

Training and HR Services



Human Resource Management

Your HROi service team includes a Client Service Representative, HR Professional, Payroll Tech, and a Safety Representative supported by a team of specialists in payroll and benefits administration. All at the ready to assist you with payroll, HR services, training, workplace safety, insurance, employee benefits, and much more.

Your Paytech:

The Paytech is your assigned Payroll Specialist. They assist in processing your payroll and answering any payroll related questions you have.

Your Client Service Representative:

The CSR will be responsible for your overall PEO experience. They will be the quarterback for you, helping navigate products and services within HROi, including assisting with payroll questions, benefit questions, and assisting with general questions. Your CSR will field your questions, request and needs and pull in the right people to the conversation.

Your Safety Representative:

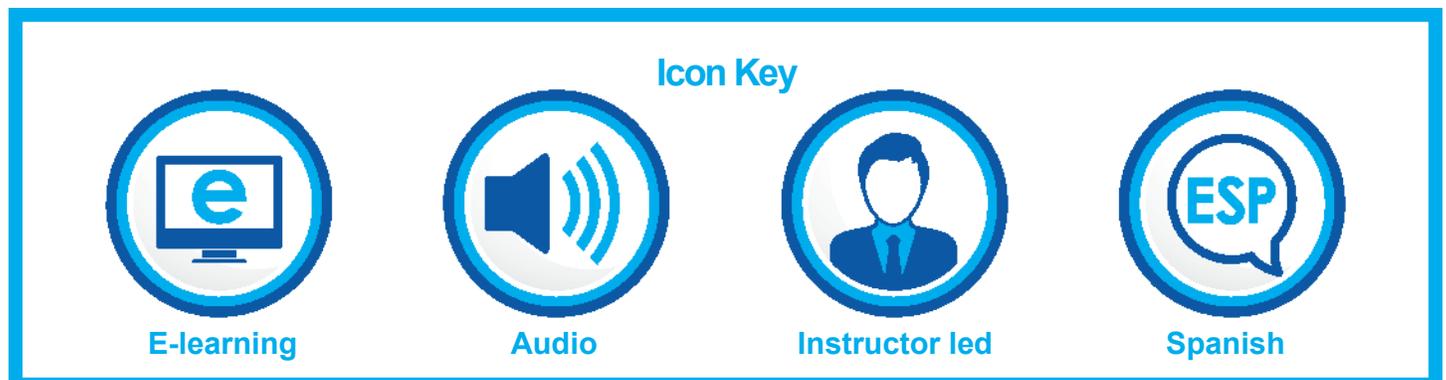
Your Safety Rep helps you focus on keeping your work environment safe and keeping workers' compensation costs down. They are your partner who can provide training and guidance to you, your managers and your employees.

Your HR Professional: Your Human Resource Partner

Your HR Professional is available to train you, your managers, and your employees. Your HR Professional can provide guidance throughout the employment cycle, conduct various trainings, and assist with annual enrollments. Putting it simply, your HR Professional is your human resource partner, allowing you more time to concentrate on the other tasks relating to your business.

One of the many benefits of having a dedicated HR Professional is that you have a resource for additional training. Your HR Professional is your business partner through all phases of the employment life cycle, support includes:

- On-site management and employee training
- Risk assessment
- Regulatory guidance
- Required state and federal labor posters
- Recruiting and onboarding
- Job descriptions
- Personnel forms
- Industry compensation tables
- Employee handbooks



Instructor-led Client Training

Your HR Professional's role is to assist in determining which seminars may have the greatest positive impact to your organization. The more your HR Professional understands about your business, and the challenges that concern your business, the more effective your HR Professional can be in strategically partnering with you to deliver effective training. Our highly qualified HR Professionals can provide you with instructor-led training developed by our award-winning Paychex Training and Development Center.

This catalog lists the training topics that are available to you, broken down by category – from Business Skills and Employment Law topics to HR-related and Leadership training. Browse through the pages and then contact your HR Professional to schedule your instructor-led session!

HR Services Management and Employee Training

Business Skills

These trainings can provide your employees with the tools to help them be successful in the workplace. Improving these skills can assist in building a strong employee base and help to increase productivity while reducing inefficiencies.

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These trainings can improve awareness of the various employment laws that affect your organization. This can help to educate your managers and supervisors when making employment decisions, which may help reduce liability.

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Human Resources

These trainings can increase your management’s ability to be better prepared when performing HR functions.

