

Training & Development

Course & Service Catalog



Your Partner for Integrated HR Consulting Services

Worldwide Services

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Dear Friend of HRMC,

The face of Human Resource Management Corporation (HRMC) has changed significantly since 1982, as have the faces of the thousands of people we have supported in that time. The HRMC Team is pleased to share our *Training & Development Course & Service Catalog*, which showcases numerous programs that can be customized to assist in developing talent within your organization.

HRMC continues to grow through our partnerships, expertise, and loyalty to our customers. As a team dedicated to serving the needs of consumers for over three decades, HRMC has developed new programs, implemented new ideas, and used the latest technologies to be successful in an increasingly competitive marketplace—all of which maintain focus on our core competencies:

Workforce Solutions | Training & Development | Outplacement

Throughout the years, the driving force behind HRMC has never wavered: *“To serve each and every client as our first and only client!”* These words, first spoken by our founder, Joseph R. Wolf, continue as HRMC’s promise to deliver quality consulting along with personal attention...in everything we do.

Yours truly,

James G. Wolf, President
Human Resource Management Corporation



Human Resource Management Corporation (HRMC)

is a professional HR consulting firm dedicated to delivering the highest caliber career transition, executive coaching, organizational development, and performance improvement programs available.

Since 1982, we have created customized solutions that are responsive, insightful, relevant, and timely. Our ongoing commitment to our clients' needs distinguishes HRMC as one of the nation's premier career transition and HR consulting firms.

Through our partnerships, HRMC is able to offer services throughout the United States and abroad. Our objective is to be your strategic partner, helping you achieve your organizational goals while allowing for fun and friendships in the process.



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All of HRMC's training and development programs are delivered onsite and are based on each organization's unique needs and corporate culture.

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360° Assessment

The 360° assessment is designed to help employees hone their professional skills using a combined perspective of their immediate work circle. It assesses feedback from self-evaluation, supervisors, peers, and direct reports regarding various skills. In some cases, feedback is also requested from customers and vendors. Team work, communication, leadership, management skills, and team impact may be assessed, among other areas.

A combined perspective helps balance the feedback and create a clear picture for employees about their behavior and skills. Results can help individuals plan and map specific paths in their development, as well as assist your organization with executive coaching, leadership development, performance appraisals, feedback sessions, and many other applications.

Companies typically use the 360° as a development tool to help employees recognize strengths and weaknesses and become more effective. Because the opinions are anonymous, they are often more honest than face-to-face feedback. Once participants have insight into how others perceive them, they are able to adjust behaviors and develop skills to help them improve.



Active Retirement

As with any major life change, retirement can bring its share of challenges. The Active Retirement program takes a holistic approach, determining the interests, goals, concerns, and long-term aspirations of individuals and their spouses. Factors like personal attitude, values clarification, coping with stress and change, and personal control in decision making are explored since they are all foundations of a financially and emotionally healthy retirement.

“Knowing thyself” is an essential first step in retirement planning. This program helps individuals and their spouses recognize their patterns, preferences, and comfort level regarding potential success, providing structure and helping them gain a sense of control over the future.

Topics may include:

- Understanding the retirement process and how it affects individuals, family, and friends
- Managing change from full-time employment to active retirement
- Exploring retirement options, including part-time or contractual work, entrepreneurial/franchising opportunities, serving on boards, and volunteering
- Personal assessment through a variety of exercises and online instruments designed to assess personality, interests, and activity preferences
- Action plan to map out specific activities and direction for the first 6 to 12 months
- Identifying new family roles and responsibilities
- Health and wellness
- Retirement myths
- Caring for aging parents and adult children
- Geographical considerations
- Financial planning from Plaza Advisory Group to provide thorough understanding of retirement benefits



Behavioral Interviewing

The interview is a key ingredient in the recruiting process, but most interviewers use trait-based questions to match a candidate to competencies required to perform a job successfully—since there is little reliability in this approach, it can often lead to high turnover. The behavioral interview obtains behavioral examples of the competencies needed for successful job performance and cultural fit, thereby enhancing the selection process. Skill definitions are developed and questions are based on specific experiences. At the end of the interview, these definitions and anchors are used to evaluate a candidate's answers so a more meaningful evaluation can be made.

Behavioral Objectives:

Participants will be able to...

- Outline and apply the steps involved in behavioral interviewing
- Use the STAR (Situation/Task-Action-Result) model to get the information they need from the candidate
- Build competency-based interview questions based on the specific position
- Conduct a legally defensible interview
- Build rapport with the candidate

Who Should Attend: Any individual involved in conducting interviews

Sample Activities:

- Exercise on distinguishing between legal and illegal questions
- Exercise on converting trait questions into behavioral
- Group activities to practice behavioral interviewing

Materials: Workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Career Coaching

How do you advance your employees to the next phase in their career WITHIN your organization and increase employee engagement? Career coaching offers professional development guidance, helping individuals realize their career goals. Your employees will identify personal and professional objectives, develop leadership skills, and plan the next phase of their career within the organization. Coaching topics will include:

Career Progression

How to prepare for a promotion, influence others, increase visibility, improve communication, and succeed in a new role.

Career Enhancement

How to develop leadership skills, increase personal effectiveness and team performance, and effectively manage change.

