



Lake Associates, Inc.

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TRAINING PROGRAMS & SERVICES

Raising employees' skill levels to their maximum through appropriate training is a vital investment in every business. When your organization wants to deliver a consistent, company-specific training message in a timeframe to fit your needs, customized on-site programs are an ideal response.

Lake Associates creates and delivers training solutions to your employees following proven theories of adult learning using materials prepared for your organization. Your staff can apply practical techniques to the specific problems of your business in hands-on applications.

We deliver workshops at your location or off-site at meeting centers to individuals and groups of any size. We recommend pre- and post-training activities to reinforce the transfer of lessons learned to your workplace.

If you can identify a specific training need, and do not see a seminar in our list of offerings that exactly matches, please call us. We will work with you to design a program most beneficial to your organization or refer you to other known resources.

If you need help identifying training needs, Lake Associates also conducts Training Needs Analyses. Employee growth results in improved organizational performance. According to the ASTD, approximately 75% of US employees receive 29 hours of training a year. Are your employees staying current and competitive?

OUR APPROACH:

Lake Associates, Inc.'s instructional designers and facilitators work **together** with your company's professional staff to achieve organizational goals.

We will learn about the goals and problems of your organization and incorporate them into the fiber of our training services and deliverables.

We bring the focus and attention to your training that daily life in a busy

organization does not permit your staff. And we have the resources and expertise to do the job right.

Our principal is a certified Master Trainer including both instructional design and facilitation.

We follow the training principles of the American Society of Training and Development.

SELECTED CLASS OFFERINGS

MANAGEMENT WORKSHOPS

- Management Fundamentals & Situational Leadership
- Effective Communications
- Managing Challenging Employees
- Performance Planning
- Coaching to Improve Performance & Effective Documentation
- Performance Appraisal Process
- Behavioral Approach to Interviewing – *our #1 rated class!*
- Coaching for Results - Keeping Individuals and Teams on Target
- Management Profiling for Self-Development
- Harassment Awareness & Prevention
- Time Management
- Employment Law for Managers
- Making Meetings Work
- Managing Challenging People
- Manager's Role in Orientation Success
- Effective Delegation
- Finance Basics for Managers

EMPLOYEE WORKSHOPS

- Rights, Responsibility & Respect
- Effective Communications
- Dealing with Challenging People
- Diversity: Valuing and Celebrating our Differences
- How to Recover From a Layoff (or Help a Friend!)
- Keep Them Calling! Telephone, Voice Mail, E-mail Skills
- Customer Service Skills Series
- Getting the Most from Meetings
- Problem Solving Skills - Quality Tools
- Business Writing Skills

HUMAN RESOURCE WORKSHOPS

- Affirmative Action – Writing Your Plan
- Auditor at the Door? Working with the Department of Labor, INS & Other Agencies
- Auditing Human Resource Legal Compliance and Administration
- Beyond Base Salary: Teams, Sales, Incentives, Alternate Reward Considerations
- HR Measurement - How to measure & report HR's bottom-line impact
- Compensation - Developing a Base Salary Plan
- Conducting an Internal Investigation - With Confidence & Confidentiality
- Employee Handbooks - Every Word Counts
- FLSA - Living with the Fair Labor Standards Act (Overtime 101)
- Human Resource Department Start-up
- Hop on the Internet - Tips for the Novice HR "Surfer"
- Human Resource Generalist Certificate Programs
- Human Resource Assistants - Orientation to the Profession
- Orientation Success
- Performance Management - Key to Organizational Excellence
- Telecommuting Today