

FOR THE HR BUSINESS PARTNER - DAY 2

The highly acclaimed seminar that provides real world tools that improve the HR practitioner's ability to counsel, coach, motivate and lead others to productive action and accountability



Are you having trouble convincing people that you are on their side? Do people come to you to vent and leave their emotional baggage sitting on your doorstep? Want to be able to gracefully handle negative comments so that they don't hang in the air like a dark cloud?



You need Relationship Management for the HR Business Partner

Today's HR practitioner needs a superior skill set to effectively solve problems and champion solutions that affect results. This

powerful seminar will give you the core strategies behind expert approaches to counseling, coaching, mediation, and motivation. You'll walk away with new tools to get at the goals of internal clients, guide people to their own solutions, motivate others, mediate

differences, and provide feedback.

Register for the next class and gain important tactics and techniques — all in a practical format you can use right away.



“The instructor was a great educator and put things in perspective with work. Loved the group exercises.”

Talent Manager



Here are just a few of the companies that have sent employees to this seminar

Alliance Data Systems • Texas Instruments • Staubach Company • Hunt Petroleum Corporation • Insperity • Fossil • Fannie Mae • Whole Foods Market • Comerica Bank • EDS • Travelocity • Sabre Holdings • Halliburton • Haynes & Boone, LLP • Mary Kay, Inc. • State Farm Insurance Companies • Susan G. Komen Breast Cancer Foundation • Ernst & Young • Home Interiors & Gifts • Custom Food Group • Medical Center of Plano • Marathon Oil • University of Texas Medical Branch • Smart Financial Credit Union • Thermal Energy Corporation • Centerpoint Energy • MD Anderson Cancer Center • Tenaris • FMC Technologies • Lower Colorado River Authority • Crown Cork and Seal • Total Exploration and Production USA • Parker Drilling Company • Corrpro Companies, Inc. • Global Fisheries Management • Rice University • Wood Group Production Services • Hewlett Packard Company • Simmons & Company International • American Airlines • UT Health Science Center Houston

Relationship Management

The Content

WONDER IF
RELATIONSHIP MANAGEMENT
IS RIGHT FOR YOU?
TAKE THIS SIMPLE TEST...

True or False?

- Creative knowledge workers are best motivated by commission pay structures
- Good counseling means you should work to stand in someone else's shoes
- Listening over and over to same story from someone builds the relationship. A burden shared is half a burden.
- Workplace counseling and mediation have few similarities.
- Understanding good counseling methods has little to do with becoming an effective advisor
- When someone throws a verbal grenade, there is little that can be done to defuse it.
- Performance management and improvement approaches should only be concerned with minimizing legal risk.
- Carrots and sticks are the best motivators for today's workforce.

today.

All are false. Learn the steps and principles behind effective counseling, coaching, mediation, motivation and feedback. Register for Relationship Management for the HR Business Partner

RELATIONSHIP MANAGEMENT FOR THE
HR BUSINESS PARTNER - A STAND
ALONE PRESENTATION OF DAY 2

Day 2 provides key lessons from top performers in relationship focused fields. Improve your ability to manage conflicts, motivate others, coach managers, counsel employees, and manage and control the meaning of events.

PARTIAL SEMINAR AGENDA

(9AM to 4:30PM)

- Skillful communication to manage the meaning of events
- Counseling methods to empower others to action
- Problem solving to help people find solutions
- Coaching to lead others to accept and act on change
- Successful motivation of others
- Defusing emotional upsets
- A 10-step process for mediating different viewpoints and developing cooperative agendas
- Effective feedback for performance management
- Wrap up



Relationship Management - Day 2

Attendee Reviews

Actual quotes from attendees like you

Good models and constructs. Instructor was extremely knowledgeable on subject matter.

Manager Employee Relations

I thought I knew the difference between coaching and counseling but now I have a better understanding of each role. Excellent course!

HR Consultant

This course is very insightful and practical: something HR professionals across industries can use every day.