Career Transition

How to return to work after a break, orchestrate a lateral move, or make a career change.



Change Management

The only real constant in life is change. If we think it won't happen or try to avoid it, we will always be frustrated. This session will analyze some of the changes that have taken place at your organization. Managing change involves examining a current process, reshaping it to fit organizational needs, and implementing it in a positive and consistent fashion to increase employee engagement and reduce turnover.

Behavioral Objectives:

Participants will be able to...

- Understand why change is often resisted
- Acknowledge the need for excellence in communications as it relates to change
- Establish critical strategies on how to involve key stakeholders in the change process
- Understand the basic personality types and how they respond differently to change
- Identify common problems associated with change management
- Communicate the need for rules in an organization
- Recognize the importance of a positive approach to managing change

Who Should Attend: Anyone interested in learning more about the inevitable challenge of managing change as it relates to our personal and professional lives

Sample Activities:

- Group and subgroup discussions
- Role-playing common change management situations with interactive peer review

Materials: Workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Coaching for Results

Coaching is not just telling people what to do—it must also involve helping them achieve their fullest potential. Successful leaders have to assume a variety of other roles as counselor, team leader, listener, facilitator, and director. At the same time, they are expected to delegate to empower their people. Motivation and accountability become critical competencies.

Behavioral Objectives:

Participants will learn...

- Their communication style and how to apply it
- Techniques on how to train and empower employees
- Methods to set goals
- How to give feedback
- The concepts of motivation, rewards, and recognition and how to apply them
- How to increase employee engagement
- How to conduct a performance appraisal
- How to develop action plans

Who Should Attend: Middle managers, supervisors, and those newly promoted to supervisory or managerial roles

Sample Activities:

- Exercises in communication, motivation, trust, and performance appraisals
- Assessments on personal goal setting and communication styles
- Group discussions and triad discussions on giving feedback
- Development of an action plan to apply to a work situation

Materials: Workbook and handouts

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Competency Development

Competencies are characteristics of a job, role, or function. An employee's ability to apply the core competencies of his or her job is a key factor in successful performance and employee engagement. Many companies include competencies in position descriptions and job postings without a clear explanation of the skills or level of proficiency required, which can ultimately lead to high turnover and poor cultural fit.

HRMC provides a simple, yet powerful, tool that helps managers at all levels identify core competencies that are critical for success in a particular position. This effort—completed, documented, and accepted by organization leadership—can be used to guide a number of related performance management components in a systematic fashion, such as:

- Prescreening – Creating behavioral-based interview questions relative to competencies
- Candidate selection – Confirming strengths/potential challenges of candidate in new role
- Ongoing talent management
- Managing, appraising, and rewarding performance
- Identifying high-potential performers and developing leaders
- Designing corporate and individual training and development plans

HRMC works directly with your team to carefully identify the core competencies critical for success in a particular role, or as a key player of an executive team. Our process, designed specifically for your situation, involves the key stakeholders (boss, direct reports, incumbent, etc.) and includes the following key steps:

Data Collection

A list of relative job competencies is developed via a basic questionnaire, along with a thorough review of the job description. Interviews are conducted with key stakeholders to discuss these identified competencies. If possible, interviews are conducted with successful employees in the same role.

Competency Development

A summary report is created and evaluated in a systematic process with primary stakeholders to gain consensus. Typically, 6 to 10 key competencies are developed per position.

Measurement

A measurement process is established to determine the skill level of an individual (employee or candidate) ranked against each of the identified core competencies. This may include psychometric assessments, scenario-based exercises, and/or 360° feedback.



Conflict Resolution

Just like change, conflict is inevitable. There are many different types of conflict and even more diverse situations that lead to it. The ability to deal with people is more important today than ever with the pressures of our fast-paced environment. Being able to manage conflict in a *productive* way is frequently mentioned as one of the most challenging skills for people. Participants will reflect on their current approach in handling conflict, revealing areas needing improvement to be more effective. Conflict resolution strategies will be analyzed to foster a more cooperative environment.

Behavioral Objectives:

Participants will be able to...

- Define conflict and identify common physical reactions to it
- Acknowledge the role of scarcity of resources in conflict
- Identify common areas of conflict in their personal and professional lives
- Understand the 5 basic conflict resolution styles
- Understand the difference between *position* and *interest* in evaluating conflict situations
- Recognize dysfunctional ways of dealing with conflict

Who Should Attend: Anyone interested in learning more about the inevitable challenge of conflict resolution as it relates to our personal and professional lives

Sample Activities:

- Group and subgroup discussions
- Role-playing of common conflict situations with interactive peer review

Materials: Workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Creating a Collaborative Workforce

There is strength in numbers and the collective ideas, energy, knowledge, and resources of an engaged workforce are common elements shared by all high performance organizations, regardless of industry. Leaders are defined as people others are willing to follow. True leaders drive organizational success by creating a collaborative workforce and lead by utilizing the powerful wave of excellence produced by empowered employees.

Behavioral Objectives:

Participants will be able to...

