

ESI

MANAGEMENT ACADEMY



Comprehensive Skills Training For Supervisors

*Reduce Your Organization's Risk and
Improve Your Overall Management Performance*

Comprehensive training geared to maximize productivity

Every Human Resources professional understands the need for comprehensive training for supervisors. An effective management development program produces more effective supervisors who deliver better overall productivity. Plus, supervisors trained in violence prevention, drug-free workplace, and proper hiring and termination procedures lift the overall performance of the organization.

Equally important, a complete compliance training program ensures that your managers understand their responsibility regarding harassment and discrimination. A single lawsuit can cost your organization tens of thousands of dollars and months of distraction.

Affordable Training

All too often, training budgets get squeezed because of other organizational priorities - this is particularly true during tough economic times. But because ESI is your Employee Assistance provider, you have access to a convenient, affordable solution: ESI Management Academy, an entire curriculum of online training programs that promote the key management skills that supervisors must learn in order to succeed in their jobs. This curriculum is available exclusively to organizations who have selected ESI as their EAP provider. It is important to note that if this curriculum were to be purchased separately, the cost to your organization would be many times the cost of the EAP services!

Accessible Training

No need for your supervisors and managers to travel off-site for training sessions. Your employees and supervisors can access courses 24 hours a day, 7 days a week, at their convenience, from work or from home. Participants have the option to mix and match courses.

Comprehensive Training

ESI Management Academy offers a comprehensive set of trainings covering virtually all key areas of regulatory compliance and management development. The program is comprised of four training levels, each with numerous course offerings designed to assist supervisors in developing communication, performance and personal productivity skills.

■ **Level I - Regulatory Compliance**

■ **Level II - Core Competencies**

■ **Level III - Advanced Supervisory Skills**

■ **Level IV - Team Leadership**

Certified Training

Many of the training modules have been certified by HRCI (Human Resource Certification Institute) and have been approved for one credit hour toward PHR/SPHR recertification. In addition, the Drug-Free Workplace trainings comply with Department of Transportation Drug-Free Workplace requirements.

Accessing ESI's Management Academy

ESI's Management Academy is available 24 hours a day, 7 days a week.

Logging in is simple:

- Go to www.theEAP.com
- Click on the Employee and Family Login button
- Enter your username and password - if you have not already registered, click on the Register Here link and follow the prompts
- Click on Training Center, then click on Management Academy and explore!



ESI Management Academy: Course Curriculum

Level I - Regulatory Compliance

The program includes:

- 6-8 hours of online training
- Informational links to valuable resources
- Tests to evaluate understanding
- Certificate of completion for each module

Employment and Labor Law is specific regarding certain aspects of managing employees. Failure to instruct managers in their compliance responsibilities can prove very costly to your organization. It is critical to provide each manager with an in-depth understanding of the laws and the implications of their actions.

These courses are now available in both video and non-video formats



Best Practices for Interviewing and Hiring

Participants will review a series of critical concepts and best practices related to hiring new employees. Training addresses common mistakes made during interviewing and the hiring process.*

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Best Practices for Progressive Discipline

Occasionally, unusual circumstances such as a gross violation of company policy might require that an employee be fired immediately. More often than not, terminating an employee is a process that entails a progressive series of actions. These steps are a formalized process to offer structure and feedback to the employee as a chance to remedy the identified performance issue(s). The consequences for failure to remedy the performance issues grow increasingly more severe up to termination.*

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

DOT Drug and Alcohol Training for Supervisors and Employees

This training is mandatory for administration, supervisors and safety-sensitive employees in any workplace that has DOT or FAA compliance requirements. DOT/FAA Federal policy mandates at least one supervisor be trained to remove an employee from the workplace under "Reasonable Suspicion" if there is a belief the employee has violated the Drug and Alcohol policy of the DOT/FAA. To obtain certification, a test must be completed successfully after the review of both parts of this training.*

This training is HRCI approved for 1.5 credit hours toward PHR/SPHR recertification. This training meets DOT and FAA training certification requirements; Recertification is required every two years.

*Missed test questions will require further review; participants may retake missed questions and resubmit for certification when all answers are correct.



ESI Management Academy: Course Curriculum

Level I - Regulatory Compliance

These key training modules are valuable to the success of your management team. Understanding the importance of these areas will greatly benefit your organization as a whole



Drug-Free Workplace for Employees

This training talks about what a drug-free workplace is, why it's important and what substances and activities are prohibited. Employees will learn about the effects that alcohol and various drugs have on the body. The training will discuss impairment, blood alcohol counts, drug testing and disciplinary procedures for violation of drug policies. Employees must receive education either through this compliance training, printed materials, or training conducted by a supervisor.*

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Drug-Free Workplace for Supervisors - Parts 1 and 2

In accordance with the Drug-Free Workplace Act of 1988, this compliance training is mandatory for supervisors in a Drug-Free Workplace environment. Alcohol and illegal illicit substances are examined for effects on emotions, language, involuntary functions, and coordination. The proper procedure for removing an employee from the workplace under Reasonable Suspicion is a major focus of the supervisory training.*

This training meets D.O.T. and F.A.A. training certification requirements.

