COMPREHENSIVE GUIDE TO

Human Resource Management

ENROLL TODAY!









From legal hassles and interpersonal disputes to benefits administration and compensation issues, master the many diverse components of successful Human Resource management

This comprehensive course for Human Resources managers will help you:

- Keep your organization up-to-date on new employment laws
- Determine how new privacy rules could affect your company health insurance
- Sidestep the recruiting hot spots that could cost your company a bundle
- Understand your organization's liability in the event of workplace violence
- Investigate sexual harassment claims tactfully and legally
- Ensure your organization's disciplinary process isn't discriminatory
- Establish dismissal guidelines that will hold up in court
- Discover more of the information you need every day on the job
- And much, much more (see pages 4-5 for details)

Keep your skills sharp in a tough profession — enroll today!



- Enroll Today!
- pryor.com

Two days of comprehensive training in the most difficult job of all — Human Resources

As a Human Resources professional, you're on the front line of your organization every day — fighting to stay focused on a moving target. It seems like employment laws are continually being created or revised. Benefits administration is a confusing challenge with unending questions from employees and constant roadblocks by the insurance companies. Then there are the hassles of record keeping, hiring, disciplinary action, documentation — the list is endless and so are the pressures.

Each day, when you come in to work, you may wonder, "Will this be the day I make a mistake that lands my company in legal hot water? Will this be the day a misunderstanding costs us hundreds of thousands of dollars?" It's a lot of responsibility, and you feel the weight of every ounce.

More than anyone, you know how helpful this seminar could be. In this comprehensive training, we'll cover the many different aspects of your job and arm you with the skills you need to succeed in the demanding field of Human Resources. You'll come away with a wealth of practical tips, sensible guidelines and valuable techniques to meet the real-life challenges you face every day.

Mark your calendar now and plan to attend. It's the best investment of two days you'll make this year. Don't miss it!



Free Digital Resources for Every Participant

Your registration includes a variety of seminar resources that highlight pertinent information. These materials are offered digitally—making learning interactive and easily accessible. Reference these materials time and time again to recall key points and problem solve.

Does this sound like YOUR day?

- **7:44 a.m.** The warehouse foreman flags you down in the parking lot. "Why wasn't this job opening in Sunday's paper?" You promise to check on it.
- **8:00 a.m.** As you settle in at your desk, you see you have 17 voicemails. You return calls, check your email and make a to-do list for the day.
- **9:48 a.m.** You start on a stack of approximately 150 résumés for a customer service position that's available. You're going to need a lot more coffee.
- 10:10 a.m. The marketing manager arrives for a meeting he's requested with you. The two of you discuss a discipline problem he's having with one of the art directors. He's pretty worked up, and the meeting lasts much longer than you anticipated. You schedule a follow-up.
- **11:26 a.m.** That pile of résumés looks bigger than ever. You attack it again.
- **12:57 p.m.** You grab a sandwich and eat at your desk while you plow through more résumés. Finally, you give up and email the customer service manager to say you've identified 12 potential candidates for the position. You wonder if it's legal to not even look at the remaining résumés.
 - **1:42 p.m.** An employee from the research department stops by. She's upset, complaining that her boss is playing favorites. She tells you three coworkers are about to quit if something isn't done. You promise to follow up right away.
- **2:14 p.m.** You look through the research manager's personnel file. It turns out she's been accused of favoritism on more than one occasion. You decide you'd better talk to her ... again.
- 2:32 p.m. When you call the research manager, you can tell she knows something's up. To keep it low-key, you ask if she'd like to meet for coffee in the cafeteria. She blows up. "Is this about that little whiner in my department?" You decide it might be better to meet in your office.
- **4:35 p.m.** The research manager leaves your office, looking dejected. You're exhausted, and a little worried. Any of the three situations you've encountered today could result in legal action against your company. You retrieve several more voicemails.
- **4:57 p.m.** Half-heartedly, you respond to the most urgent emails that have come in. Nobody is pleased with what you've accomplished today least of all you.
- **5:15 p.m.** Dead tired, beaten down, nothing resolved, you head for your car to leave for the day. The warehouse foreman stops you again. "Hey, what did you find out about the ad?" You can only stare in disbelief.