- Understand the importance of "high visibility management"
- Identify the "four P's" of Purpose, Passion, Planning, and People
- Establish a philosophy of servant leadership from the top down
- Understand the common characteristics of extraordinary bosses
- Identify drivers of employee behavior
- Establish workplace principles that promote pride of ownership
- Recognize the importance of customer service as the cornerstone of employee engagement

Who Should Attend: Anyone interested in learning more about the power of a collaborative workforce and its direct impact on organizational excellence

Sample Activities:

- Group and subgroup discussions
- Role-playing common employee engagement scenarios

Materials: Workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Customer Service Excellence

Organizations everywhere are talking about the importance of service, support, and customer satisfaction. Businesses of all types believe the customer (internal or external) is the main concern. However, creating outstanding customer service requires organizations to think of more than the event. The focus has to be on building a positive relationship between the company and its customers, as success comes from managing that relationship. Outstanding companies know just doing their job is not enough, and focus on how they interact with the customer. Each contact is an opportunity that can be used to build a successful relationship or damage it. This program will train participants to build strong, positive relationships that can be utilized daily to ensure success for everyone.

Behavioral Objectives:

Participants will learn...

- What it takes to provide world-class customer service and how each person can create it
- How to anticipate and manage a customer's expectations
- How to identify customer communication styles
- How to listen more effectively
- How to be flexible when responding to different customer needs
- How to maintain exceptional customer service

Who Should Attend: All employees, but especially relevant to customer service representatives

Sample Activities:

- Personal customer service interactions identified in triads
- Questionnaires of company policies related to customers and their experiences
- Interactive listening exercises
- Role-plays on dealing with a variety of customers

Materials: Workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Diversity Awareness

Managing diversity in the workplace is difficult, but necessary. With the rapid and complex nature of change, organizations are confronted with the need to meet the challenges of a diverse workforce. The biggest return on investment in human capital is based on effective management of individual differences. Everyone in an organization must learn that valuing and appreciating cultural diversity results in success for the entire organization.

Behavioral Objectives:

Participants will learn...

- To identify personal awareness of cultural diversity
- To work towards developing trust and finding value in diversity
- How different perceptions affect working relationships
- To foster a more inclusive, respectful working environment that allows for teamwork
- How diversity can be a competency
- To develop a personal action plan

Who Should Attend: All employees

Sample Activities:

- Questionnaires on personal understanding of diversity
- Group activities on cultural collisions, beliefs, attitudes, and stereotypes
- Triads on perceptions of the company's diversity awareness

Materials: Workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Excellerate™ High-Potential Employee (HiPo) Development

The Excellerate™ Program assists your organization with determining how high-potential employees (HiPo's) might perform if given the opportunity to advance within the company. Using the Lominger Competency Model, HRMC conducts research to identify the competencies existing top performers share. Your company then provides high-potential employees who participate in an intensive process that results in targeted feedback with an individualized development plan.

The Excellerate™ assessment process helps identify opportunities for development across all competencies. For example:

- *HRMC interviews high-performing sales managers at your company to determine the competencies (e.g., communication, command skills, leadership ability, etc.) needed to be effective in their role.*
- *Your organization identifies several sales representatives (HiPo's) who have shown management potential to attend the Excellerate™ Program.*
- *The sales representatives and their managers are given reports identifying the competencies they currently meet, as well as those that need to be developed further to be truly effective in a sales manager role.*

The method chosen to accomplish this is based on assessment center methodology that has been shown to be an effective, valid, and reliable way to observe behavior in a simulated “day-in-the-life” of a particular position, and evaluate the effectiveness of that behavior.

Who should attend: Any high-performing employees with potential for advancement

Sample Activities:

- Group and subgroup discussions
- Role-playing common position scenarios

Materials:

- Feedback report with strengths and recommendations
- Psychometric assessment interpretation

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Executive Coaching

HRMC's approach to executive coaching is an experiential and individualized leader development process that builds an increased ability to achieve short- and long-term organizational goals. Coaching is conducted through one-on-one interactions, driven by data from multiple sources, and based on mutual trust and respect. The executive, coach, and other stakeholders work in partnership to achieve maximum impact and measurements of success. The process involves learning at three levels:

1. Solving tactical problems – Addressing day-to-day issues that have an impact on the executive's job performance or potential for future assignments of greater responsibility.
2. Learning new ways of behaving – Developing leadership capabilities and new ways of thinking and acting that generalize to other situations and roles.
3. Learning how to learn – Developing skills of self-reflection that ensure learning will continue after the formal coaching process ends (also described as "self-coaching").

The Process

Each coaching experience is different and customized to the needs of the organization and executive. A successful coaching process follows five phases for optimal results:

- Phase 1 – Identify developmental objectives and goals for the individual, including reasons for coaching, roles of everyone involved, expected outcomes, and ownership by the executive.
- Phase 2 – Develop an overall process that defines an action plan for behavior change and sustainability. Includes identification of psychometric instruments, feedback mechanisms, and other sources of data beneficial to the executive.
- Phase 3 – Conduct regular face-to-face coaching sessions and frequent e-mail and/or telephone interactions to ensure guidance is understood and accepted by the executive.
- Phase 4 – Implement specific action goals with consistent follow-up to monitor behavior and skill changes.
- Phase 5 – At the end of the formal coaching process, the executive, coach, executive's manager, and other stakeholders meet for an accountability session led by the executive.



