



Workplace Strategies... That Work

VANTAGE SOLUTIONS LLC

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**TRAINING & DEVELOPMENT
SOLUTIONS**



Workplace Strategies... That Work

Vantage Solutions offers organizations of all sizes training in four critical development areas: Legal Compliance, Leadership Development, Professional Development and Workplace Diversity. Our Training Programs are designed to help employers meet their responsibilities to comply with the many employment laws affecting the workplace, to provide leaders and staff with training for personal and professional development, and to develop, grow and retain a high performing workforce.

Our philosophy is that training is only as good as the improvement that follows. We believe our modular design, interactive format, integrated activities, skill-building tools and action planning requirements enhance the overall training experience in ways that few training consultancies are able to deliver. Further, our training approach includes an evaluation component that helps clients realize a measurable return on their training investment.

Each Training Program includes a customized curriculum, designed for the needs of your supervisors and staff, as determined by your past experiences, current concerns and available resources.

In addition to on-site classroom delivery of our Training Programs, we offer Train-the-Trainer programs for all courses, and most courses are available in a fully-scripted Off-The-Shelf format for licensing and use by your internal training department.

Vantage Solutions' consultants and trainers combine expertise in employment law with an understanding of the practicalities of human resource management to create seminars and workshops that ensure legal compliance and are business driven. Our seminars provide dynamic learning opportunities because we understand and employ adult learning principals, keeping participants active and engaged in the learning process.

We welcome you to contact us for more information or to sample a demonstration of one of our courses to see the difference Vantage Learning Solutions makes!

For more information, please contact us at 877.816.4818 or info@vantage-solutions.com or visit our website at www.vantage-solutions.com.

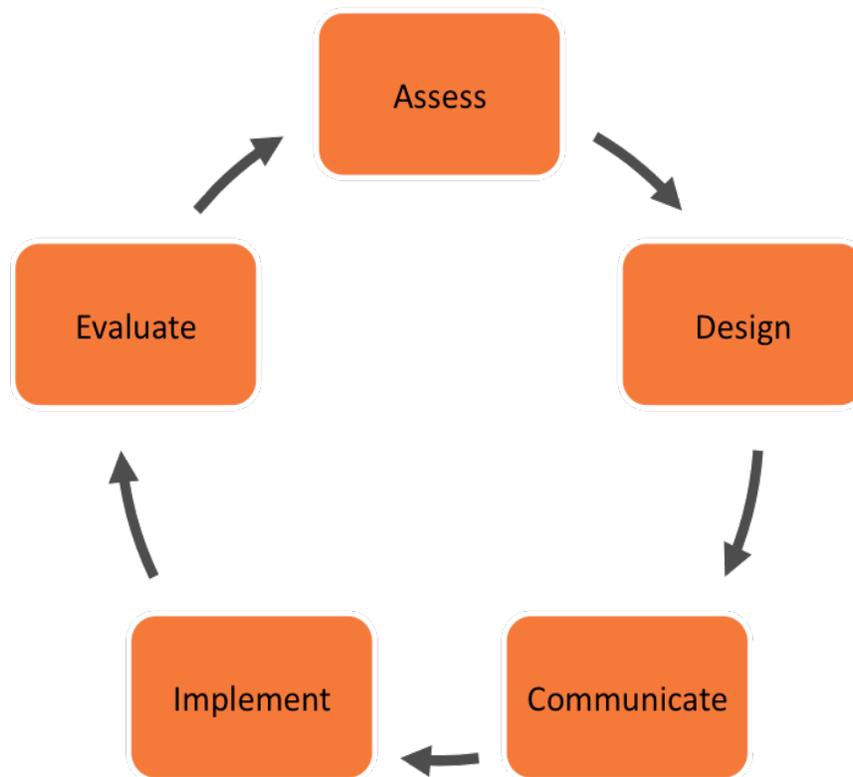
**TRAINING METHODOLOGY,
CURRICULUM DESIGN, AND PROJECT
MANAGEMENT**



TRAINING METHODOLOGY, CURRICULUM DESIGN AND PROJECT MANAGEMENT

At Vantage, our approach to training is one that begins and ends with your desired performance outcome and aligns all training content and metrics accordingly. The methodology that we employ, shown below, allows us to collaborate with our clients and ensures our success in achieving your training goals and objectives. This five-part methodology is fully supported by user-friendly project management tools that ensure on-time and on-budget training delivery.

