



HRMS PROVIDES CONSULTING IN ALL AREAS OF HR AND SPECIALIZES IN THE FOLLOWING AREAS...

Group Management Training and Executive Coaching

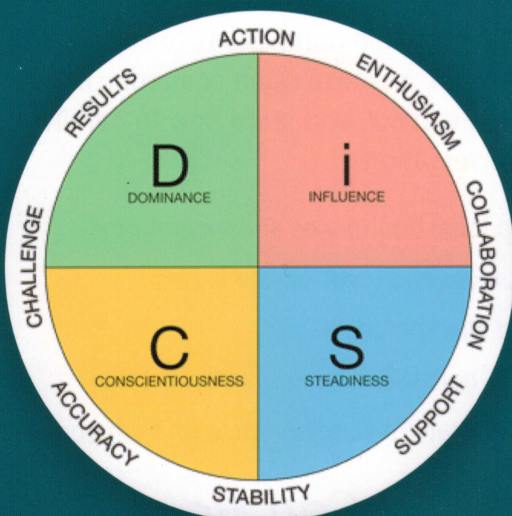
Our training is highly interactive, specific to your needs, includes self-assessment, group practice, goal setting and accountability. The training outline below is customizable to fit your timeline and needs.

- Rate your leadership skills and navigate through your strengths and weakness
- Communicate to establish an atmosphere of openness, trust, respect, recognition and accountability
- Successfully coach and develop your staff
- Retain employees through correct hiring, on-boarding, training and development
- Move from a peer to a supervisor with success
- Confidently have tough talks and get outstanding outcomes
- Deal with difficult employees and improve work habits by addressing the issues... lateness, mistakes, gossip, low motivation, and reliability... while maintaining self-esteem and gaining commitment
- Work positively across the generations
- Change will continue to happen, learn how to embrace and successfully manage change
- Improve relationships with staff that don't get along and truly resolve conflicts
- Problems at work are a fact of life, learn to get to the root and solve them

DiSC Personality Styles

HRMS will administer the DiSC assessments and facilitate a team retreat to help staff understand themselves and other people. It helps build more effective working relationships and communications based on an understanding of different behavioral styles.

- The Wiley online DiSC assessments utilize the most advanced assessment method to quickly analyze a person's responses and provide the most personalized DiSC feedback possible.
- The feedback is presented to you as a leader, manager, individual contributor, or sales person.
- Each profile is topic-specific, with in-depth information, including tips, strategies, and action plans to help staff become more effective.



Conflict Resolution

Don't ignore issues, if they effect the work and team

HRMS will meet with management to decide on a plan of action to assist with staff that are not getting along.

- We gather facts by talking with staff, both individually and together
- We discuss the issues, solutions and their role in the conflict
- Work toward a resolution, create development plans and a system for addressing concerns with each other directly and in a professional manner
- Discuss consequences on non-improvement
- Set goals, expectations, ground rules and establish clear roles and responsibilities
- Problem solve to get to the root of the issues and to prevent additional conflicts

Customer Service

Our training focuses on what customers want and how to keep a customer centered focus, based on what they value, want and need. We determine your customer service goals and management's expectations.

- We discuss the situations you are having difficulty with and customers concerns
- We learn phone etiquette, communications, timely work, professionalism, and owning mistakes
- We train on how to successfully handle complaints, upset, challenging, and disappointed customers
- We teach you how to deliver difficult news to customers
- We help you to reflect and review during and after projects for continuous improvement
- We review how to manage change with internal and external customers

Harassment

Our training Identifies harassment, sexual harassment and discrimination. We review your company policy with staff and discuss retaliation, how to prevent harassment and discrimination, how to file a complaint and what the investigation will include.

- We review the role of the supervisors
- We discuss what employees want at work and how to treat them
- We help you to promote great teamwork and attitudes



Team Building

We concentrate on the team's needs and focus on developing and integrating skill sets that enable participants to collaborate, show respect, trust each other, increase open communications, improve feedback, manage conflict, and learn how to handle difficult situations and conversations.

- We help teams develop team boundaries and team norms
- We address negativity, motivation and morale issues
- We assist in setting and aligning goals
- We set up procedures to hold team members accountable
- We problem solve issues that are keeping the team from performing

HRMS...We Can Help