Generational Differences

In today's business environment, with a vast range of ages and backgrounds at play, you are likely to be working alongside, managing, coaching, and leading people who are nothing like you. Today's workforce comprises four distinct generations, each with its own shared history, common biases, and core beliefs. Learning what makes each tick and taking the time to consider communication and management approaches will advance relationships and help individuals lead teams during good times and through stressful situations.

Behavioral Objectives:

Participants will learn to...

- Communicate easier by increasing shared understanding between different generations
- Motivate, coach, hire, and retain employees of different generations
- Create and sustain a productive workforce by increasing understanding; individuals will work better as a team, effectively resolve conflicts, and be more productive
- Reduce stress and create enjoyable working relationships

Who Should Attend: All employees

Sample Activities:

- Survey and discussion on generational characteristics associated with different generational groups
- Survey and discussion on values and behavioral differences among generations, as observed in the workplace
- Discussion on do's and don'ts of managing different generations
- Discussion on recruiting and retaining Generation Y (20-somethings)

Materials: Resource manual

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Leadership Effectiveness

The best supervisors set in motion a continuous learning process that helps employees develop an awareness of their own strengths and improvement opportunities.

Behavioral Objectives:

Participants will learn...

- Their communication style and how to apply it
- The coaching “MODEL” – A four-step process for conflict resolution
- Techniques on how to train/orient employees
- Methods to set goals and give feedback
- The concept of motivation/morale, rewards/recognition, accountability, and delegation
- How to conduct a performance appraisal and develop an action plan

Who Should Attend: Middle managers and supervisors

Sample Activities:

- Assessment in personal communication styles and how to apply them
- How to Train Employees: Interactive exercise on the proper steps
- Trust and Trustworthiness: Self-assessment
- The Performance Appraisal: Role-plays in triads with observer feedback
- Action Plans: How to monitor the “contract” between supervisor and subordinate

Materials: Workbook and handouts

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Living a Champion's Lifestyle

Success in business and your personal life is not an accident. The most successful people share many common traits. They take care of mind, body, and soul and develop relationships in a manner that constantly provides value to their colleagues. Participants will learn and adopt the common characteristics and habits of the world's most successful people. This includes issues related to health, personal attitude, business development, writing skills, public speaking, interview techniques, networking, and more.

Behavioral Objectives:

Participants will be able to...

- Understand and articulate some common traits of successful people
- Develop a personal plan for a commitment to a healthy lifestyle
- Construct an effective business correspondence document
- Demonstrate an ability to provide an effective oral presentation
- Understand the basic components and decisions needed to start a business
- Use networking to advance personal and professional opportunities

Who Should Attend: All employees

Sample Activities:

- Group and subgroup discussions
- Development of an individual action plan to create positive change

Materials: Workbook

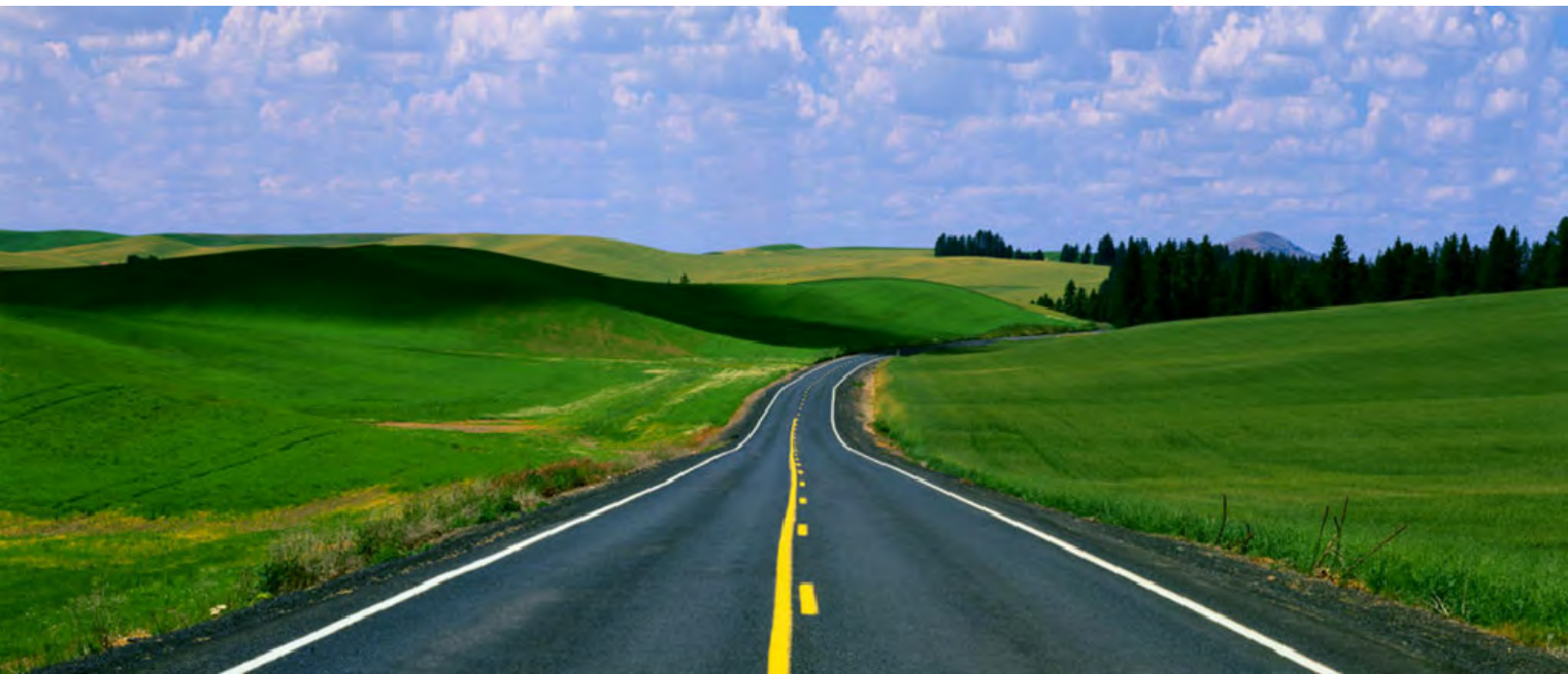
Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Onboarding (Executive)