TRAINING METHODOLOGY



INSTRUCTIONAL AND CURRICULUM DESIGN

Vantage has extensive experience evaluating and redesigning existing training programs, as well as developing new training programs to meet client specifications. Our proven training course design approach features a variety of tools, including an icon-driven, highly scripted Facilitator's Guide, a user-friendly Participant's Guide, a comprehensive Reference Guide, as well as relevant presentation and job aids to achieve the client's objectives. Vantage will work with your HR or training staff to design the courses to achieve the desired level of interaction, self-assessment and skill-building.

PROJECT MANAGEMENT TOOLS

1. **Course Development Checklist:** Ensures Vantage understands key learning objectives and identified internal and external project team to ensure successful project management.
2. **Project Organization Plan:** Living documents for approval by client that Identifies key dates and responsible person(s).
3. **Course Design Document:** Detailed description of course design, including timeline, format, learning tools to be employed, presentation and job aids. Provides basis for design of course.
4. **Evaluation Tools:** Used to measures effectiveness of learning.

KEY FEATURES & BENEFITS

- **Modular Design:** Mix and match courses to achieve your goals
- **Highly Interactive Format:** Designed for the adult learner
- **Highly Engaging Delivery:** Learning that sticks
- **Train-the-Trainer Options:** Reduce external delivery fees
- **Off the Shelf Product Options:** Reduce design and delivery fees
- **Integrated Learning Activities:** Put theory into practice
- **Skill Building Focus:** Measure the impact on day to day activities

CATALOG OF TRAINING COURSES



LEGAL COMPLIANCE TRAINING PROGRAMS

The Legal Compliance Training Programs are designed to help employers meet their responsibilities for compliance with the many employment laws affecting the workplace. Each program can be customized for an employer's own policies, procedures and management philosophy. Also, the various modules can be combined as appropriate.

AVOIDING THE LEGAL PITFALLS OF RECRUITING

Learning to avoid potential hiring pitfalls, such as discrimination or disability-related violations has never been more challenging. This course is designed to help you manage the hiring process and find those individuals who will bring talent, productivity and profit to your workplace while still complying with the various employment laws. As a valuable added bonus, this course will also add to your company's bottom line by showing you the best techniques for recruiting, interviewing and selecting the right candidate.

COMPLYING WITH FAMILY & MEDICAL LEAVE

This course helps those with responsibility for ensuring that the organization meets its Family And Medical Leave Act ("FMLA") obligations better understand how to manage FMLA leave and time-off. Featuring real-life case scenarios, this course can be supplemented with ADA and Worker's Compensation updates to provide a complete picture of the laws related to employee leave and time-off.

DISCRIMINATION PREVENTION

This course answers two essential questions: What is Discrimination? What Can I Do to Prevent It? This course is customized based on your workplace anti-discrimination policy, so that participants will learn not only what the law requires, but also the expectation of workers in your workplace.

EMPLOYEE HANDBOOKS

An employee handbook is fundamentally an employee communication. Its purpose is to introduce employees to the company and familiarize them with the guidelines and benefits that affect the employment relationship, as well as to set forth the company's and the employee's rights and responsibilities. Participants will fully understand your company's policies and procedures by the completion of the course.

EMPLOYEE LEAVE AND TIME OFF

When an employee needs time off, it is often not as simple as granting a sick or vacation day. Depending on the circumstances, requests for leave can invoke the ADA, the FMLA, Workers Compensation, disability policies and Title VII. This course will help you navigate the often treacherous waters of employee leave and time-off.