The end of a typical day in Human Resources. The kind of day you'll begin again tomorrow, unless something changes. Attend this seminar and the "something that changes" will be you!

The Latest Thinking and Best Practices in Eight Critical Areas of Human Resources Responsibility

1 - The Law and Employment

Keeping abreast of employment law is one of the most difficult parts of your job, and it changes all the time. What's acceptable — even encouraged — today could land your company in legal hot water tomorrow. At this seminar, you'll gain insight into how you can stay up-to-date on current laws and their implications for your organization. This information alone is worth the price of the seminar.

2 - Discrimination and Compliance

Are you discriminating if you don't accommodate hearing-impaired job applicants? Is obesity covered by the Americans with Disabilities Act? Discrimination in the workplace can take many forms. At this seminar, you'll get answers to clear up the confusion and come away with resources to protect your company in this difficult-to-understand and hotly contested area of employment law.

3 – Recruiting, Interviewing and Hiring

Are you treating all applicants alike? Do your application forms subtly discriminate against the visually or mentally impaired? Is it legal to test applicants? What are the latest trends in recruiting using social media and the potential legal hotspots? There are hundreds of gray areas in the hiring process and so much to know. Find out where you are most vulnerable, and get dozens of tips and techniques for avoiding trouble in everything from your application to employee contracts, reference checking, interviewing and more.

4 — Benefits Management

Even as insurance gets more expensive for companies to provide, more questions arise about what's covered, who's covered and whether or not your company is getting enough for the high premiums paid. Then there's the Cafeteria Benefit plan, flex time and taxation of bonuses. There are even questions on how to legally deliver benefit plan information to employees. It's up to you to know what to do in each case — and after these two days, you will.

5 - Best Practices in Human Resources Management

Some Human Resources managers seem to have it all under control. They're organized, they provide training opportunities for staff, they manage changes and take crises in stride and they have a good track record of retaining employees. At this seminar, you'll gain the skills that set the top Human Resources managers apart from the rest. You'll be able to put your new knowledge to use to smooth out your daily tasks and make your department — and the departments you assist — function at a higher level.

6 - Handling Employment Hot Spots

Some areas of your job are lightning rods for trouble. Diversity tolerance, workplace violence, performance appraisals, OSHA complaints, substance abuse and sexual harassment are some of today's Human Resources hot spots — issues that can cause companies to end up in trouble with the law. At this seminar, you will learn how to identify and correct potential problem areas and handle hot spots that may already be simmering.

7 - Employee Discipline and Discharge

If employees are not performing up to expectations, if they are disruptive, if they just aren't showing up — it is up to the Human Resources staff to either get them up to speed or get them out of the organization — legally. Find out the necessary steps to follow to avoid legal backlash, what and when to document, the role the employee's manager should play in the disciplinary process and more.

8 - Observing the Letter of the Law

If your documentation is complete, you're ahead of the game in the event of legal action taken against your company. Find out what to provide, what to keep and what to destroy. Learn what to expect when you're working with attorneys and what you should be prepared for if you are asked to testify in court. Understand how observing the letter of the law begins with proper and legal interactions with employees. Discover the important roles your employee handbook and policies play in informing employees and legally protecting your company.

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Never has so much essential Human Resources knowledge been shared in

The Law and Employment

- Surprising information about who's eligible for overtime pay
- How to calculate overtime now it has changed and it's not simple
- The employee who doesn't want the transfer can your company legally enforce it?
- Military service and active duty can they be considered family leave?
- Is it ever illegal for an employee to hold a second job while on leave from your company?
- The key to replacing the aging workforce without breaking the law
- Is your employee handbook consistent with the latest changes in employment law?