Onboarding is a highly effective coaching process focused on preparing executives for a new role within an organization. Whether they come from outside searches or internal promotions, onboarding significantly reduces the time it takes for new leaders to be up and running while aligning them with their boss, peers, and direct reports. The process includes:

- Offer acceptance - Project is launched and stakeholders are notified
- Interviews - Structured meetings with new leader's boss, peers, and direct reports
- Report - HRMC documents the process and meets with the new leader for an in-depth review of the report
- Kick-off meeting - HRMC facilitates a meeting to introduce the new leader, outline the priorities to the group, identify key priorities, and schedule meeting with all stakeholders



Performance Review Evaluation

Alignment is a key element of evaluating performance. One of the most frustrating experiences during a performance review is proudly providing your list of 200 accomplishments for the year and your boss stating, "That's nice, but I really wanted you to do these three things and they didn't even make your list!" That is a classic misalignment of goals, incentives, and performance expectations. To do an effective job evaluating performance, there first has to be an understanding of the corporate goals, goals of the manager, and goals of the employee. All must be in alignment and tied back to the mission statement or company values of your organization.

Behavioral Objectives:

Participants will be able to...

- Understand the need for alignment of goals
- Acknowledge the importance of criticizing performance instead of the person
- Establish strategies for acknowledging effort and providing positive reinforcement
- Understand the importance of creating success one step at a time
- Identify common errors associated with evaluating performance
- Develop and utilize a tracking system to monitor performance over time
- Recognize the importance of finding and communicating positive stories that drive success

Who Should Attend: Anyone interested in learning more about the process of effectively monitoring performance in a fashion that encourages employee engagement and organizational success

Sample Activities:

- Group and subgroup discussions
- Role-playing common performance evaluation scenarios

Materials: Workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Pre-Employment Assessment

Oftentimes, hiring managers will hire someone who impresses during the interview, but fails to live up to their expectations once on the job. Since interviewing only gives you some information, a pre-employment assessment can give you the rest. Testing can identify fit, uncover strengths and weaknesses, and clarify values. Ensure your new hires will be assets instead of liabilities while reducing turnover costs.

A pre-employment assessment can assess intellect, executive skills, judgment, motivation, insight, maturity, interpersonal skills, and much more. HRMC has wide and deep experience in identifying, administering, and interpreting a large number of psychometric assessment instruments, including the 16PF, CPI, FIRO-B, MBTI, SPA (Sales Performance Assessment), TKI, Watson-Glaser, and more.



Psychological Assessments

HRMC has wide and deep experience identifying, administering, and interpreting a large number of psychological assessments. These instruments, completed online, are used in a variety of circumstances, such as coaching, training, succession planning, developing bench strength, identifying development areas, and so forth.

HRMC offers a full range of psychometric assessment instruments including, but not limited to, the following:

- 16PF
- Birkman Method
- Career Anchors Inventory
- CPI (California Psychological Inventory)
- Entrepreneurial Profile
- FIRO-B (Fundamental Interpersonal Relations Orientation-Behavior)
- Hogan Development Survey
- Hogan Leadership Potential
- Hogan Personality Inventory
- MBTI (Myers-Briggs Type Indicator)
- MVPI (Motives & Values Preference Inventory)
- Strong Interest Inventory
- TKI (Thomas-Kilmann Conflict Mode Instrument)
- Watson-Glaser



Respect in the Workplace

This session addresses the new guidelines and recent court decisions on harassment in the workplace. Through a discussion of the nature of workplace harassment; a look at the data, roles of the organization, manager, and supervisor; and an examination of the behaviors, attitudes, and stereotypes that define the issues, participants will learn the effects their behavior can have on a work environment.

Behavioral Objectives:

Participants will learn...

- The history of the law
- To identify forms of workplace harassment (bullying, sexual)
- An understanding of the nature of the law and its cultural applications
- To develop and initiate a complaint procedure
- How a personal assessment relates to the law

Who Should Attend: All employees

Sample Activities:

- Pre-Test: Quiz to introduce the topic
- Just the Facts: A look at the data
- Court Cases: Judicial standards
- Post-Test: Case studies and personal application

Materials: Assessments, handouts, and workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Sales Training

We're all sales people in our personal and professional lives, constantly representing our personal brand with every action, attitude, and interaction. While traditional sales roles focus on "working the numbers" and "cold calling," the most talented sales people understand how important it is to build relationships and provide value by fully understanding the customer's needs, problems, and challenges.

