

LEADERSHIP TRAINING

Contact Skye@skyehrconsulting.com to schedule your organization's leadership training today!

In-Person or Virtual Workshops

Designed for: Anyone who supervises employees, including directors, managers, executive leaders, nonprofit leaders, government leaders, small business owners, and HR professionals.

Workshop Title: Strategies for Improving Organizational Culture

Description: Creating a positive workplace culture that balances the needs of employees with the organization's mission and financial sustainability is critical to retaining the best employees. In this workshop, we'll explore this advantage along with building on your organization's strengths to continue enhancing your organizational culture, regardless of your organization's size or budget.

Learning Outcomes

- Identify key HR strategies for improving organizational culture
- Discuss how to assess and leverage your already existing strengths to enhance organizational culture
- Receive practical tools, resources, and HR advice for continuing to improve your organizational culture

Workshop Title: How to Hire Quality Employees Quickly

Description: Recruiting and retaining employees in today's tight labor market is uniquely challenging. Organizations are being challenged to vastly improve the efficiency and quality of their hiring processes to attract the right employees. If you're looking for concrete examples of effective recruiting tools, including advertisements, where to post your jobs, and how to overcome common recruitment challenges in a tight labor market, this workshop is for you.

Learning Outcomes

- Discuss industry best practices for sourcing, recruiting, and hiring employees
- Identify your organization's unique attributes to highlight in your recruitment and onboarding strategy
- Receive a "benefits-forward" job advertisement template and a sample customer-service oriented hiring and onboarding process (key contributors to employee retention)



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LEADERSHIP TRAINING

Workshop Series: Coaching Employees to Success

Description: Employee performance management is often the toughest and most important part of being a supervisor. And one of the most effective ways to motivate employees and increase employee engagement, productivity, and retention, is to master the art of coaching. In this three-part workshop, participants will actively practice and build skill in how to successfully manage and maximize employee performance.

Part 1: Coaching Employees to Success

- Identify opportunities for employee success through understanding these three forms of coaching: Coaching for Success, Coaching for Improvement, and Managing Performance Problems
- Define leadership's role in creating successful employee performance conversations
- Discuss a model for coaching that balances both "seeking" and "telling"
- Practice coaching-for-success using a "Discussion Planner"
- Identify best practices for follow-up to promote ongoing employee success

Part 2: Coaching Employees for Improvement

- Identify the challenges of navigating a performance improvement discussion from both the supervisor's and employee's perspectives
- Discuss a model for coaching-for-improvement that balances both the manager's and employee's perspectives
- Practice coaching-for-improvement using a "Discussion Planner"
- Identify best practices for ongoing coaching through observation, measurement, feedback, and support

Part 3: Coaching for Employee Performance Problems

- Identify when corrective action (verbal, written, etc.) may be appropriate and the importance of addressing concerns timely and thoughtfully
- Review and discuss common workplace performance problems and how to address them through corrective action
- Receive HR guidance on implementing an effective corrective action process
- Discuss best practices for creating an action plan to follow up on corrective action

LEADERSHIP TRAINING

Workshop Title: Succession Planning that Works

Description: As employees continue to change jobs on average less than every seven (7) years and with future retirements at an all-time high, succession planning is more important now than ever. Succession planning is a great way to provide professional development opportunities and advancement for employees at all levels of the organization. In this workshop, participants will receive HR/leadership guidance and resources to create a succession plan.

Learning Outcomes

- Deepen understanding of what succession planning is and why it's important to enhancing organizational culture
- Identify the most important steps to creating an effective succession plan
- Receive a succession planning template, sample process, and HR guidance on how to adapt them to your workplace

Workshop Title: How to Effectively Lead Remote or Hybrid Employees

Description: "Flexibility" is now ranked as the 2nd most important factor to employees after pay. Many organizations are offering 100% remote or hybrid (both in-office + remote) work to their employees as a way to attract and retain the best employees. Remote work presents both unique benefits and challenges and a strong leadership strategy for managing remote employees is vital to maintaining communication, engagement, and productivity. If you are new to managing remote employees or want to learn new best practices for successfully leading remote employees, this workshop is for you.

