



2009

# HRCI APPROVED TRAINING



## Training and Education

California Employers Association

1451 River Park Dr. Suite 121

Sacramento, CA 95815

Phone: (800) 399-5331

[www.employers.org](http://www.employers.org)

**DISCLAIMER:**

The use of this seal is not an endorsement by HRCI of the quality of the program. It means that this program has met HRCI's criteria to be pre-approved for recertification credit. The programs designated with this Approved Provider seal have been pre-approved for recertification credit hours toward PHR/SPHR/GPHR recertification through the Human Resources Certification Institute (HRCI).



# Training and Education

Effective June 11, 2009

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# Training and Education

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## Introduction

We offer you and your employee state of the art training through seasoned training professionals, cutting edge video, engaging audio discussion, and online content that will help you gain organizational superiority faster than ever. CEA offers a variety of training programs covering key organizational training topics, such as:

- Health and Safety
- Legal Compliance
- Supervisory
- Management and Leadership
- Performance and Work Standards
- Risk Management/Workers' Compensation

## Training Options

CEA and its vendor partners will help your organization learn new and innovative things using diverse training options:

- Onsite
- Online
- Video
- Audio
- E-Learning

With CEA and its network of vendor partners, you and your employees will have access to thousands of training programs available where and when you need them.

## HRCI Approved Programs

CEA has a growing collection of Human Resource Certification Institute (HRCI) programs, which Certified Human Resource Professionals may use to re-certify their designation of PHR/SPHR/GPHR/CA PHR. CEA currently offers HRCI credit for the following training programs:

- Managing and Preventing Absenteeism
- How to Confidently Document, Discipline, and Discharge Employees
- Attracting, Hiring, and Developing Quality Employees
- 2009 Labor Law Update

## Customization

Each of these programs can be adapted to 1–4 hour training deliverables. Depending on your organization's culture, budget, and learning needs, CEA may make available:

- Standard Workbooks
- PowerPoint Handouts
- Reference Sheets
- Quick Study Guides
- And, more...including multi-day/topic training events. Visit [www.employers.org](http://www.employers.org)



## Audiences

These programs are designed for human resources professionals, supervisors, managers, and business owners wanting a better understanding, system, and process of legally attracting, hiring, and developing quality employees.

## General and Strategic Credit

The Strategic Management domain of the [PHR/SPHR Body of Knowledge](#) encompasses those HR responsibilities that fall OUTSIDE of the traditional human resources function. Generally, if the subject matter is contained in one of the five other domains of the Body of Knowledge (Workforce Planning & Employment, Human Resource Development, Total Rewards, Employee and Labor Relations, and Risk Management), it belongs there and NOT in the Strategic Management Domain.

Continuing education in Strategic Management is designed to encourage HR professionals to learn more about "the business" in order to be able to make a greater contribution to organizational success. Therefore, if the main focus of the continuing education activity is business-related (i.e. educating the HR professional in relevant aspects of finance, marketing, information technology, etc) it is considered Strategic Management. Similarly, information related to the general business environment, such as industry practices and developments, technological developments, economic environment, and labor pool/demographic trends, would also qualify. Courses whose primary focus involves strategic planning, budgeting, corporate social responsibility, corporate governance/ethics and due diligence for mergers & acquisitions are other examples (HRCI Online, 2009).

## HRCI Certified Program Descriptions

**Program ID: ORG-PROGRAM-41478**

### Attracting, Hiring, and Developing Quality Employees BUSINESS CASE



Harvard University wrote a book titled *Hiring and Keeping the Best People*, which talks about the cost of poor hiring practices. The Business Essentials book stated that bad hiring brings down performance and can be painfully costly in the long run. Painfully costly is defined as 24 times the base compensation of the poorly hired person. Can you afford it? CEA's hiring system will help businesses and HR professionals avoid costly hiring mistakes.

### LEARNING OBJECTIVES

- Know what you need to hire
- Reduce time spent writing job ads and descriptions
- Discover where applicants are and what to pay them
- See the critical hiring steps between accepting an application to the 1<sup>st</sup> day of work
- Unlock the recruiter's toolkit for quality hires and fit
- Develop legally defensible behavioral interview questions targeting proven performer's skills
- Uncover hidden tips, tools, and tricks for effectively managing on-the-job (OJT)

**General Credit Hours: 1.0**

## Program ID: ORG-PROGRAM-41386

### How to Confidently Document, Discipline, and Discharge Employees BUSINESS CASE



All documentation is designed to communicate how an employee must behave on the job. The documentation must communicate your organization's process for dealing with business-defeating behaviors warranting action up to and including discharge from employment. This quick guide will help you confidently document, discipline, and discharge employees. It also provides your organization with the documentation necessary for defending against wrongful termination lawsuits and paying unemployment, which both drain money from your business.

