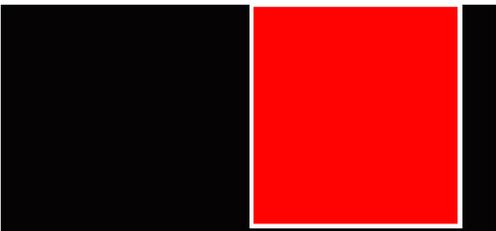




**EAF**  
Employers Association Forum

# Onsite Training & Development



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# Onsite Training & Consulting

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# Behavioral Interviewing, Coaching & Outplacement Services

**BEHAVIORAL INTERVIEWING** - Common mistakes in interviewing and selection, such as not utilizing a structured, behavioral interview format, not knowing when you haven't heard anything useful, overlooking key information, and not listening for and noting three-part effective answers from applicants, point to the many benefits resulting from a more scientific, objective interviewing process. Learn a 3-step process for selection, which will help you "hire right the first time".

**COACHING (One-on-One)** - Coaching is not your last resort...it's part of your on-going process to retain effective people and promote a learning organization. Behavior changes require high motivation and commitment within the individual to be coached. Coaching is complete when the individual is consistently demonstrating the success criteria behaviors.

**OUTPLACEMENT SERVICES** - This robust service includes setting up a job search notebook and logs for effective follow-up; selecting a job search strategy & exploring career possibilities. Individuals will create paper & electronic résumés and various types of cover letters, learn behavioral and traditional interviewing skills; conduct Internet job searches and networking programs. Individuals will also receive One-on-One coaching.

## Computer Skills Training

**NuTechnology Training Group** provides hands-on training from qualified professional instructors specialized in Microsoft Office applications and Instructional Development. The mission of NuTechnology Training Group is to provide innovative, cutting edge computer training to prepare and educate individuals seeking a new career or simply to improve their technology skills to improve their job performance.

- Computer Basics: *Internet, Email, File Management*
- Word 2003, 2007, 2010: *Fundamentals to Mail Merge, References, Review Tracking*
- Excel 2003, 2007, 2010: *Fundamentals to Pivot Tables, Advanced Formulas, Charting*
- PowerPoint 2003, 2007, 2010: *Animation, Transitions, Audio, Video*
- Outlook 2003, 2007, 2010: *Email, Calendar, Contact, Task*
- Access 2003, 2007, 2010: *Fundamentals to Reports, Queries*
- Microsoft Project 2003 2007, 2010: *Manage and Track Projects*
- Microsoft Visio 2003, 2007, 2010: *Create Flowcharts, Diagrams, Floor Plans*

*\*Employer provides computers/laptops.*

## Cyber Security

Safeguard your computer and network assets. Numerous programs are available on a variety of subjects and are provided as in-house training or off-site seminars. Each program is tailored to the client's unique requirements. Courses are taught by former National Security Agency, Central Intelligence Agency, and FBI professionals.

- Computer Security For The Employee
- Budgeting Your Computer And Network Resources For Executives
- Developing The Threat / Vulnerability – Probability / Impact Matrix © For Your Company
- Computer and E-Mail Security For The Executive
- Hiring and Firing Your IT / MIS Staff
- Incident Response; First Response By The IT Department
- Legal Ramifications Of Computer Security Negligence
- Collecting Forensics Information
- Preparing A Methods, Policies and Procedures Document For Information Security
- Protecting Your Computer and Network Assets From Hackers and Crackers
- Management Control of Your IT / MIS Resources And Departments
- Computer And Network 101 For Executive Management
- How To Keep Your IT / MIS Department From Taking Control; For Executives

## Emergency Planning & Security

**Comprehensive Emergency Management Plans** - The private sector and government are learning hard lessons about the need for preparedness. Whether for natural disasters, such as hurricanes; accidents like hazardous material spills; or man-made situations such as arson or sabotage, organizations need to be prepared. We use the federal government's four phrase process: Mitigation, Preparedness, Response and Recovery. With experience in developing *Comprehensive Emergency Management Plans* for government and the private sector, we can help you prepare for the emergency.