THE ADA IS NEW AGAIN

On January 1, 2009, the Americans with Disabilities Act Amendments Act (“ADAAA”) went into effect, making sweeping changes to the Americans with Disabilities Act (“ADA”) and promising a profound impact on employers. This course provides insight to help you make better decisions regarding your ADA obligations. Numerous case scenarios are presented to allow participants to work through situations that might arise in the workplace. This course can be integrated with FMLA, Worker’s Compensation and disability policies to present a comprehensive view of “Employee Leave and Time Off.”

HARASSMENT: DEFINING IT, DETECTING IT AND DEALING WITH IT

This course answers three essential questions: What is Harassment? How Do I Know It When I See It? What Can I Do to Prevent It? The course helps participants understand that harassment involves more than just sexual concerns, but can take on a variety of forms prohibited by law. The course is customized based on your workplace anti-harassment policy, so that participants learn not only what the law requires, but also the expectation of workers in your workplace. The interactive course utilizes video vignettes and also incorporates actual cases that provide excellent guidance in recognizing and reporting inappropriate conduct.

INVESTIGATIONS 101

The United States Supreme Court, the lower courts, and the EEOC have made clear that a good, thorough investigation is crucial in an employer’s defense of discrimination and harassment claims. This course trains your internal investigators to think like external investigators. The full-day session provides an informational lecture to present the most up-to date legal information and practical advice regarding how to conduct an investigation and then allows participants to put that theory into practice by responding to a hypothetical investigation. A thorough debrief by our legal experts concludes the day and provides answers to any lingering questions.

IS THIS MY EMPLOYEE?: UNDERSTANDING & MANAGING A CONTINGENT WORKFORCE

In today’s economy, it goes without saying that many employers are looking to cut costs. One way some employers have tried to save money is by reducing headcount and hiring additional help “as-needed” through temporary agencies, leasing agencies, professional employer organizations (PEO’s) or utilizing independent contractors. In each of these situations, using contingent workers may or may not be the best solution,. If your business currently uses or is considering hiring contingent workers, this training session will teach you about your rights and responsibilities for having these non-employee workers in your workplace.

RESPONDING TO CHARGES OF DISCRIMINATION: PUTTING YOUR BEST FOOT FORWARD

Chances are, if you are an employer, no matter how good your policies are, how diligent and thorough your training or how quickly you respond to workplace conflicts, you will eventually see a charge from a state or federal agency (such as the IDHR or EEOC) come through your door. How an employer handles these initial charges sets the stage for the entire case – and all future potential charges. This interactive seminar is designed especially for those charged with the responsibility of receiving and responding to charges of discrimination and includes an opportunity to actually draft a sample charge response.

UNDERSTANDING UNEMPLOYMENT COMPENSATION

An employee left your company a few weeks ago, and you just received a Notice that he has filed for Unemployment Compensation with the Illinois Department of Employment Security (“IDES”). What do you do? This training will guide you through the often confusing and costly waters of the IDES unemployment claim process. You will learn what information should be included in the protest in order to put you in the best position for success. You will also learn how to prepare for and participate in a hearing. In addition, we will guide you through the appellate process—you can win after a loss on a protest!

LEADERSHIP DEVELOPMENT TRAINING PROGRAMS

The Leadership Development Training Programs offer basic leadership principles to help the small business owner lead effectively.

BASIC TRAINING FOR LEADERS

Everyone’s a leader...even if they’re just leading themselves. While people are born with certain, innate leadership talents, they can acquire and hone additional leadership skills they may not come by naturally. This course offers an opportunity for the participant to discover some leadership tools to include in his or her skill set.

BE THE LEADER: TRANSITIONING FROM SELF-EMPLOYED TO BUSINESS OWNER

So your great idea has grown into a business and now employees are looking to you for strategy, solutions and... staples. The transition from having it all in your head to indoctrinating employees who share your vision can be daunting. This course will cover topics to help the small business leader operate more effectively and lead a successful team.

