



Training Calendar

2014 / 2015



is pleased to present the following webinars, seminars and workshops in 2014 / 2015

Legislative Updates (seminars and webinars)

One of the roles of HR Performance & Results is to assist our clients with keeping abreast of current legislation. Throughout the year, we will have various legislative update seminars or webinars that will provide you with the latest updates of the various employment related legislation topics. Stay tuned!



Accessibility Standards for Customer Service

It's still not too late if you haven't complied with this standard! A report is due at the end of 2014 for all employers with 20 or more employees. This workshop will provide you with the necessary information that is required to comply with this standard. If you have 1 employee, you need to comply!



Understanding the Ontario Employment Standards Act

Navigating government websites to find the information that you are looking for can sometimes be very challenging! This workshop will help provide you with a better understanding of the Ontario Employment Standards Act (ESA) and how to incorporate the minimum requirements into your human resources policies.



Progressive Discipline

Yes, it is true—Ontario workplaces are becoming more litigious! This workshop will train the participants on how to identify and understand the elements of an effective disciplinary process. It will also teach participants on how to apply the elements of the disciplinary process to specific types of employee conduct.



The Essentials of Supervision

Often employers promote their employees into supervisory positions but do not provide the adequate training and development to enhance their competencies as managers and supervisors. This objective of this program is to provide the additional training and development needed to be successful in any type of supervisory role.



Getting Ready for the AODA Employment Standard: Hiring and Accommodation

Don't wait until it is too late! Get up to speed with the employer requirements for the Accessibility Standard for Employment. This standard requires employers to provide for accessibility starting in the recruitment process and all the way through the employment relationship. Participants will know what they need to do to comply in their workplaces when they leave this workshop.



Are they a "_____ " or a "Bully"?

Yes, a controversial name for a controversial topic! Remarkably, few workplaces can consider themselves free from workplace bullying. But is it really bullying? This workshop will explore what bullying really is and provide participants with strategies to address it before it escalates into a formal complaint or legal matter.



Who should attend?

**Owners
Managers
Supervisors**

**EARLY BIRD
Special**



Register Early and **SAVE!**

See registration forms for fees and locations

Register for 2 or more training sessions and **SAVE 10%!**
Call us for details

We Accept Visa & MasterCard





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How to Deal with Difficult People



Theodore Roosevelt once said, "the single most important ingredient of success is knowing how to get along with people". However, most people would agree that it isn't as easy as it sounds when it comes to getting along with certain people. In fact, it can be incredibly stressful dealing with difficult people! This workshop has been designed for immediate application of practical strategies that participants can use when dealing with difficult people in the workplace.

Hiring and Interviewing Skills



One of the most important responsibilities of any manager or supervisor is ensuring that they hire the right person for the right role! During the workshop, participants will learn how to define the ideal candidate for their company and how to conduct an efficient, effective and legally compliant interview.

Strategies to Supervise Difficult Employees Update



What makes people so difficult sometimes? This workshop will provide participants with strategies and tips on how to effectively supervise employees who they consider difficult with a goal to make their job easier!

Why Can't I Just Fire Them?



You can – but it will cost you! During this workshop, participants will learn how to manage the risks associated with managing difficult employment related matters and possible termination outcomes.

Kick –start Your Team!



A cohesive team = positive bottom line results! Participants will learn some tips and practical strategies to build a cohesive team.

Cross Cultural Effectiveness



Managing a diverse workforce can be a challenge for any manager or a supervisor. Understanding how employees from different cultures learn, communicate and perceive an employment situation in a different way is critical to ensuring you are managing effectively. The workshop will also provide practical strategies to manage a diverse workforce.

How to Conduct an Effective Performance Evaluation



We promote them to a supervisory position, tell them that they have to evaluate their employees and then we don't train them! Contrary to popular belief, conducting an effective performance evaluation is not a natural ability! This workshop will teach participants how to conduct an effective, legally compliant performance evaluation and how to address specific performance management issues.

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SEPTEMBER 2014

SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18 WORKSHOP Why can't I just fire them? 8:30 am — 12:00 pm 	19	20
21	22	23	24	25 WORKSHOP Getting Ready for the AODA Employment Standard 8:30 am — 12:00 pm 	26	27
28	29	30 WORKSHOP Accessibility Standard for Customer Service 8:30 am — 12:00 pm 				

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OCTOBER 2014

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9 WORKSHOP Understanding the ESA 8:30 am — 12:00 pm 	10	11
12	13	14	15	16 WORKSHOP Essentials of Supervision 8:30 am — 12:00 pm 	17	18
19	20	21	22	23	24	25
26	27	28	29	30 SEMINAR/WEBINAR Legislative Update 8:30 am — 10:30 am 	31	



NOVEMBER 2014

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13 WORKSHOP Progressive Discipline 8:30 am —12:00 pm	14	15
16	17	18 SEMINAR/WEBINAR Legislative Update 8:30 am —10:30 am	19	20	21	22
23 30	24	25 WORKSHOP Strategies to Supervise Difficult Employees 8:30 am —12:00 pm	26	27	28	29



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JANUARY 2015

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15 SEMINAR/WEBINAR Legislative Update 8:30 am —10:30 am	16	17
18	19	20	21	22	23	24
25	26	27 WORKSHOP Hiring & Interviewing Skills 8:30 am —12:00 pm	28	29	30	31



FEBRUARY 2015

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19 WORKSHOP Getting Ready for the AODA Employment Standard 8:30 am — 12:00 pm	20	21
22	23	24 WORKSHOP Are they a "-----" or a "Bully"? 8:30 am — 12:00 pm	25	26	27	28



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MARCH 2015

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10 WORKSHOP How to Deal with Difficult People 8:30 am — 12:00 pm	11	12	13	14
15	16	17	18	19	20	21
22	23	34	25	26 WORKSHOP How to Deal with Difficult People 8:30 am — 12:00 pm	27	28
29	30	31				



APRIL 2015

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16 WORKSHOP How to Conduct Effective Performance Evaluations 8:30 am — 12:00 pm	17	18
19	20	21 SEMINAR/WEBINAR Legislative Update 8:30 am — 10:30 am	22	23	24	25
26	27	28	29	30		

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MAY 2015

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7 WORKSHOP Cross Cultural Effectiveness 8:30 am — 12:00 pm	8	9
10	11	12	13	14	15	16
17	18	19 WORKSHOP Kick-Start Your Team! 8:30 am — 12:00 pm	20	21	22	23
24 31	25	26	27	28	29	30



Contact Us

*For more information
about our services*

HR Performance & Results

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www.hrpar.ca

Who we are

We are a full-service Human Resources and Health & Safety firm that develops integrated Human Resources systems for our clients. **HR PERFORMANCE & RESULTS** provides an unconventional approach to Human Resources by partnering with our clients to provide products and services that are both personalized and relevant.

What we offer

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- *Employee Handbooks*
- *Performance Management Systems and Training*
- *Formal Compensation Plans*
- *New Employee Orientation Programs*
- *Employment Agreements*
- *Job Analysis & Job Descriptions*
- *Health & Safety Policies and Handbooks*

...as well as Advisory

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Human Resources and

Health and Safety needs!