#### LEARNING OBJECTIVES

- Explore barriers to taking disciplinary action
- See the purpose of disciplinary action
- Identify reasons to take and document disciplinary action
- Examine why one would coach and discipline an employee simultaneously
- Define effective documentation
- Review methods for investigating issues before creating documentation
- See and explore safe practices for performing a CA employee discharge

**General Credit Hours: 1.0**

## Program ID: ORG-PROGRAM-41481

### Managing and Preventing Absenteeism



#### BUSINESS CASE

Sometimes, employees are absent from work. This can create a variety of hardships for the business. From staffing to lawsuits, CEA, its representatives, and its partners understand your unique needs and will help you be successful in preventing and managing employee absenteeism, so that you can get on with the business of business.

#### LEARNING OBJECTIVES

- Assess absenteeism's impact
- Define absenteeism
- Determine the cost of absenteeism
- Explore state and federal laws related to absenteeism
- Review an FMLA (Family Medical Leave Act) case study
- Recognize keywords and phrases employees use when an absence is imminent
- Conduct absentee root-cause analysis
- Assess and prevent absenteeism
- Discover how to discipline absenteeism
- Examine and discuss resolution for absentee scenarios

**General Credit Hours: 3.0**



## Program ID: ORG-PROGRAM-41483

### Identity Theft Protection Program



#### BUSINESS CASE

A business' written identity theft program must detect, prevent, and mitigate identity theft when opening an account or maintaining any existing account. The amendment refers to these accounts as covered accounts (covered by FACTA). Fraudulent activity against a covered account is called a Red Flag. By the **FTC deadline**, covered business (most businesses) must have a formal program that identifies its covered accounts, red flag, and FACTA compliant responses to fraudulent activities. FACTA Violators face penalties up to \$2,500.00 per incident non-compliance.

#### LEARNING OBJECTIVES

- Review the FACTA 2003 Law and its business implications
- See the impact of unprotected business account or other sensitive information has on the business
- Discover the key components of a FACTA compliant program, policy, and procedure
- Uncover 7 ways you can protect the business from identity theft and comply with FACTA

**General Credit Hours: 1.0**

## Program ID: ORG-PROGRAM-35506

### 2009 Labor Law Update



#### BUSINESS CASE

Current and accurate human resources knowledge is the basis for solid business decision-making, reduced liability, and overall governmental compliance. It is what will make your business stronger during tough economic times. CEA's labor law update program offers you the inside track on:

#### LEARNING OBJECTIVES

CEA's labor law updates will give you real-world answers. Answers every business needs to thrive and survive. Attend our informative session and learn about changes to:

- AB 2075 Wage Claim Releases
- SB 940 Temporary Service Employees
- AB 10: Computer Professional Exemption
- Licensed physicians and surgeons exemption
- San Francisco Minimum Wage Increase
- SF Transportation Assistance Ordinance
- ADA Amendments (ADAAA)
- Postings and Pamphlets Affected by Recent Legislation
- The Ban on Driving While Texting
- Military Caregiver Leave
- Employee Free Choice Act
- Identity Theft and FACTA's new deadline for compliance

**General Credit Hours: 1.0**

**Program ID: ORG-PROGRAM-46563**

**Participatory Leadership: How to Be Seen and Heard as a Key Contributor**

**BUSINESS CASE**

Strategic HR professionals must change their role from strictly managing all-things HR, to being business savvy, networked, and influential participatory leaders who embody the greatness of leadership. HR professionals will learn to embrace participatory leadership, build strategic know-how, and position themselves as business contributors, who understand how the business earns, saves, and spends its resources, for improved decision-making.



### **Learning Objectives**

1. Managing versus Leading
2. Assessing your leadership style
3. Identifying key participatory leadership traits
4. Creating your leadership skills development plan
5. Managing Up: How to be there for your boss and employees
6. Learning how the business earns, saves, and spends its resources, for improved decision-making.

**Strategic Credit Hours: 2.75**

**Program ID: ORG-PROGRAM- 49102**

**Leader Speak! How to Communicate for Strategic Alignment**

**BUSINESS CASE**

An HR leader is defined by his/her ability to collaboratively ascertain, construct, and communicate critical information with precision. An HR leader must preemptively identify communication barriers, leverage their assertiveness skills, and be clear on negotiating interest versus position. An effective HR leader and communicator must also resolve conflicts quickly, politically, and effectively. Leader Speak helps HR leaders embrace interpersonal communication that results in strategic alignment with employees, departments, and executives.