An insightful look will be taken at common characteristics of the most successful sales people and the secrets of their success, as well as how to incorporate these techniques into daily life. Participants will learn to make a difference, enjoy relationships, influence, and sell more as a result.

Behavioral Objectives:

Participants will be able to...

- Understand the importance of continuous networking in expanding one's quality relationships
- Develop general acquaintances into trusted advisor relationships
- Use the trusted advisor status to gain the attention of colleagues
- Increase sales (goods, services, ideas) using the power of relationships
- Create a personal plan of success utilizing relationship-selling techniques

Who Should Attend: Anyone interested in developing their networking skills, expanding their influence, and using trusted relationships to optimize success in any aspect of sales, regardless of industry

Sample Activities:

- Small group discussions and role-playing
- Individual sales presentations with group critique

Materials: Workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Stress Management

Composure is recognized as a necessary competency for today's workplace. By any other name, it would be synonymous with STRESS. Recent studies indicate it must be elevated to a competency given the rapid and complex changes in our workplace and society. The end result is not just managing stress, but making "composure" an asset in any job description. This program will make participants aware of how composure, or the lack thereof, affects them in every role of their life, whether personal or in the workplace.

Behavioral Objectives:

Participants will be able to...

- Distinguish the difference between eustress and distress
- Understand the consequences of interventions in stress management
- Identify personal stressors
- Complete a stress profile related to the "roles" in life
- Practice/Learn relaxation techniques

Who Should Attend: All employees

Sample Activities:

- Several personal stress assessments compiled confidentially into a stress profile
- Practicing relaxation techniques
- Developing a personal action plan for positive interventions

Materials: Workbook, personal composure profile, and confidential action plan

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop

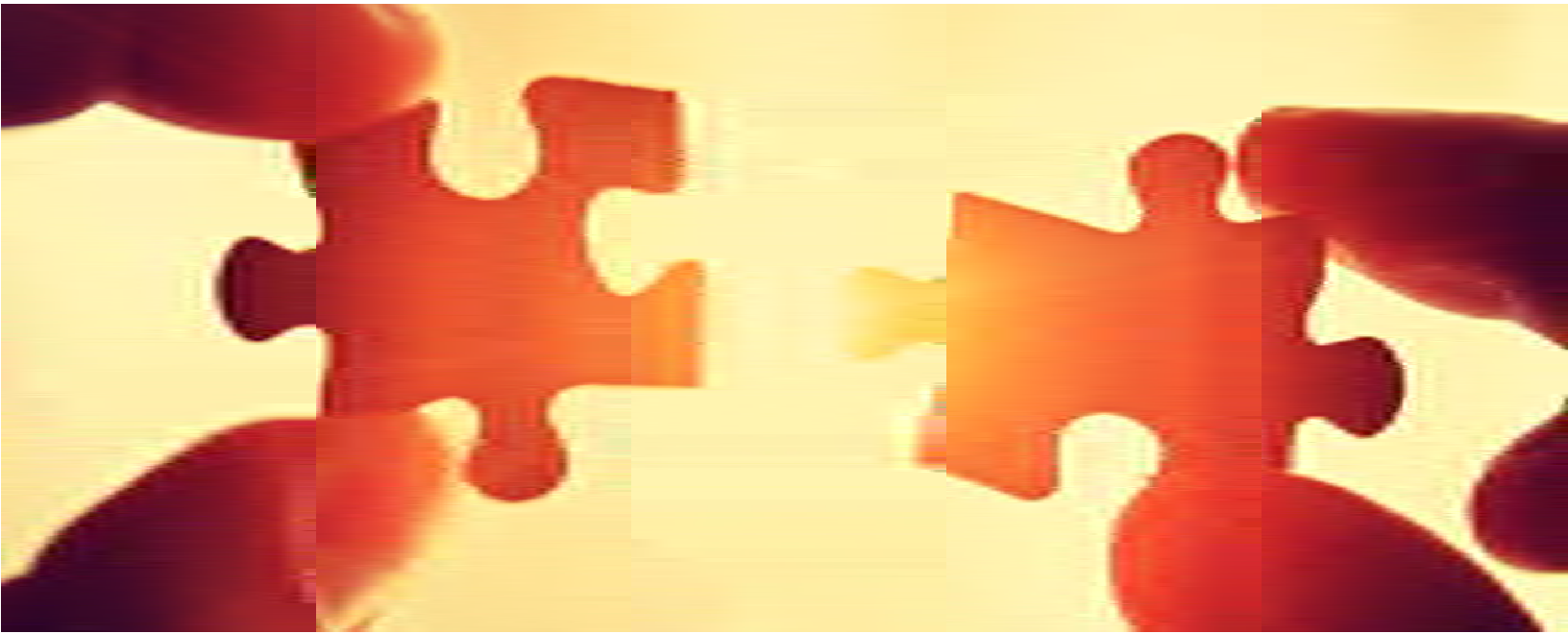


Succession Planning

Succession planning is a systematic process for identifying a talent bench of high-potential successors to incumbents in key executive and senior management roles. HRMC will help your organization assess its needs through a comprehensive inventory while identifying key work functions and facilitating employee development. Career pathways will be defined, providing a higher return on investment from employees by reducing attrition and matching your organizational needs with qualified talent you already have.