Discrimination and Compliance

- The latest on the ADA Amendments Act and how reforms impact your company
- Danger areas for age discrimination how to be sure your company is legally safe
- Why your website should be in compliance with the Americans with Disabilities Act
- Visible vs. perceived disabilities the differences may affect the way you treat applicants and employees
- What you must do to accommodate hearingimpaired applicants
- Genetic testing: a question of legality
- The real meaning of "reasonable accommodation"
- Strategies for coordinating short- and long-term disability with ADA, FMLA and workers' comp
- Reverse discrimination could your organization be found guilty?

Recruiting, Interviewing and Hiring

- When you must require medical certification, make inquiries and document your findings
- Changes to ensure your job application forms are discrimination-proof
- How to test applicants legally
- Social media as a recruitment tool
- Define terms of use for social media
- Tips to turn a job description into your company's most powerful tool in the hiring process
- Dos and don'ts for the interview process questions you must never ask
- Reference checking how to legally get the information you want
- Two recruitment enticements you can add without cost
- The legal landmine of employee contractual commitments
- Why non-compete agreements aren't holding up in court
- Guidelines for walking the legal tightrope of managing contract labor

Benefits Administration and Management

- New privacy rules regarding health insurance
- Situations in which medical authorization forms are not required
- What you're responsible for if a former employee is late with COBRA payments
- When an accident should be considered a worker's comp claim
- Workers' Comp: what to do if an employee is injured at a company social function
- Health insurance your company is required by law to provide

PROGRAM HOURS: 9:00 A.M. TO 4:00 P.M.

so concise a format. Come with questions — leave with answers.

- How to handle COBRA benefits when an employee divorces
- What you should know about disabled employees seeking early social security qualification
- Changes in how the IRS sees cafeteria benefit plans
- The latest on domestic partner qualification how it affects benefits eligibility
- When and how your company should provide bereavement support

Best Practices in Human Resource Management

- The No. 1 communication skill you need in Human Resources
- Three things you can do to make your company one of the top places to work
- Human Resources functions you should consider outsourcing and which ones absolutely must not be outsourced
- Workplace bullying and your organization's liability
- How your dress code may inadvertently discriminate
- Steps you can take to handle employee grief when coworkers are downsized

Handling Employment Hot Spots

- A closer look at companywide diversity training
- Proactive ways to protect your organization and employees from workplace violence
- Tips to reduce your company's liability in the event of workplace violence
- Depression in the workplace and how to deal with it
- OSHA and the General Duty clause your company's responsibilities now
- When workplace violence is considered an OSHA violation

- Drug and alcohol testing what's legal, what's not
- ADA protections of substance abusers and how not to put your company at risk
- Liability in drug testing how to protect your company
- The best way to successfully and tactfully investigate sexual harassment claims
- How the EEOC defines a "hostile work environment" — it goes beyond sexual harassment
- Ways to limit your company's liability in the event customers or vendors harass your employees
- What the court says about victims of harassment and adverse employment actions

Employee Discipline and Discharge

- The 360 degree feedback and performance appraisals — good or bad?
- The subtle way your organization might be guilty of discrimination in the disciplinary process
- How to document disciplinary actions to protect your company
- Termination guidelines that hold up in court

Observing the Letter of the Law

- The latest on arbitration agreements: how to avoid having a favorable decision thrown out
- Defamation of character is your company liable for comments made by an employee?
- How the Worker Adjustment and Retraining Notification Act (WARN) affects your organization's responsibilities if you downsize
- What documentation you must provide, what to keep, what to destroy
- And much, much more to clear up the gray areas you face and make you more valuable on the job

Can you confidently answer the following questions?

"Does our insurance cover my step-children?"

"Can I take a week of next year's vacation this year?"

"Someone's taking our supplies.

Can we install a security camera in the supply closet?"

"I don't want to be a salaried employee. Why can't I stay hourly?"

