



HR TRAINING CATALOG



HR Training for ProService Clients

ProService Hawaii Clients receive *complimentary* access to an amazing suite of HR training programs.

We've created four deep-dive learning tracks for People and Organization leaders. Led by experienced and certified trainers, the insights you'll gain from these interactive, live virtual classes will provide solutions to today's HR challenges. Plus, you'll connect with leaders across our extensive network of clients. Now it's up to you to choose your own path to becoming a *Pro!*

- **TalentPro:** Learn how to attract and develop top performers with best practices throughout the employee life cycle.
- **CulturePro:** Learn how to create a culture that engages and retains employees.
- **PeoplePro:** Learn how to become a leader who inspires your people, advances your team, and leverages those around you, one crucial conversation at a time.
- **ASPIRE:** Designed for rising leaders, this program will help to develop the mindset and skills to be successful in their first leadership experience.

We also offer a library of On-Demand courses for managers and all employee levels. Choose from a wide range of courses on compliance, diversity & inclusion, and professional development that you can watch at your own pace.

As always, we're here to help. If you have any questions about our training programs, let us know and we'll connect you with one of our experts.



Talk to us to learn how a robust HR Training Program can benefit your business.

www.proservice.com/trainingprograms

Become a TalentPro

Attract and develop top performers with best practices throughout the employee life cycle.

T1. Recruitment Essentials: How to Attract Quality Talent

Learn how to build an ideal Job Scorecard and identify characteristics of your perfect job candidate while optimizing your recruitment process. *60 min.*

T2. Compensation Essentials: Recruit & Retain Quality Talent in Hawaii Across All Industries

Managers and business owners will learn how to benchmark a job class and determine its appropriate salary range according to industry and geographic region. Walk away knowing how to leverage salary data to create your own pay structure and philosophy. *Prerequisite T1 | 60 min.*

T3. Onboarding and the 90-Day ToolKit: Strategies for Growth & Retention

When done well, new hire onboarding lays the foundation for long-term success. Learn how to clarify roles and expectations, foster key relationships, and outline growth opportunities for your new employees. *60 min.*

T4. Feedback, Coaching, and Setting Performance Expectations

Build a high-performing culture in your team, department, or organization early on. Help your team expand their capabilities through coaching. Learn how to effectively measure organizational success, with deliverables, and to evaluate your new hire against these elements. *60 min.*

T5. Creating Career Pathways: Develop, Engage, & Retain Quality Talent

A career pathway is an advancement roadmap with short- and long-term benchmarks that align your top performers with team, departmental, and organizational growth strategies through learning, coaching, professional development and promotional opportunities. *Prerequisite T2 | 60 min.*

Become a CulturePro

Create a culture that engages and retains employees.

C1 & C2. Build a Culture of Belonging by Establishing a Diverse Workforce

Explore the benefits of an inclusive workplace and gain practical strategies to transform your organizational culture that attracts, engages, and retains employees.. Review common barriers to inclusion and how you can demonstrate behaviors to create a respectful workplace that empowers and shapes the employee and team experience. *2-Part Workshop | 60 min.*

C3 & C4. Boost Performance and Efficiency by Building Trust

Review the role of the leader in building trust and communicating effectively through each stage of team development resulting in an engaged, and high-performing team. Discuss how to set teams up for success from the beginning, empower them to accomplish goals, and coach them through the obstacles that may arise along the way. *2-Part Workshop | Prerequisites C1 & C2 | 60 min.*

C5 & C6. Improve Retention by Promoting Employee Well-being

Build teams that are engaged, resilient and flexible as they navigate through challenges and overcome obstacles. Learn best practices and strategies to promote emotional wellbeing for individual and team success. *2-Part Workshop | Prerequisites C1-C4 | 60 min.*

SPECIAL COURSE: Everything DiSC® Workplace*

Gain personalized insights for each member of your team that deepen their understanding of themselves and others, making workplace interactions more enjoyable and effective. Build the foundation for a more engaged and collaborative workforce that can spark meaningful culture improvement in your organization.

**This session has costs associated – please contact us for pricing.*

Become a PeoplePro

Become the kind of leader who inspires your people, advances your team, and leverages those around you - one crucial conversation at a time.

P1. Leading with Emotional Intelligence: The 7 Most Important Traits for 2022

The ability to recognize and manage unique human challenges in the workplace is important to effective leadership and team productivity. Understand what is required of leaders in 2022, and how to tune in so you can engage, connect, and retain employees. *60 min.*

P2. How Influential Leaders Guide Crucial Conversations

Influential leaders step up and into crucial conversations - those high stakes, high emotion conversations about change, strategy, performance, or personal issues. Learn techniques to influence others and generate rallying action during challenging moments. *60 min.*

P3. How to Have the Tough Conversation: Drive Job Performance Through Empowerment & Ownership

Giving corrective performance feedback to an employee can be very stressful, with worry about how the feedback will be perceived and whether the employee can or is open to change. Learn how to navigate those tough conversations to gain alignment, accountability, and aloha. *60 min.*

P4. Lead Each Team Member to Greatness with Coaching Conversations

Effective leaders leverage trust and employee engagement to have frank and candid Coaching Conversations with staff. Learn coaching techniques that empower employees and guide your team toward greatness. *60 min.*

P5. Inspire Your Team with Motivational Meetings

Personal drive, commitment to goals, initiative, optimism and resilience are all elements of motivation. In the workplace, leaders have responsibility for their team's motivation level through the environment they create. Learn how to rally your team to take action, by holding effective meetings, even during difficult or disorienting times. *60 min.*

ASPIRE

Leadership Training Program

Designed to help aspiring leaders develop the mindset and skills to be successful in their first leadership experience.