Trainings can be geared to fit the needs of your organization, based on management’s HR experience.

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Leadership

These trainings can help establish leadership skills or enhance existing leadership skills for your managers to help employees become positive contributors to the organization. These trainings can also help strengthen employee commitment and dedication to your company.

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HR Services Management and Employee Training Seminar Overviews



Being an Effective Team Member (Managers, Supervisors, and Employees)



A company's work teams are comprised of a number of individuals. The team's main purpose directs the members of the team toward a common goal, but each individual may play a different role in reaching the goal. This seminar teaches that being an effective team member may require each employee to consider external factors, such as company policies, work culture, and the work of other departments. They may also need to consider internal factors, such as their personal abilities and tendencies, and the combined synergy of the team.

Business Ethics (Managers, Supervisors, and Employees)



The purpose of this seminar is to educate managers, supervisors, and employees on the basics of ethics in the workplace. The goal is to help organizations increase productivity, reduce expenses due to employee theft (of materials and time), and to help protect the company's reputation in the community.

Upon completion of this seminar, participants will be better able to:

- define ethics
- recognize unethical behavior
- understand an employer's responsibility to create and maintain an ethical workplace
- understand an employee's responsibility to act ethically in the workplace
- be familiar with the company's Business Ethics and Code of Conduct policy (if applicable), and
- identify unethical business practices.

Communication Skills (Managers, Supervisors, and Employees)



The purpose of this seminar is to help managers, supervisors, and employees communicate more effectively with each other.

The seminar:

- defines communication
- reviews common styles of communication
- helps you identify your own communication style
- describes barriers to effective communication and ways to overcome them
- provides tips for improving communication to allow you to effectively communicate using several delivery methods, and
- teaches you ways to move from conflict to problem resolution.

Conflict Resolution (Managers, Supervisors, and Employees)



This seminar can help employers raise awareness about workplace conflict and help managers deal with conflict on their teams. The training can also be delivered to employees to help them understand conflict in the workplace and how to better overcome conflicts they are likely to encounter on a day-to-day basis.

Customer Service (Managers, Supervisors, and Employees)



This seminar focuses on key elements of providing great customer service that can help improve performance, create a more enjoyable work environment, and improve your company's reputation. All of these factors can help lead to increased profits and customer loyalty.

E-mail Etiquette (Managers, Supervisors, and Employees)



This seminar reminds you that the goal of every email should be to present you and your company in a positive way. Whether you are sending a notification to a client, a request for information to a co-worker, or a proposal to a manager, think of every line you write as representing the business.

Facilitating Effective Meetings (Managers, Supervisors, and Employees)



This course provides an overview for facilitating effective meetings. Topics include evaluating the need for a meeting, delivering an effective meeting, and being a valuable meeting participant.

Legal Social Media in the Workplace Video Modules (Employees)



This training discusses how to use social media in the workplace while considering compliance with applicable laws. The video primarily focuses on "The Never List," detailing activities one should never do on social media.

Listening Effectively (Managers, Supervisors, and Employees)



This seminar discusses how to improve your listening skills by developing better habits to aid in understanding, verifying, and retaining information. A self-analysis and an exercise are included.

Professionalism in the Workplace (Managers, Supervisors, and Employees)



Professionalism in the workplace means different things to different people. But in the American workplace there are formal and informal standards for what professionalism “looks like” and expectations for how a professional employee behaves while at work. This seminar gives examples of both professional and unprofessional behaviors. It provides tips for employees on how to behave professionally at work and tips for managers on how to address unprofessional behaviors.

Protecting Confidential Information (Managers, Supervisors, and Employees)



The way confidentiality is handled in a business depends on the type of information that needs to be protected and who has access to it. The purpose of this training is to deliver the knowledge needed to understand the importance of protecting confidential information in the workplace. As a normal part of the job, you may regularly handle confidential information. When placed in the wrong hands, this information could cause harm to your customers and company.

This seminar provides strategies for identifying and handling confidential information.

Stress Management (Managers, Supervisors, and Employees)



This seminar defines the various sources of stress, provides tools to help you track stress, and suggests some effective stress management techniques.

Telephone Customer Service Techniques (Managers, Supervisors, and Employees)



In this training, you will learn specific telephone techniques that will help you provide better customer service and improve the internal and external customer experience. We will show you basic techniques and call structure. Our scenarios help reinforce these concepts and put the theory into practice. This training will help you gain confidence handling all types of calls and understand the impact you have on your customers' impressions of your company.