**Crimes of Distraction** - The latest crime "craze"! While the victim is distracted by a decoy, the "hit" person goes to work. It may be a purse snatching, a mugging or stealing your briefcase and luggage...but in any case you have been "had". You will learn what to look for: the people, their dress and their actions. We will show you how to spot the decoy and where to look to see the "hit" person as they target you. Most importantly...what to do and not to do in order to avoid being targeted.

**Crisis Communications** - Communications is a key ingredient to managing an accident, emergency or disaster. It has an impact on employees, customers, owners, regulators, and the community. Internal communication to employees and their families is vital. They must know what the organization is doing, and their role in the response effort. External communication to customers, government regulators and the news media, has a bearing on public image and future litigation. With over 20 year's experience in the news media, and a decade of communications training and consulting, we can help you plan for the incident.

**Identifying the Violent Worker** - They say you can never tell who it will be. But, you can! There is a "pattern" that is identifiable. You will learn it, as

well as your management options in dealing with the potentially violent employee. This is an increasing concern, as the victims or their families are suing the management and organization for not adequately protecting them or their loved ones.

**Policy Development** - Writing policies and standing operating procedures can be a difficult task for those not accustomed to working with the level of detail required. With years of experience in writing SOPs for the military, government and private sector, we can customize policy and procedure manuals for your organization. This includes developing mission statements, identifying procedures to be accomplished, assigning responsibilities, organizing annexes, supporting documents and check lists. Tell us your needs and objectives, and we will do the detail work for you.

**Securing the Workplace** - Take the mystery out of security. Learn "by the numbers", the Two-Three-Four Method. You will find out about the two types of security you can use, the three elements available in securing your workplace, and the four building blocks in establishing a secure work environment. Discover your liabilities and responsibilities to employees, customers and visitors to your property. What you learn in this program can be put to immediate use at your business.

**Travel Security** - Why are business travelers such easy targets? What are the criminals like? Can you detect them, while they target you? We will answer these and other questions. Learn our 4 phase program. We will teach you about "Crimes of Distraction", understanding graffiti, gang clothing or "colors" and tattooing. Managers will learn that employees...and the courts...are holding them accountable for crimes committed against their employees traveling on business.

## Employment & Labor Law

You must train your supervisors and managers in the law, their responsibilities under the law, and the exposure (both individual and company) for their failure to follow and implement the law appropriately. The following programs are available and can be combined for a one-day seminar or spread out over time at your convenience.

### **Americans with Disabilities Act (ADA)** - 1 hour

- Basic tenets of the law.
- What is reasonable accommodation?
- What is undue hardship?
- Responsibilities of supervisors/managers.

### **Equal Employment Opportunity (EEO)** - 1 to 2 hours

- Recruiting and hiring
- Promotion and transfer
- Discipline and discharge

### **Family and Medical Leave Act (FMLA)** - 1 hour

- Brief background and overview of the FMLA.
- Definition of "Serious Health Condition".
- How to set up and administer FMLA?

### **Staying Union Free** - 4 hours

Supervisors and Managers must be trained:

- To defend against determined union organizing efforts.
- To identify and stop the early warning signs of union activity.
- To articulate the company's union-free status
- To be strong advocates for the employee's right to stay union free.

### **Wage & Hour** - 2 hours

- Overview of the Fair Labor Standards Act.
- Salaried employees.
- Exemptions from overtime.

### **Workplace Harassment** - 2 hours

- Brief background and explanation of 1964 Civil Rights Acts, as amended.
- What is Hostile Environment Harassment?
- What is the difference between discrimination and harassment?

# Leadership, Management & Supervisory Development

**Communications Self-Analysis** - This course enables these participants to see themselves the way others see them. A comprehensive profile is developed for each participant, along with a discussion of ways to improve communications skills.

**Conducting Meetings** - This course provides the participants with basic rules for holding and conducting a meeting.

**Conflict Resolution** - This course will train you to know how to approach conflict in a way that yields positive results! You'll gain proven techniques and hands-on skills for bringing differences out in the open, standing up for your position, and valuing the perspectives of others.

**Controlling** - This course defines controlling for the participants by establishing the elements for effective controlling as well as a criteria to follow.

**Counseling** - This course gives the supervisor or manager a greater understanding of counseling by discussing the purpose of counseling and the major causes that make counseling necessary.

**Customer Service** - This workshop applies basic communication, conflict resolution and problem solving skills to the task of dealing with customers outside and inside the organization.