The process includes four phases:

- Competency development
- Psychometric assessments (identify, administer, interpret, and report)
- Developmental plan
- Succession review conference (after the first 12 months)



Top-Notch Presentation Skills

Successful business professionals spend a considerable amount of time making some form of presentation. Your ability to effectively communicate your business objectives and brand to groups of various sizes and configurations provides a competitive edge. Basic public speaking skills related to tone, body language, gestures, storytelling, use of humor, and making a personal connection are essential regardless of the venue or size of audience. Focused repetition of these key skills leads to the ability to wield influence with your colleagues and customers.

Behavioral Objectives: Professionals at all levels will learn to plan, prepare, and deliver information effectively for maximum impact. Participants will be able to...

- Control anxiety and exude self-confidence
- Avoid the common pitfalls of ineffective presentations
- Effectively use pace, tone, gestures, storytelling, and humor to make a memorable impression
- Adjust presentation style to different venues such as one-on-one, small board meetings, large auditoriums, or interactions with the media
- Determine the appropriate use of technology and enduring materials to support presentations
- Conduct effective and interactive question/answer sessions

Who Should Attend: Anyone interested in developing presentation skills to wield influence with any audience and stimulate personal and professional success

Sample Activities:

- Group and subgroup discussions
- Repetitive practice presentations critiqued by peers that focus on specific skills

Materials: Workbook with an action plan for ongoing development

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Understanding Communication Styles

How many times have we heard some version of "It takes all kinds" or "He is tough as nails" or "Ask Bill—he's a pushover"? Just like a snowflake, no two people are alike...and aren't we glad? It's diversity that makes the human character interesting. Everyone is different, but there are definite styles that result in common ways people choose to communicate. Those styles affect not only how they communicate information (send), but also how they react to information (receive). A better understanding of the various styles and how to interact in a flexible manner allows us to be more effective in our personal and professional lives.

Behavioral Objectives:

Participants will be able to...

- Understand everyone has a unique style and there is not one singular successful style
- Identify their specific communication style
- Establish and recognize common communication styles
- Understand the basic testing tools that identify communication styles
- Identify common problems associated with approaching everyone the same way
- Communicate in different ways that appeal to the dominant traits of colleagues
- Recognize the importance of having the right "fit" for employees in the organization

Who Should Attend: Anyone interested in learning more about common communication styles and how to adjust their approach to attain peak performance

Sample Activities:

- "Identifying Your Dominant Communication Style" exercise
- Role-playing common communication scenarios

Materials: Workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



Work/Life Balance

There are many definitions of success, but one that could easily be supported by most people is: Health + Happiness + Wealth = Success. If you don't have your health, nothing else really matters. Without loving what you do in your personal and professional life, you won't really achieve happiness. And money does not buy health or happiness, so on its own, it's meaningless. But what if you enjoyed all three? That could be defined as "success." People who make things happen have personal and professional goals. To accomplish them, they invest in supplemental education, networking activities, and experiences that go beyond formal higher education. This session addresses those needs with the objective of gaining commitment from participants to invest in their own success.

Behavioral Objectives:

Participants will be able to...

- Understand the importance of health in success and adopt general healthy lifestyle habits
- Understand the importance of a positive outlook to promote happiness and success
- Establish basic personal financial principles based on the "pay yourself first" model
- Understand the basics of personal investing, time value, and compounding
- Understand the importance of a good credit score
- Communicate their "personal brand" in every interaction

Who Should Attend: Anyone interested in being more successful in their personal and professional lives

Sample Activities:

- Group and subgroup discussions
- Identifying common traits of successful people
- Role-playing common business development scenarios

Materials: Workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop



World-Class Communication Skills

All successful business professionals spend a considerable amount of time effectively communicating their business objectives and personal brand. To have a competitive edge, focused repetition of key skills is necessary to wield influence with your friends, family, and business colleagues.

Behavioral Objectives:

Participants will be able to...

- Control anxiety and exude self-confidence
- Avoid the common pitfalls of ineffective communications
- Effectively use pace, tone, gestures, storytelling, and humor to make a memorable impression
- Adjust communication style to different audiences, including one-on-one, small meetings, or large auditoriums
- Effectively answer questions/concerns

Who Should Attend: Anyone interested in developing communication skills to wield influence with any audience and stimulate personal and professional success

Sample Activities:

- Group and subgroup discussions
- Repetitive practice presentations critiqued by peers that focus on specific skills

Materials: Workbook

Delivery Options: Can be delivered one-on-one, in small groups, or as a half- or full-day workshop





Career Transition Workshop

The Career Transition Workshop is designed to quickly prepare individuals for the job-search process. Some of the topics include:

CAREER ASSESSMENT

- Evaluating skills, interests, and values
- Assessing personal work experiences
- Determining work preferences
- Preparing work history and relevant career data
- Stress and the emotional roller coaster

RESUME DEVELOPMENT

- Purpose and structure
- Developing STAR (Situation/Task-Action-Result) stories

JOB SEARCH PLANNING

- Identifying open and hidden markets
- Using the Internet
- Targeting companies
- Letter writing approaches and telephone etiquette
- Developing control and organization
- Employment agencies, search firms, and advertisements
- Constructing your two-minute story
- Learning how to network
- Keeping the job "pipeline" open and organized

INTERVIEWING TECHNIQUES

- The nature of the interview
- Preparing/Role-playing
- Behavioral questions
- Developing listening and questioning skills
- Practicing with the group activities

NEGOTIATING TECHNIQUES

- Obtaining a "strength position" prior to negotiations

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continually refined our process,
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personalized support.