Time and Task Management (Managers, Supervisors, and Employees)



The seminar is an introduction to the concepts of time and task management, and explains how you can maximize the efficiency of your workday. This information can help you and your employees develop a personal approach to managing tasks in the time allotted. It's important to recognize when assistance is needed, and how tools and techniques can help you schedule each day. The ultimate goal should be to take control of your work day.

Winning Partnerships: Managing Up (Managers, Supervisors, and Employees)



This training illustrates managing up and stresses the importance of communication and taking responsibility for one's own success. You will review various situations for communication and have an opportunity to document your skills and strengths and create an action plan to begin a winning partnership with your manager.

Employment Law



Americans With Disabilities Act (ADA) (Managers and Supervisors)

This seminar will review the basic requirements of this federal law, and may help you to better understand your role in the employment of workers with disabilities in compliance with the Act.



Avoiding Employment Discrimination (Managers and Supervisors)



This seminar explains what federal anti-discrimination laws may apply to your company and the provisions of each. Information that will be discussed includes:

- federal employment discrimination laws
- common law tort theories
- affirmative action plan requirements
- EEOC requirements, and
- record retention guidelines.

California's Leave Laws (Managers and Supervisors)



This seminar explains the different California-specific job-protected leaves that are available to California employees with respect to employer coverage and eligibility, reasons for and length of leave, and posting and notice requirements. In addition, you will review California's Wage Replacement Programs and common leave administration errors.

California's Sexual Harassment Prevention (Managers and Supervisors)



This training is based on the criteria set forth in the Final Sexual Harassment Training and Education Regulations as adopted by the Fair Employment and Housing Commission in California. It meets the required two hours of sexual harassment and abusive conduct training every two years for supervisors of California employers with 50 or more employees. This training is highly recommended for all clients who manage or supervise any employees or independent contractors in the state of California.

California's Wage and Hour Laws (Managers and Supervisors)



The California's Wage and Hour Laws seminar provides an overview of the Fair Labor Standards Act, while also providing a comparison between the federal and state wage and hour laws. Some topics that will be discussed are:

- overtime
- minimum wage
- state rest and meal periods
- child labor (non-agricultural jobs)
- wage and hour posting/recordkeeping requirements, and
- penalties for non-compliance (federal and state).

Fair Labor Standards Act (FLSA) (Managers and Supervisors)



The Fair Labor Standards Act seminar discusses:

- who is covered under the Act
- exempt vs. non-exempt
- hours worked, minimum wage, and overtime
- deductions from wages
- child labor
- posting/recordkeeping requirements
- penalties for non-compliance, and
- preventative measures.

Family and Medical Leave Act (FMLA) (Managers and Supervisors)



The Family and Medical Leave Act seminar will provide a discussion of the provisions of the FMLA. This seminar discusses:

- who is covered
- leave entitlement
- return to work
- notice requirements and medical certification
- coordination of FMLA and other leaves, and
- recordkeeping requirements.

Form I-9: Employment Eligibility Verification (Managers and Supervisors)



This seminar will educate you about when and how to complete the Form I-9, the employer's review and verification of acceptable documents, the process of updating and reverification of the Form I-9, and filing and storage of the company's Forms I-9.

Independent Contractor or Employee: Classifying Your Workers (Managers and Supervisors)



The Independent Contractor vs. Employee seminar will educate you on the importance of correctly classifying workers.

The topics include:

- employer responsibilities for employees
- responsibilities for independent contractors
- tests used by enforcing agencies for making the determination, and
- potential consequences of misclassification.

Non Harassment (Employees)



Harassment, based on a protected class, is prohibited by federal, state, and possibly local law. It affects not only the victim, but also the workplace environment, and can potentially lead to group conflict, damaged careers, and public embarrassment for the company.

Topics for the employee seminar include:

- types of harassment
- recognizing harassment
- employee responsibilities
- steps to take if harassment occurs, and
- no retaliation policy.

Non Harassment (Managers and Supervisors)



Harassment, based on a protected class, is prohibited by federal, state, and possibly local law. It affects not only the victim, but also the workplace environment, and can potentially lead to group conflict, damaged careers, and public embarrassment for the company.

Topics for the management seminar include:

- types of harassment
- examples of conduct that may be unlawful
- employer liability
- key elements of a non-harassment program
- complaint procedures, and
- no retaliation policy.

