

Leadership & Supervisor Development

- **Communication 101: Everyday Workplace Conversations** — clear instructions, listening, questions, and professional responses
- **Communication 102: Difficult Conversations** — delivering bad news, addressing resistance, and maintaining productive dialogue
- New Supervisor Foundations
- Transitioning from Peer to Supervisor
- Leadership Responsibilities and Accountability
- Setting Clear Expectations and Performance Standards
- Coaching for Improved Performance
- Giving Recognition and Constructive Feedback
- Delegation, Follow-Through, and Accountability
- Managing Conflict Within a Team
- Leading Multigenerational Teams
- Leading Remote, Hybrid, and Dispersed Teams
- Managing Change and Organizational Transitions
- Building Trust and Team Member Engagement
- Recognizing When to Involve HR
- Professional Boundaries, Favoritism, and Consistency
- Meeting Management and Productive Team Discussions
- Time Management and Leadership Priorities
- Ethical Leadership and Decision-Making
- Succession Planning and Developing Future Leaders

Performance Management & Documentation

- **Documentation That Tells the Story** — facts, expectations, conversations, follow-up, and outcomes
- Objective Performance Evaluations
- Addressing Attendance and Reliability Concerns
- Distinguishing Performance, Conduct, and Training Issues
- Corrective Action and Progressive Discipline
- Developing and Administering Performance Improvement Plans
- Documenting Coaching and Counseling Conversations
- Investigating Before Taking Corrective Action
- Consistent Policy Enforcement
- Managing High-Performing Team Members with Conduct Problems
- Managing Repeated Performance Concerns
- Writing Clear Job Descriptions and Essential Functions
- Probationary and Introductory Period Reviews
- Preparing for Employment Separations
- Conducting Respectful Termination Meetings
- Reduction-in-Force Planning and Documentation
- Exit Interviews and Organizational Follow-Up

Workplace Conduct & Employee Relations

- Respectful Workplace Foundations
- Harassment Prevention for Team Members

- Harassment Prevention and Response for Leadership
- Sexual Harassment Prevention
- Discrimination Prevention and Equal Employment Opportunity
- Retaliation Prevention
- Recognizing and Responding to Workplace Complaints
- Open-Door Communication and Reporting Concerns
- Workplace Civility, Bullying, and Unprofessional Conduct
- Conflict Resolution and De-Escalation
- Professional Business Communications
- Email, Texting, and Messaging Etiquette
- Social Media and Workplace Conduct
- Confidentiality and Sensitive Information
- Workplace Relationships and Conflicts of Interest
- Customer, Client, and Vendor Conduct
- Responding to Inappropriate Conduct by Third Parties
- Managing Rumors and Workplace Gossip
- Team Member Rights and Leadership Responsibilities
- Recognizing Protected Activity Before Taking Action

HR Foundations & Administration

- HR Essentials for Small Businesses
- HR Foundations for Office Managers and Administrative Staff
- Building an HR Function
- Working Effectively with an Outsourced HR Consultant
- Personnel File Organization and Maintenance
- Medical Records and Confidential Information
- Employment Record Retention and Document Handling
- HR Calendars, Deadlines, and Recurring Responsibilities
- HR Audits and Corrective Action Planning
- HR Metrics and Workforce Reporting
- Policy Development and Implementation
- Rolling Out a New Team Member Handbook
- Handbook Training for Leadership
- Handbook Orientation for Team Members
- Policy Acknowledgments and Training Records
- Managing HR During Business Growth
- HR Due Diligence for Acquisitions and Organizational Changes
- Coordinating HR, Payroll, Finance, and Operations

Recruiting, Hiring & Onboarding

- Workforce Planning and Hiring Approval
- Writing Effective Job Postings
- Recruiting and Selection Fundamentals
- Interviewing Skills for Hiring Managers
- Behavioral Interviewing
- Appropriate Interview Questions and Hiring Communications
- Consistent Candidate Evaluation
- Applicant Accommodations and Accessible Hiring Practices

- Background Screening Process Administration
- Reference Checks and Employment Verification
- Offers, Conditional Offers, and Preemployment Communications
- Salary Discussions and Compensation Expectations
- Effective Onboarding and Orientation
- Building 30-, 60-, and 90-Day Onboarding Plans
- Hiring and Supervising Seasonal or Temporary Staff
- Working with Staffing Agencies
- Preventing Early Turnover
- Recruiting Process Documentation and Audit Readiness

Wage, Hour, Payroll & Compensation

- Wage-and-Hour Fundamentals for Leadership
- Exempt and Nonexempt Classification
- Employee and Independent Contractor Classification
- Hours Worked and Accurate Timekeeping
- Overtime Authorization and Payment Practices
- Off-the-Clock Work and After-Hours Communications
- Travel Time, Training Time, and Waiting Time
- Meal Periods and Rest Break Administration
- Remote Work Timekeeping
- Payroll Review and Error Correction
- Wage Deductions and Pay Authorizations
- Final Pay and Separation Administration
- Commission and Incentive Plan Administration
- Bonuses and Overtime Calculations
- PTO, Vacation, and Paid Leave Administration
- Compensation Structure and Pay Practices
- Pay Equity and Consistent Compensation Decisions
- Wage-and-Hour Audit Preparation
- Texas Payday Practices and Common Employer Mistakes

Leave, Accommodations & Return to Work

- FMLA Fundamentals for Leadership
- FMLA Administration for HR Representatives
- Recognizing a Potential Leave Request
- Intermittent Leave Administration
- Leave Tracking, Notices, and Documentation
- ADA Accommodation Foundations
- Conducting and Documenting the Interactive Process
- Pregnancy-Related Accommodations and Leave
- Religious Accommodation Requests
- Lactation Accommodation Administration
- Personal and Non-FMLA Leave Administration
- Coordinating Overlapping Leave and Benefit Programs
- Managing Attendance When Leave or Accommodation May Apply
- Medical Information, Confidentiality, and Appropriate Questions
- Return-to-Work Planning

