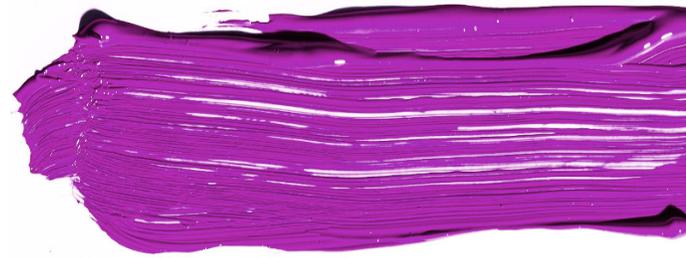


The Art of HR

Certificate Program



This certificate program is designed to provide leaders and managers with the knowledge, skills and insight necessary to lead employees in today's complex workplace.

Completion of the core courses and a combination of 3 days of additional courses entitles the participant to a Certificate in ***The Art of HR***.

Core:

The Art of People Management	3 days
The Art of Understanding Legislation	.5 day

Electives:

The Art of Interviewing	1 day
The Art of Onboarding	1 day
The Art of Performance Management	1 day
The Art of Leave Management	1 day
The Art of Discipline and Dismissal	1 day

The Art of People Management

3 days

The Art of People Management is designed to support managers, supervisors and team leaders on their leadership journey. Managers are responsible for managing “the employee experience” at work. What does this responsibility involve? It requires placing a very strategic and intentional focus on creating the people management skills that contributes to effective performance among all your staff members.

This 3-day interactive program is designed to support managers of all levels through the various stages of the employee experience, creating the necessary leadership skills and strategies to effectively manage people to top performance and high engagement. The focus on the content is to develop an understanding of respectful workplace communications while understanding that each person in the organization has something of value to contribute.

Each section of the program focuses on a supervisory theme, including:

- Essential Supervisory Skills
- Effective Workplace Communication
- Respect in the Workplace
- Resolving Workplace Conflict
- Managing Day to Day People Challenges

Throughout the training, participants are encouraged to commit to actions that will support and expand their learning. As an added value, following the training, all participants are provided with a “one-to-one” follow-up conversation with the program facilitator. The focus of these calls is to provide support for individual leadership needs and current HR challenges.



TRANSFORMING WORKPLACES

The Art of Understanding Legislation .5 day

What do your hiring, workplace safety, terminations, pay and benefits, and time off practices all have in common? They are all governed by legislation – the *Employment Standards Act of BC*, *Worksafe BC*, the *BC Human Rights* code. Come learn more about the impact of legislation on your organization's human resources policies and practices. Leave this half day session with confidence that you know where to find information, what it all means, and when to ask for help!

The Art of Interviewing 1 day

In today's fast paced labour market, you have to learn enough about a candidate to make a quick decision that you don't regret. Learn how to interview candidates so that you know what questions to ask to quickly assess a candidate's fit in your organization. Get the most out of your interviews and make confident hiring decisions.

The Art of Onboarding 1 day

Do you ever feel like your job posting could say: Looking for our next star employee – must be willing to get no training and be thrown in the deep end on day one. Apply here! With so much effort being placed on finding the next star team member, we tend to neglect and under-deliver on onboarding, but don't we want to make sure that all the effort we put into finding that new employee pays off? Then make sure you have a strong onboarding program that dramatically increases your chances of success. In this workshop you will learn the best practices and rock-solid components of an onboarding process worthy of your organization and your new hire!

The Art of Performance Management 1 day

Do you dread the performance review conversation? Not sure how to give good feedback in the moment? This session helps managers build the skills required to have timely, focused, meaningful, and results oriented performance discussions with their team. This workshop provides managers with the time, tools, strategies and inspiration to learn the art of performance management so that they can provide the kind of meaningful feedback that all employees are craving.

The Art of Leave Management 1 day

At some point, every organization is faced with navigating a team member's extended leave request. With today's focus on employee retention, you don't want to lose key people, but accommodating time off can cause unnecessary stress for everyone. Clarifying the intricacies of different leave types and addressing the HR challenges, risks and opportunities that come with leaves can be a real juggling act. The good news? Accommodating employee leave requests doesn't have to be so complicated. Join us for The Art of Leave Management, where we'll be exploring real-world, practical strategies for navigating the complexities of leaves, and identifying how to promote a smooth return-to-work process.

The Art of Discipline and Dismissal 1 day

We appreciate our employees and we value their contribution to our organization. And sometimes, the fit between organization and employee just isn't there and changes need to be made. This one-day session is focused on how to move through the three phases in a discipline process as well as examining how and when to make the decision to end the employment relationship. By the end of the session, you will be equipped with new insights, tools and resources that you can easily implement to make the best of these difficult situations.



TRANSFORMING WORKPLACES