarding the tricky challenges you face.

# Your **COMPREHENSIVE**

Registration begins at 8:15 a.m. on Day 1

## **The Purpose and Importance of Human Resources**

- Why HR is vital to every person in the organization
- Understanding and aligning HR with the organization's essential goals
- HR analytics: A critical thinking framework
- Values and ethics in HR
- HR's role in making the company a great place to work

## **Recruiting, Interviewing and Hiring**

- Fair, legal hiring practices and the importance of strategic staffing
- Creating and administering job applications—both hard-copy and online
- What you need to know about preemployment testing
- Using social media for employee recruiting
- Types of employment interviews
- Interview questions that can NEVER be asked
- Best-practice recruiting tactics
- The pros and cons of noncompete agreements
- Don't get hit with a big fat lawsuit! Know the rules of using contract labor
- The dos and don'ts of reference checking

## **Employee Benefits Administration and Communication**

- Strategic benefits administration—you must have a plan!
- Your new health insurance obligations under the law
- What benefits do other organizations offer? A comparison of what's out there
- A strategic approach to compensation management
- Managing incentive plans the fair and legal way
- Communicating your organization's benefits and clarifying who is responsible for what to staff
- The IRS and cafeteria benefit plans—what's changed

- Administering COBRA—what are the rules, and what happens when a former employee breaks them?
- Top policies and procedures that you must have in place
- The Employee Handbook Audit Checklist

## **Federal Laws, Discrimination and Compliance**

- Know the laws and what they cover: FMLA, HIPAA, ADA, ADEA, COBRA, EPA, ERISA, FLSA, PDA, Title VII and more!
- Super-hot FLSA issues for employees who use technology to work off-site
- Don't blunder here! Understand medical certification and the FMLA
- What constitutes age discrimination, and could your company's managers be crossing the line?
- How does the ADA define reasonable accommodation?
- Top mistakes made in areas such as discrimination, wrongful termination, reverse discrimination, exempt vs. nonexempt classification, workplace bullying, domestic partner qualification and more
- Legal land mines in OSHA and workplace safety—know your rights and obligations
- Mental illness and the ADA—what you MUST know!
- Would your employees have a case for a hostile work environment claim?
- How to investigate and handle sexual harassment claims, employee discrimination claims and other employee-sensitive complaints
- What you need to know about the Worker Adjustment and Retraining Notification (WARN) Act

## **Employee Performance Management**

- Creating a legal and effective employee appraisal process
- Termination 101—keep it legal, keep it safe
- The unbreakable rules of criticism and discipline
- Discipline and termination documentation: Your best defense in court is thorough documentation

# LIVE Seminar Agenda

Seminar hours: 9 a.m. to 4 p.m. each day

## Handling Special Issues and Situations

- What you need to do when employees are called to military service and active duty
- The ins and outs of handling garnishments
- Why and how to conduct effective diversity training for every employee
- Keys to avoiding costly mistakes when handling employee accidents and injuries on the job
- Protecting your organization from retaliation lawsuits
- Social media use policies—what you can and can't do
- Can you replace an older worker with a younger one? What you need to know
- What's legal when it comes to drug, alcohol and genetic testing?
- Workplace violence: Keep your employees safe and protect your company from liability
- The role of HR in times of change and turbulence
- Contingency planning for emergencies

## Working With Your Organization's Managers and Staff

- HR's role in supporting organizational managers and supervisors
- Educating your organization's leaders on expectations regarding:
  - Proper recruiting, interviewing, hiring and other staffing procedures
  - Writing and maintaining current, precise job descriptions
  - Employee discipline and termination
  - Maintaining a discrimination-free and harassment-free work environment
  - Onboarding new hires
  - Performance appraisals
  - Employee training
  - Employee dress codes
  - And more!

- Understanding the high cost of turnover and how to work with managers to minimize it
- Do you really need to have an employee handbook? Yes, and we'll explain why!

## Records Retention, Management and Destruction

- What records do you need to keep and for how long?
- Managing electronic documents and paper records
- Records management tips that'll make your life easier
- What's the safe way to retain records that need to be kept?
- Creating a document destruction process

## Managing Vendors and Suppliers

- What should you outsource?
- How to make vendors your strategic partners
- Getting the best prices and best terms
- Secrets of negotiating win-win deals
- Holding vendors responsible for their commitments ... and what to do when they're letting you down
- How to protect your organization from suppliers who harass employees

## Career Management: HR and the C-suite

- Proving HR's contribution to the bottom line
- Positioning yourself as a key member of the top management team
- Important HR metrics that tell the tale of how good you really are
- Prepping yourself for your career climb
- Where do you go from here? Career growth strategies for HR pros



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## 5 More Reasons You'll Want to Attend ...

