



DU DOHERTY UNIVERSITY Course Catalog

WELCOME

Doherty University is pleased to present its 2012 training calendar.

We have selected courses addressing a variety of topics including leadership, harassment prevention, conflict resolution, wage and hour laws and much more!

In response to increased scrutiny by the IRS, we have added a course on Independent Contractors to assist you in determining whether or not certain individuals meet the IRS criteria to be classified as independent contractors.

To register, please contact us at:

(952) 832-8370, (800) 989-7040

or e-mail

training1@dohertyhro.com

We look forward to your participation!



ON-SITE COURSES

COURSE NAME	DATE	CENTRAL TIME	PAGE
Employment Law – Best Practices for Managers	01/25/2012	8:30 AM – 12:30 PM	1
Teambuilding for Managers	02/01/2012	8:30 AM – 11:30 AM	2
Illegal Harassment Prevention for Managers	02/07/2012	8:30 AM – 11:30 AM	3
Performance Management	02/09/2012	8:30 AM – 12:00 PM	4
Quality Customer Service	02/21/2012	8:30 AM – 10:30 AM	5
Basic Interviewing & Selection	03/08/2012	8:30 AM – 11:30 AM	6
Leadership Skills	03/14/2012	8:30 AM – 11:30 AM	7
Motivating & Retaining Employees	03/28/2012	8:30 AM – 11:30 AM	8
Understanding FMLA, ADA & ADAAA	04/10/2012	8:30 AM – 11:30 AM	9
Generational Differences in the Workplace	04/24/2012	8:30 AM – 11:00 AM	10
Time Management	05/08/2012	8:30 AM – 12:00 PM	11
Effective Business Presentations	05/17/2012	8:30 AM – 10:30 AM	12
Conflict Resolution for Managers	06/06/2012	8:30 AM – 10:30 AM	13
Meeting Facilitation	06/14/2012	8:30 AM – 10:30 AM	14
Social Media	06/19/2012	8:30 AM – 10:30 AM	15
SUMMER BREAK			
Quality Customer Service	09/05/2012	8:30 AM – 10:30 AM	5
Illegal Harassment Prevention for Managers	09/11/2012	8:30 AM – 11:30 AM	3
Wage & Hour Laws	09/13/2012	8:30 AM – 11:30 AM	16
Compensation – Planning & Structure	09/19/2012	8:30 AM – 11:30 AM	17
Leadership Skills	10/02/2012	8:30 AM – 11:30 AM	7
Social Media	10/10/2012	8:30 AM – 10:30 AM	15
Motivating & Retaining Employees	10/16/2012	8:30 AM – 11:30 AM	8

ON-SITE COURSES

COURSE NAME	DATE	CENTRAL TIME	PAGE
Effective Business Writing	10/18/2012	8:30 AM – 11:30 AM	18
Teambuilding for Managers	10/24/2012	8:30 AM – 11:30 AM	2
Diversity	10/30/2012	8:30 AM – 11:30 AM	19
AVAILABLE UPON REQUEST			
DohertyHRDirect Manager Access			20
Illegal Harassment Prevention for Employees			21
Doherty 401(k) Plan			22
Spreadsheet Basics			23
Health Savings Accounts (HSA)			25
Ergonomics Overview & Back Injury Prevention			26
Forklift Operator Certification – Train the Trainer			27
Workplace Accidents – Injury Reporting, Investigation Techniques & Hazard Identification			28