Most valuable for employees with:

- ✓ No prior management experience
- ✓ Desire to excel in a future leadership position
- ✓ Willingness to engage in discussion during group sessions and complete practical application exercises following each session

A1. The Leadership Lens

Learn how to develop a leadership mindset and practice balancing organizational, team and individual responsibilities. *90 min.*

A2. Leadership Foundations

Explore the most crucial skills for transitioning into a leadership role - including goal-setting, time management, decision-making, and emotional management. *90 min.*

A3. Leadership Conversations

Discover strategies for critical conversations to navigate conflict and foster team success. Gain tools to conduct meaningful 1:1s and address disciplinary issues. *90 min.*

A4. Leadership & Workstyles

Develop a deeper understanding of employee workstyles and learn how to flex your style to support team success. *90 min.*

A5. The Leadership Game

Review key leadership practices and apply skills to real world scenarios. *90 min.*

On-Demand Training Classes



For People Managers & Organizational Leaders

A Manager's Guide to Preventing Harassment

A Manager's Guide to Preventing Discrimination

Interviewing: What's Better Left Unsaid

Part 1 Preparing for an Investigation

Part 2 Conducting an Investigation

Best Practices for Progressive Discipline

Best Practices for Discipline & Separation

Employee Wage and Hour Law

Leave Law Overview

Form I-9 Compliance

Understanding the Salary History Ban

Exempt Classification Explained

Tip Credit Explained

Reductions in Workforce

Marijuana Laws in the Hawaii Workplace

For All Staff

Compliance

An Employee's Guide: Preventing Workplace Harassment

Preventing Workplace Violence

HIPAA Compliance

Diversity and Inclusion

Why Diversity & Inclusion Matters

Appreciating Differences

Cultivating a Respectful Workplace

Professional Development

The Power of Communication

Remote Work: Working Together When We're Not Together

Developing a Customer Service Mindset

Grow Your Resilience

Empowered Problem Solving

Your Kuleana as a Team Player

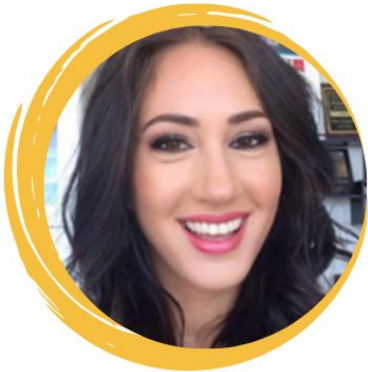
Emotional Intelligence at Work

Effective Time Management

Goal Setting

Effective Email and Phone Skills

Meet our HR Trainers



Linda Goto, Ph.D.
HR Training & Development Manager

Dr. Linda Goto has worn many hats throughout her career, including business owner, social scientist, chief negotiator, business partner, and HR Director and the diversity of her experience makes for a truly unique classroom experience. While Dr. Goto prides herself on having a strong foundational HR Generalist background, her true passion lies in training, compensation, organizational development, and strategic planning. She loves big picture thinking and helping others think this way through her training. Her academic career included lecturing in political science and conflict resolution at the University of Hawaii at Manoa, a Fulbright fellowship, and serving as a democratization consultant to the United Nations. Prior to joining ProService, she was most recently with Hawaii Pacific University and HMSA.



Alish Roarty
HR Trainer

Alish is a passionate advocate for improving personal and operational effectiveness through innovative HR approaches and leadership principles. She brings over 20 years of training experience along with her dynamic presence to inspire learners to master some of the most challenging workplace communication skills required in today's organizational climate. Alish has held leadership roles at Hawaiian Airlines and Clinical Laboratories of Hawaii. She holds a Masters degree in Industrial Organizational Psychology from Columbia University and has certifications in conflict resolution, master facilitation, executive coaching, and continuous improvement.



MonaLisa Kiruba
HR Trainer

With 20+ years of work experience in fast-paced, dynamic corporate environments, MonaLisa is well-versed in relationship-building, influencing, team-building, communication, motivating others and coaching. As a trainer, she uses her personable, engaging communication style to create safe spaces for learning. MonaLisa's certifications include the Project Manager Professional (PMP), FMEA risk management methodology, a BS in Biology, a MS in Business Management, and a M.A in Clinical Psychology.

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