

Announcing a comprehensive
two-day workshop guaranteed to build the
essential HR skills you need to succeed!

Two-day Workshop for Personnel/HR Assistants

WE'RE
COMING
TO YOUR
AREA ...

Two days of
powerful
training for
personnel
and HR staff

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Is the Personnel/HR Assistants workshop worth two days of your valuable time?

YES! But don't just take our word for it. Read what past participants have to say ...

"As Assistant Director of HR, I felt this was a great review of policy and procedure. I would recommend this to anyone who hasn't had any formal HR education or training."

– Kendra L. Williams
Assistant Director/HR
Fala Direct Marketing, Inc.

"Very relevant and current with today's HR issues. Presented clearly, concisely and in a logical format. I was given very usable and measurable skills to handle HR."

– Deborah Storz
Administrative Assistant
Owens Et Minor

"I came in with a lot of questions about HR. I had them all answered for me."

– Marlene Raia
Office Administrator
Interstate National
Dealer Services

"This seminar was the best I've ever been to! I've just begun to take an HR role and found this class to cover all areas. It was very informative and helpful!"

– Amanda Emm Kaisen
HR Director/Office Manager
Northern Leasing

"Good, broad coverage of the HR area of involvement within a company. The trainer was great at getting everyone involved and interested."

– Ann Warzecha
HR Coordinator
Infinite Graphics

Everything you need to know about the essentials of human resources administration

As a personnel/HR assistant or support person, you play an increasingly vital role in your company's HR success. You're on the front lines every day in a unique position to control your organization's legal liability in its employment policies and management practices. That's why it's important that you keep one step ahead through timely updating and education. With the right training and tools, you can help your organization manage its important human resources more effectively while avoiding costly employee claims and legal problems.

This powerful two-day workshop will give you a thorough grounding in the essentials of accepted human resources procedures as well as a clear understanding of current employment law, rules and regulations. You'll receive an authoritative workshop manual that will become your valued desktop reference, a set of useful suggested forms, a Certificate of Attendance and the opportunity to get your specific questions answered by a human resources expert.

Build your human resources administration skills in two information-packed days. You'll learn:

- Where to find the best employees for your organization ... from job postings to classified ads to employment agencies

- What you can and can't ask when interviewing job candidates ... specific ways to find out who's facing you across the desk and whether your organization would be best served by hiring them
- What to look for in every application and resumé you read ... both negative and positive aspects you'll find hidden between the lines
- How to create detailed job descriptions that accurately portray what your organization expects from each employee in every function
- The essential elements to include when writing an employee manual ... communicating policies in a clear, informative way without promising more than your organization can deliver
- What you must know about government regulations and how to comply with them ... rules you must follow and the best ways to complete forms to protect against legal action
- How to build programs that improve employee productivity ... enhancing staff morale *and* the bottom line by managing the best and the brightest people you've already hired

Like to know more? Turn to pages 4 – 5 for detailed outlines of both fascinating days.

To enroll: Call toll free **1-800-873-7545**, on-line at **www.skillpath.com**, e-mail us at **enroll@skillpath.com**, fax us at **1-913-362-4241** or mail the enrollment form on page 7

In these information-packed sessions, you'll learn:

- What the posting requirements are for information on EEO, affirmative action and more
- How to make sure your organization understands and adheres to key government regulations
- How to effectively recruit, interview and hire the best employees for your organization
- How to help your organization boost morale, reduce absenteeism and improve productivity
- How to keep accurate records and file the right documents—when and where they're needed
- How to establish sound personnel policies, then sell them to management and employees
- How to monitor an effective and complete compensation and benefits program
- How to handle terminations so employees and your organization are protected
- How to safeguard your organization and its employees against traumatic or emergency situations
- How to grow your own career in HR

... **Plus** a complete take-away workbook and proven personnel forms that you can use to streamline your job!

See pages 4 and 5 for a complete outline of this exciting two-day workshop

Who should attend?

- Personnel managers and assistants
- HR administrators
- HR assistants and support staff
- Managers and supervisors with personnel responsibilities

Whether you maintain personnel files, prepare job specifications, devise and communicate policies or deal with problem employees, this two-day workshop will give you solid information to build and improve personnel programs, policies and systems within your organization.



