

Part I. Introduction		Personnel Management	700
Part II. Trainer Outlines, Handouts, and Quizzes		Becoming a Coach	705
Legal Responsibilities	200	Keeping High Performers Motivated	710
Legal Issues in Hiring	205	Training Employees	715
Legal Issues in Firing	210	Utilizing Contingent Workers	720
Discrimination	215	Recognizing Diversity	725
Sexual Harassment	220	Discipline and Termination	800
Family and Medical Leave Act	225	Discipline Policies	805
Americans with Disabilities Act	230	Progressive Discipline	810
Workers' Compensation	235	Disciplinary Meetings	815
Employment at Will	240	Discharging an Employee	820
Occupational Safety and Health Act	245	Work Improvement Strategies	900
Employees' Privacy Rights	250	Focusing Employee Performance	905
Finding the Right People	300	Maximizing Your Resources	910
The Hiring Process: Critical Steps	305	Planning and Organizational Skills	915
Writing Useful Job Specs	310	Creative Problem Solving	920
Interviewing Skills and the Law	315	Resource Management	1000
Obtaining References	320	Balancing Employer and Employee Needs	1005
Orientation for New Employees	325	Managing Budgets	1010
Communicating for Results	400	Promoting Productivity	1015
Selecting a Communication Style	405	Delegating	1020
Building Your Listening Skills	410	Taking Responsibility for Your Performance	2000
Effective Presentation Skills	415	Managing Your Time	2005
Handling Conflict	420	Managing Projects	2010
Clear, Effective Writing	425	Managing Stress	2015
Making Meetings Meaningful	430	Part III. Appendix	
Performance Management	500	HR Training Session Attendance	A
Performance Goals and Criteria	505	Supervisor's HR Training Record	B
Documenting Performance	510	Supervisor HR Training Evaluation Questionnaire	C
Performance Appraisal Meeting	515	HR Training Suggestion Form	D
Performance Appraisal Follow-ups	520	Major Federal Employment Laws That May Affect Supervisors	E
Giving Constructive Performance Feedback	525		
Employee Conduct in the Workplace	600		
Workplace Violence Warning Signs	605		
Drug Abuse	610		
Attendance and Absences	615		
Lateness	620		