Health & Safety



Back Care and Safe Lifting (Managers, Supervisors, and Employees)



The purpose of this session is to help minimize the risk of back injury and pain. It looks at how the back works and what causes back pain, some common types of back injuries, and ways to prevent back injuries and pain.

Electrical Safety – General Awareness (Managers, Supervisors, and Employees)



This training is for employees who need a basic awareness of electrical safety. This training is not designed to qualify employees to work with electricity, but to provide employees with a basic understanding of electrical terms and to understand the effects of electricity.

Emergency Action Planning (Managers and Supervisors)



This training is for company managers or business owners who need to create and manage the planning process for on-site evacuations, medical emergencies, fire drills, or chemical spills. This training is not designed to provide details on what to do during an emergency, but is designed to give a basic understanding of what is involved in emergency planning and the considerations that are required for the planning process.

Emergency and Fire Prevention Planning in Your Home (Managers, Supervisors, and Employees)



This tutorial will help you learn about possible safety-related situations and provide you with proactive steps and guidelines you can follow in an effort to reduce risks encountered when planning for emergencies and fire prevention in your home.

Ergonomics for Manufacturing (Managers, Supervisors, and Employees)



This training reviews general ergonomic principles and methods to maintain levels of employee comfort at their work station and during routine tasks performed in the manufacturing environment. Repetitive tasks, lifting, and body position during work activities contribute to muscular and skeletal disorders and injuries. This training provides ergonomics information and suggestions for reducing or eliminating these stresses. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

Ergonomics for the Office (Managers, Supervisors, and Employees)



This training reviews general ergonomic principles and methods to maintain levels of employee comfort at their work station and during routine tasks performed in the office environment. It focuses primarily on computer, desk, and work station setup to reduce or eliminate the stress that can be placed on the musculoskeletal system during office activities. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

Forklifts and Other Powered Industrial Trucks (Managers, Supervisors, and Employees)



This program is targeted for employees who will be driving or using forklifts and similar equipment in the workplace. It is expected that employees who use this training will already have learned the techniques of driving the equipment in the workplace. An on-site practical demonstration of skill is also required to complete full training.

Hearing Conservation and Noise Reduction for Employees (Managers, Supervisors, and Employees)



OSHA requires that employees be informed of the noise hazards they may be exposed to and provided information on the various types of protective equipment used in the workplace. This training covers the classroom portion of the OSHA training requirements. To complete the employee training requirements, a practical demonstration of the use of hearing protective equipment is required. Audiograms (hearing tests) may also be required for employees exposed to noise levels that exceed regulatory limits. A printable certificate is included to demonstrate successful completion of the training.

Hearing Conservation and Noise Reduction for Supervisors/Managers (Managers and Supervisors)



OSHA requires that employees be informed of the noise hazards they may be exposed to and provided information on the various types of protective equipment used in the workplace. To effectively manage a hearing conservation program in the workplace, a person must be designated to coordinate the program. This training provides information to this coordinator and to supervisors and managers of employees who work in areas where excessive noise exposure is an issue.

Lockout/Tagout (LOTO) (Three Levels) (Managers, Supervisors, and Employees)



LOTO provides for the control of energy sources that power machinery or equipment, to provide service or maintenance to the equipment. This training contains three parts: authorized, affected, and other, depending upon the level of training required for the particular employee. To comply with OSHA requirements, employees who encounter a LOTO device must view the first part. Employees who work on equipment that is locked, blocked, or tagged by another employee must view parts one and two. Employees who apply a lock, block, or tag to machines and equipment must view all three parts. Each part contains an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Automotive or Automotive Repair Industry (Managers, Supervisors, and Employees)



This training provides new employees in the automotive and automotive repair industry with an overview of the potential safety issues in the workplace. The training is set up by industry type and customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Construction Industry (Managers, Supervisors, and Employees)



This training provides new employees in the construction industry with an overview of the potential safety issues in the workplace. The training is set up by industry type and is customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Food Farming or Agricultural Industry (Managers, Supervisors, and Employees)



This training provides new employees in the food farming or agriculture industry with an overview of the potential safety issues in the workplace. The training is set up by industry type and is customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Food Service or Dining Industry (Managers, Supervisors, and Employees)



This training provides new employees in the food service or dining industry with an overview of the potential safety issues in the workplace. The training is set up by industry type and customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Leisure or Hospitality Industry (Managers, Supervisors, and Employees)