LEADERSHIP AND MANAGEMENT: MAXIMUM IMPACT

Leadership is the active relationship between two or more persons in which one individual, the leader, obtains the willing compliance of another person to take certain action. Management is the art of getting things done through others. Managers handle, remedy, and deal with situations on a daily basis; leaders inspire, motivate and support one’s best behavior everyday. Though they are different skills, a good leader must know how to manage and a good manager must aspire to effective leadership.

This program provides supervisory staff the tools they need to become the type of leader or manager who positively impacts their staff and the entire organization. Unlike many programs geared toward a quick fix or a day of “feel good”, our training requires managers to focus on what they are doing right and what they are doing wrong—and to create specific action plans for what they will do differently as they return to the workplace.

PROFESSIONAL DEVELOPMENT TRAINING PROGRAMS

The Professional Development Training Programs are designed to assist businesses in assessing and developing human talent with the goal of creating a high-performing organization. We have worked with numerous businesses to develop management staff and provide effective group and one-on-one

learning opportunities.

ACTIVE LISTENING FOR MANAGERS

Effective listening skills are critical for success in all aspects of management and, yet, they often are difficult to master. Good relationships with clients, colleagues and subordinates lead to higher levels of productivity and satisfaction on the job. This workshop on Active Listening is designed to develop effective listening skills in all levels of management.

ASSERTIVENESS & LEADERSHIP

Expressing one's views is essential to success in today's workplace. Unfortunately, many intelligent, analytical individuals are overlooked for leadership roles because they lack a critical success factor--assertiveness. This workshop addresses the need for an appropriate level of assertiveness, and how to achieve it when it does not come naturally.

BOOSTING EMPLOYEE MORALE & IMPROVING RESULTS

Imagine a workplace where everyone chooses to bring energy, passion and a positive attitude to the job everyday. It can exist--this workshop provides a remarkable way to boost employee morale and improve results. The driving principle throughout this course is that work made fun gets done! The seminar is designed to create Motivation Teams for participants who will then leave the workshop with an action plan to execute on an ongoing basis. These teams will provide the participants with the structure, support and guidance necessary to keep the "morale momentum" going.

COACHING AND MENTORING

Employees may need years to develop their skills. Likewise, good mentors can also take years to develop. This workshop provides assistance in developing mentoring skills for both the mentored employee and the mentoring manager. The interactive sessions are customized to your company's mentoring programs, and can focus on goal setting, career planning, networking and professional development of employees. This course also has been offered to law firms and customized to their unique environment.

CONFLICT MANAGEMENT: A KEY TO SUCCESS

In any work environment, conflict is bound to arise. The key to success, however, is the ability of employees to manage that conflict. This workshop helps participants identify their work and communication style and assess how to use it to better manage conflict situations. Participants will learn strategies for working with styles that are different from their own and refine their negotiation skills and improve their ability to identify win-win situations.

THE THREE C'S OF MANAGEMENT: COACHING, COUNSELING, & CORRECTIVE ACTION

Coaching, Counseling and Corrective Action are three of the most important aspects of a manager's role within an organization. This session will discuss the benefits, characteristics and legal ramifications of the Three C's of

Management and provide participants with appropriate documentation for each management technique, customized to suit the company's culture and processes.

DOING THE RIGHT THING: LEGAL AND EFFECTIVE WORKPLACE MANAGEMENT

This course will provide participants with guidelines on selecting, managing and retaining employees, while complying with the often-confusing maze of local and federal employment laws. The course will also provide an overview of potential danger zones (like what?) and how to avoid them, utilizing the policies and procedures you have selected for guiding your workforce. Legal issues covered include interviewing practices, overtime, documentation, discipline and termination decisions, and much more.

EFFECTIVE COMMUNICATION

Powerful and empowering communication is the foundation of all good management. There is simply no way for employees to do their jobs well if they do not know what they should be doing, how to do it, or the ramifications of their failure to do it. Every communication, whether verbal or written and whether made face-to-face, through voice mail, phone or electronic mail, is an opportunity to motivate, coach, build team commitment, bolster credibility—or *not*. This session provides participants with guidelines on effective communication, including active listening.