### **Learning Objectives**

1. Recognize communication's natural barriers
2. Are assertive communicators
3. Negotiate problems in terms of interest not position
4. Leverage a conflict resolution model

**Strategic Credit Hours: 1.0**

**Program ID: ORG-PROGRAM- 49627**  
**Managing Reduced Hours and Layoff in California**  
**BUSINESS CASE**



Human Resources professionals will be making significant and deeply emotional job cut decisions in the coming months. With families, customers, and the businesses' future hanging in the balance, HR professionals must know and solidify their options, to prevent lawsuits, reduce job cuts, and remain competitive in today's tough economy.

**Learning Objectives**

- Reducing staff work hours
- Getting unemployment dollars and keeping your employees
- Performing an individual or mass layoff
- Identifying who can and can't be laid off
- Notifying your employee of reduced work hours
- Notifying an employee of a job cut
- Exploring compensation and benefits cuts

**Strategic Credit Hours: 1.5**

**Program ID: ORG-PROGRAM- 49625**  
**Employee Free Choice Act (EFCA)**  
**BUSINESS CASE**



This program helps Human Resources professionals understand the potential and major shift in the National Labor Relations Act, which will undoubtedly require a strategic organizational response. If passed, the EFCA would significantly amend the National Labor Relations Act. The fundamental change replaces the secret ballot election with card check recognition. If passed, there will be no time for the employer's campaign, and the privacy of the voting booth will be gone. Peer pressure, union pressure and other pressure will focus intensely on employees signing union cards. Today, an employee can still change their mind after signing a card. If EFCA passes, employees will not have an opportunity to change their minds, because their signed card will become their vote! Human Resource professionals must be armed with a strategic response if EFCA is enacted.

**Learning Objectives**

- The R.E.S.P.E.C.T. Act
- Why was EFCA proposed and what are it's chances of being enacted?
- What might the union card look like?
- What can employers do?
- How to identify a unionization attempt
- What to do when the union walks through your door

**Strategic Credit Hours: 1.5**

## D.E.E.P.: Driving Employee Engagement & Performance Series

**Program ID: ORG-PROGRAM- 49613**

### D.E.E.P. Motivation

#### BUSINESS CASE



D.E.E.P. Motivation explains clearly and concisely how top performing leaders develop high performing employees by strategically leveraging motivational techniques found in top performing leaders, in every business line and industry. D.E.E.P. Motivation draws heavily from Gallup's 60 year research into what makes a top performing organizational leader. It expands what Author's Curt Coffman and Marcus Buckingham revealed in their book "*First, Break All the Rules*" (Simon and Schuster, 1999). Like the book, D.E.E.P. Motivation explains the internal and external mechanisms, theories, and practices that drive employee engagement and performance. Leaders will learn quickly why employees stay or leave, based on two major case studies outlining specific reasons why 89% of employees leave and 100% of employees stay. Finally, this program illustrates how and what strategic leaders must do to create organizational excellence through their employees. (Gallup Management Journal, 2004)

#### Learning Objectives

- Reviewing three key motivational theories
- Examining key studies on the impact of motivating or de-motivating employees
- Making the strategic link between human needs and organizational needs
- Ways to inspire, motivate, and recognize employee performance

**Strategic Credit Hours: 1.5**

**Program ID: ORG-PROGRAM- 49617**

### D.E.E.P. Delegation

#### BUSINESS CASE



D.E.E.P. Delegation builds on critical information presented in D.E.E.P. motivation, because an effective delegate is a motivated delegate. In this program, we discuss the ideal tools and techniques leaders must efficiently deploy, to sustain employee motivation and strategically link an employee's efforts and to organizational outcomes. D.E.E.P. Delegation walks leaders effortlessly through building task/project ownership using motivational techniques, goal setting tools, and performance checkpoints that nearly ensure an employee's successful outcome.