This training provides new employees in the leisure or hospitality industry with an overview of the potential safety issues in the workplace. The training is set up by industry type and customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Manufacturing Industry (Managers, Supervisors, and Employees)



This training provides new employees in the manufacturing industry with an overview of the potential safety issues in the workplace. The training is set up by industry type and customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Medical or Dental Industry (Managers, Supervisors, and Employees)



This training provides new employees in the medical or dental industry with an overview of the potential safety issues in the workplace. The training is set up by industry type and customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Natural Resources and Mining Industry (Managers, Supervisors, and Employees)



This training provides new employees in the natural resources or mining industry with an overview of the potential safety issues in the workplace. The training is set up by industry type and customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Photography and Graphics Design Industry (Managers, Supervisors, and Employees)



This training provides new employees in the photography and graphics design industry with an overview of the potential safety issues in the workplace. The training is set up by industry type and customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Professional Office (Managers, Supervisors, and Employees)



This training provides new employees in the professional office setting with an overview of the potential safety issues in the workplace. The training is set up by industry type and customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Retail and Wholesale Industry (Managers, Supervisors, and Employees)



This training provides new employees in the retail or wholesale industry with an overview of the potential safety issues in the workplace. The training is set up by industry type and customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

New Employee Safety Orientation for the Transportation or Utilities Industry (Managers, Supervisors, and Employees)



This training provides new employees in the transportation or utilities industry with an overview of the potential safety issues in the workplace. The training is set up by industry type and customized for these industry requirements. This training includes an interactive quiz and printable certificate to demonstrate successful completion of the training.

OSHA Recordkeeping (Managers and Supervisors)



OSHA requires certain industries to keep records of any work-related injuries or illnesses that occur. In this training, you will explore the OSHA requirements as they pertain to recordkeeping and reporting.

Pool, Spa, Hot Tub, and Water Safety (Managers, Supervisors, and Employees)



This tutorial will help you learn about possible safety-related situations and provide you with proactive steps and guidelines you can follow in an effort to reduce risks associated with pools, spas, hot tubs, and other areas of water.

Portable Ladders and Personal Protective Equipment (Managers, Supervisors, and Employees)



This tutorial will help you learn about possible safety-related situations and provide you with proactive steps and guidelines you can follow in an effort to reduce your risks when using ladders, and how wearing personal protective equipment is a simple solution to help ensure your safety.

Respiratory Protection for Employees (Managers, Supervisors, and Employees)



This tutorial is for employees who are required to use respirators and respiratory protective equipment in the workplace. OSHA requires that employees be informed of the hazards they may be exposed to and be provided with information on the various types of protective equipment used in the workplace. This tutorial covers the classroom portion of the OSHA training requirements. To complete the employee training requirements, a practical demonstration of the use of respiratory protective equipment is required, as well as a “fit-test” and medical exam to ensure that employees are medically fit to use a respirator. An interactive quiz is required to obtain the classroom training certification. A printable certificate is included to demonstrate successful completion of this portion of the training.

Respiratory Protection for Managers (Managers and Supervisors)



OSHA requires that employees be informed of the respiratory hazards they may be exposed to and be provided with information on the various types of protective equipment used in the workplace. To effectively manage a respiratory protection program in the workplace, a person must be designated to administer the program. This training is designed to provide information to this coordinator and to supervisors and managers of employees who work in areas where respiratory hazards are an issue.

Safe Driving: Guidelines for Accident-Free Driving (Managers, Supervisors, and Employees)



This tutorial will help you learn about possible safety-related situations and provide you with proactive steps and guidelines you can follow in an effort to reduce risks associated with driving as you strive to be accident-free.

Slips, Trips, and Falls in the Home (Managers, Supervisors, and Employees)



This tutorial will help you learn about possible safety-related situations and provide you with proactive steps and guidelines you can follow in an effort to reduce the risks of slips, trips, and falls in your home.

Summer Grilling, Picnics, and Safe Celebrations (Managers, Supervisors, and Employees)



This tutorial will help you learn about possible safety-related situations and provide you with proactive steps and guidelines you can follow in an effort to reduce risks associated with grilling, picnics, and celebrations.

Working in the Heat (Managers, Supervisors, and Employees)



This tutorial will help you learn about possible safety-related situations and provide you with proactive steps and guidelines you can follow in an effort to reduce the risks associated with working in the heat.