Learning Outcomes

- Identify the top challenges to managing remote employees and best practices for overcoming them
- Discuss how to reduce your organization's risk around common remote work compliance challenges
- Learn strategies for keeping remote and hybrid workers connected, engaged, and productive while working remotely
- Receive checklists for how to lead quality virtual meetings and how to have effective virtual performance discussions

Workshop Title: Making the Leap from Co-Worker to Supervisor

Description: Establishing yourself as a new leader and mentor is challenging, especially for supervisors who have been promoted internally. There are specific steps successful new supervisors take in order to be successful transitioning from co-worker to supervisor. In this workshop, participants will receive practical guidance on how to successfully promote into a supervisory role.

Learning Outcomes

- Discuss the role of leadership in supporting your employees' success
- Identify solutions for overcoming common challenges of establishing yourself in a leadership role
- Discuss best practices for setting expectations and ensuring employee accountability
- Receive HR guidance on how to develop a plan of action for your ongoing leadership skill development

LEADERSHIP TRAINING

Workshop Title: How to Give and Receive Meaningful Feedback

Description: Do you struggle with giving your employees feedback? Is receiving "negative" feedback challenging for you? Navigating how to effectively give and receive feedback to/from employees you supervise is a skill that requires ongoing practice and development. In this workshop, participants will receive proven leadership strategies for delivering and receiving feedback to build a positive "culture of feedback" with their employees.

Learning Outcomes

- Define feedback, why it matters, and when to give or ask for feedback
- Discuss best practices for building trust and creating a team environment where feedback flows freely
- Identify signs of when you might be avoiding giving feedback and what to do about it
- Practice a framework for effectively giving feedback to employees you supervise

Workshop Title: Getting Comfortable with Conflict

Description: Do you need more confidence with handling conflict at work? You're not alone! Managing conflict with employees, co-workers, and even our own supervisor is challenging. In this workshop, participants receive leadership tools and resources for how to successfully navigate conflict at work.

Learning Outcomes

- Define conflict and discuss why participating in conflict is important to supervising employees and managing change
- Identify healthy vs. unhealthy conflict and strategies for managing each
- Practice a framework for participating in healthy conflict at work
- Create an individual plan for overcoming barriers to successfully navigating workplace conflict

Workshop Title: Difficult Performance Discussions Made Easy(ier)

Description: Do you struggle with giving your employees difficult performance feedback? Are you uncertain of what to do or say when an employee has a performance issue? You are not alone! This interactive leadership webinar will give you the roadmap and tools you need to feel more confident and effective during difficult employee performance discussions. Although performance discussions may never be 100% easy, this online workshop will make them easier.

Learning Outcomes

- Identify signs of when you are avoiding difficult employee performance discussions and what to do about it
- Deepen your understanding of when an employee performance issue requires written corrective action vs. performance coaching
- Define best practices for delivering empowerment-based feedback and corrective action
- Review an easy-to-use discussion framework for respectfully leading difficult employee performance discussions

LEADERSHIP TRAINING

Workshop Title: Leading in Times of Uncertainty

Description: There is no doubt leaders are navigating one of the most complex and challenging times in the modern workplace. Leading employees and serving clients amidst changing legislation, economic uncertainty, rapid social change, and a global pandemic is uniquely challenging. No leader should go it alone- getting support for leading in times of uncertainty is critical for any leader's success. If you are looking for actionable tools and strategies for leading your employees through these uncertain times, then this workshop is for you.

Learning Outcomes

- Identify strategies for building team resilience, a critical foundation for managing in challenging times
- Describe how fear is manifesting in the workplace and name ways to simultaneously support your employees and keep moving forward with the work to be done
- Implement communication best practices to support employees with changes while maintaining your professional boundaries
- Put systems in place to keep employees safe, engaged, and productive during COVID-19

Workshop Title: Workplace Accessibility - ADA Compliance for Supervisors

Description: Creating accessibility for employees with physical or mental disabilities goes beyond the Americans with Disabilities Act (ADA) compliance. It's really about a giving employees tools and resources needed to be successful in their jobs, which is critical to job satisfaction and employee retention. This workshop is designed for supervisors in need of ADA training and HR guidance on how to navigate the reasonable accommodation process with employees they supervise.

