

Human Resources/Benefits/Legal Issues

Taking care of the business of taking care of people!



Program Overview

This workshop teaches tools that allow participants to gain insight into employee behavior and learn the skills required to create lasting employee satisfaction. This program addresses a wide spectrum of human resource issues to give participants information and instruct them on the subsequent action steps needed to reap the greatest potential from any workforce.

Modules

1. Different Personality Styles
2. Employee Needs/Concerns
3. Handling Complaints
4. Being Proactive, not Reactive
5. Communicating with Empathy
6. Making Employees Happy

Target Audience Human Resource employees

Length of Presentation 1 or 2 day workshops

Goals and Expectations

To train, educate and strengthen individuals working in a human resources department. The participants of this workshop will gain an understanding of how to deal with employees and keep them satisfied, while realizing the importance of happy employees and how that satisfaction benefits the company.

Thumbnail Speaker Biography

- Adjunct Professor: Group Dynamics
- Author of the recently published book, *The Navigator of Life*
- CEO of non-profit and for-profit organizations
- Entrepreneur

Handouts, Activities and Q&A Session

Provided by Speaker

DR. NATHANIEL J. WILLIAMS

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