"You're cheating me out of overtime pay."

"Mary's cousin works here. Why won't you hire my husband?"

If you answered "I don't know" to any of these questions, you owe it to yourself and your organization to attend this seminar! Avoid legal hot spots that can trip up even the most seasoned HR professional — enroll today!

Guaranteed Results

All of our seminars are 100%
Satisfaction Guaranteed! We're confident this seminar will provide you with the tips and techniques you need to handle the essentials of Human Resources. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we'll arrange for you to attend another one of our seminars or receive a full refund — hassle-free.

What would YOU do?

After this seminar, you'll know your best course of action!

Have you faced challenges like these?

The warehouse employee who smells like marijuana

You suspect your warehouse employee of using drugs at home. Can you test him? Do your policies indicate whether random drug tests are possible? If he tests negative for drugs, can he come back on *you* for defamation?

The account executive who is always late to work

Her manager has asked her to be on time, but her behavior hasn't changed. Can you dock her pay? Has her behavior been documented? How long does documentation have to continue before you can take further action? How many warnings must you give before you can legally fire her?

The employee who takes sick leave to work for his brother

He calls in sick. You know he's not. Is there anything you can do? He's getting paid by his brother and your company, too. Is there anything you can legally do about an employee who abuses sick leave?

The assistant who takes bereavement when her neighbor's cousin passes away

Your company allows bereavement leave for employees if the deceased is a member of the immediate family, a parent or a parent-in-law — no one else. Can you legally dock the pay of an employee who claimed bereavement for someone who was clearly outside your policy? It's after the fact, so what are your options? Can you charge the employee sick leave or vacation?

The manager who shares an employee's secret in the break room

The information was told in confidence to the manager, but now practically everybody in the company knows. Is the organization liable for this breach? How should the company handle the manager, regardless of the employee's reaction to the breach of trust?

The department that makes beer available on company premises after 5 p.m.

You hate to be a prude, but what is your organization's liability if an employee drinks too much and has an accident on the way home — or even on the premises? When employees are off the clock, can you control what they do within the company buildings?

Gray areas everywhere. What's the Human Resources staff to do?

Registration Information

Enroll Today! Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

Quick Confirmation! To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

Please Note

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- · Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit http://www.pryor.com/ faq.asp#agerequirements.
- Please, no audio or video recording.
- You will receive a Certificate of Attendance at the end of the program.

Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 4 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

Tax Deduction

If the purpose of attending a Fred Pryor Seminar is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

Continuing Education Units (CEUs)

Fred Pryor Seminars offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. **Questions or concerns should be directed to your professional licensing board or agency.**

CONTINUING PROFESSIONAL EDUCATION (CPE)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have the final authority on the acceptance of individual course for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.nasbaregistry.org. Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 12 CPE credits.

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Completion & Continuing Education Certificates

To obtain a certificate documenting your completion and/or CEU, CPE or PDC credits, please visit www.pryor.com/certificate. Certificates will be available 10 days after your event has ended.

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Get the Results You're Looking For! Bring our powerful, high-impact training programs to your organization and show your employees you're serious about their professional growth and achieving critical organizational goals and objectives.

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The most comprehensive course for Human Resources managers:

- Keep your organization up to date on new employment laws
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- Understand your organization's liability if violence erupts in the workplace
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- Ensure your organization's disciplinary process isn't discriminatory
- Establish dismissal guidelines that will hold up in court
- And get much, much more of the help you need every day on the job!

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Fred Pryor Seminars P.O. Box 738002 Dallas, TX 75373-8002



To update your contact information, see page 7.



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REGISTRATION FORM – Comprehensive Guide to Human Resource Management

Please attach a copy of your Tax-Exempt Certificate for payment processing

Please add applicable state and local tax to your payment for programs held in Hawaii (4.166%; Honolulu 4.712%), South Dakota (6.5%) and West Virginia (6%; plus applicable local tax).