#### Learning Objectives

- Recap critical information from D.E.E.P. Motivation
- Defining Delegation: Finding and communicating work task value and importance to motivate performance
- Boss check: Is it on their agenda and confirmed important?
- Exploring Pareto's Principle: 80/20 Rule of Task Importance
- Listening for employee understanding and buy-in on task value, importance, and benefit to them.
- S.M.A.R.T. Business: Connecting employee's tasks to organizational strategy and outcomes to motivate performance

**Strategic Credit Hours: 1.5**



**Program ID: ORG-PROGRAM- 49622**

**D.E.E.P. Coaching (Part I)**

**BUSINESS CASE**



Coaching effectiveness must be done with an eye toward strategic outcomes achieved through tactical touch points. Coaching effectiveness will produce an environment where employee self-worth, confidence, growth, and ongoing motivation flourish. It is how leaders keep employees abreast, onboard, and engaged with what's important for their success. Coaching is also the proving ground for leadership professionals. This is where employees and leaders live up to collaborative work agreements originating in the motivation and delegation stages of the work relationship. Agreements anchored to collaboratively derived work expectations, processes, and benefits inherent in the pursuit of strategic outcomes. When documented properly, coaching reduce time spent performance managing employees, supporting recognition, and substantiating disciplinary action.

### Learning Objectives

- Recap critical information from D.E.E.P. Motivation
- Assess your coaching skills effectiveness
- Define coaching and address skills gaps
- Recognize key elements of a coaching conversation
- How to coach during on-the-job training

**Strategic Credit Hours: 1.5**

**Program ID: ORG-PROGRAM- 59618**

**D.E.E.P. Coaching (Part II)**

**BUSINESS CASE**



Coaching effectiveness must be done with an eye toward strategic outcomes achieved through tactical touch points. Coaching effectiveness will produce an environment where employee self-worth, confidence, growth, and ongoing motivation flourish. It is how leaders keep employees abreast, onboard, and engaged with what's important for their success. Coaching is also the proving ground for leadership professionals. This is where employees and leaders live up to collaborative work agreements originating in the motivation and delegation stages of the work relationship. Agreements anchored to collaboratively derived work expectations, processes, and benefits inherent in the pursuit of strategic outcomes. When documented properly, coaching reduce time spent performance managing employees, supporting recognition, and substantiating disciplinary action.

### Learning Objectives

- Performance Logs: Reducing performance documentation to its bare essentials
- Reviewing, resetting, and documenting employee's goals
- Examining critical links between coaching and corrective action
- Transitioning from coaching to corrective action

**Strategic Credit Hours: 1.5**



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## CEA Training Services

CEA offers robust training options for member and non-member organizations.

### CEA On Site Training

Are you streamlining your operation, grooming your next leader, or complying with state/federal law? Our onsite training professionals can bring invaluable knowledge to your work location(s), answer tough questions, and later provide [consultative support](#), if you need it. If you are doing safety training, CEA makes a variety of loaner training videos available for members, too.

### CEA On-Line Training

With a near-limitless collection of critical business topics and skills, our e-learning program vendor will help you coordinate online or e-learning when and where you need it. With so many straightforward, engaging topics, you can plan and develop your people without leaving the office or leaving their home. You can start and stop programs, based on the needs of the business and complete the program when it's convenient for them, you, or the business. Train your people or develop your own skills. Day or night – the Business Training Library never closes!

### CEA Audio Conferences

Lunch has never been more exciting when you can tune into business discussions with people just like you. You can hear and discuss today's essential business topics that beg an answer. And, who knows better than a seasoned consultant and a virtual room filled with business and professional minds like yours. This is your one (1) hour escape, to re-tool and improve your business operation better and faster.

### CEA Employer Forums:

Monthly forums provide employers with a time and place where real conversations, discussions, and connections happen around business-building information best conveyed face-to-face. Come spend time with your peers, learn something, and share your unique perspective on the forum's topic.



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## [CEA Training Request Form](#)

Take the guess work out of mandatory training – forever! Yes, CEA can help you find, plan, and run your management, employee, and compliance training needs. We offer a variety of training options that will fit just about any training budget, time frame, and topic. Complete, fax, or email your training request form today, so we can help you plan, budget, and protect your business, its people, and its customers.

## [CEA Training Videos:](#)

You can now find the right video for your existing training programs or newer ones as you build them. With a generous CEA video discount, you can purchase training videos from the Richardson Company. The Richardson Company is now making available its vast video training library specializing in the training needs of both employees and leaders alike.

## [CEA Employment Training Boot Camp:](#)

This CEA program quickly helps employers overcome issues identifying, equipping, and placing people into traditionally hard-to-fill jobs. This program has helped the manufacturing, customer service, and construction industries.

## [CEA Safety Video Lending Program:](#)

Don't forget about our video lending library for that extra bit of something your trainings might be missing. A picture is worth a thousand words, so use these free member-only resources the next time you do safety training at work.

## [Videos to Purchase](#)

click the link to view a list of safety videos for purchase (Also available in Spanish).