**Decision Making** - The entire process of making decisions is understood by discussing types of decisions, where and when decisions should be made, and techniques and guidelines for effective decision making.

**Delegating** - A thorough discussion of how, what, and when to delegate is presented, along with an understanding of the importance of delegation. Understanding is enhanced through an analysis of delegation styles.

**Developing & Training Employees** - This course gives the supervisor or manager a thorough understanding of the definition of training, the objectives of training, as well as the benefits to both the subordinates and the supervisor.

**Diversity Works® - "Making Our Differences a Strength" - Valuing Diversity is Key To Organizational Performance!** - Everyone is different. In the workplace, these differences can interfere with our ability to communicate and make cooperative decisions, but can also be a great asset. Fully managing this asset requires knowledge, skills, and commitment. Through exposure and self-awareness we can help build positive relationships and understandings that contribute directly to business success. Our capacity and ability to truly value and apply diversity requires a personal perspective, an attitude of the value of differences, a shared purpose, and related personal behaviors that acknowledge the existence of differences in values, beliefs, behaviors, talents, skills, and personalities within individuals.

**Dynamic Strategic Leadership® - Strategies for Excellence In Challenging Times** - We are living in defining times – often challenging - but at the same time exciting in the possibilities of exploring new opportunities. The qualities of leadership that exemplify excellence are needed today perhaps more than in recent history. Today - effective leadership at all levels of the organization requires a never-ending quest for vision, positive influence, change, drive, and execution. **"Dynamic Strategic Leadership"** is an innovative 21<sup>st</sup> century leadership development program designed to provide mid and senior-level management individuals the opportunity to explore and expand their leadership capacity, capability, and impact at a time when most of our member organizations need it most!

**Effective Coaching & Mentoring** - Effective coaching is not just an occupation isolated in the world of sports! The process and tools of effective coaching are fundamental skills for anyone, management or otherwise, who is trying to get the best out of people and get people to be at their very best. Mentoring is a complementary process that provides individual focused coaching as a method of development. As an integral part of any organization's commitment for performance, effective coaching and mentoring are both critical skills to be applied in order to continuously develop people in the workplace.

**Effective Interpersonal Communication - A Workshop to Improve Interpersonal Relationships in the Workplace** - Effective interpersonal communication and the behaviors that drive positive human interaction is the lifeblood of any organization – large or small – public or private – any industry! Part of your success in the workplace is dependent upon your interpersonal communication skills. How well you interact and communicate with others including your manager, your team members, other peers, customers and vendors – all of these has an immediate and lasting impact on your ability to perform effectively at any level. In this climate of constant change and challenge, employees at all levels can increase personal performance and effectiveness if their *intra* and *inter* personal skills are good and if they are appropriately applied in the workplace.

**Exceptional Management Performance - New Strategies for a World of Change** - The role of management is changing critically in a very different world of work. The need to be more strategic and results-oriented is a major challenge in most organizations today. Understanding and adapting to these changes and challenges requires both a new way of thinking and new set of skills and behaviors that change the impact of management. Your organization may be undergoing significant changes as a result of these challenges or maybe you are just ready to refocus the talents of your management team towards exceptional results. Whatever your situation may be, EAF's new workshop can enhance the capacity and capability of your existing management team.

**Interpersonal Skills Development** - This course equips you with the necessary skills to effectively deal with all types of people under all types of conditions. You will learn to adjust your style to the context as well as to individual differences between the people you deal with and to the changing situation

# Leadership, Management & Supervisory Development (Cont'd)

**Managing Organizational Change** - Managing Organizational Change is an 8-hour workshop that provides management and professional employees an overview of the organizational change process. In today's constantly-changing world, the workplace continues to undergo dramatic change almost every day! Without an understanding of what organizational change is and how to best approach it, managers often fail at implementing and sustaining meaningful change in the organization.

**Measuring the Performance of the Human Resource Function** - In today's cost conscious business world every functional department in an organization must prove its worth and effectively contribute to the bottom line. This one day workshop will reveal proven principles and formulas of productivity that will enable you to measure the efficiency of all human resources functions.

**Mediation Process: Managing and Resolving Conflict** - This course trains you how mediation fits into the larger field of dispute resolution and negotiation and then presents a comprehensive, stage-by-stage sequence of activities that can be used by mediators to assist disputants in reaching agreement.