- 1. Get up to date on the essentials:** Your time is valuable, and we won't waste it. You'll only learn the most relevant information at this course. You'll gain best-practice strategies that help you handle your job confidently and professionally.
- 2. Get new ideas:** Get away from the office, and you'll return relaxed and recharged. Plus, you'll have a plan in hand for making positive, lasting changes in your career.
- 3. Network:** Meet and exchange ideas with other professionals. There's no denying that networking is key in today's business world. Take this opportunity to meet like-minded professionals in your area—and learn from their experiences.
- 4. Participate in interactive training:** Prepare for an innovative learning experience like no other. We'll capture your interest with real-world challenges. Plus, you'll participate in proven-effective exercises that are designed to increase retention and on-the-job application.
- 5. Learn from an expert:** Ask questions; share ideas; and get immediate, real-world feedback from experts who have worked in your industry. We guarantee you'll return to work with new confidence and skills you'll be able to use immediately.

### National Seminars Training—30 Years of Training and Development

When results matter, you want a training partner that you can rely on. For three decades, NST has provided new ideas ... answers to tough challenges ... and legal updates to business professionals across the United States. A recognized leader in training and development, NST offers over 6,000 workshops and over 180 live Webinars each year.

Each year over 122,000 associates and over 46,000 managers turn to NST for solutions to the challenges they face. In the past 10 years, NST has partnered with over 8,000 organizations to deliver tailored team and corporate training solutions.

Every course offered by NST is developed by a team of experts with decades of real-world experience. So you can count on getting relevant information and career-building skills from a trainer who knows what's going on in today's world.

## Unlimited Seminars, Webinars and On-Demand Content ... With the STAR12 Professional Edition

For one low annual fee, STAR12 gives you unlimited access to the most comprehensive collection of seminar training and online learning resources in North America. Give yourself the edge you need to achieve your dream career. Join STAR12 today! Sign up today at [joinSTAR12.com](http://joinSTAR12.com) or call **1-800-258-7246**.



## Bring This Course to Your Organization

If you have multiple employees who could benefit from this training, consider bringing it on-site to your organization. Our Enterprise Learning Solutions team can tailor any program to meet your unique needs and core competencies. Learn more at [NationalSeminarsTraining.com/CorporateTraining](http://NationalSeminarsTraining.com/CorporateTraining) or contact a training specialist at **1-800-344-4613**.

## Enrollment Fee

**Group discount:** When three enroll from your organization, a fourth attends FREE. Group discounts apply to seminar registrations only and cannot be used for STAR12 or on-demand seminars.

**STAR12 Professional Edition—only \$499\*:** STAR12 entitles you to unlimited access to all NST seminars (retail priced \$399 or less) + Webinars, online courses and more for 12 months. Enroll today at [joinSTAR12.com](http://joinSTAR12.com).

\*Plus tax where applicable

## To Enroll ...



Register online at  
[NationalSeminarsTraining.com/MGHR2](http://NationalSeminarsTraining.com/MGHR2)



Or call toll-free **1-800-258-7246**

## Registration Information

**Our Registration Center** is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

**Check-in** begins at 8:15 a.m. on Day 1. The workshop schedule is 9 a.m. to 4 p.m. each day. Lunch is on your own.

**Cancellations and substitutions.** Cancellations received up to five working days before the seminar are refundable, minus a \$25 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

**CEUs:** Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. You may also call us at 1-800-258-7246 for additional assistance.

**Tax deduction:** The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

## Workshop Schedule



**National Seminars Training**

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# Managing HUMAN RESOURCES



**This intensive 2-day training program will give you the edge you need to shoulder your immense responsibilities with confidence and success!**

## **In your HR role, you have to be ...**

- A skilled strategist
- A talented negotiator
- A conflict resolution specialist
- An exceptional employee motivator
- An effective coach and mentor
- A safety specialist
- An expert on complicated HR laws, employee benefits administration, insurance, compensation, record keeping, employee dispute resolution and much, much more!
- An accomplished complaint investigator
- An employee training expert
- A phenomenal leader
- A workplace productivity genius
- A talent management mastermind
- An outsourcing whiz

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