- Work Restrictions and Modified Duty
- Workers' Compensation Coordination
- Managing Extended or Uncertain Absences
- Benefits Coordination During Leave
- Communication with Team Members on Leave

Workplace Investigations & Complaint Response

- Workplace Investigations Fundamentals
- Complaint Intake and Initial Assessment
- Recognizing Issues Requiring Immediate Escalation
- Investigation Planning and Scope
- Selecting an Appropriate Investigator
- Interviewing Complainants, Witnesses, and Respondents
- Writing Neutral Interview Questions
- Evidence Collection and Preservation
- Assessing Credibility and Conflicting Accounts
- Investigation Notes and Narrative Summaries
- Writing Investigation Findings
- Confidentiality and Communication During Investigations
- Interim Measures and Retaliation Prevention
- Closing an Investigation and Following Up
- Leadership's Role in Preserving Evidence
- Responding to Agency Charges and Information Requests
- Preparing Chronologies and Supporting Documentation
- Coordinating Investigations with Legal Counsel

Form I-9 & Employment Eligibility

- Form I-9 Completion and Administration
- Document Examination and Consistent Practices
- Form I-9 Corrections and Internal Audits
- Reverification and Employment Authorization Tracking
- Form I-9 Storage, Retention, and Purging
- Avoiding Discrimination in Employment Eligibility Verification
- E-Verify Process Training
- Responding to Employment Eligibility Discrepancies
- Preparing for an I-9 Inspection
- Training Authorized Representatives and Designated Administrators

Government Contractor & Public-Sector HR

- HR Foundations for Government Contractors
- HR Responsibilities for Prime Contractors and Subcontractors
- Contract-Specific Workforce Requirement Reviews
- Service Contract Act Wage and Benefit Administration
- Wage Determination Review and Implementation
- Government Contract Workforce Onboarding
- Contract Transition and Workforce Continuity
- Federal Contractor Recordkeeping and Audit Readiness
- Applicable OFCCP Program Administration
- Disability and Protected Veteran Program Awareness

- Applicant Tracking and Recruiting Documentation
- Affirmative Action Program Coordination, Where Applicable
- HR-Related FAR Clause Awareness
- Ethics, Conflicts of Interest, and Reporting Concerns
- Public-Sector Personnel Manual Implementation
- Public-Sector Supervisor Foundations
- Government Contractor Leave, Accommodation, and Employee Relations
- Preparing Leadership for Agency Reviews and Audits

AI, Technology & Information Practices

- **AI at Work: Practical Use and Human Accountability**
- Implementing an Artificial Intelligence & Generative Technology Policy
- AI Literacy for Leadership and Team Members
- Protecting Confidential Information When Using AI
- Reviewing AI-Generated HR Content
- AI in Recruiting and Candidate Evaluation
- Recognizing Bias and Inaccurate AI Outputs
- Appropriate Use of AI in Documentation and Investigations
- AI-Assisted Policy Development and Review
- Human Review and Escalation of AI Recommendations
- Professional Use of Electronic Communications
- Workplace Monitoring, GPS, and Electronic Systems Awareness
- Information Security Awareness with an IT Partner
- HRIS Implementation and User Training
- Electronic Personnel Records and Access Controls

Safety, Incident Response & Operational HR

- Incident and Near-Miss Reporting
- Leadership Response to Workplace Injuries
- Incident Documentation and Follow-Up
- OSHA Recordkeeping Awareness and Administration
- Workplace Violence Prevention Awareness
- Threat Reporting and Escalation
- Reasonable Suspicion Recognition and Documentation
- Drug and Alcohol Policy Administration
- Fleet Policy and Driver Accountability
- DOT and Non-DOT Program Awareness
- Safety Accountability for Supervisors
- Emergency Communication and Team Member Accountability
- Coordinating HR and Safety Responsibilities
- Return-to-Work Communication After an Incident

Industry-Specific Programs

- **Childcare and nonprofit organizations:** classroom expectations, professional boundaries, parent communications, incident reporting, volunteer supervision, and documentation
- **Construction and skilled trades:** field supervisor communication, jobsite conduct, timekeeping, attendance, travel time, and subcontractor coordination

- **Moving, transportation, and field services:** dispatch communication, customer conduct, driver accountability, gratuities, property concerns, and incident reporting
- **Hospitality:** guest privacy, lost and found, harassment involving guests, workplace violence awareness, and human trafficking awareness
- **Retail and jewelry:** commissions, customer interactions, cash handling policies, security reporting, confidentiality, and loss prevention coordination
- **Professional and technical businesses:** remote supervision, project accountability, workplace investigations, confidentiality, and international workforce coordination

Your strongest signature programs to launch first

I would lead with these **12 offerings** rather than display the entire catalog at once:

1. Communication 101: Everyday Workplace Conversations
2. Communication 102: Difficult Conversations
3. Documentation That Tells the Story
4. New Supervisor Foundations
5. Harassment Prevention and Complaint Response
6. Performance Management and Corrective Action
7. Handbook and Policy Implementation
8. Form I-9 Administration and Audit Readiness
9. Wage-and-Hour Essentials for Leadership
10. Leave and Accommodation Administration
11. Workplace Investigations Fundamentals
12. AI at Work: Practical Use and Human Accountability

Offer them as **short briefings, interactive workshops, Leadership series, or customized onsite and virtual programs**. Specialized operator qualifications, technical safety certifications, and jurisdiction-specific mandatory training should be scoped separately so the advertised program matches what you actually deliver.