**Motivation** - The definition and principles of motivation are discussed. A brief explanation of motivation theories is given along with ways to make these theories practical.

**Organizing for Results** - The principles of organizing are defined in detail and are thoroughly discussed.

**People-Smart® - Building Interpersonal Relationships—Self-Assessment Workshop - It's Smart to be People Smart!** - *"In the 21st century, it is critical that people work effectively together."* Are you ready to learn to bring out the best in yourself, in your colleagues, employees, customers, and bosses? When mutual respect and strong interpersonal skills are present in our work relationships, we do more than make people feel good. Both personal and organizational performance can be greatly enhanced. Customers are more likely to return to companies that treat them well. Cohesive teams are more productive. And, if you have strong people skills, you are more likely to succeed-and be truly valued as an employee – regardless of your level or position.

**Performance Leadership - Strategies for the 21st Century** - Performance Leadership is an innovative half-day seminar for organizations who are concerned about the future role of corporate leadership and its impact on performance! Performance Leadership presents new behaviors and practices that redefine leadership as a key ingredient of exceptional organizational performance. Performance Leadership examines world-wide trends, issues, and implications for leaders attempting challenges of a more competitive world marketplace. A personal Performance Leadership Profile provides participants with an assessment of individual leadership strengths and needs based on a new performance-driven learning model. Participants learn 5 innovative leadership strategies that encompass a total of 42 performance-based leadership practices.

**Planning, Problem Solving & Decision Making - Effective Management Process Skills** - Problem Analysis, Problem Solving, Decision Making, and Planning are essential skills for managers in any organization. These are the basic *management process skills* required for success in any organization. They are critical to the success of any organization in the 21<sup>st</sup> century concerned about the effective application of management tools and practices that keep the business running effectively and efficiently! This workshop introduces participants to specific Management Process Skills including Decision-Making and Problem-Solving models and processes. The skills presented in this workshop provide managers with a framework for gathering information, setting priorities, analyzing situations and problematic issues, and making effective decisions.

**Process Improvement in Today's Organization** - Organization that are most effective at continuously improving through problem-solving, effectively utilize continuous improvement approaches. Participants will learn macro, micro, deployment and top-down flowcharts and process mapping techniques. Exercises and scenarios are used to enhance the learning process.

**Project Management for Groups** - This two-day performance-based workshop focuses on a project managers ask the right way question and do the right things to get the job done. While it can serve as a valuable quick reference for the experienced project management professional, it is primarily intended to help the new or part-time project manager build a solid foundation of good project management habits.

**Strategic Planning for Today's Business** - This program will teach you a formal strategic planning process. You will learn how to perform situational analysis of your current business environment, how to formulate strategic goals and objectives, how to develop tactical plans for achieving those goals and objectives.

**Stress Management** - This course is designed to equip you with the skills to not only recognize stressful conditions both at work and in your personal life but also how to effectively manage them in order to minimize their impact on your career and life.

**Pre-Supervisory Skills Development Workshop®** - During these challenging times, this skill-based program can greatly assist and support your management team by enabling new and inexperienced frontline supervisory and lead staff to perform at their very best! This is a 2-day, 12 hour highly interactive skills development workshop designed specifically to immediately increase the value and maximize the performance of those employees who have had limited supervisory training and/or experience as well as those who may need a refresher. The classroom learning approach provides participants a balanced blend of discussion, personal assessment, situational problem-solving, and on-the-job application.

## Leadership, Management & Supervisory Development (Cont'd)

**Supervisory Foundations®** - A 2-day 16-hour highly interactive workshop designed to provide frontline supervision and management with a basic awareness of those key foundation skills and practices necessary to effectively supervise your team towards excellence! Successful supervision begins with applying good common sense in all that you do. Unfortunately, the use of common sense is usually not common in the workplace. Yet, common sense is a critical requirement and prerequisite for a successful career in Management. As a frontline supervisor, your ability to work effectively with people is fundamental to your success, the success of your team, and ultimately the success of your company. Successful supervisors effectively blend a combination of personal, interpersonal, and team management skills in order to effectively supervise people and process.

