

# HFactor Organizational Training

## *Remembering the Human Element in Resource Management*



### AREAS OF FOCUS

**\*Well-being:** Stress in the workplace is all too familiar and has a negative impact on human resources and can affect productivity. Providing simple, ready-to-use stress management techniques such as breathing, stretching and visualization can support the well-being of any workforce. These techniques are often added during the course of any professional development session and are easy takeaways to help staff improve their overall quality of life while at work (and at home too!).

**\*Professionalism:** We can demonstrate a personal brand where others view us as professional, smart, competent and courteous or, as rude, short-tempered - unable to problem-solve or work with others. Maintaining the right attitude, even when there is disagreement or uncertainty, can be the difference between success and failure. With the right tools, techniques and effort, one can always stay in control of their professional image, representing themselves and their organization well.

**\*Collaboration:** Without collaboration and effective communication, there is a potential breakdown in the exchange of information, and without the exchange of information, a fundamental element of human interaction is lost. Collaboration allows teams to come together to share ideas, knowledge and expertise, creating a broader pool of options for planning, decision making and day-to-day operations.

**\*Mutual Respect:** The workplace is made up of people with various levels of knowledge, different experiences and perspectives. However, there is one thing that is always common: the **Human Element** and keeping this in mind while interacting with one another can not only create a productive work environment but a compassionate one too!

#### Value vs. Merit: Conversations to Bridge the Gap Between What Employees Want and What Employers Expect

*Gain insight on how employee/employer expectations differ in the workplace, and get strategies that bridge the gap to meet the needs of both.*

#### Conflict Resolution

*Learn a systematic approach to address conflict, allowing teams to play an interactive and collaborative role in creating viable solutions.*

#### Effective Communication (includes Power of Positive Speaking)

*Enhance the quality of customer interaction using 6 key concepts. Understand how a simple shift in language can provide better customer outcomes.*

#### Team Collaboration

*Learn 4 components that create collaborative environments and the techniques to leverage them for healthy and productive connections between teams.*

#### Time Management

*Learn how to make the clock your friend! Use 3 techniques that help you maximize your time so you can move from "busy" to "productive."*

#### Management Support (Interviewing Potential New Hires)

*Learn the strategies for interviewing so that the best candidates fill open positions, while keeping companies in organizational and legal compliance.*

#### Management Support (Delegating Responsibilities)

*Learn the 7 strategies that dispel the myths about delegation and how organizations can create long-term success.*

#### Management Support (Performance Evaluations)

*Learn the strategies for delivering constructive and timely employee feedback.*

**\*Note:** Sessions can be structured for 1 hour, full day or multi-day learning based on individual need. Includes session content, group exercises (where applicable) and enrichment takeaways (video and/or email where applicable).

**\*Inquire for customized content.**

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