



**JR Consulting-Your Human Resource Specialist
TRAINING COURSES**

JR CONSULTING offers an array of compliance and management training courses that is customized to meet the client's needs. This training is conducted at the client's premises and is tailored to meet the employer and employee's scheduling needs.

JR Consulting On-Site Training programs range from basic compliance programs to management and professional development. Each program is tailored to meet the needs of the employer/employees at all levels of experience. We will work with all employees from shop floor and administrative to executive staff. Company culture and expectations, together with participant needs, are part of the assessment process. Our training is practical and utilizes various activities and exercises that address real-life work situations.

REASONS WHY COMPANIES NEED TRAINING

- **Growth** – When companies grow they need to establish a formal structure. This includes written policies that may require more formal communication and training to ensure everyone is on the same page.
- **To improve quality** – To stay competitive in business, companies need to constantly improve quality and productivity. Achieving these results requires training.
- **Investment** – There is a greater awareness today for the need to develop employees in the workplace and make them as productive as possible since there is a very competitive job market in today's economic environment and retention of employees can be challenging.
- **Culture change** – Today's workplace has several generations and cultures working together. Collaborative leadership styles are often learned through training.
- **Compliance** – Many companies cannot stay on top of all the changing laws and many HR professionals/business owners /executives do not have the time to leave the office to attend workshops so this allows for them to get personalized training.

"In a world full of strangers, why not work with a friend?"

WHY ON-SITE TRAINING

On-Site Training minimizes time lost from work by employees and facilitates rapid learning and teamwork. Experienced professionals conduct training.

Benefits of on-site training

- Meet company training goals
- Meets compliance requirements
- Tailored training programs
- Cost effective –can train a group of people at one time
- Develop a team approach to problem solving
- Promote good work relationships
- Have consistency in content and instructor
- Takes pressure off of internal organization/HR to develop
- Flexibility to work with company/employee schedules/ convenience
- No travel time required

Why choose JR Consulting for your On-Site Training?

- We have been conducting training programs for over 10 years.
- We have been in this line of business for over 15 years.
- If we do not have the type of training program you need we will find a trainer for you and we will screen the trainer, their content and credentials for you.



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What does the client have to do to get started?

The steps would be to identify what the client needs and then put it in a written proposal with costs and the phases of the training plan. Once there is a confirmation on the cost agreed upon, the training dates would be set. Often a site visit is required to discuss and assess the training requirements before a detailed proposal is submitted. Once a commitment is given to proceed with the training, sometimes a meeting is arranged with the proposed instructor. Dates are set, handouts are ordered, and final arrangements are set.

What does it cost?

Pricing varies by course topic, how many attendees, and the hours of training. Most courses start at \$79.00- \$129.00 per attendee but flat pricing is available for certain courses if the company requires more than 5 attendees. Call for a quote.



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TRAINING CATEGORIES

COMPLIANCE TOPICS

- Harassment Prevention
- Respect in the Workplace
- How to Hire Right the First Time
- You're My Employee, Now What?
- Supervising - The Legal Pitfalls You MUST Know
- Safety in the Workplace
- Alcohol and Drug Awareness in the Workplace
- Alcohol, Beverage & Drug Training for Restaurants and Bars
- Human Resources - What You Need to Know
- The Hidden Dangers of Paying Employees
- Human Resources
- Terminations 101

MANAGEMENT SKILLS

- Anticipating Problems Before they Happen
- Managing Conflicts in the Workplace- From Employee Relations to Workplace Violence
- Dealing with Difficult Customers- the Importance of Customer Service

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REGISTRATION FORM

- Complete the registration form below. Please use dark ink.
- Be certain to include the correct program name.

Company:		
Contact Person:		
Address:		
City:	State:	Zip:
Phone:	Email:	
Course Name:		# of Attendees

If registering for more than one workshop, please attach additional forms.

Email: jrconsulting@verizon.net

Fax: 909-625-3645

Call: 562-972-3817

www.jrhrconsulting.com

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COMPLIANCE TOPICS

Harassment Prevention – California law (AB 1825) requires all employers in California with 50 or more employees to train all leads, supervisors, managers and executives Harassment Prevention. The state has strict guidelines for the course to be in compliance with those regulations. This course meets the requirements under AB 1825 and is taught by a certified trainer. This course will include:

- What constitutes Unlawful Harassment
- Employee, Employer and Supervisor Responsibility
- Complaint Process and Investigation Guidelines

Course Length-2.5 hours

Recommended Attendees - Supervisors, Managers, Executives and any employee who may have responsibility to hire, oversee discipline, fire or influence the daily tasks of other workers.