Human Resources



Behavioral Interviewing (Managers and Supervisors)



This seminar provides an overview of what behavioral interviewing is, and how to prepare for and conduct a behavioral interview.

Compensation Planning, Part I (Managers and Supervisors)



This seminar provides an overview of what to consider when developing a compensation plan, and can help you understand how an effective compensation plan can add value to your organization and help control the bottom line.

We will discuss the history of compensation, the concept of Total Rewards, the objectives of compensation, how to develop an overall compensation strategy, the key elements of a compensation plan, and other requirements – including wage and hour laws, benefits, and tax laws.

Compensation Planning, Part II (Managers and Supervisors)



This tutorial provides an overview of the key elements that make up a compensation plan.

Compensation Planning, Part III (Managers and Supervisors)



This tutorial provides an overview of issues, pitfalls, and other requirements of a compensation plan.

Conducting Workplace Investigations (Managers and Supervisors)



It is the employer's responsibility to ensure employee complaints are reviewed and thoroughly investigated. This seminar will assist you with the details of conducting workplace investigations. The following topics are discussed in this seminar:

- the purpose of investigation
- planning and techniques of investigation
- interviewing parties
- analysis and determination
- action and follow up, and
- summary report.

Effective Employee Discipline and Termination (Managers and Supervisors)



Progressive discipline is a common method employers use to deal with employee performance issues and violations of company policy. Using progressive discipline effectively requires that you take the appropriate disciplinary steps with employees, where the consequences increase in severity if performance issues or violations continue. This seminar includes the following topics:

- progressive discipline
- disciplinary procedures
- documentation
- potential issues
- termination meetings
- exit interviews, and
- references.

Employee Handbooks (Managers and Supervisors)



This training describes the value an employee handbook can add to your business, reviews the legislative foundation for developing an employee handbook, identifies the policies that you should consider including in your employee handbook, and reviews employee handbook development best practices.

Generational Differences in Today's Workplace (Managers and Supervisors)



This seminar is designed to educate and increase self-awareness of the characteristics and values of multi-generational employees in today's workplace. It is important not to stereotype people based on their age – by assuming their values and abilities are consistent with their generational cohorts. Many individuals have characteristics or tendencies from more than one generation.

This seminar:

- identifies the different generations in today's workplace and lists possible characteristics of each
- discusses the benefits of understanding generational differences
- describes ways to communicate across generations
- discusses possible pitfalls of managing a multi-generational work team, and suggests ways to resolve conflicts when they arise, and
- describes ways to retain top employees and make a positive difference.

Health Insurance Portability and Accountability Act (HIPAA) (Managers and Supervisors)



This seminar will give you an overall understanding of the laws and provisions of the Health Insurance Portability and Accountability Act (HIPAA), and provide you with resources you can use to determine how HIPAA affects your business.

Hiring Practices (Managers and Supervisors)



The Hiring Practices seminar will walk you through the entire hiring process. This seminar discusses:

- potential impact of federal regulations
- steps for implementing the hiring process
- interviewing dos and don'ts
- sample interview questions
- making a hiring decision, and
- pre-employment testing.

Managing Virtual Work Teams (Managers and Supervisors)



This training series, grouped into one booklet, offers multiple programs that can be conducted together or independently from each other.

The Introduction to Virtual Work Teams program is best suited for organizations who are interested in receiving an overview of virtual work teams with the goal of determining if and how to use them.

The HR Considerations for Remote Employees program is designed for organizations who want to learn more about the application of employment laws and other human resources considerations for remote workers or workers in alternate locations.

The Building a Virtual Work Team program is designed to help organizations develop the competencies and skills required to build and effectively manage virtual work teams. You are encouraged to share your apprehensions, challenges, success stories, and working examples in this session.

Paychex Flexible Spending Account - Frequently Asked Questions (Managers and Supervisors)



Included in this module are answers to the most commonly-asked questions as they relate to the Paychex Flexible Spending Account.

Performance Appraisals (Managers and Supervisors)



Comprehensive and honest performance appraisals can provide an objective and consistent basis for employment decisions, help employers defend themselves against claims of negligent retention, discrimination, or wrongful discharge, strengthen relationships with employees, and improve productivity.

This seminar includes:

- potential litigation concerns
- communicating performance standards
- preparation and common errors, and
- conducting a performance appraisal.