WEBINAR COURSES

COURSE NAME	DATE	CENTRAL TIME	PAGE
DohertyHRDirect Manager Access	01/24/2012	1:00 PM – 2:00 PM	20
Effective Business Writing	01/26/2012	11:30 AM – 12:30 PM	18
Understanding FMLA, ADA & ADA AAA	01/31/2012	1:00 PM – 2:00 PM	9
Illegal Harassment Prevention for Employees	02/02/2012	10:30 AM – 11:30 AM	21
Meeting Facilitation	02/15/2012	11:30 AM – 12:30 PM	14
Doherty 401(k) Plan	02/23/2011	1:00 PM – 2:00 PM	22
Generational Differences in the Workplace	02/29/2012	10:30 AM – 11:30 AM	10
Spreadsheet Basics	03/01/2012	11:30 AM – 12:30 PM	23
Employment Law – Best Practices for Managers	03/06/2012	11:30 AM – 12:30 PM	1
Social Media	03/13/2012	10:30 AM – 11:30 AM	15
Effective Business Presentations	03/21/2012	10:30 AM – 11:30 AM	12
Spreadsheet Basics	04/03/2012	10:30 AM – 11:30 AM	23
Illegal Harassment Prevention for Employees	04/05/2012	1:00 PM – 2:00 PM	21
Quality Customer Service	04/12/2012	1:00 PM – 2:00 PM	5
Leadership Skills	04/17/2012	10:30 AM – 11:30 AM	7
Independent Contractors	04/18/2012	11:30 AM – 12:30 PM	24
Illegal Harassment Prevention for Managers	04/26/2012	11:30 AM – 12:30 PM	3
Conducting Performance Reviews	05/02/2012	1:00 PM – 2:00 PM	4
Wage & Hour Laws	05/09/2012	10:30 AM – 11:30 AM	16
Conflict Resolution for Managers	05/23/2012	11:30 AM – 12:30 PM	13
Motivating & Retaining Employees	05/30/2012	1:00 PM – 2:00 PM	8
Independent Contractors	06/05/2012	10:30 AM – 11:30 AM	24
Basic Interviewing & Selection	06/13/2012	11:30 AM – 12:30 PM	6

WEBINAR COURSES

COURSE NAME	DATE	CENTRAL TIME	PAGE
Illegal Harassment Prevention for Employees	07/17/2012	10:30 AM – 11:30 AM	21
Illegal Harassment Prevention for Managers	08/01/2012	10:30 AM – 11:30 AM	3
Coaching	09/06/2012	11:30 AM – 12:30 PM	4
Leadership Skills	09/12/2012	1:00 PM – 2:00 PM	7
Time Management	09/18/2012	10:30 AM – 11:30 AM	11
Progressive Discipline/Termination	09/20/2012	1:00 PM – 2:00 PM	4
Diversity	09/25/2012	11:30 AM – 12:30 PM	19
Social Media	09/26/2012	1:00 PM – 2:00 PM	15
Motivating & Retaining Employees	09/27/2012	10:30 AM – 11:30 AM	8
Conflict Resolution for Managers	10/03/2012	1:00 PM – 2:00 PM	13
Health Savings Accounts	10/04/2012	10:30 AM – 11:30 AM	25
DohertyHRDirect Manager Access	10/09/2012	11:30 AM – 12:30 PM	20
Quality Customer Service	10/16/2012	11:30 AM – 12:30 PM	5
Doherty 401(k) Plan	10/23/2012	11:30 AM – 12:30 PM	22
Employment Law: Best Practices for Managers	10/25/2012	10:30 AM – 11:30 AM	1

REGISTRATION

TO REGISTER, PLEASE CONTACT US AT:

(952) 832-8370, (800) 989-7040

or e-mail

training1@dohertyhro.com

or contact your HR Manager directly



7625 Parklawn Avenue

Edina, MN 55435

EMPLOYMENT LAW: BEST PRACTICES FOR MANAGERS

Employment law issues can consume a significant amount of a manager's time and can generate costly administrative complaints or lawsuits. In order to avoid the loss of management time, negative publicity, legal fees and costly verdicts, management must be knowledgeable not only about the fundamentals of employment law, but also about the latest developments in employment law. To be effective, managers must be aware of the strategies and preventive measures available to eliminate or minimize legal challenges against their companies. This course will include the following topics:

- The importance of understanding employment law
- A review of employment regulations including recent updates
- Best practices to ensure compliance
- Common employer mistakes

TEAMBUILDING FOR MANAGERS

Knowing how to develop and build effective teams is critical in today's work environment. Cross-functional teams, matrix management and project teams are the norm today. Assembling a group of employees is one thing; forming them into an effective team is another. Successful teams don't just happen; they are created. This course will provide concrete suggestions for building teams as well as insight into the nature of team dynamics. Strategies for moving a team forward, removing team barriers and dealing with inevitable team conflict will be offered. This course will include the following topics:

- Components of a highly effective team
- Understanding team dynamics
- Roles within teams
- Working with a dysfunctional team
- Teambuilding activities
- How to manage a team