FINDING MS./MR. RIGHT: INTERVIEWING IN TODAY'S AND TOMORROW'S WORKPLACE

Recruiting, interviewing and selecting the right candidate have never been more challenging. This course is designed to help you manage the hiring process and find those individuals who will bring talent, productivity and profit to your workplace. By showing you the best hiring techniques, this course will add to your company's bottom line. Learning to avoid potential hiring pitfalls, such as discrimination claims, is a valuable added bonus. This course also has been offered to law firms and customized to their unique environment.

KEEPING YOUR COOL: ANGER & STRESS MANAGEMENT

Defining what causes stress and creates anger, recognizing those conditions, and learning how to manage one's stress and anger level can result in a much more productive and satisfied workforce. This workshop focuses on teaching employees how to better cope with both their personal and professional stressors. By showing managers how to recognize the areas of their life that create stress, as well as anger, and the natural symptoms that follow, they will be able to better control their emotional and physical reactions.

LEADERSHIP AND CHANGE MANAGEMENT: EXECUTIVE SKILLS FOR THE NEW WORKPLACE

Every organization experiences change, whether it's a new computer system, a company re-organization or changing client needs. How management and employees adapt to change can make or break the organization's success! This session looks at the stages of changes and the leadership style that is most effective during those changes.

MANAGING WITHIN THE LAW

Managers can be effective at communicating, leading, delegating and empowering their employees—but if they are breaking the law, they are demoralizing staff and exposing the organization to negative publicity and unnecessary expense. After all, an employee who feels treated fairly by your company will tell five people, but one who feels treated unfairly will tell twenty-five, and sue you to boot! This session covers each and every law that governs the employment relationship and ensures that your managers know how to deal with issues that arise in a manner that is consistent with the law.

PERFORMANCE MANAGEMENT: SETTING THE STAGE FOR SUCCESS

Feedback is valuable for all employees, from the top performers to those most needing improvement. This workshop will discuss the benefits of providing timely feedback, as well as guidelines on goal setting and action planning. It will also address appropriate methods for conducting productive and motivational employee reviews, specifically focusing on the importance of documentation and creating an environment that is conducive to open discussion. By adopting the techniques discussed in this session, employees, managers and supervisors will play a more active role in employee development, allowing for greater job satisfaction and higher performance.

PRESENTATION SKILLS

In order to be successful, many individuals are required to make public presentations without the proper training to do so effectively. This full-day workshop provides the skills necessary to speak successfully, and gives the time and opportunity for participants to hone their skills. After this session, participants will have a videotape recording for self-study, as well as group feedback on their presentation. This course also has been offered to law firms and customized to their unique environment.

PROFESSIONALISM: ATTITUDE AND ATTIRE IN THE WORKPLACE

Professionalism in the workplace can be the key to your success and survival. How you dress, look, and act contributes to your professionalism and credibility. Customers do not distinguish between you and the organization-- to your customers, you ARE the organization. This seminar, popular as part of one-on-one coaching, will highlight the basics of professionalism including attire, hygiene, phone skills, customer service, and attitude in the workplace.

SECRETS OF CUSTOMER SERVICE

In today's market, service is not a competitive edge, it is THE competitive edge. In order to provide superior customer service, employees need to understand customer expectations. This workshop addresses how to identify those expectations, choose processes to meet those expectations, and the key components of optimal customer service. The session utilizes customized case studies and skills practice for participants to put theory into practice.

STAFF WORK: BRINGING "A" GAME

Middle and senior level managers or supervisors are incredibly busy; they do not have the time to sort through

sloppy staff work or rewrite confusing correspondence. The seasoned support staff knows how to provide its leadership the products and information required for timely decision making. This course will provide the techniques that will improve the effectiveness of any staff member.

TEAM BUILDING AND MOTIVATION

Work has changed—no longer is a manager solely a “boss” from which orders come and are not questioned. The new model for effective management is that of teamwork and a partnership between employees and managers, where the manager is both a member of the team and the leader of the team. This course teaches managers how to engender trust and credibility as a member of the team and, at the same time, be an effective leader who is able to provide the resources that employees need to achieve high performance.