Respect in the Workplace – This workshop teaches all employees/employers how to prevent harassment, discrimination and have “Respect in the Workplace”. It will include:

- What constitutes Unlawful Harassment
- Employee, Employer and Supervisor Responsibility
- Complaint Process
- How to gain good communications in the workplace

Course Length-2.0 hours

Recommended Attendees - All employees



COMPLIANCE TOPICS

How to Hire Right the First Time – This workshop teaches you how to identify an employee that will be successful in your environment and the warning signs you need to know to avoid the wrong hires. This workshop will include:

- Interview Rules - what you can and cannot ask in an interview. This also teaches interview techniques and matching the interview questions to your needs.
- The Screening Process - background checks, reference checks, pre-employment tests.

Course Length-3.0 hours

Recommended Attendees - All supervisors, managers or employees involved in the hiring process.

You're My Employee, Now What? – This workshop teaches business owners and managers what to do after the employee is hired from a paperwork and compliance perspective. It will include:

- The Employee File - what forms you should have throughout the employment relationship and why.
- Record keeping Requirements - for California employers
- Job Descriptions - including on how to write a job description
- Performance Evaluations - how to set clear job expectations

Course Length-3.0 hours

Recommended Attendees - HR Professionals, Business Owners and Executives



COMPLIANCE TOPICS

Supervising -The Legal Pitfalls You MUST Know – A supervisor has a majority of the responsibility in overseeing the employees, and they also represent much of the liability to the employer in what they say and do. Many time lawsuits will occur because a supervisor did or said something that even though it may have been unknowingly and unintentional, it was against the law.

This workshop focuses on the training of your supervisors and managers. This workshop will cover:

Interview Skills - This course covers the following:

- Interview Guidelines-what you can and cannot legally ask an applicant
- Managers Responsibilities in the hiring and interview process
- Trainer will go over the actual employment application

Performance Management - Disciplinary Actions/"Write Ups" - This training would go over how and when to counsel and focuses on the written document

- Anticipating Problems before they Happen
- When and How to "Write Up" an Employee

Termination-This course covers the following:

- The different types of terminations
- What you need to know about terminating an employee to prevent lawsuits
- The actual paperwork process

Course Length-4.0 hours

Recommended Attendees - All supervisors, managers or employees involved in the hiring process.



COMPLIANCE TOPICS

Safety in the Workplace – This workshop teaches basic Safety in the Workplace. It will include:



- Understanding your Company Safety Handbook/Injury Illness Prevention**
- Emergency Preparedness/Evacuation Process
- Workplace Hazards
- Reporting Injuries and Accidents

If the Company does not have an IIPP, JR Consulting can develop one for separate fee.

Course Length-2.0 hours

Recommended Attendees - HR Professionals, Business Owners and Executives

Alcohol and Drug Awareness in the Workplace – This course is designed for all employers who have concerns with Alcohol and Drug Prevention.

This workshop will cover:

- Signs of Intoxication
- Drug and Alcohol Testing- the Legal requirements
- Substance Abuse and Workplace Violence
- Customers and Alcohol

Course Length-3.0 hours

Recommended Attendees - Owners, Managers, Employees

Alcohol, Beverage and Drug Control in the Workplace – For Restaurants and Bars* – This course is designed for Restaurants and Bars who have liquor license and have employees who serve alcohol.

This workshop will cover:

- Alcohol and Drug Awareness in the Workplace
- Alcohol Beverage Commission (ABC) regulations
- Drug and Alcohol Testing- the Legal requirements
- Customers and Alcohol



Course Length-2.0 hours

Recommended Attendees - Restaurant Owners, Managers, Bartenders and Servers

COMPLIANCE TOPICS

HR – What You Need to Know – This course will discuss the top compliance issues that are facing HR professionals today. It is difficult for HR professionals to keep up with the ever changing workplace and new lawsuits.

This workshop will cover:

- Exempt/Non-Exempt Classifications
 - The importance of Employee Handbooks
 - Record keeping and Identity Protection
- This class will include recent lawsuits and case law to address these issues.

Course Length-3.0 hours

Recommended Attendees - HR Professionals, Business Owners and Executives

The Hidden Dangers of Paying Employees

Paying employees incorrectly is the most common wage and hour violation which can lead to significant penalties. Many employers think that if they hire a payroll service, they are in the clear and find out later they weren't.

This workshop will cover:

- Pay Requirements-upon hire, termination and during protected leaves
- Timekeeping Requirements, Record Keeping and Time Clocks
- Payroll Deductions-making sure they are legitimate
- Exempt/Non-Exempt Classifications

Course Length-3.0 hours

Recommended Attendees - HR Professionals, Business Owners and Executives



Terminations 101- "When, Why and How"

Terminating an employee can be emotional enough but doing it wrong can be costly.

This workshop will cover:

- The difference between a Voluntary and Involuntary Termination
 - Pay upon termination
 - Terminating with Respect
- This class will include recent lawsuits and case law to address these issues.