Harassment and Discrimination for Employees

Participants will review a series of critical concepts regarding sexual harassment. All major areas of harassment in the workplace will be addressed.*

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

*Missed test questions will require further review; participants may retake missed questions and resubmit for certification when all answers are correct.



Harassment and Discrimination for Supervisors

Participants will review a series of critical concepts regarding sexual harassment. All major areas of harassment in the workplace are addressed. Supervisory responsibilities in cases of harassment or discrimination are detailed.*

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Violence Prevention in the Workplace for Employees

The training covers organizational policies related to workplace violence prevention, as well as employee responsibilities related to the prevention of workplace violence.*

This training is HRCI approved for 1 credit hour.

Violence Prevention in the Workplace for Supervisors

Supervisory training covers organizational policy, handling volatile situations, bullying, employer/supervisor responsibilities, confronting strangers, stalking, and much more.*

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

*Missed test questions will require further review; participants may retake missed questions and resubmit for certification when all answers are correct.

Accessing ESI's Management Academy

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ESI Management Academy: Course Curriculum

Level II - Core Competencies

These training modules build on core competencies by expanding a supervisor's knowledge and providing tools to tackle demanding issues including Basics of Effective Communication, Providing Effective Feedback, Time Management and Valuing Diversity

The program includes:

- 12-16 hours of online training
- Informational links to valuable resources
- Certificate of completion for each module

COMMUNICATIONS COURSES

Basics of Effective Communication

Virtually everything that happens for good or ill in an organization, or even between human beings in general, is a direct result of communication. Nothing in life gets done without it. It is about both sending a message and ensuring that the message is received. Participants will learn the basic principles and building blocks of effective communication.

Intercultural Business Etiquette

As contact around the globe becomes quicker and easier, one thing is certain: the ability to adapt to people from other cultures and to communicate effectively with them is a skill few can afford to neglect. Travel with us through this course to learn how to master Intercultural Business Etiquette.

Providing Effective Feedback

In today's competitive environment, organizations are committed to continually improving performance. Feedback is an essential ingredient in this quest for excellence. Participants will learn the basics of providing feedback designed to enhance and motivate performance.

Successful Negotiation

Skilled negotiators will save money, save time, and achieve a high degree of satisfaction. But in order to become a skilled negotiator, you need to learn the ins and outs of negotiating successfully.

PERSONAL PRODUCTIVITY COURSES

Financial Basics for Non-Financial Managers

Income statements, balance sheets, and cash flow - you've heard these terms and know that they are somehow essential to business operations. You don't need to be an accountant, but you do need to be able to





understand financial issues in order to make sound business decisions. Learn the essential basics of accounting and fiscal reporting so that you can use this valuable information to help you fulfill your responsibilities.

Managing a Virtual Office

Long commutes, traffic problems, and juggling the responsibilities of work and family are part of everyday life, aren't they? More and more managers are moving toward the "virtual office" to alleviate these stresses. But what does a virtual office entail? Is it really beneficial? And how can you convince people that it works?

Recognizing and Avoiding Burnout

Burnout is the feeling that you just don't have the energy or desire to move forward with the enthusiasm and vigor you once had. Participants will learn the warning signs of burnout both in themselves and in others, as well as positive, proactive strategies designed to minimize or curtail burnout.

Time Management

Whether at work or in one's personal life, how time is prioritized and spent is a determinant of quality of life. Participants will learn to make choices and establish priorities that reflect organizational and personal values.

Valuing Diversity

Valuing and accommodating diversity in the workplace is critical to the success of an organization. People of different backgrounds, cultures, viewpoints and talents can come together to solve problems and to generate ideas for new opportunities. Participants will learn the value and strength that diversity affords, and will learn to more effectively communicate and manage across cultures.

This training is HRCI approved for 1.25 credit hours toward PHR/SPHR recertification.

PERFORMANCE MANAGEMENT COURSES

Coaching and Counseling Employees

Coaching and counseling are skills that can be learned and honed through practice, persistence, and patience. Participants will learn principles, practices, and strategies designed to develop proficiency in coaching and counseling.