HR Consultant

Learned ways to not get sucked into the emotion and work as an advisor, not the "fix it" person. Great examples and lessons.

HR BP/Generalist

Thank you for this class. The information is useful to me. It was presented in a way that is easy to understand. I can see fitting it in to my daily routine.

HR Generalist

I obtained tools, techniques, and approaches that I can immediately apply in the workplace.

Sr. Manager, HR

This seminar feels as if I am sitting behind my desk at work. The topics being so relevant. I will be able to make the closing of our DC go much smoother with all the tools I have been given in this session.

HR Manager

I truly enjoyed today's class. I feel more confident in the information received and can see myself being able to handle/understand these situations when they arrive.

Sr. Recruiter

Great session on coaching and performance feedback.

Sr. Recruiter

Will help me in dealing with staff and upper management.

HR Director

Thank you for the valuable information I received in class.

Training Coordinator

"Very practical. I will use the information especially on coaching and counseling. It will help me communicate with managers and supervisors."

HR Generalist



Who should attend

HR Executives, Directors, Managers, and Practitioners ● HR practitioners wanting to get to the heart of issues more quickly ● Anyone with HR responsibility wanting to improve their collaborative skill set ● Anyone looking to improve workplace perception of the HR role

“Instructor did a great job of providing personal examples and tying the material together. He was very helpful in discussing individual situations”

Compensation
Manager



Relationship Management Your instructor

Jim Vance, SPHR, is president of Advanced Business Resources, a Houston-based management and communication training company. Vance has served as an HR Director and Training Director and came from an engineering and operations background. Co-author of the books *Magnetic Leadership*, and *HR Strategies that Work*, he has served as a top presenter for a national seminar company who has addressed business audiences in over 30 states. He has served as a consultant to executives on long-term assignment, and has been the primary on-site client liaison for large-scale projects. He combines relevant business experience with the knowledge gained from more than 15 years of study in relationship and communication processes to bring life, humor, and realism to this important subject.



DALLASHR™

Advancing the value of HR.

About DallasHR

The Dallas Human Resource Management Association is a not-for-profit professional organization representing a broad spectrum of the Greater Dallas business community. An affiliate of the 250,000 member Society for Human Resource Management, DALLASHR is one of the largest chapters in the nation. DALLASHR has earned SHRM's Superior Merit Award every year since its inception, and is a winner of the prestigious Pinnacle Award.

When, Where, How Much

- ◆ August 22, 2014
- ◆ 9:00 AM to 4:30 PM
- ◆ Check in begins at 8:15 AM
- ◆ Consult www.dallashr.org for seminar location
- ◆ Participant manuals, breaks, catered lunch provided
- ◆ Reservations required
- ◆ Register early, space is limited
- ◆ Full seminar — \$300 members, \$500 non-members



This seminar has been pre-approved by the Human Resource Certification Institute for 6 general credit hours toward SPHR recertification or 6 credit hours toward PHR certification.

RELATIONSHIP MANAGEMENT

CHECK BOXES	AND FILL IN	THE BLANKS
Are you a member of DALLASHR?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Check the correct	box below	
August 22 one-day program	<input type="checkbox"/> Member rate \$300	<input type="checkbox"/> Non-member rate \$500
Method of Payment	<input type="checkbox"/> Check Enclosed	Check # _____
	<input type="checkbox"/> Am Ex	Card number _____
	<input type="checkbox"/> Visa	Card number _____
	<input type="checkbox"/> MasterCard	Card number _____
	Expiration Date	_____
I authorize DALLASHR to charge my card for the session(s) selected above	Enter Amount \$ _____	
Name as it appears on card	_____	_____
Signature	_____	_____

HOW TO REGISTER

- ◆ Questions? Call 214-631-8775 or email info@dallashr.org
- ◆ Complete this form or register online at www.dallashr.org
- ◆ Mail your check to DALLASHR, 4100 Spring Valley Road, Ste. 300, Dallas, TX 75244
- ◆ or fax the completed form with credit card authorization to 214-631-4533