**Navigating the Management Highway®** - A 2-day 16-hour skills development workshop designed for existing managers. The workshop is highly interactive incorporating a combination of group discussions, assessments, team exercises, case studies, and problematic simulations. Participants complete a Management Competency Profile that serves as a learning roadmap for the workshop. This workshop is available on-site and can be customized to address specific client needs.

**Team Building** - This course is designed to improve productivity and quality using the team concept and to implement proven practical principles of employee empowerment. It is also designed to build strong teams through basic skills and techniques, therefore, creating an understanding of how different team roles and responsibilities complement each other.

**Time Management** - This course helps the participants recognize the demands that control time. Time as it relates to planning and controlling are discussed.

## Organizational Development

**Cultural & Operational Performance Diagnostic Assessment** - Culture is defined as the personality of an organization. An organization's culture is usually reflected in how people act and react to each other and how they are seen by others, particularly the customer! Culture is always unique and is based on an established pattern of behaviors and practices that including leadership and management practices, values, methods of communication, attitudes, employee behaviors, systems and processes, and traditions, etc. Recent and ongoing research indicates that high-performance organizations deliberately build and maintain a *winning culture formula* based on a core foundation of eight (8) cultural components called **cultural performance factors**. The research indicates that these factors must be defined, aligned, communicated, and continuously managed with strong leadership focus and defined behaviors at all levels of the organization in order to achieve maximum sustainable performance results, regardless of industry or sector.

**Leadership Competency Assessment® - The Leadership Competency Assessment** is a comprehensive web-based 360 degree audit of leadership and management practices that provides organizations with a composite profile of leadership strengths and development needs based on customized core competency and skill evaluation. At the option of the client organization, the process can include self, management, peer and employee inputs. The instrument captures key leadership and management competency and skill requirements across eight (8) *Leadership Competency Performance Areas*. Inputs are collected via a web-based access and analyzed to establish key benchmarks for core leadership and management performance. Each *leadership competency area* contains specific skills and practices deemed appropriate for 21<sup>st</sup> century leadership excellence and strategic direction for effective management performance. A total of 65 *Leadership and Management Practices* have been defined across the 8 *Leadership Competency Performance Areas*. Both the *Leadership Competency Areas* and the *Leadership & Management Practices* can be customized for individual organizational needs. When assembled into a composite leadership competency profile and incorporated into appraisal and developmental processes, these core practices will provide any organization the tools necessary to support current and future strategic direction.

**Workforce Capacity Planning** - The ability to define, plan, develop, and maintain a skilled competent future workforce that meets the strategic needs of the business is one of the most urgent challenges facing organizations worldwide today! This new program has been designed to assist our member organizations in meeting the challenges of effective strategic human resource planning. The process is simple...a) develop a strategic roadmap for future human resource needs by ensuring key HR practices are in place to create a business-oriented strategic link between existing and future needs and all HR programs, processes, and practices; and b) build a plan to meet future workforce needs and thereby creating a deliberate alignment of human resource and business systems to enable more efficient and effective utilization of the existing workforce while working to increase future workforce capacity in meeting the strategic goals of the business.

## Performance Management & Appraisals

This course, which can readily be structured around your performance management system, is designed to provide managers and supervisors with specific techniques and skills designed to increase their overall competency as managers and encourage improved employee performance. In this six-hour program, your managers and supervisors will learn techniques for:

- Defining and communicating performance expectations
- Tying organizational goals to individual performance
- The “four-step” process for conducting successful performance appraisal discussions
- How to recognize and avoid common rater errors
- Maintaining legal defensibility
- Managing performance problems

## Supervising & Discipline

**Conducting the Positive Disciplinary Interview** - Over the years, hundreds of thousands of managers have unsuccessfully tried reprimands, warnings, demotions, probations, and unpaid suspensions. So why do disciplinary problems still persist in your organization? It's been proven that the traditional approaches to handling problem employees do not work for a simple reason. "It may be possible to punish people into compliance, but we cannot punish people into commitment. And commitment is what today's organizations require." In this fast-paced workshop, you will be provided with the opportunity to work with a proven management technique for handling the everyday problems of absenteeism, bad attitudes, and poor performance.