TICK TOCK: TIME MANAGEMENT AROUND THE CLOCK

Time is our most valuable resource and time management is a skill that requires consistency and practice. Some would say we cannot manage time, however, we can manage ourselves in relation to time. In this course, participants will have a chance to recognize where and how time management will personally improve their work and home life, as well as how managers can guide their staff to better productivity. Participants will learn tips for planning and organization, utilizing assistance, delegating, handling phone calls and emails, and other interruptions. Participants will create an action plan for how to better organize their work life.

WRITING WITH CLARITY

Creating clear, concise written correspondence from often complex data is a critical component for communicating to either a technical or non-technical audience. This course will provide instructional strategies and activities to help participants identify their written communication style and assess how to improve it to produce logical, readable materials.

WORKPLACE DIVERSITY TRAINING & CULTURAL AWARENESS PROGRAMS

To capitalize on the opportunities presented by a multicultural business environment, managers need the skills to recognize, understand, value and utilize the diversity that surrounds them. Some of these skills include: recognizing and assessing challenges and opportunities, providing feedback and coaching across differences and motivating a multicultural workgroup.

DIVERSITY: VALUING DIFFERENCES IN THE WORKPLACE

Diversity is a FACT, NOT a problem or a program. Today’s workforce is more diverse and it will continue to become so. It includes men and women who represent a wide variety of races, religions, ages, lifestyles, and social, ethnic and cultural backgrounds. Diversity creates a more effective, productive, and competitive organization. This workshop will help you understand diversity and its purpose in the workplace; to gain awareness of, and a sensitivity to, diversity and race discrimination issues; and to recognize and understand behavior that could be perceived as racial harassment.

DIVERSITY CHAMPION DEVELOPMENT

Since organizations value knowledge and expertise it is important that members of diversity action councils and visible champions of diversity have a broad understanding of the dynamics of diversity and how they relate to the culture of the organization and its business objectives. The aim of Diversity Champion Development is to provide identified champions with the training, resources and skills necessary to support the organization to achieve the objective of valuing and utilizing diversity among customers, employees and communities.

LEADERSHIP DEVELOPMENT PROGRAMS FOR SPECIFIC IDENTITY GROUPS

Often, when people are in the numerical minority, there are additional challenges to being successful in the workplace. This is heightened for people who are members of identity groups that have been traditionally discriminated against such as people of color, women, and gays and lesbians. To support employees who are members of these groups in being successful, we provide programs that offer a forum to develop strategies for dealing with the challenges to being successful in the workplace. These courses can be developed for any specified group.

MENTORING IN A MULTICULTURAL WORKPLACE

Traditional mentoring has usually involved informal relationships formed between people who share some common characteristics such as race, gender, and educational background. As the workplace becomes more diverse, the traditional concept of mentoring is no longer effective since it often creates an unfair advantage for people who fit certain profiles, while putting those who do not at a disadvantage. Cross-cultural mentoring involves a more structured approach where both the mentor and mentee receive the training and support necessary to be in an effective mentoring relationship with people who differ on any number of dimensions. This session provides that understanding and establishes the foundation for successful mentoring.

TOWARDS A MORE RESPECTFUL WORKFORCE – CULTURAL AWARENESS

A work environment that combines people from all different educational, social and familial backgrounds creates a dynamic atmosphere with a great potential for learning and growth, but sometimes one that is ripe for workplace conflict or miscommunication. Every workplace requires training on topics such as sexual harassment, discrimination and diversity in order to prevent and defend claims of workplace discrimination. This course meets an employer's needs by combining legal basics training with sessions on diversity, communication and respect.

Vantage Learning Solutions is the training subsidiary of Vantage Solutions LLC, providing employers with training on a variety of topics that help create a high performing organization. Our instructional design consultants and trainers have vast experience training employees and managers on a variety of employment law and HR topics. We look forward to sharing our training expertise with you.

For more information about any of these courses or to schedule training at your workplace, please contact us at 877.816.4818 or info@vantage-solutions.com.