Memorandum

To: Personnel/HR assistants, support staff, managers and supervisors with HR responsibilities

From: Janet Kirch and Daniel Vannoy

It's a fact of life that personnel assistants and human resources support staff fulfill an increasingly specialized role that includes more responsibility than ever before. That's why it's vitally important that they have a thorough understanding of employment law, appropriate HR policies and procedures and the training to handle a variety of problems without putting the organization in a vulnerable legal position.

Are your support staff members as well-equipped to meet the daily challenges of human resources management as you would like for them to be? A personnel/HR assistant whose skills and knowledge are out of date or who hasn't received training can put your organization at serious risk for fines, penalties or expensive lawsuits.

That's the purpose of this intensive two-day workshop—to equip HR support staff members with the knowledge and skills to perform their vital roles more effectively and professionally. For new staff members, it's a comprehensive grounding in the essentials of human resources management and employment law. For experienced personnel/HR support staff, it's a convenient opportunity to sharpen old skills and get an update on the latest legalities and requirements.

In two information-packed days, we'll deal with critical HR skills like these:

- How to find, interview and hire qualified employees
- How to make sure you don't violate wage and hour laws
- How to develop and administer organizational policies and procedures
- Understanding the legal requirements for record keeping
- Recognizing the personnel/HR assistant's unique responsibility for liability control
- How to plan ahead for properly managing emergencies, incidents and crisis situations
- Plus a whole lot more. See the complete workshop outline on pages 4 – 5

As you can see, there's a lot of important information packed into this two-day program. Do you have several people who could benefit from this valuable training? For four or more attendees from the same organization, the tuition is reduced to just \$349 per person.

Call 1-800-873-7545 to enroll or register on-line at www.skillpath.com. But hurry ... this class fills fast!

Sincerely,

Janet Kirch
Personnel/HR Assistants Trainer

Daniel Vannoy
Personnel/HR Assistants Trainer



Workshop Outline

Day 1: 9 a.m. to 4 p.m.

Your role in HR

- How HR departments have evolved from personnel outcasts to companies' most crucial management partners
- Why HR sets the tone for your entire organization
- How to translate your organization's mission into every HR function
- The ABCs of managing valuable human resources
- They're looking to you: 5 main roles you must fulfill as an HR professional in today's workplace

What you must know about HR and the law

- Measure your organization against a checklist of legal hot spots
- How to avoid discrimination—and how to respond to EEOC charges you may face anyway
- Handling employees' medical issues: When and how to use the FMLA
- What the law says about an employee's right to privacy, both on and off the job
- Compliance with federal employment laws may not be enough: What you must understand about state regulations
- Is pre-employment testing—including random drug screening—worth the risk?
- Understanding laws that protect older workers, the handicapped and women—and creating policies that enforce those laws within your organization
- How to comply with government reporting requirements

Administering compensation and benefits

- Understanding how the difference between exempt and nonexempt employees can affect your organization
- What the law says about overtime and how to document wages

- 20 points that will help you determine whether you've hired an employee or an independent contractor
- How unemployment compensation works and who's eligible to receive it
- Understanding post-employment compensation such as COBRA and ERISA
- How to keep up with the constant barrage of options in benefits, insurance and retirement plans
- How to administer an effective employee assistance program—and how to recognize employees who would benefit from it

Honing your employee relations skills

- Get new hires off on the right foot with effective employee orientations
- Why the best companies welcome employee ideas—and how to set up and run an effective suggestion plan for your organization
- 10 proven methods for keeping employees motivated
- How to set measurable performance standards, then evaluate employees fairly and effectively against them
- The essential elements that help employees improve their performance
- When you must discipline: A checklist for managing negative reactions
- How to handle employee conflict and keep it from spreading to others
- Why communication skills are crucial in your job—plus tips on how to work with difficult people

Keeping good records

- How to determine what information you need in employees' personnel files and how long you must retain it
- Keeping records confidential—who can know what and when?
- Make no mistakes: How to avoid record-keeping errors that could land you in legal hot water
- Vital steps to take to comply with governmental paperwork requirements, including OSHA and workers' compensation
- Simplify some of your most important HR tasks with handy personnel forms

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SkillPath trains thousands of achievement-oriented professionals like you every month, from organizations of all sizes and all types—business, government, health care, education and the military. Our seminar leaders are a select group of trainers at the top of their profession—skilled teachers with a tremendous depth of knowledge in their respective topic areas. Our commitment to providing you with the highest-quality learning experience possible has made SkillPath the fastest-growing training company in the world. Attend this seminar and experience for yourself the positive effect of powerful ideas, skillfully presented.