**Supervisors' Guide to Positive Discipline** - You've tried reprimands, warnings, demotions, probations, and unpaid suspensions. So why do discipline problems still persist in your organization? The traditional approaches to handling problem employees do not work for a simple reason. "It may be possible to punish people into compliance, but we cannot punish people into commitment." Commitment is what today's organizations require. This training program will provide you with a proven management technique for handling the everyday performance problems. This recommended system replaces existing punitive disciplinary policies with an affirmative program that...makes problem employees take personal responsibility for their actions; avoids confrontational, anger-provoking situations that can damage relationships and sometimes even lead to violence and salvages potentially good employees who have gotten off the track.

**Supervising the Unsatisfactory Employee** - The manager's most important responsibility is to manage the performance of his or her employees; through the employees the results will happen. For as long as there have been managers, there have been unsatisfactory employees. Therefore, the first step before handling any problem employee situation is to recognize that managing the performance of others is a key part of what management at any level is about. As a manager, your job entails more than your own work. If any of the people you supervise are not doing his or her job well, you share in the responsibility of that below-par performance. Until you recognize this fact, you cannot begin to resolve employee performance problems.

## Safety & Health

**Accident Investigation** - Want to get to the bottom of it? This accident investigation course gives supervisors and managers the tools and techniques to uncover the root cause of on the job accidents... and gives you the knowledge to make changes that will reduce the chances of that same accident occurring to someone else. Course materials cover principles and practices, interview techniques, tools to do the job, and accident analysis to determine surface and root causes. (2 hours)

**Bloodborne Pathogens** - A must program for employees and supervisors with jobs that one would reasonably anticipate an exposure to blood or other potentially infectious materials. The concept highlighted is universal precautions and exposure control plan development. (4 hours)

**Confined Space Safety (Entry)** - This program is intended for employees and supervisors who enter or supervise the entry of confined spaces and permit required confined spaces. These could include manholes, vessels or tanks that have a limited means of access and egress and contain potential hazards such as hazardous materials, atmospheric, configuration, or engulfment. The program emphasis is geared to procedure and program development as well as entry techniques. (6 hours)

**Defensive Driving Training (S.A.F.R.)** - Truck drivers, traveling sales people, even management staff in rental cars: Everyone has the need for defensive driving techniques. Learn the tricks to avoiding collisions. Control the driving environment around you; don't let it control you. Safe Driving programs can cover a wide variety of topics and can vary in length from one hour to one day. (Customizable class, classroom only portion 4 hours; hands-on, on-the-road training available at an additional cost.)

**DOT Hazardous Material Transportation Safety** - This program is intended to comply with the training requirements imposed by 49CFR for employees and employers involved in the transportation of hazardous materials. The program keys on familiarization with hazardous material transportation regulations, hazard communication, hazardous material tables, shipping papers, emergency response, job-specific functions, packaging, marking, labeling, and placarding. A written examination is included in the program. (6 hours)

## Safety & Health (Cont'd)

**Emergency Response Awareness Training** - This program is intended for individuals with limited responsibilities involving hazardous material incidents. This program will focus on hazardous chemicals awareness, signs and symptoms of exposure, safe emergency evacuation and notification planning. **(8 hours)**

**Energy Control (Lockout/Tagout)** - This program is intended for employees that service, repair or maintain facilities or energized equipment. The emphasis is on energy lockout/tagout procedures designed to minimize the potential for exposure to all types of energy. **(4 hours)**

**Ergonomics - Office Ergonomics** - This workshop is intended for supervisors and office staff to use as a tool for evaluating computer workstations as well as providing information and ergonomic program development. **General Ergonomics** - This course will cover the Concepts of Ergonomics, Worksite Assessment Techniques, Trending Prior Injuries and Identifying Risk Factors, Risk Factor Causes, Hazard Prevention and Control, Injury Management/ Early Intervention, and Employee Training and Recordkeeping. This training is appropriate for Manufacturing, Construction, Fabrication, Warehousing and Service- Related Business (Restaurants, Hotels, Housekeeping, Retail, etc.). **(Each program is 2 to 4 hours)**

**Forklift Training** - **"Each year about 100 workers are killed and almost 95,000 injured in industrial truck accidents. Providing proper training will help reduce that toll," said OSHA Administrator Charles N. Jeffress.** This program is designed to provide your employees with the equipment-specific training needed to comply with OSHA's new forklift standard. The training standards apply to operators in general industry and in the construction and maritime industries.

