



# THE HR SERIES

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**With Sarkany,  
your organization  
has access to  
professional HR  
advice.**

In today's business environment, managers, supervisors, and office staff are expected to do more with less. This often leaves them responsible for dealing with a variety of human resource issues. They may be asked to take part in conducting interviews, approving a leave, applying progressive discipline, or dealing with a workplace bully.

While these tasks allow them to expand their skill set, you want to ensure they have a level of HR knowledge and basic understanding of procedures, processes, and legislated requirements. The HR Series is your solution.

Our two- to three-hour webinars will introduce participants to fundamental human resource concepts. We will walk through the basics of HR, including compensation and privacy, conflict resolution strategies, how to manage multi generational workplaces, and much more.

While these sessions are part of a series, each is specifically designed to be attended independently, or in any sequence.



# HR - THE BASICS

In today's fast-moving world, many non-HR staff are expected to deal with a variety of workplace human resource issues. They may be asked to handle payroll and benefit administration, manage employees who are absent due to illness or other job-protected leaves, all while complying with Canadian privacy legislation.

## In this session we will look at:

- Canadian legislation and employment standards
- Compensation and benefits administration
- Managing leaves and illness
- Maintaining privacy & accurate record keeping

# EFFECTIVE INTERVIEWING

Almost everything in business depends upon the competency of your employees; therefore, the people you hire are critical to your success. What you want to do is hire the best person for the job. What you do not want to do is find yourself defending your practices. Do you ever feel that the workplace is becoming a minefield of what not to say and what not to do? Well, the hiring practice is no exception. Are you asking the right – let alone legal questions?

## In this session we will explore strategies on:

- The importance of developing an interview plan
- Making selection decisions based on facts and information
- How to plan a structured interview with pre-planned interview questions
- Why some questions cannot be legally asked in the interview process

# WORKPLACE BULLYING

Bullying is called the silent epidemic. Although half of workers have experienced or witnessed bullying, policies and laws dealing with it are far less prevalent.



## What Will Participants Learn?

- Define what bullying is, and is not
- Know what to do if you are bullied
- Identify appropriate solutions for a bullying incident
- Be able to assist in creating an anti-bullying policy

# CONFLICT RESOLUTION

## GETTING ALONG IN THE WORKPLACE

Many people see conflict as a negative experience. In fact, conflict is a necessary part of personal growth and development. However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth.

### In this session we explore:

- What conflict is and how it can escalate
- The types of conflict and the stages of conflict
- The most common conflict resolution styles and when to use them
- Ways to manage conflicts to enhance productivity and performance

## WORKPLACE HARASSMENT

### WHAT IT IS AND WHAT TO DO ABOUT IT

Harassment in the workplace can come in a variety of forms, with the potential for far-reaching effects on the health and well-being of workers, as well as on their job tenure, job stability and job satisfaction.

Workplace harassment includes verbal abuse, humiliating behaviour, threats to persons, physical violence, and unwanted sexual attention or sexual harassment.

### In this session we will explore strategies on:

- How to prevent harassment from occurring
- What sorts of policies should be in place?
- What should managers do to protect their employees?
- And if a complaint is filed, what will we do?

## DEALING WITH DIFFICULT PEOPLE

Success in dealing with conflict comes from understanding how we behave, as well as how we can influence others. In this workshop, participants will learn how to turn difficult situations into opportunities for growth.

### In this session we will explore strategies on:

- How your own attitudes and actions impact others
- New and effective techniques for dealing with difficult people
- Techniques for managing and dealing with anger
- Dealing with difficult people and difficult situations



# NAVIGATING A MULTI-GENERATIONAL WORKPLACE

We are at the generational crossroads of workplace composition in Canada. For the first time in modern history there are 5 generations in the average Canadian workplace, and it is estimated that by 2025, at least 75% of the workforce in Canada will be Millennials, Gen X and the newest generation, Zs.