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challenges, and circumstances facing our clients to help them successfully
navigate their way through their job search.

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1. Continued support and networking opportunities until the participant lands.
2. One career coach assigned to each participant.
3. Immediate response to your HR team for any last-minute assignments or special needs.
4. Personal connection to each participant within one business day after notification.
5. HRMC's professional resume writers guarantee a first draft within two business days.
6. HRMC's proven coaching model focuses on mastery of 12 essential competencies: attitude, organization, vision, strategy, goal setting, energy level, networking, perseverance, interviewing, branding, negotiating, and technology.
7. Cutting-edge technology training with 24/7 access to job leads, e-Learning, resume posting, and company/industry research.
8. Personalized consulting and strategy development.
9. Connections – The HRMC team provides introductions and proactively identifies job opportunities.
10. Credits applied for programs invoiced, but insufficiently used by employees.
11. Custom-designed economical solutions for large projects to reduce overall project cost—all while maintaining the quality and consistency of programs.



Corks of Success!

HRMC offers an atmosphere filled with hope, motivation, and team support. We celebrate those who have landed, who describe their journey, offer insight about the search process, and provide a word of encouragement for their fellow friends in transition.

We raise a toast to landing the dream job! Each cork, signed and dated, has a story...and every person is remembered.

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Partner Career Relocation

With the high number of dual-income couples in today's workforce, relocation for one of your employees often means an abrupt job change for another working family member.

This new job search can cause a financial and emotional strain on the transferring couple and is one of the most significant factors employees consider when deciding whether or not to relocate.

Every HRMC Partner Career Relocation program offers essential career guidance and online tools needed to conduct a successful search in today's job market, regardless of location. Three program levels allow the flexibility to deliver the appropriate resources for every level of candidate.

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QuickStart Plus

Although largely self-directed, this online program provides personal guidance in resume development and up to two hours of professional consultation via phone for a one-month period.

CareerTrak

By integrating additional career consultation and access to online company research tools, this program provides an ideal balance of resources. It includes limited personalized consultation and 1, 2, or 3 months of support.

Professional/Executive

With comprehensive consultation, advanced technology, and select job search resources, this program sets the standard for relocation support. It includes personalized career consulting and 3, 6, or 12 months of support.

Testimonials

A HUGE "thank you" to the entire HRMC staff. Especially my coach, Deb Bostic, and Karen Hoyt --both of whom helped me immensely! Words alone cannot express the support I received, from resume development, interview preparation, networking connections, and the weekly Client Strategy Sessions. Everyone's positive attitude is contagious and helped me tackle each step during my transition. All of the information learned and shared will be treasured and of great value to me going forward. This is truly a bittersweet ending.

~ John Seibold, Quality Manager

HRMC has been a lifeline for me! From Boot Camp, resume development, business cards, and Client Strategy Sessions, I have learned so much. My coach, Deb Bostic, provided a wonderful ear and great advice. Jim Wolf was an ace researcher, networker, and negotiator. Thank you all from the bottom of my heart!

~ Ellen DeVasto, Business Analyst

Thanks to all who supported me along the way. Everyone at HRMC is very kind and helpful. The Client Strategy Sessions were priceless.

~ Jaimee Louis-Jacques, Director of Nursing

I'd like to thank the HRMC staff for taking the time to discuss issues relevant to my job search and for coming up with a solution that kept me moving forward. I enjoyed the experience. I think the Client Strategy Sessions are invaluable—I learned something each time I attended.

~ Hubert Pulley, Project Manager

Thanks to Barry, Jim and the HRMC Team. I learned so much that helped me tackle each step in the process. I truly believe that I would not have been successful so soon without the guidance and support I was fortunate to receive. Many thanks!

~ Marc Jalbert, Regional Sales Director

Many, many thanks to the HRMC Team. I have received encouragement, education, discipline, advice and countless other goodies while participating in the program. Most importantly, I felt partnered with the team during my employment quest. A special thanks to my coach, Lainie Neiman, for pushing all the right buttons at the right time.

~ Kas Gardiner, Senior Project Manager

A big thank you to Jim and the entire team at HRMC for all of the knowledge, coaching, resources and support!!! You do it right!!!

~ Steve Zelinsky, National Account Manager

What a great journey! Big thanks to my consultant (and now friend), Jim. But the whole HRMC team--Karen Hoyt, Karen Phon, Eileen, Debbie, Tom, and John--together made it special. Likewise to my fellow clients--too many to mention. I couldn't have asked for a more supportive environment, which naturally led to my "dream job." This is quite a bittersweet ending. Thanks to all, and please let me know whenever I can help you.

~ Adam Baer, General Manager





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