

## *Small Business Workshops: Human Resource Tools (and more) for Today's Small Businesses*



*Facilitated by:*

Dave Tippett, Director, On-site Training and Consultation  
Employers Association



**Who should attend?** These workshops are targeted to those businesses with less than 50 employees in addition to those considering starting a new business.

Each Interactive Workshop will be held at GreaterFindlayInc./Chamber of Commerce – 123 E. Main Cross Street

8:00am Doors Open/Registration  
8:15am Welcome/Interactive Workshop Begins  
9:15am Adjourn

*In coordination with:*



Registration: No cost to attend. Please bring plenty of business cards and an item from the wish list below to be donated to the Humane Society of Hancock County.

RSVP: [rsvp@greaterfindlayinc.com](mailto:rsvp@greaterfindlayinc.com) or 419-422-3313  
Reservations required. **Seating is Limited**

**Humane Society's Wish List:** Bleach, Paper Towels, Paper Plates, Rawhide Chews, Cat Treats, Dog & Cat Toys, Rabbit Food, Small Animal Food, Pine Bedding, Blankets, Towels, Trash Bags, Distilled Water, Spray Cleaner & Bleach, White & Color Copy Paper, 3x5 Yellow Index Cards, Black Pens, Highlighters, Rubber Bands, AAA Batteries, Lithium Photo Batteries, Newspaper, Kitty Litter, and Financial Contributions.

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### Workshop Schedule – Attendees can attend one or all.

A detailed description of what each topic will cover is listed on the opposite side of the page.

- 02.23 Workplace Harassment Awareness and Prevention
  - 03.09 Resolving Conflict
  - 03.23 Documentation, Discipline & Coaching
  - 04.20 Violence in the Workplace
  - 05.11 7 Critical Strategies to go from Bystander to Ambassador **\*Customer Service Focus\***
  - 05.25 Going "above and beyond": The Power of the Personal Touch **\*Customer Service Focus\***
  - 06.15 10 Steps to Completely Satisfied Customers **\*Customer Service Focus\***
  - 06.29 Time Management
  - 07.20 Recognition and Rewards
  - 08.10 Hire to Win
  - 08.24 Team Building
- Last one held in conjunction with Career Expo – Communicating Effectively







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In his career (so far) Dave Tippett has been an HR Director, Account Manager, Team member, Team leader, Team outcast, Award Winning Playwright, Standup Comic, Corporate Trainer, President of several Human Resources chapters, Volunteer Youth worker, and an above average husband. Dave brings years of insight and real world business experience to these important topics, and will keep you engaged, enthused, and most importantly, equipped to tackle the toughest employment issues. Dave has provided training for a number of area companies and organizations, too numerous to mention. Dave is a graduate of the University of Toledo and holds a Professional Human Resources certification from the Society of Human Resources Management (SHRM).

## Feb. 23 - Workplace Harassment Awareness and Prevention

- Definitions and types of Workplace Harassment
- Facts and myths
- Impact on the recipient and the workplace
- Protecting your organization against liability
- Establishing a workplace harassment-free environment –your responsibilities
- Warning signs of workplace harassment
- Self monitoring and confronting a harasser
- Retaliation awareness
- Investigations DO's and DON'T's

## March 9 - Resolving Conflict

- Fear of conflict and absence of trust
- Conflict is inevitable, resentment is optional
- Why conflict in the workplace can be good
- Five tools to manage conflict and avoid escalation
- Anticipating potential conflict
- Implementing and gaining acceptance of solutions

## March 23 - Documentation, Discipline & Coaching

- 12 Elements of Great Managing
- The importance of detailed documentation as a best defense
- Barriers and solutions to documentation on the fly
- Respect, civility and you
- Focusing on behaviors and not personalities
- Best practices in documentation
- The coaching process

## April 20 - Violence in the Workplace

- Facts and Definitions of Violence in the Workplace
- Risk Factors
- Early Warning Signs and the importance of observing *patterns* of behavior
- Domestic Violence spill over
- Prevention—proactive audits of your workspace
- Safety Tips
- Your role as a manager: DO's and DON'Ts
- "I've got your back" : Beyond the promise

## May 11 - 7 Critical Strategies to go from Bystander to Ambassador \*Customer Service Focus\*

- Contrasting the Bystander with the Ambassador
- Seven ways to get to (and stay) at Ambassador-level service  
Ex: Bystanders never want to get involved with customers; *Ambassadors* LIVE for customer involvement. Bystanders assume someone else is going to intervene; *Ambassadors* take charge.
- They see themselves as ministers of the highest rank and thus take themselves very seriously.
- What does Ambassador-level behavior look like at your organization?
- Direct application to participant's jobs and situations

## May 25 - Going "above and beyond": The Power of the Personal Touch \*Customer Service Focus\*

- Learning and using your customer's names. Obvious? Yes, but its power is undeniable
- Learn how your customer uses your product or service
- Discovering their preferences
- Touch base and follow up on individual requests
- Follow up and say thank you
- Best practices in the power of the personal touch: Your own experiences as a customer, and what's working for you now



## June 15 - 10 Steps to CSC (Completely Satisfied Customer) \*Customer Service Focus\*

- The power of Expertise, Speed, and Resolution
- Satisfy each customer: anything you are doing at the time is less important than the customer who is contacting the company. They are *NEVER* an interruption.
- Be aware how your home or personal life might affect you at work. If possible, store your "bags" at the door.
- Understanding and empathy: Customers need to believe you understand and appreciate their feelings
- Fairness: Customers need to feel they will be treated justly and impartially
- Control: Our customers need to feel they can have an impact on results

## June 29 - Time Management

- Use time efficiently while remaining flexible.
- Recognize what's important vs. what's urgent
- Set attainable annual, monthly, and weekly goals
- Make daily "to do" lists identifying high priority items
- Identify routine and special items to delegate
- Run organized meetings (e.g., have an agenda with staff input, keep on time, and remain on task)
- Identify and eliminate time-wasting activities

## July 20 - Recognition and Rewards

- Making recognition relevant, meaningful, sincere, simple, and supporting the company's goals and vision
- The power of positive employee recognition
- Effective recognition on the fly
- Take care of the little things
- Caring is an attitude, not a program

## August 10 - Hiring to Win

- Best and Worst experiences in hiring and interviewing
- How to Get Sued in Hiring (without really trying)
- Behavioral and situational-based interviewing
- C.A.R.: Your model for a successful interview every time
- The right time for roles plays
- Sample interview questions to reveal what you want to know
- Do's and Don'ts review

## August 24 - Team Building

- Understanding team dynamics
- Facilitating team activities
- Mentoring team members
- Building a lasting trust on the team
- Helping teams achieve high performance

## Held in conjunction with JOBSolutions - Communicating Effectively

- Examination of personal communication styles
- What "being on the same page" means and looks like
- See how co-workers and employees get labeled
- Gossip: Dealing with it, stopping it
- Upgrade critical listening skills
- Learn and practice conflict communication skills