## **In this session we will:**

- Gain insight into the 5 generations represented in today's workplace
- Understand their workplace characteristics
- Look at the generational difference & similarities in the workplace
- Explore how to manage a multi-generational workforce

# FROM HIRING TO TERMINATION

We often hear that your people are your most important asset, and it is true. So, hiring the right ones is critical to your success. Just as critical is letting go of those workers who are no longer contributing positively to your organization. Both tasks can be difficult, even tricky if you are not well prepared.

What you do not want is to find yourself defending your practices. So, learn the basics of doing it right.



## **In this session we will introduce participants to these basic hiring and termination concepts:**

- How to hire the best people possible from inside or outside of the organization
- Understand legal obligations in “for cause” and “not for cause” terminations
- How to comply with Canadian legislation in both the hiring and termination process
- How to identify the many forms of discriminatory hiring and termination practices

# PROGRESSIVE DISCIPLINE

The majority of employees conform to rules and regulations and have a genuine desire to do a good job. On occasion though, even good employees make mistakes, and need to be given direction before those mistakes repeat and the behaviour gets to the dismissal stage.

## **In this session we will introduce participants to these basic progressive discipline concepts:**

- What is “Progressive Discipline”
- Sample Policy
- Incompetence vs. Misconduct
- The Steps to Progressive Discipline

# MEANINGFUL PERFORMANCE & DEVELOPMENT CONVERSATIONS

Managing the performance of others is more than just an annual review. Meaningful performance management is an ongoing process that results in continuous improvement, enhanced performance, clear expectations, and objective measurement. However, there are times when you need to hold employees accountable and having documented performance management processes is in your best interests.

## In this session we will discuss:

- How to prepare for the conversation
- How to monitor performance
- How to communicate feedback
- How to be specific and hold employees accountable

# DRUGS AND ALCOHOL IN THE WORKPLACE

## EMPLOYER RIGHTS AND OBLIGATIONS

Drug and alcohol use has become an increasing issue in the workplace. This session provides an introduction to legislation, policies and policy application related to drugs and alcohol in the workplace. We will look at how drug and alcohol testing is conducted, what follow-up and support needs to be provided following a positive test, and how to deal with employees in a safety-sensitive role who have medical documentation to consume cannabis.

## In this session we will discuss:

- Recommendations for policy development
- The conditions under which employers can request drug & alcohol testing
- Discuss employer, supervisor, and employee responsibilities & obligations
- Understand the duty to accommodate requirements

# REASONABLE SUSPICION FOR SUPERVISORS

Reasonable suspicion testing is performed when a Supervisor has evidence or reasonable cause to suspect an employee of drug or alcohol impairment while at work. Evidence is based upon direct observation, either by a supervisor or another employee.

**This session is designed to provide Supervisors in safety-sensitive environment in making objective decisions about reasonable suspicion drug and alcohol testing, including:**

- What is Reasonable Suspicion Testing
- Drug Use Stats
- Employer & Employees Obligations Under the Policy & the Law
- How to Document



# MANAGING ACROSS CULTURES

Our culture defines many aspects of how we think, feel, and act. It can be challenging for managers to bridge cultural differences and bring employees together into a functioning team. This course will give supervisors and managers easy-to-use techniques for communicating across cultures, building teams, promoting multiculturalism in the organization, and leveraging the global talent pool.



## In this webinar participants will learn to:

- Identify how stereotypes shape our perception
- Communicate effectively across cultures
- Effectively manage employees from different cultures
- Promote acceptance and awareness to help create a multicultural environment

## NEW SESSIONS COMING SOON

**Stress Management**

**Anger Management: Understanding Anger**

**Labour Relation Basics for non-Unionized Workplaces**

**Managing Workplace Leaves, Absences and Accommodations**

In addition to our instructor-led webinars you can also enjoy many of these programs via our virtual campus where participants enjoy their own self paced learning environment.

Check out our core Personal Development courses in areas of Sales & Marketing, Small Business Tools, Training for Supervisors & Manager and Workplace Essentials.

**[CLICK HERE TO VIEW VIRTUAL CAMPUS CATALOGUE OR VISIT](#)**

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