Recognizing Employee Performance

People need to know when they are doing a good job, that their leaders notice their efforts and contributions, and that they are appreciated and valued. Participants will learn principles of positive reinforcement and best practices to create a work environment where employees can be motivated to do their best.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Disciplining and Redirecting Employees

The goal of corrective action is not to punish underachievers, but to improve their performance. Supervisors and managers are essentially the "coach" of a work team. How problem performance is dealt with largely determines whether that team will celebrate victory or wallow in defeat. Participants will learn the principles and best practices of effective disciplinary actions.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.



ESI Management Academy: *Course Curriculum* **Level III - Advanced Supervisory Skills**

These training modules build Advanced Supervisory Skills by expanding a supervisor's knowledge and providing tools to tackle demanding issues including Employee Motivation and Performance, Employee Conflict, Negative Attitudes and Managing Change.

The program includes:

- 12-16 hours of online training
- Informational links to valuable resources
- Certificate of completion for each module



COMMUNICATIONS COURSES

Conflict Intervention

Conflict is inevitable. It can destroy and it can create. With skilled intervention, conflict has the potential of developing better communication, more effective solutions, and greater empathy.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Executive-to-Employee Communication Strategies

As you enter the work area your employees scatter, trying to look preoccupied so they won't have to...ugh...talk to you! As an executive in your organization, you may feel distant from everyday communication with your workforce. How can you convince them not to be intimidated by you and your position? What are their concerns about the organization? This course takes you through ways you can show your employees just how committed you are to their opinions and concerns. As you create this direct link with your employees they will begin to see you as a great resource in their work, not a hindrance.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Leading Effective Meetings

Meetings are essential to organizational operations. Most managers spend from 25%-80% of their time in meetings, many of which they are leading. And, according to some estimates, approximately 50% of this time is unproductive. Participants will learn the principles and practices that ensure effective meetings.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

PERFORMANCE MANAGEMENT COURSES

Conducting a Performance Review

Many managers shudder at the thought of performance feedback interviews. It's one of the most challenging and intimidating responsibilities that leaders have. But a performance review is a great opportunity for you and your subordinates to develop a positive working relationship and improve productivity.

This training is HRCI approved for 1.25 credit hours toward PHR/SPHR recertification.

Discharging Employees

While removing an employee's source of livelihood should be a last resort, sometimes it is the right thing to do. Discharging an employee can be a difficult process, one which requires careful planning and preparation. Participants will learn practices to help ensure that disciplinary action is appropriately and fairly applied throughout the entire process, from planning through to final action.

This training is HRCI approved for 1.25 credit hours toward PHR/SPHR recertification.

Motivating Employees

We all need to be motivated in order to reach our goals. And to achieve our goals as managers and supervisors, we must create a motivating environment, not only for ourselves, but also for our employees. Participants will learn principles and best practices for motivating both the individual worker and the workforce.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Presentation Skills

Many people become afraid when asked to give a presentation in front of a group. But there are ways to master the challenges of public speaking. With adequate preparation, you can confidently deliver a presentation that captivates your audience.

Setting Performance Goals and Expectations

The manager's success in any organization is based in large measure on the performance of his or her work unit. With a reasonably systematic effort to work with employees, your unit can meet or exceed goals, encourage high performance, and reap positive rewards, while offering new opportunities for development and career growth.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.





ESI Management Academy:

Course Curriculum

Level III - Advanced Supervisory Skills

LEADERSHIP COURSES

Applying Leadership Basics

Sound leadership involves both the leader and the people he or she leads. Everyone needs to work in harmony to accomplish a specific purpose. As an effective leader you will need to reinforce that purpose. You should establish a firm direction on how the work will be undertaken and completed.

Delegating

Delegation is an integral part of employee development, product improvement, and workload management. When done correctly, it can make a supervisor's job easier and can make the overall workplace hum. Participants will learn key tips and strategies of delegation that will help to foster a win-win climate of cooperation in the workplace.

Managing Change

Although meaningful change is rarely easy (have you ever attempted a diet or tried to stop smoking?) it is a necessity of modern life. Organizations and individuals need to develop comfort in dealing with this constant challenge. Participants will learn strategies designed to manage and cope with change.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Managing Negative People

Negativity in one employee can spread, affecting the climate of the entire workplace and increasing a manager's emotional burden. Managing negative people is a challenge that requires considerable skill and practice. Participants will learn methods to keep their cool, to defuse employee negativity, and to create a positive culture in the workplace.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Succeeding as a Supervisor

This task may seem intimidating, but if you use the strategies and tips in this course, you will be able to transform an ordinary work group into a dynamic contributor to your organization's success - and find personal and professional rewards along the way.





ESI Management Academy: Course Curriculum Level IV - Team Leadership

The program includes:

- 12-16 hours of online training
- Informational links to valuable resources
- Certificate of completion for each module

Directing work teams to a common goal is a daunting task that takes ability and finesse. The distinct set of skills presented in these trainings will pave the way to results.