**Hazard Communication/Right-to-Know Training** - More violations were written under the HazCom standards than any other OSHA standard. Hazard Communication programs are required for almost every type of industry. Training is required for any employee who comes in contact with chemicals in the work place. Risk Consultants, Inc. can custom design a HazCom training program for you, from "Right to Know" training for general employees to program development training for supervisors and managers. Courses will include information on written programs, chemical inventories, labeling, MSDS sheets and routes of entry into the body and more. **(General awareness training, 2 hours)**

**Laboratory Safety** - This program keys on a comprehensive approach to laboratory safety that includes the OSHA standard review, chemical hygiene plan development, Material Safety Data Sheets, techniques for working with hazardous materials, personal protective equipment, employees' rights, emergency and disposal procedures. **(Additional costs apply to this program) (8 hours)**

**OSHA 10-Hour Outreach Training for General Industry** - Taught by OSHA authorized instructors, this is an introduction to a variety of general industry safety and health standards. This is a two-day course and participants are issued a training certificate and a course completion card from OSHA. The course will contain overview material on OSHA inspections, citations, penalties and the general duty clause. Also covered are: OSHA 1910 Subpart D - Walking And Working surfaces; Subparts E & L - Fire Safety and Mean of Egress; Subpart S - Electrical Safety; Subpart H - Hazardous Materials; Subpart Z - Hazard Communications; Subpart I - Personal Protective Equipment; Subpart O - Machine Guarding and other Safety and Health programs. **(Requires a minimum of 10 hours of actual training time, exclusive of registration, breaks, lunch, etc. Usually taught in two 5-hour sessions or one 6 hour and one 4 hour session)**

**OSHA-30 Hour Outreach Training for General Industry** - Taught by OSHA authorized outreach instructors, this is an in-depth look at the General Industry Standards and Safety and Health programs. Course content will contain all of the 10-hour material in expanded format plus additional topics. The additional topics can be custom tailored to meet the specific needs of your business. **(Requires a minimum of 30 hours of actual training time, exclusive of registration, breaks, lunch, etc.) This program may be taught in as little as one week of continuous sessions or in shorter sessions over a period of time not to exceed six months.**

**Power Industrial Trucking Certification Training** - One of OSHA's most cited violations. Any person who operates a powered industrial truck (forklift, powered pallet jack, order picker, tug, etc.) must be trained, and that training must be documented. This course contains all required elements, presentation materials, written test and hands-on proficiency test. All successful participants are given a certificate of training and forklift operator's card. If you have many PIT operators, we can put on a "train the trainer" course so that one of your employees can conduct your operator training. **(Classroom portion 1.5 hours, plus an additional 10-20 minutes per participant for hands-on portion)**

**Respirator Safety** - This program is geared for supervisors and employees who wear respirators. The program keys on the OSHA standard, written program development, fit testing, respirator maintenance, fitness to wear a respirator, and use limitations. **(4 hours)**

# Associate Trainers

## Behavioral Interviewing, Coaching & Outplacement Services

**Carol Tuttle - Tuttle Associates** - Carol C. Tuttle, M.Ed., an associate of Employers Association Forum, Inc., offers career transition services on an individualized basis, tailored to each person's needs. Carol has a broad background in job search skills and career transitions. She worked as an HR Generalist for Martin Marietta Corporation, SunBank N.A. and opened two luxury hotel properties in the Orlando area: Buena Vista Palace and Peabody Hotels. She has a Bachelor's Degree in Business Administration from U.S.F. and an M.Ed. from U.C.F. She also completed all coursework toward an M.S., Industrial and Organization Psychology at U.C.F. Carol is also a Certified Coach through Franklin Covey. Services are provided at the EAF office in Longwood, another convenient location, by telephone and/or e-mail, as appropriate.

## Computer Training

**NuTechnology Training Group** provides hands-on training from qualified professional instructors specialized in Microsoft Office applications and Instructional Development. The mission of NuTechnology Training Group is to provide innovative, cutting edge computer training to prepare and educate individuals seeking a new career or simply to improve their technology skills to improve their job performance.