Day 2: 9 a.m. to 4 p.m.

Finding and hiring the best employees

- Tips for writing winning job ads that attract top-notch applicants
- The major sources for recruiting employees and the pros and cons of each
- How to create job application forms that will give you complete—and legal—information
- Cut through resumé hype with these hints for reading between the lines
- 4 elements you should include to create a complete and effective job description
- The do's and don'ts of using temporary agencies
- How to improve your interviewing success by asking the right questions—and how to avoid the wrong ones
- Conducting background checks: Proven techniques for getting candid information
- How to evaluate your candidates and, finally, select the right person to fill the job

When termination is your only option

- Important ways to keep the situation under control when you have grounds for immediate dismissal
- A questionnaire to use to determine whether you should relieve a difficult employee of his or her responsibilities
- Step-by-step guidelines for professionally conducting a termination meeting
- They've been bad; you must be good—important follow-up you must do once you've dismissed a problem worker
- The most common mistakes managers make when they terminate employees—and how to avoid them
- How to shield your organization from wrongful discharge suits

Your role as policy maker

- 4 key rules that will help you enforce personnel policy without ending up in court
- Should you establish written employee discipline and grievance procedures? The pros and cons to consider

- How to create an employee manual that clearly and effectively communicates your personnel policies
- Deciding which policies to include in the manual, how much information employees need and how to word policies to avoid legal liability

Ensuring and enforcing workplace safety

- How to understand safety issues and regulations, then interpret them for your organization's employees
- How to spot the warning signs of a potentially violent workplace situation
- Emergency! How do you react? Plus, how to avoid actions that typically escalate an already traumatic situation
- What you should do to help employees after a difficult workplace incident
- How to recognize the signs of employee burnout—and steps you can take to relieve stress in the workplace

Your future in HR

- The growing role of computers in tracking employee data, claims processing and government reporting functions
- How to sharpen your business writing skills to create clear and effective reports, memos and letters
- Proven techniques for managing time and priorities while juggling your multiple HR roles
- Why it's important to take advantage of your organization's training opportunities to improve your skills and knowledge
- The benefits of creating networking opportunities with your fellow human resources professionals

To enroll: Call toll free
1-800-873-7545

or on-line at
www.skillpath.com

ANOTHER GREAT REASON TO ATTEND ...

Expert trainer Janet Kirch or Daniel Vannoy

You can be sure that Janet or Daniel will deliver a dynamic and information-packed presentation you won't soon forget. Why? Because they've met the daily challenges of human resources management in their own careers. Janet and Daniel have been human resources consultants in both the public and private sectors. They know firsthand the specialized role HR professionals play in the success of any organization—a role that requires top-notch employee relations skills as well as a thorough understanding of employment law. Janet and Daniel are seasoned training experts who combine real-world business experience with superb teaching skills. You'll come away from their workshop with the essential HR skills you need to succeed!



ON-SITE TRAINING AND KEYNOTE SPEAKING ...

We can deliver this workshop right to your company's door or provide customized, you-pick-the-day training on any program pertinent to your organization's training goals. Or let our staff of professional trainers add sparkle to your next corporate or association meeting with a stimulating keynote speech designed just for you. Whether you have 3 or 300 people to train, SkillPath is the answer. For complete details and a no-obligation quote, call 1-800-873-7545 and ask for the on-site training department.



America's top 500 companies can't be wrong

Top-notch trainers, comprehensive materials and our guarantee of satisfaction ensure that a quality learning experience awaits you at every SkillPath program—three of the reasons that all 500 of the Fortune 500 companies choose us to train their people. We hope you will too. After all, when you need training, why settle for less than the best?

SkillPath's continuing support ... We don't just stand behind our seminars, we stand behind *you*. If, after attending the seminar, you're faced with a personnel/HR problem and don't know where to turn—try us. Just send a brief description of your particular problem or question and one of our specialists will promptly respond. Where else can you find that kind of support? *Nowhere but with SkillPath.*

Important information

Our registration table opens at 8:15 a.m. on the first day. When you arrive at the hotel, please check the directory for the exact location of the seminar. Our registrars will greet you, assist you with your registration (or collect your Express Admission Ticket), hand you your seminar materials and direct you toward your seat. You'll also want to take the opportunity to meet other professionals from your local area. Introduce yourself! You may meet a new friend. Plan to be registered and ready to go by 8:50 a.m.

