



Xenium Training. Convenient. Cost-effective. Compliance-focused.

Training is a key differentiator for Xenium. As a training resource we focus on developing the knowledge, skills and abilities of your supervisors and managers. Often promoted from within, frontline managers are of great importance to a company, yet they rarely receive the proper training necessary to develop an understanding of the best employment practices in hiring, disciplining, firing, motivating and empowering their people. A true “Workshop Delivery” curriculum means your managers practice what we teach using real scenarios. There are eight core training courses designed for front-line managers. These help fulfill the training needs of employers who don’t have the time or resources to keep managers up to date on the skills necessary to manage their teams.

Xenium provides training solutions one of two ways: **regularly scheduled workshops** held at Xenium’s training facility or **on-site** at our client’s facility for those sessions needing customization. Our core training programs are completed in two, half-day workshops and cover a variety of critical subjects.

Below are the core training modules provided by Xenium HR training professionals. Please visit www.XeniumHR.com for more details on these classes, who should attend, schedule for upcoming trainings and costs.

HR Boot Camp

This fast-paced, interactive session will equip you with basic ground rules and effective practices for hiring, managing and retaining productive employees. Whether you’re new to the supervisory position, or it’s

just time for a refresher course, this workshop will arm you with best-practice suggestions and implementation tips to put into action today!

Soft Skills for Supervisors

Understanding and complying with legal requirements is essential for supervisors and managers. But equally important is demonstrating the leadership and interpersonal skills necessary to motivate, cultivate and build a successful team. Become a better leader through effective communication, self-management, motivation, delegation and conflict management skills.

E-mail Etiquette: Do’s and Don’ts of Electronic Communication in the Workplace

Have you ever received an e-mail at work and wondered what the sender was really trying to say? What about those cute little smiley faces after every sentence? And who is LOL anyway? E-mail is a primary form of communication for many businesses, but when used incorrectly it can backfire as a communication tool. Attend this session to gain some basic ground rules and effective uses of electronic communication in the workplace.

Make Your Best Hire – Intelligent Hiring

Have you ever experienced a “bad” interview? Not because you weren’t interviewing well, but because the hiring manager you were meeting with was unorganized or seemed uninterested? Good managers and leaders agree – the most valuable asset in any company is its employees. So is your hiring process set up to support your most valuable asset? Are applicants leaving your interview confused

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about the position and your company? Refine your process and feel confident that all hiring managers are conducting “intelligent” interviews by attending this interactive session.

Performance Management Tools and Techniques

An effective Performance Management system is essential to successfully lead and develop your team. Survey after survey confirms that unwanted turnover most often occurs because an employee felt under-utilized, unappreciated and unheard. A Performance Appraisal commits time to important conversations – highly beneficial for both managers and employees. During this three-hour interactive session you’ll discuss a variety of different performance management systems and discover the most effective ways to engage your employees and managers.

Counseling the Right Way: Legal & Effective Progressive Discipline

You hear it in every management and HR seminar: DOCUMENT! But how? Is there a better way to document the conversations you’re having with employees? Are there specific ways to document that will better communicate the goals for your employee? How do you explain what the organization needs from your employee’s performance? If you’ve ever asked these questions while sitting in front of a blank piece of paper, attend this session! Join other supervisors and managers looking to develop or improve the way they are managing the progressive discipline process. More an art than a science, documentation and progressive discipline requires practice. With interactive exercises and small group work you will leave this session with new ideas, a clear understanding of successful processes and confidence for that next ‘sticky’ employee meeting.

Recognizing & Preventing Harassment in the Workplace

Harassment is an increasing exposure in today’s workplace. Attend this comprehensive overview session and gain the practical skills to identify, manage, and prevent sexual harassment. This course may be customized for a management-only audience or for all employees.

Customer Service: “An Inside Job”

Great customer service includes many people in the process. This unique class examines all levels of who is a customer, including the internal customers involved in external customer service. Identify real challenges and put real tools to work to explore potential solutions for understanding and exceeding your client’s service expectations.

XPowered™ Training Programs Provided Through Xenium Partners:

Xenium works with some of the leading professional services companies in the Pacific Northwest. Many of these firms are also considered to be among the best in the world in the areas of law, accounting, insurance, organizational development, sales and marketing. If you need a training program to help your company reach new levels of excellence, give Xenium a call or e-mail us at info@XeniumHR.com.

- Vision, Mission, Values
- Defining Leadership Purpose
- Time Management and Effective Delegation
- Team Building
- Using Conflict Management Skills to Improve Your Team
- Dealing with Difficult People
- Enhancing Team Effectiveness through Communication
- Helping Employees Embrace Change
- Diversity in the Workplace
- FMLA/OFLA Overview of Leave Laws
- ADA/WC/Leave Laws Interplay
- Investigating Employee Complaints
- Recognizing and Responding to Substance Abuse in the Workplace

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