

Solving The People Problems That Keep You Awake at Night!

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Top 10 Programs

Succession Planning

Do you have the right employees ready for key positions as they open? Do you have a system for capturing and transferring knowledge before it leaves the organization? Learn about the elements of a succession plan.

Top 10 Dos & Don'ts for Employee Complaints & Investigations

Incorrectly conducted employee investigations or mishandled complaints can be costly to your organizations in not only dollars but in the loss of morale or even valuable employees. Learn the *Dos* and *Don'ts* of handling internal complaints and investigations.

Hire Right or Fire Often

Bad interviewing and the resultant poor employee selection are the root cause of the majority of people problems in an organization. Your employees are the cornerstone of your company's foundation. Learn quickly how to pick out the winners.

Troubleshooting Incentive Plans-Where Did We Go Wrong?

Incentive plans always start with good intentions but plans often don't reward employees or work as intended. Learn the *Ins* and *Outs* of good incentive plan design.

The Performance Review Process

Dread performance review time? You're not alone. Most managers would rather go to the dentist than do performance reviews. Learn how to set and monitor expectations and goals. Plan your process, including the language and the setting for useful communication and maximum participation from your employees.

Conflict Resolution Skills

This program examines the basis for conflict in the workplace, and the variety of factors responsible for conflict in the workplace. Learn your own conflict style! Options are presented for conflict resolution, as well as methods of clarifying expectations, work rules and policies.

Challenges of Change

What impact will a fast changing world have on your business? Join us as we take a look at change and successful models to deal with the challenges of change.

Diversity Is Good Business

Demographics show us that the workplace of the future will be extremely diverse. Strong organizations will learn to advance rather than obstruct diversity to meet the needs of their workplace. This workshop discusses both the facts and the skills needed to lead a diverse staff.

HR Compliance for Managers and Non HR Professionals

Managers don't need to be HR experts but they do need to have a basic understanding of fundamental HR laws to know how they affect supervising their employees. We'll cover the basics in this short program.

Developing Exceptional Leadership

Leadership is not the same as management. Learn how to encourage commitment, change leadership patterns, and achieve success with integrity.