Planning a Reduction-in-Force (RIF): Considerations for Management (Managers and Supervisors)



This guide provides management with essential information that should be considered before conducting an RIF. Topics include: alternatives to an involuntary RIF, compliance issues (laws that may impact your decisions), considerations for selecting employees, and preparing for termination.

Not available to PEO

Preventing Bullying and Violence in the Workplace (Employees)



Workplace bullying, once an issue dealt with in silence, has received widespread attention in recent years. Although it is more commonly talked about among our youth in schools across the nation, it is also prevalent in the workplace.

Employees should be aware of workplace bullying, as it can have a serious negative impact on other employees and on companies. Employees have an obligation to support their company's policies and programs on workplace bullying and violence prevention.

Preventing Bullying and Violence in the Workplace (Managers and Supervisors)



What is bullying? And, how could it potentially impact the workplace? We'll discuss ways to prevent and manage workplace bullying, while promoting a healthy work environment.

We will identify some of the similarities and differences between workplace bullying, unlawful harassment, and workplace violence. We will also discuss some potential warning signs of workplace violence and common components of a workplace violence prevention program.

Requirements and Best Practices for Managing Employee Files (Managers and Supervisors)



When it comes to managing employee information and the records that contain this information, there are many areas to consider. This seminar highlights aspects to consider when creating and maintaining employee files, developing policies and practices that ensure privacy and confidentiality, controlling access, guarding against discrimination, and minimizing the potential for identity theft.

Social Media in the Workplace (Managers and Supervisors)



This training will help identify a workable definition for social media and review some practical uses for social media in the workplace. We will discuss the potential internal and external risks associated with the use of social media in the workplace, and review ways to help mitigate such risks.

Substance Abuse Awareness (Managers and Supervisors)



This seminar will give you an overall awareness of substance abuse and how it can affect the workplace. This information can help you understand the impact substance abuse can have on your organization, and how it can affect your bottom line. It's important that you recognize how having a substance abuse policy can add value to your organization.

Top 10 HR Issues (Managers and Supervisors)



Audio not available in Spanish

The Top 10 HR Issues seminar provides you with a high-level overview of top human resource- related issues experienced by our clients. This seminar includes discussions around:

- hiring practices
- Fair Labor Standards Act
- employee handbooks
- harassment
- Family and Medical Leave Act
- workers' compensation
- employee discipline and termination, and
- protected activities.



Valuing Diversity in the Workplace: Information for Employees

Audio not available in Spanish

When many people think of diversity, they think first of ethnicity, race, or gender. Diversity is much broader. In the context of the workplace, valuing diversity means creating a workplace that respects and includes differences, recognizing the unique contributions that people with differences can make, and creating a work environment that maximizes the potential of all employees.



Valuing Diversity in the Workplace: Information for Managers and Supervisors

Audio not available in Spanish

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Leadership



Effectively Managing Employees (Managers and Supervisors)



Managers may contribute to employee retention by improving overall job satisfaction. Losing good employees can affect both productivity and morale. By effectively managing your employees, you can make a positive difference in the organization. This seminar can assist you by:

- identifying your management style
- determining expectations and work styles
- assessing how management style impacts employees
- learning effective communication skills
- identifying tools employees need to be successful, and
- providing tips for effective management.

Introduction to Management (Managers and Supervisors)



The seminar helps new managers become familiar with management and leadership concepts. The seminar promotes awareness and provides high-level information complemented by reinforcement activities as determined in advance by you and your HR Professional.

Managing Effective Teams (Managers and Supervisors)



Managing a team of employees requires a different set of skills than managing individual employees. This seminar is designed to help you better direct your work groups. During this highly interactive session, you will:

- identify teams
- assess individual team members
- assess your team as a whole
- learn skills for managing your team, and
- identify additional resources.

Retaining Top Performers (Managers and Supervisors)



The lessons in this seminar are designed to increase your knowledge about top performers so that you can better retain them. Included in each lesson is an activity to help you apply the knowledge and achieve the final objective.

Lesson topics include:

- characteristics of a top performer
- impact top performers have on a business
- reasons top performers might leave
- retention value of reward strategies
- links between employee motivation and engagement, and
- tangible and intangible rewards.

Riding the Wave... Change Management for Your Organization (Managers and Supervisors)



This seminar defines change and the process for managing it, including analyzing the current situation, defining the desired state, creating and implementing a plan for change, addressing the impact of the change, and identifying ways to provide ongoing support. The “Riding the Wave” metaphor describes how the process of change management can feel... with proper planning and implementation, it can be a smooth ride. The goal of this seminar is to help you look at the changes that affect you in a different light and begin to understand how to “ride the wave of change.”