Course Length-2.0 hours

Recommended Attendees - HR Professionals, Business Owners and Executives

MANAGEMENT SKILLS

Anticipating Problems before they Happen – this seminar focuses on the top issues that supervisors have to typically deal with like: employees wanting time off, tardiness, employee conflicts, dating in the workplace and internal theft.*

* This course can be customized by the client specific issues.

Course Length-2.0 hours

Recommended Attendees - Managers, and Supervisors

Managing Conflicts in the Workplace – In an average week in U.S. workplaces, one employee is killed and at least 25 are seriously injured in violent assaults by current or former co-workers.

This workshop will include:

- How to identify potential issues including substance abuse and behavior issues
- How to confront the “problem employee”.
- The ‘Write Up’
- Performance Management

Course Length-2.0 hours

Recommended Attendees - Managers, and Supervisors



Dealing with Difficult Customers – The importance of Customer Service Customers are every businesses most important asset because without the customer you have no business. But how do you handle the difficult customer.

This workshop will include:

- Thinking like a customer
- Identifying the obstacles
- Service First/Argue Later

Course Length-2.0 hours

Recommended Attendees - Managers, and Supervisors

CUSTOMIZED TRAINING COURSES

JR CONSULTING can also customize seminars based on your company needs in we do not already offer in the topics listed. Bi-lingual training available.

Training Locations

JR Consulting can bring any of the Workshops outlined above to the clients' offices or designated location. These workshops will also be held during the year at various locations throughout Southern California. For specific dates and times, please contact JR Consulting.

Registration Requirements

JR Consulting requires at least 30 days advance registration for all courses offered. No walk-in registrations are permitted on day of course. All courses will require a 50% deposit when reservation is made. The remaining 50% or total amount of course must be paid in full at least 7 days prior to the course date.

How to Register:

Call JR Consulting at 562-972-3817

E-Mail JR Consulting at jrconsulting@verizon.net

Fax JR Consulting at 909-625-3645

Cancellation Policy

In the event a client must cancel a training course, JR Consulting must receive a notification in writing (either by e-mail or letter) within 3 days of the date training is to commence. Cancellations made less than 3 days prior to the training date could be assessed administrative fees. JR Consulting would apply a portion of the initial deposit to cover these fees.

If the training has already started or is in progress when a client gives notice of cancellation JR Consulting will apply the deposit to any costs or expenses we have incurred to the point we receive the notice of cancellation and refund the difference.

In the case that the company has to postpone the training, JR Consulting will retain the deposit until the training is re-scheduled. If the postponement is going to be longer than 90 days, JR Consulting will refund the deposit.

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ABOUT JR CONSULTING

JR Consulting was founded in 1996 by Jaenene Geiger-Maldonado. Jaenene has over 15 years of experience in Human Resources, Payroll Management, and Consulting, including being the owner of her own company for the last twelve years.

Jaenene has assisted companies with her expertise in all aspects of compliance, safety, benefits and payroll administration, workers' compensation management human resource systems and audits and behavioral assessment tools.

Jaenene has extensive experience as both a Consultant and Trainer in regard to areas of Harassment and Discrimination issues. She is currently used as a resource for many clients to resolve basic employee relations issues as well as, consult and if necessary investigate allegations of harassment and discrimination. She also works with many clients in assisting them in responding to government inquiries such as EDD, EEOC and DFEH complaints.

Jaenene meets the requirements as a "qualified trainer and subject matter expert" for the requirements under AB1825 to train Harassment Prevention. She not only trains on Harassment Prevention but also serves as a Consultant for many employers that assists in resolving these types of issues before they get out of hand.

Jaenene has consulted companies from 1-2,500 employees in various industries, from retail to manufacturing; one of her contracts was with one of the largest garment manufacturers in Los Angeles where she served as "Director of Human Resources" and oversaw over 1,000 employees. She has also served as an independent consultant for the Small Business Administration and she has extensive experience working with the Department of Labor and Employment Development Department.

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AREAS OF EXPERTISE

Consulting

HR Start Ups/ Creating HR Departments
HR Audits
Employee Handbooks
Creation of Policies and Procedures
Exempt/ Non- Exempt Analysis

Workers Compensation Management
Safety Policies and Manuals
Compliance Training
Organizational Development
Employee Relations-Hiring/Firing

Training

Harassment Prevention
Interviewing and Hiring Skills
Disciplinary Actions and Termination
Leadership Skills

Basic Safety
Handbook Introductions
Compliance Training
HR Department Training

In addition to a Certificate in Human Resource Management from California State University at Long Beach, Jaenene holds a Professional in Human Resource Designation (PHR), the nationally recognized credential by the Society of Human Resources. She also received specialized training in Safety, CPR and holds certification with the Alcohol Beverage Commission.



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**To Book a Seminar or
for questions call:**

Jaenene

562-972-3817

or

e-mail jrconsulting@verizon.net

Visit our website at

www.jrhrconsulting.com

*"In a world full of strangers,
wouldn't you rather work with a friend?"*