We'll begin each day at 9:00 a.m. on the dot and wrap up at 4:00 p.m. Lunch is on your own from 11:45 a.m. to 1:00 p.m. Why not invite another participant to dine with you? You can share information, review the morning and make each day even more enjoyable.

Parking. We do our best to find seminar facilities that have all the pluses we look for: Convenient location, great meeting rooms, courteous staff and plenty of free parking. However, some facilities have paid parking only. You may want to check with the facility personnel to determine parking fees—often they can direct you to free parking just around the corner.

Audio/video recording. Our programs—both what you see and what you hear—are fully copyrighted by SkillPath. No audio or video recording, please.

Still haven't picked up the phone?

Five more good reasons why you will want to attend this program ...

- 1. Our trainers are the best ... period.** We choose only the pros who have a proven track record of training effectiveness, professionalism and expertise. And what's more, they're exciting communicators who'll provide you with two of the most interesting days you've ever spent.
- 2. We give you only the most important, important information.** There's a lot of information out there that could take you years to gather on your own. In two fast-paced days, we'll give you what we believe is the best, most important information to help you be the best you can be.
- 3. Practicality is emphasized.** You will leave this seminar with specifics you can apply immediately. And you won't go home empty-handed. You'll leave this seminar with a Certificate of Attendance; a soundly researched, unabridged workbook; and step-by-step guidelines for using the information you've just learned. We promise you'll get results your very next day back at work.
- 4. The value is unbeatable.** Not only is our enrollment fee among the lowest you'll find, when four or more enroll from the same organization, you'll enjoy a significant discount.
- 5. Our guarantee is unconditional, straightforward and the very best in the industry.** How can we be so confident? Because we work hard *before* the seminar to make sure you're happy *after* the seminar. Pertinent, up-to-date information you can really use, a convenient meeting location, seminar registrars who are courteous and helpful and a trainer who grabs your attention and takes you on an exciting journey full of fun and *facts*. We believe you'll love every minute of it. Millions of satisfied participants from around the country are sold on SkillPath seminars. Why not join them?

We guarantee results

If you're not happy, we're not happy. Go back to work and apply the new personnel/HR techniques you learned in our seminar. If you're not absolutely delighted with the results you achieve, write to us right away. We'll issue you a refund or arrange for you to attend another SkillPath seminar without paying another penny. That's our guarantee!

FIVE EASY WAYS TO REGISTER:



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1-800-873-7545
or 1-913-677-3200



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enroll@skillpath.com

Please include:

- Name and mailing address
- Session you wish to attend
- Your VIP number as it appears on your mailing label
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BY FAX

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BY MAIL

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Two-day Workshop for Personnel/HR Assistants

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2. Visit our Web site at www.skillpath.com for easy on-line registration.
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5. Of course, you can complete the enrollment form below, clip it and mail it with payment to:
SkillPath Seminars, P.O. Box 804441, Kansas City, MO 64180-4441.

Whatever your method of registration, be sure to enroll right away since space is limited. As soon as we receive your enrollment, we'll send your Express Admission Ticket. Simply bring it with you to the program and hand it to the registrar. If your ticket doesn't arrive before the seminar, be sure to go anyway. We'll be expecting you. Walk-in registrations are welcome on a space-available basis only.

Your tuition is tax deductible. Even the government smiles on professional education. All expenses of Continuing Education (including registration fees, travel, meals and lodging) taken to maintain and improve professional skills are tax deductible according to Treasury Regulation 1.162-5 Coughlin vs. Commissioner, 203 F2d 307.

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

Continuing Education Credit: SkillPath offers Continuing Education Credits based on program length and completion in accordance with the National Task Force for Continuing Education guidelines for attendance at our seminars (save this brochure and your Certificate of Attendance). Please contact your professional licensing board or organization to verify specific requirements. You may also contact us at 1-800-873-7545 for additional assistance.

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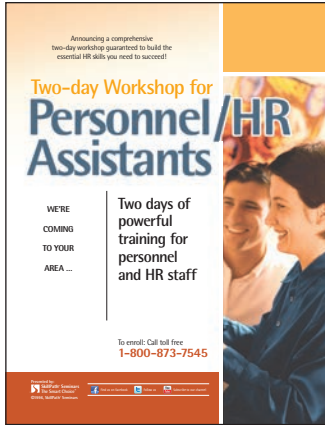


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