## Cyber Security

**The Sylint Group, Inc.** provides professional network, computer, and data systems security services to include: Site and enterprise level security audits; safeguarding computer and network physical and data assets; computer-user security briefings; Methods, Policies and Procedures security guidance and documents for employees and management; court approved forensics and evidentiary material capture; search and seizure implementation and support to law enforcement; litigation and insurance claim support; computer and network design at desired levels of security; Disaster Recovery and Business Continuity implementation; Information Technology personnel hiring and termination, guidance and assistance.

## Employment Labor & Law

**FordHarrison LLP** is a national law firm representing employers in labor, employment, employee benefits and business immigration matters, including all aspects of labor and employment litigation. The firm represents employers before state and federal courts on a wide variety of employment related claims, including discrimination, wrongful discharge, wage/hour and harassment. The firm has more than 190 attorneys in over 20 offices around the country.

## Leadership, Management & Supervisor Development / Organizational Development

**Charles T. Walsh - HOPS International LLC** provides innovative strategic Organizational and Leadership Development consulting services and solutions. Founder & Sr. Managing Director, Charles T. Walsh, is an accomplished Organizational Development Practitioner and Leadership Performance Coach with certifications in Benchmarks from the Center for Creative Leadership, and a certified CAPT/MBTI Facilitator and Counselor. HOPS has distilled its state-of-the-art consultative approach to organizational and leadership development and performance improvement solutions from more than 30 years of successful achievements assisting Fortune 500 companies, public sector organizations and both domestic and foreign governments at the highest levels. HOPS will analyze your organization and processes through consultation, diagnostic evaluations, working sessions, design of specific improvement initiatives, leadership development, and systems and process reengineering. He has worked in over 26 countries and has used the High-Performance Team Development model in Sweden, Denmark, Morocco, Zimbabwe, Sudan, and Egypt in both private and public sector organizations and throughout the US Embassy network of the State Department. His Senior Leadership Development Initiatives have received exceptional praise from executive management at the U.S. State Department, including former Secretary of State, General Colin Powell and Condolissa Rice. Based on his continuing international work in leadership capacity building primarily in the countries of Zimbabwe, Sudan and Bangladesh, Charlie was part of President Obama's transition team and participated in concurrent sessions to provide his expertise, experiences and next-step strategies. Most recently, he's been asked to served on the International Development Board on Building Democracy and has also been selected to participate in the Forecasting World Events Project sponsored by the Intelligence Advanced Research Projects Activity (IARPA) under the U.S. Government.

## Performance Management & Appraisals

**Harrington & Associates, Inc.** is a rewards systems consulting firm providing compensation, performance management, and work/life solutions for Florida employers since 1986. The firm is dedicated to designing the rewards tools and systems that align with each client's vision, support the business strategy, and foster the achievement of desired results, with methods that are uniquely suited to attract, motivate and retain qualified, competent talent at all levels of the organization. EAF believes so strongly in the consulting, design, and training services provided by Harrington and Associates, Inc., that we have endorsed their services to our members for over twenty years.

## Supervising & Discipline

**Vicki Torres of Torres Associates**, is a Human Resource Consultant to companies for problem-solving, employee relations, management communication, supervisory development, HR review and audit, and mediation with over 25 years' experience in various industries including manufacturing, academia, software development, utilities and government contractors.

## Safety & Health Training

**Risk Consultants, Inc.** is a privately-owned corporation of specialized consulting certified safety engineers, professional engineers, and certified industrial hygienists. The firm is comprised of a staff of 105 full-time professionals trained in nationally recognized courses which certify them to perform the various aspects of management planning, worksite observation, bulk and air sample analysis, air monitoring, as well as the implementation of the same. The comprehensive accreditation of these services assures accurate identification of problems and remedies. Through on-site work observations, meticulous attention is given to all OSHA, DOT regulatory requirements, and Life Safety Code Standards.

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(Program) \_\_\_\_\_
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(Program) \_\_\_\_\_
- Performance Management & Appraisals
- Supervising & Discipline
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If you have a specific need or interest in other topics or would like to speak with a training associate to discuss further details or options, please contact EAF at 407.260.6556 or [info@eafinc.org](mailto:info@eafinc.org).

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**Please mail, fax, or email us at:**

**Employers Association Forum, Inc.**

640 E. State Road 434, Suite 3100

Longwood, FL 32750

Phone: 407.260.6556 / Fax: 407.260.2876

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