Training Objectives

Completing the Training Modules listed below the Supervisor will:

- Effectively use team members to accomplish project goals
- Reinforce team collaboration and self-directed decision making
- Use team problem solving techniques successfully
- Intervene quickly and successfully to address negative and disruptive team member behavior
- Manage multiple projects through effective teamwork



TEAM BUILDING COURSES

Building a Successful Team

One of the most important work group concepts of the last 15 or 20 years is that of teams, but not all teams are alike. Effective teams are led by managers who understand the purpose and principles of successful team leadership. Participants will learn the principles and dynamics of team building and managing successful teams.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Developing a Strategic Plan

Fortune 500 companies aren't successful by accident. They use strategic plans and consistently outperform companies that do not. A strategic plan directs the resources of an organization to a successful future - it's the route a company follows. Participants will learn various strategies for developing strategic, results-oriented plans designed to help achieve both short and long-term goals.

Creating a Strong Leadership Team

Turning a group of people into an integrated, cohesive unit at any level of a project or organization can be a challenge. Turning leaders into a team is even tougher-but absolutely essential!

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.



ESI Management Academy: *Course Curriculum* **Level IV - Team Leadership**

Leading Effective Teams

Teams can provide wonderful opportunities for collaboration and innovation. But sometimes, as a leader of a team, you encounter frustrations and roadblocks and just want to pull your hair out! Overcome the hurdles that get in the way of your team reaching its goals by leading your team to success with these strategies.

Solving Problems as a Team

As team leaders, supervisors are responsible for making sure that their work teams know how to solve problems together. Although it takes some time, working together will greatly increase the likelihood of a high quality solution. It will also generate energy and enthusiasm in the team for successful implementation. Participants will learn how to define team goals, overcome barriers, and work to solutions.

PERFORMANCE MANAGEMENT COURSES

Interviewing Job Candidates

Building an effective team starts with having the right people. Matching the right candidate with the job is a critical function for any supervisor. Participants will learn steps to take to prepare for an interview and guidelines for conducting an interview to ensure that the time spent interviewing job candidates is productive and geared to identifying the most promising candidates.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Managing Disagreement

Handling disagreement constructively is central to personal satisfaction and organizational effectiveness. Participants will learn principles and concrete strategies to manage interpersonal differences, as well as various approaches for managing and resolving conflict.

This training is HRCI approved for 1 credit hour toward PHR/SPHR recertification.

Recognizing and Managing Anger

Both on the job and off, unchecked anger can lead to serious problems. We hear more and more about rage incidents that explode into violence. Yet anger is a real and normal fact of life, which, if appropriately channeled, can serve as a springboard for clearing the air and resolving problems. Participants will learn strategies for how to recognize and channel their own anger appropriately, as well as how to identify and defuse anger in others through respectful interactions geared to conflict resolution.



PERSONAL COURSES

Managing Projects

Project management involves organization and planning, the proper allocation of resources, and the promotion of a strong team effort. It requires an understanding of the interacting effects between different project activities, sound leadership, and proper implementation of the planned work. Participants will learn how to take a disciplined approach to effectively planning, implementing, and managing work projects.

Managing Stress

Stress management training can provide the necessary skills and knowledge to offset the potentially negative effects of a stressful environment. Participants will learn how to take active steps to increase awareness of stress triggers and to integrate a variety of proven stress management responses, both personally and professionally.

Be sure to check out our other training offerings!

Additional courses in Personal Development and Customer Service & Sales are also available from our Member site.

PERSONAL DEVELOPMENT

Achieving Personal Goals

Applying Emotional Intelligence in the Workplace

Appreciating Personal Differences

Balancing Work and Family

Becoming an Effective Team Member

Business Writing Basics

Choosing a Childcare Provider

Developing Critical Thinking Skills in Children

Guardianship Decisions for Elderly Loved Ones

Managing Your 401(k)

Organizing Your Workspace

Overcoming the Loss of a Loved One

Personal Financial Planning

Recognizing and Responding to Signals of Violence in Children

Understanding and Using Contracts

CUSTOMER SERVICE & SALES

Basics of Effective Selling

Building Strong Customer Relationships

Closing the Sale

Creating an Effective Sales Team

Dealing with Difficult Customers

Mastering Cold Calls

Moving from Trainer to Performance Consultant

Negotiating for the Sales Professional

Qualifying Sales Prospects

Successful Negotiation

Telephone Sales Skills

Telephone Skills for Quality Customer Service



TotalCare EAP
Public Safety EAP
Educators' EAP
Higher Ed EAP
HealthCare EAP
Union AP
TotalCare Wellness

*More benefits for employees.
More services for management.
Better results than any other EAP.*

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