

SMALL BUSINESS EMPLOYEE TRAINING (SBET) PROGRAM COURSE LISTINGS

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Pricing Information

All courses listed are priced at \$50 per class hour. This rate includes tuition and any printed materials that would be required for the class.

To enroll in any of the classes, please visit the Louisiana Department of Labor's website at www.laworks.net, click on the "Incumbent Worker Training" tab, scroll down to "Forms-Small Business Employee Training" and then select "Application/Invoice."



BUILDING EFFECTIVE TEAMS

Intended Audience: All Employees

Length of Class: 8 hours

Objectives:

- Facilitate consensus decision making
- Process information gathered from team members to work toward common goals
- Evaluate and improve effectiveness of teams

Description:

Teams are the workforce of the 21st century. An organization has the greatest chance of achieving success when its employees work collectively toward common goals. To create such a winning team, it is important to maintain an environment which encourages open communication, trust, commitment, patience and honesty. Participants will learn how to facilitate consensus decision making and process information gathered from team members to work toward common goals.

CONDUCTING EFFECTIVE PERFORMANCE APPRAISALS

Intended Audience: Supervisors and Managers

Length of Class: 8 hours

Objectives:

- Provide a foundation for the appraisal and ongoing management process
- Learn key skills, myths and facts for effective performance appraisals
- Understand what employees want from performance appraisals and how to make it a positive experience
- Work with effective performance appraisal tools
- Understand the full performance appraisal process – from planning to follow-up
- Learn how to give positive and constructive feedback
- Create a future performance plan

If conducted properly, ongoing performance appraisals can boost productivity and morale, decrease turnover and absenteeism and improve work quality and job satisfaction. In this session, participants will learn the best ways to give feedback, how to analyze and document individual performance, how to involve employees in the appraisal process and how to handle difficult appraisals.



CONFLICT RESOLUTION

Intended Audience: All Employees

Length of Class: 8 hours

Objectives:

- Assess participants' conflict style
- Discover how and when to use each style
- Learn how to apply effective conflict resolution skills in the workplace

Description:

Conflicts are a common and inevitable part of business life due to the fact that individuals have different backgrounds and competing goals. Participants will identify the causes of conflict and its possible outcomes, and learn how they can most successfully resolve conflict within the organization.

CRITICAL WRITING SKILLS

Intended Audience: All Employees

Length of Class: 8 hours

Objectives:

- Understand the advantages of effective writing
- Understand the components and stages of the effective writing process
- Identify common mistakes
- Improve your effective writing skills

Description:

Business writing skills are crucial for individuals at all levels of the organization. This workshop will provide participants with the opportunity to improve written communications, and workshop exercises that will allow them to practice their new skills to assure transfer back to the job. Participants learn to convey ideas and information with clarity and precision in memos, letters, reports and other business correspondence.



CUSTOMER SERVICE EXCELLENCE

Intended Audience: All Employees

Length of Class: 8 hours

Objectives:

- Identify your customers
- Discuss customer focus and customer satisfaction
- Learn how to manage customer expectations
- Discuss different types of service environments
- Discuss how to obtain customer feedback
- Develop a personal commitment to meet or exceed customer expectations

Description:

Excellence is a perception of the customer. Quality service will give you the competitive advantage, and providing better, faster service is what keeps customers coming back. In this session, participants will learn to manage customer service, develop service-oriented employees and create a customer-friendly system to meet and exceed expectations of internal and external customers.

DELEGATION INTEGRATION

Intended Audience: Supervisors and Managers

Length of Class: 4 hours

Objectives:

- Understand common barriers of delegation
- Describe several delegation style alternatives
- Learn the importance of adjusting your style according to your staff's needs
- Determine what should/should not be delegated
- Learn levels of delegation
- Learn the steps of delegation, including an analysis of how participants spend their time

Description:

Delegation is one of the most powerful tools available to a manager because it frees up time while giving employees the opportunity to take on more challenging tasks.



Participants will explore what should and should not be delegated, to whom it should be delegated and how to follow up to ensure success.

EFFECTIVE LEADERSHIP

Intended Audience: Supervisors and Managers

Length of Class: 8 hours

Objectives:

- Learn and apply the principles of high-performance leadership, as well as the characteristics of effective leaders
- Learn leadership styles and determine which is appropriate
- Learn what it means to be a dynamic, effective leader and acquire the skills necessary to lead continuous improvement efforts
- Understand how employee perception reflects a leader's effectiveness

Description:

Most supervisors and managers today are technically sound. They have technical skills, and are very likely to have been promoted or recommended for promotion based largely on an assessment of technical competence. What most often limits excellence in light of clear and quantifiable individual technological capability is a short fall in the "people skills" area. Well balanced, strong leadership is what drives organizations toward future success. A culture that fosters the development of an effective leadership mindset begins at the executive level and permeates through the entire organization, reinforcing frequent and consistent communication and feedback. Participants will develop a personal leadership style that fits them and their work environment by learning the various leadership styles and techniques, and determining the effectiveness of each style in achieving organizational goals.

EFFECTIVE TIME MANAGEMENT

Intended Audience: All Employees

Length of Class: 8 hours

Objectives:

- Recognize key components of effective goal setting through time management
- Manage multiple priorities based on validity and urgency
- Identify ways to deal with distractions and eliminate interruptions



Description:

If you are doing more and enjoying it less, it is time to get out of the trap and back to productive management. Everyone has an equal supply of time, but how that time is used is the vital factor in increasing productivity. Participants will learn practical techniques for controlling time and making it a manageable resource, as well as how to analyze how their time is spent, how to prioritize activities and how to increase productivity by delegating tasks.

LEGAL ASPECTS OF SUPERVISION

Intended Audience: Supervisors and Managers

Length of Class: 8 hours

Objectives:

- Review various federal employment laws that affect the workplace
- Understand employee rights and supervisor responsibilities regarding employment law
- Understand the law as it relates to sexual harassment and its impact on the workplace

Description:

Managers unfamiliar with the extensive federal legislation governing fair employment and equal employment opportunity have cost organizations millions in lawsuits. In this session, managerial and non-managerial participants will learn about a manager's personal liability for interviewing, hiring, promoting, disciplining and firing. The development of fair and consistent management practices will be discussed, and employee rights and management responsibilities will be defined. Sexual harassment in the workplace is also addressed.

THE ART OF COMMUNICATION

Intended Audience: All Employees

Length of Class: 8 hours

Objectives:

- Learn effective communication techniques
- Understand keys to effective listening



- Understand different types of communication and learning styles
- Develop individual action plans to improve communication

Description:

This program emphasizes the importance of communication skills in building strong partnerships between external clients and internal co-workers. Along with providing models for diagnosing and reducing existing barriers to effective communication, both managerial and non-managerial participants learn how to match the mode of communication to the message. Through real life examples and interactive exercises, this class builds specific skills for active listening, one-on-one and group meetings, telephone calls and written communications. Additionally, information regarding optimal methods to deal with difficult customers and people, in general, will be covered.