ILLEGAL HARASSMENT PREVENTION FOR MANAGERS

A hostile work environment may be illegal, but it can also be a symptom of a much deeper problem – lack of respect in the workplace. This course helps you understand the underlying causes of illegal harassment and presents fundamental policies for prohibiting discrimination and harassment on the basis of federal and state protected classes. Going beyond the basics, we incorporate organizational values to begin the process of creating and maintaining a respectful workplace. This course will include the following topics:

- Definition of harassment, discrimination and hostile work environment
- The Cause, the Case, the Cure
- The important role managers play in shaping culture
- The unique ways in which managers can create liability
- Managers' obligations to be proactive when observing inappropriate behavior
- How to handle a complaint

COURSE SUMMARY

PERFORMANCE MANAGEMENT*

On a regular basis, managers are confronted with issues of performance management as well as coaching, discipline and termination of employment. Successful management of these issues is dependent upon adequate knowledge of the procedures required to minimize potential litigation. This course presents information about performance management systems as well as some of the most common discipline and termination issues managers face. It provides specific actions you can implement to help mitigate risk. This course will include the following topics:

- Why manage performance?
- Guidelines for conducting a performance review
- Top performance review mistakes made by employers
- How to coach an employee to success
- Progressive discipline steps
- The purpose of documenting and how to properly document
- How to minimize the potential for a lawsuit when disciplining or terminating an employee

*** Webinars**

Due to the length of this class, the webinar format has been divided into three separate webinars:

- Conducting Performance Reviews
- Coaching
- Progressive Discipline/Termination



QUALITY CUSTOMER SERVICE

In today's business world, customer service is the key to success. Make sure your business leads the way in providing top customer service by attending this course which will help increase your customer service skills, develop a greater appreciation of customer value and raise the quality of the service provided to both internal and external customers. This course will include the following topics:

- Importance of quality customer service
- Identifying your customers
- The "Moments of Truth"
- Defining and meeting customers' needs
- Communication cycle
- Resolving complaints
- Effective communication (delivering bad news)

BASIC INTERVIEWING & SELECTION

Employee selection is one of the most critical decision-making processes in today's business world. Making the wrong hiring decision means throwing away a substantial investment of time and money on recruitment, training and benefits. Study after study has shown that poor employee selection is costly. You will be taken step-by-step through the employee selection process with actionable advice for improving your interviewing skills and more. This course will include the following topics:

- Interview preparation
- Interview process
- Selection process
- Offers and rejection

COURSE SUMMARY

LEADERSHIP SKILLS

The fact is: no organization has ever become great without exceptional leadership – leaders who can connect the efforts of their teams to the critical objectives of the organization, tap the full potential of each individual, align systems, clarify purpose and inspire trust. The Leadership Skills course provides an approach to developing leaders who can unleash the talent and capability of their teams to deliver their organizations' highest priorities.

Come prepared to think about how you can build on your leadership skills as we discuss the following topics and more:

- Definition of leadership
- Managing vs. leading
- Leading from the heart
- Guidelines to ensure effective leadership
- Leadership ethics

MOTIVATING & RETAINING EMPLOYEES

Motivation is not a one-size-fits-all proposition. Different employees may respond in a variety of ways to different situations. Managers need to understand this and plan accordingly. You will learn what motivates people to obtain peak performance and what methods or rewards may be best for different types of employees. This course will also address employee turnover – a silent killer of business productivity, yet a solvable problem. Learn ways to engage your employees and build a culture of retention with long-term payoffs. This course will include the following topics:

- How to effectively motivate employees
- Motivating difficult employees (ones who second-guess management, play an intricate part in the grapevine and those who have plateaued)
- Why employers should care about retention
- The costs associated with turnover
- Identifying responsibility for retention
- Understanding why employees leave
- Differentiating between good and bad turnover
- How to improve employee retention

COURSE SUMMARY

UNDERSTANDING FMLA, ADA & ADA(A)

The tangled web of the Family Medical Leave Act (FMLA) and the Americans with Disabilities Act (ADA) and its amendments along with benefits such as workers' compensation, short-term disability and unemployment insurance can confuse anyone. Learn how to untangle the processes and determine which laws apply to the situation you face. Understand the various benefits and rights each law provides to employees. Learn how to comply with the requirements of the ADA (AA) and FMLA when transferring an employee on intermittent leave to an alternative job or offering an employee a light-duty job as a reasonable accommodation. This course will also include the following topics:

- In-depth explanation of FMLA and ADA(AA)
- Understanding the requirements of FMLA
- Understanding the qualifications under ADA(AA)
- Understanding the ADA(AA) decision-making cycle
- How to be a proactive employer with regard to the ADA(AA)
- Understanding reasonable accommodation and an employer's responsibilities
- How to coordinate FMLA and ADA(AA) with other leaves and benefits

GENERATIONAL DIFFERENCES IN THE WORKPLACE

Having difficulty understanding the perspective, work habits and communication styles of those in another age group? Relationships among the generations seem to be at a low point. Gen Y (those born after 1980) view Gen X (1961 to 1979) as too passive. Gen X sees Gen Y as arrogant and entitled. Everyone thinks the Baby Boomers (1943 to 1960) are self-absorbed workaholics, while the Boomers consider both Gen X & Y to be lazy know-it-alls. And no one can stand the Veterans' (born before 1942) unwillingness to change or adapt. And now we have a new emerging generation to deal with; Generation X or Digital Natives! By learning the history and culture of the different generations, you can help align the members of the various generations, relieve workplace tensions and recognize the strengths each brings to your company. This course will include the following topics:

- A look at the origins of each generation's beliefs and communication styles
- Generational attitudes toward company, boss, authority and loyalty
- An understanding of generational views on work/life balance
- The most effective styles of leadership for each generation
- How to help the generations understand and respect each others' choices

COURSE SUMMARY

TIME MANAGEMENT

Time is your most valuable asset. If you want to improve your time management skills, you will need to learn to prioritize tasks, eliminate unnecessary activities and efficiently manage both your personal and professional time. During this session, you will learn techniques to help you focus on goal-related activities, time management skills and delegation. This course will include the following topics:

- Identifying time stealers
- Time management self analysis
- Four major components of time management
 - Planning
 - Performing
 - Measuring
 - Managing
- How to apply time management techniques
- Managing time stealers

EFFECTIVE BUSINESS PRESENTATIONS

This course will help you effectively deliver your message to your audience and help you improve your presentation skills whether you are persuading, educating or informing. This highly interactive workshop focuses on professional business communication, including preparation, structure, delivery, strategy, use of visual aids and fielding questions and answers. This course will include the following topics:

Development

- Different types of business presentations
- Organizing presentations
- Appropriate level of detail to include in the presentation

Delivery

- Effective public speaking techniques
- Incorporating visual aids into your presentation
- Increasing interest by involving your audience
- Importance of understanding adult learning
- Being well prepared for presentations
- Non-verbal communication

CONFLICT RESOLUTION FOR MANAGERS

Workplace conflict is becoming increasingly costly to businesses nationwide. Conflicting goals can cause teamwork to break down; internal conflict can disengage even the best employee, and it's easy to end up in a vicious downward spiral of negativity.

Fortunately, there are solutions to this widespread problem. Join us to learn about practical steps to resolve conflicts and learn more about the following topics:

- Recognizing conflict among employees
- Understanding how conflict impacts the bottom line
- The role of the supervisor/manager
- Management styles for dealing with conflict

MEETING FACILITATION

An effective and purposeful meeting can ensure that your company's employees are on the same page and working toward a common goal. An unsuccessful meeting can leave a negative impression and create exactly the opposite effect. Your meetings may not be productive, relevant or kept on topic. It may be challenging trying to stimulate discussion and get goals accomplished in meetings. Learn how to make the most of your meetings by attending this highly informative training. This course will include the following topics:

- Types of meetings
- Seven sins of deadly meetings
- How to prepare for a meeting
- Organizing the meeting
- Facilitating the meeting
- Taking meeting minutes

SOCIAL MEDIA

Is social media just a fad? Social media is the current hot topic in today's business world and in terms of workplace practices, social media is here to stay. For this reason it is important to understand the implications social media can have on company culture, marketing practices and employment decisions. This course will include the following topics:

- What are social media?
- Social media in connection with
 - Applicant screening
 - Regulations regarding discrimination
- Risks associated with using social media at work
- Monitoring employees' use of social media
- Social media policies
- Social media and the next generation

COURSE SUMMARY

WAGE & HOUR LAWS

The Fair Labor Standards Act (FLSA) has a substantial impact on employees and employers in today's workplace. Issues such as overtime, minimum wage and exempt/non-exempt status all stem from the 1938 act. Over the past few years, FLSA violations have been one of the most frequently litigated areas of employment law. This course will include the following topics:

- An overview of the FLSA
- Job classifications – exempt/non-exempt
- Calculating overtime
- Recordkeeping requirements
- Compliance

COURSE SUMMARY

COMPENSATION – PLANNING & STRUCTURE

Total compensation is a major component of job satisfaction and includes significantly more than just the wages paid to employees. It includes everything the employee perceives to be of value resulting from the employment relationship, including compensation, benefits, work experience and personal development.

If you are interested in learning more about how to implement a successful total compensation program within your company, we invite you to attend this course that will cover the following topics:

- Total compensation components
- Pay legislation
- Developing job descriptions
- Job evaluation methods
- Determining external competitiveness

EFFECTIVE BUSINESS WRITING

Today, effective writing skills are more important than ever because most employees are using e-mail to handle everything from simple communication to providing critical instructions. Add this to the traditional need for well written letters, proposals and research reports, and there is no doubt that effective writing skills are a necessity in today's business world. This course is designed to introduce you to the important components of skillful business writing. This fast-paced session will allow you to learn and practice the basic concepts which will immediately improve the clarity and impact of your writing projects. You will receive a valuable, easy-to-use workbook that can serve as a reference guide as you continue to refine your writing skills back on the job. This course will include the following topics:

Business Writing Basics

- Principles of business writing
- Organizing communication

General Writing Tips

- Grammar, spelling and punctuation overviews
- Capitalization rules
- Most common grammar mistakes

E-mail Etiquette

- Communication by e-mail – how to send the right message
- E-mail rules
- Verbal conversations vs. e-mail conversations

COURSE SUMMARY

DIVERSITY

In today's global workplace, sensitivity to diversity is becoming an increasingly important issue. In order to remain competitive in today's market, it is important to build a richly diverse workplace that demonstrates inclusion and respect for differences. This course will include the following topics:

- The meaning of diversity (e.g., ethnicity, age, religion, disability status, etc.)
- The importance of a diverse workforce
- How to uncover the influences and perceptions in the workplace
- The concept of inclusion
- How biases and assumptions can impact the workplace
- Guidelines to foster a diverse workplace

DOHERTYHRDIRECT MANAGER ACCESS*

DohertyHRDirect provides a wealth of information and tools managers can use to effectively access and manage HR, benefits and payroll information. It also provides a fast and easy mechanism for sending critical data to Doherty's payroll system, including new hire information, changes and terminations. Boost your productivity by joining us for this course that will include the following topics:

- General login process
- Employee information
- Payroll and billing
- Reports
- Forms
- Links
- Time Capture

****Available upon request***

ILLEGAL HARASSMENT PREVENTION FOR EMPLOYEES*

This course helps to build a foundation of respect in your workplace. We will discuss the reasons why inappropriate behavior can occur. We will also discuss the law and the explanation that not every misunderstanding or perception of unfairness is illegal. Finally, we bring in organizational values and identify behavior that, though not illegal, can create dissension and negatively affect culture. This course will include the following topics:

The Cause

- How perceptions become reality
- Intent vs. impact

The Case – The Law

- The basics of employment discrimination
- The legal definitions of discrimination, hostile environment and unwelcome behavior
- The difference between illegal and inappropriate

The Cure – Understanding your Company's Culture

- Steps a company can take to ensure a respectful workplace
- How an employee should respond if he/she feels he/she has been treated disrespectfully

****Available as a webinar***

****Available upon request***

COURSE SUMMARY

DOHERTY 401(K) PLAN

Understanding and utilizing your 401(k) plan can reap financial benefits. Through this training, you will gain a better understanding of the advantage of participating in the Doherty 401(k) plan along with the various plan features and investment options that are available. Take charge of your future and start saving now! This course will include the following topics:

- Plan features
- The importance of saving
- The differences between a Traditional 401(k) and a Roth 401(k) plan
- Asset allocation and investment strategies
- Accessing your account



COURSE SUMMARY

SPREADSHEET BASICS*

Exploring the basics of spreadsheets, this interactive course will teach you how to use spreadsheets as a powerful productivity tool. If you're only tapping into a few of the features of this powerful and versatile tool, get ready for a productivity explosion! You'll learn a variety of ways to work faster and smarter. Previous spreadsheet experience is not necessary. This course will include the following topics:

- Creating spreadsheets
- Modifying and formatting cells
- How to navigate ribbon commands
- Incorporating spreadsheets into your job to become more efficient

****Please note: This class provides training on basic spreadsheet functionality and is not for the intermediate or advanced user.***

****Available as a webinar***

****Available upon request***

INDEPENDENT CONTRACTORS

Over 10.3 **million** workers are currently classified as independent contractors. According to the Department of Labor, within four years, the biggest U.S. employer will be classified as "Self." Independent contractors (paid via Form 1099), not to be confused with W-2 or temporary employees, are not regular employees of a company. Recent studies indicate that nearly half of the individuals currently working as independent contractors are misclassified and are actually, in the eyes of the law, regular employees. Recently passed state and federal legislation has brought the misclassification of independent contractors into the spotlight.

Join us for this course to learn how to protect your company from the penalties that could result from misclassification. Topics include:

- The difference between independent contractors and regular employees
- The 20 Point Test used to determine independent contractor status
- Unintentional vs. intentional misclassification

HEALTH SAVINGS ACCOUNT (HSA)

We all know that budgeting, saving and investing are basic elements of sound financial planning, but we sometimes overlook things that can have a profound effect on our financial situation. HSAs give the employee and/or the employer the ability to set aside pre-tax money for out-of-pocket expenses not covered by a high deductible health plan. This course will include the following topics:

- What is a HSA?
- Benefits of the HSA
- Using a HSA
- Differences between a HSA and a Flexible Spending Account (FSA)

ERGONOMICS OVERVIEW & BACK INJURY PREVENTION*

Finding ways to prevent repetitive trauma injuries to employees' arms, wrists and hands can be challenging. This course has been developed for employees and managers who want to gain a better understanding of basic ergonomic concepts and some practical solutions. In addition, we will review why back injuries are the most common (and expensive) workplace injuries, and look at ways to prevent such injuries through correct lifting techniques. This course can be customized for specific ergonomic concerns relevant to your organization and will include the following topics:

Ergonomics

- Consequences of poor ergonomics
- Ergonomic risk factors
- Neutral position

Back Injury Prevention

- Structure of the back
- Correct lifting techniques
- Types of lifts

****Available upon request***

FORKLIFT OPERATOR CERTIFICATION – TRAIN THE TRAINER*

Employees who are responsible for using powered industrial trucks such as forklifts and powered pallet jacks as a function of their job are required to be a certified operator of these vehicles. OSHA requires a two-pronged approach to the training that includes both classroom and behind-the-wheel education. This training program will cover all of the required topics for classroom training and will provide an overview of the requirements for behind-the-wheel training. Participants will receive all the training materials needed to conduct the classroom training along with some materials that will be useful for setting up behind-the-wheel training. This course will include the following topics:

- OSHA Forklift Program requirements
- Classroom training
- Forklift lanes
- Operating principles
- Safe forklift operations
- Safe operation rules
- Refueling and battery re-charging
- Behind-the-Wheel Training requirements

****Available upon request***

WORKPLACE ACCIDENTS – INJURY REPORTING, INVESTIGATION TECHNIQUES & HAZARD IDENTIFICATION*

When an employee gets hurt at work, what do you do once he/she has been sent for medical care? During this interactive course, you will learn about reporting injuries and practice the steps for investigating the accident and identifying corrective actions to prevent future occurrences. You will also learn to recognize hazards in the workplace and methods for controlling them. This course will also include the following topics:

- Accident facts
- Reporting injuries
- Injury prevention concepts
- Hazard identification
- Cost of accidents
- Accident reporting and investigation
- Accident investigation workshop
- Differences between immediate causes and root causes of accidents
- Common workplace hazards and how they can be corrected

****Available upon request***

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