Strategic Planning (Managers and Supervisors)



Businesses that want to grow and survive need to have a plan in place. Knowing where your organization is today, and where you want to be in the future, as well as how you plan to get there, is key to success. This seminar includes:

- life cycles of organizations
- functions of a small business
- the definition of strategic planning
- writing mission and vision statements, and
- the role of owners, managers, and employees in the strategic planning process.

Seminar Reference Chart

Americans With Disabilities Act (ADA)				
Avoiding Employment Discrimination				
Back Care and Safe Lifting				
Behavioral Interviewing				
Being an Effective Team Member				
Business Ethics				
California's Leave Laws: A Guide for Managers				
California's Sexual Harassment Prevention				
California's Wage and Hour Laws				
Communication Skills				
Compensation Planning, Part I				
Compensation Planning, Part II				
Compensation Planning, Part III				
Conducting Workplace Investigations				
Conflict Resolution				
Customer Service				
Effective Employee Discipline and Termination				
Effectively Managing Employees				
Electrical Safety – General Awareness				
E-mail Etiquette				
Emergency Action Planning				
Emergency and Fire Prevention Planning in Your Home				
Employee Handbooks				
Ergonomics for Manufacturing				
Ergonomics for the Office				
Facilitating Effective Meetings				
Fair Labor Standards Act (FLSA)				
Family and Medical Leave Act (FMLA)				
Forklifts and Other Powered Industrial Trucks				
Form I-9: Employment Eligibility Verification				
Generational Differences in Today's Workplace				

Health Insurance Portability and Accountability Act (HIPAA)			
Hearing Conservation and Noise Reduction for Employees			
Hearing Conservation and Noise Reduction for Supervisors/Managers			
Hiring Practices			
Independent Contractor or Employee: Classifying Your Workers			
Introduction to Management			
Legal Social Media in the Workplace Video Modules			
Listening Effectively			
Lockout/Tagout (Three Levels)			
Managing Effective Teams			
Managing Virtual Work Teams: Introduction to Virtual Work Teams			
Managing Virtual Work Teams: Building a Virtual Work Team			
Managing Virtual Work Teams: HR Considerations for Remote Employees			
New Employee Safety Orientation for the Automotive or Automotive Repair Industry			
New Employee Safety Orientation for the Construction Industry			
New Employee Safety Orientation for the Food Farming or Agriculture Industry			
New Employee Safety Orientation for the Food Service or Dining Industry			
New Employee Safety Orientation for the Leisure or Hospitality Industry			
New Employee Safety Orientation for the Manufacturing Industry			
New Employee Safety Orientation for the Medical or Dental Industry			
New Employee Safety Orientation for the Natural Resources and Mining Industry			
New Employee Safety Orientation for the Photography and Graphics Design Industry			
New Employee Safety Orientation for the Professional Office			
New Employee Safety Orientation for the Retail or Wholesale Industry			
New Employee Safety Orientation for the Transportation or Utilities Industry			
Non Harassment for Employees			
Non Harassment for Managers/Supervisors			
OSHA Recordkeeping			
Paychex Flexible Spending Account – Frequently Asked Questions			
Performance Appraisals			
Planning a Reduction-in-Force (RIF): Considerations for Management			
Pool, Spa, Hot Tub, and Water Safety			
Portable Ladders and Personal Protective Equipment			

Preventing Bullying and Violence in the Workplace for Employees			
Preventing Bullying and Violence in the Workplace for Managers/Supervisors			
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Protecting Confidential Information			
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Respiratory Protection for Employees			
Respiratory Protection for Managers			
Retaining Top Performers			
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Safe Driving: Guidelines for Accident-Free Driving			
Social Media in the Workplace			
Slips, Trips, and Falls in the Home			
Strategic Planning			
Stress Management			
Substance Abuse Awareness			
Summer Grilling, Picnics, and Safe Celebrations			
Telephone Customer Service Techniques			
Time and Task Management			
Top 10 HR Issues			 
Valuing Diversity in the Workplace for Employees			 
Valuing Diversity in the Workplace for Managers/Supervisors			 
Winning Partnerships: Managing Up			
Working in the Heat			

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If you require legal or accounting advice, or need other professional assistance, you should always consult your attorney, accountant, or other professional advisor to discuss your particular facts, circumstances, and business needs.

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