Learning Outcomes

- Discuss the importance of creating a workplace culture of accessibility
- Identify people-first language and employee's individual preferences around disability identification
- Receive real-life examples of common impairments and associated accommodations
- Review an employee-empowered ADA interactive discussion and reasonable accommodation processes

Workshop Title: Preventing Harassment and Discrimination in the Workplace

Description: Cultivating a culture of respect is critical to any organization's success. When we conduct ourselves respectfully and professionally at work, we help to avoid costly claims of discrimination or harassment, including sexual harassment. This workshop will be tailored toward your employees and/or supervisors and the materials presented will be specific to your organization's policies.

Learning Outcomes

- Define harassment and discrimination at work, including examples of each
- Deepen understanding of the negative impacts of harassment and discrimination in the workplace
- Discuss best practices for preventing harassment, including sexual harassment
- Review your organization's policy and expectations, including how to report discrimination or harassment, non-retaliation, and supervisor role/responsibilities

LEADERSHIP TRAINING

Workshop Title: How to Create a Department Strategic Plan

Description: This interactive workshop and discussion is designed to help department heads (directors, managers, supervisors) create an annual strategic plan for their department and teams. Participants will receive resources for setting and achieving cascading organizational/department goals, and guidance on how to transform from transactional management to strategic leadership.

Learning Outcomes

- Discuss how to transition more of your time away from transactional management and toward strategic leadership
- Define strategic planning and why it's important to achieving department and organization-wide goals
- Practice creating department goals and action planning
- Receive a template to create your department's real-life strategic plan

Additional Training Topics - Customized Training is Available

- Effective Interviewing
- HR Compliance for New Supervisors
- Building High-Performing Teams
- Removing Bias from the Hiring Process
- Accountability in the Workplace
- Family Medical Leave Act (FMLA) Compliance

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ABOUT SKYE

Skye Mercer, MBA, SPHR, SHRM-SCP is a virtual HR Consultant with nearly 20 years of professional HR experience.

Skye has provided HR consulting services to employers in multiple states, including Washington, Idaho, Oregon, Arizona, New Mexico, Colorado, Utah, Nevada, Texas, Florida, Iowa, Minnesota, Nebraska, and Maryland among others.

Skye has worked extensively with small businesses, nonprofits, and government employers. She has worked with: The Grand Canyon Trust, Safe Passage Violence Prevention Center, YWCA Clark County, the Woody Williams Foundation, Bonner County Idaho, the National Committee for Responsive Philanthropy, and the National Alliance on Mental Illness (NAMI) in Spokane.

CAREER HIGHLIGHTS

- Nearly 20 years of HR/Leadership Training experience.
- Experience delivering training for the American Nonprofit Academy, the Nonprofit Show, the Nonprofit Learning Lab, the Conference for the Greater Good, Idaho Nonprofit Conference, and the Iowa Employment Conference
- Senior Professional in Human Resources (SPHR) Certification, Society for Human Resources Management Senior Certified Professional (SHRM-SCP), and Certified Disability Management Specialist (CDMS), i.e., workers' comp, medical accommodation, and leave of absence expertise.

Learn more about Skye at:

www.skyehrconsulting.com

TESTIMONIALS

“Skye led a leadership webinar for our organization. I loved how Skye used really good examples. I think she made it easy to understand our overall role in leadership. So far, I’ve heard great feedback from the employees who attended.”

- Chauntelle Lieske, Nonprofit Executive Director

“Skye Mercer is a valued HR expert and the person I turn to when there is a question or concern relating to employment strategies. In the nonprofit sector human capital is at the heart of achieving mission, vision and values. Skye helps us understand how to lead and manage our people. It is in this manner, she helps us serve at our highest level. I trust Skye’s frank appraisals, concise approaches and high level knowledge.”

- Julia C. Patrick, CEO & Founder, American Nonprofit Academy

“Skye ran the most engaging HR session I’ve ever been to!”

- Conference for the Greater Good Attendee

“Favorite session so far....lots of great resources and the presenter did an awesome job of making it interactive, even though it was Zoom!” - Iowa Employment Conference Attendee

“Skye used your time well in delivering content and making sure that participants received strategies and ideas that they could use and implement, which is really valuable to our program participants.” - Nonprofit Learning Lab Online Workshop Attendee

“Fantastic session with lots of tools and resources to utilize and help our organizations thrive through succession planning!”

-US Tennis Association Online Workshop Attendee