

Meet Your Presenters



Gene Mandarino

As HRValue Group's Management Training Director, Gene brings more than ten years of experience in organizational development and training to the team. Gene's experience includes originating workshops, facilitating team development and strategic planning processes and implementing performance management programs. At HRValue Group, Gene works to elevate the performance of credit union teams across the country, developing and delivering training products and services. His focus is on relevant and meaningful leadership and management training modules.



Michael L. Dougal

Michael has over 15 years of progressive human resource management and consulting experience. As the Principal Consultant for HRValue Group, Michael is responsible for designing customized HR solutions for credit unions wanting to increase their organization's value. Providing expertise in the areas of compensation systems, benefits analysis, policy development and performance management. Michael gives high quality, integrated human resource services and consultation.



Gregory A. Fouks

Combining more than two decades of experience and a nationally recognized record of success, Gregory Fouks is President/COO of HRValue Group. In that role, Gregory is responsible for Human Resource projects, counseling senior management on talent recruitment and designing customized executive search programs tailored to fit the specific needs of his clients. This includes a suite of Human Resource products like executive search and processes such as candidate identification, sourcing, interviewing, recruitment, assessment, negotiations and referencing.



Monica Burnett

With more than thirteen years of human resources experience, Monica is a Human Resource Generalist/Consultant for HRValue Group. She has successfully developed and implemented a wide array of human resources programs – including performance management, college recruiting, HR Scorecarding, and training – which she applies directly to her work for HRValue Group clients. Burnett also has extensive merger and acquisition experience.

In addition to the sessions featured here, HRValue Group can customize HR topics to meet your credit union's needs or facilitate team development and strategic planning sessions. HRValue Group can also provide your credit union or league with a detailed, comprehensive needs assessment to assist you in identifying the specific areas that must be addressed in your organization and to evaluate the effectiveness of your current training program.

Contact HRValue Group today for management training opportunities that help build your team, elevate performance and achieve success!

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Management Training

Successful credit unions are led by great managers, and HRValue™ Group's Management Training programs are an effective means to promote and keep confident, committed managers.

Our professional, experienced consultants will work with your credit union to incorporate your own policies and practices into each workshop with proven modules on leadership, performance management, recruitment and hiring, communication skills and other key topics.



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HRValue Group's dynamic management development series is an effective way to promote and keep confident, committed managers lead by seasoned professionals, each with over ten years of management experience. Participants learn or update valuable skills in leadership, performance management, recruitment, communication, coaching and mentoring, employment compliance, succession planning and team development.

We also offer a confidential, online pre- and post-training needs assessment tool that objectively measures and prioritizes the learning needs of managers and supervisors and can be used to measure the impact of the training afterwards.

Management Training Modules

Basic Employment Compliance

Created for supervisors with limited experience in basic employment law or as a "refresher course" for experienced managers, this awareness-building workshop teaches the basic laws that govern discrimination, sexual harassment, disciplining and termination and ADA, FLSA and FMLA.

Local policies and procedures will also be covered. Time: 3-4 hours

Coaching and Mentoring

This advanced skill-building workshop is for supervisors who have development responsibilities as well as supervise and deliver performance feedback. Participants practice various coaching techniques that are trained to establish effective mentoring relationships that guide high performers to stay challenged and continue to grow. Time: 3-4 hours

Communication

Designed for managers familiar with the principles of communication who want to update their skills. Participants examine the dynamics of concise, active communication and how it affects relationships with their staff and peers in this interactive session. They learn to recognize listening barriers, practice new skills and discuss their own communication challenges. Time: 3-4 hours

Harassment Prevention

Discover the risks of not understanding basic harassment laws and how they and the organization can be liable; how to define and understand both sexual and discriminatory harassment, techniques to prevent harassment and how words and actions can have unintended negative consequences. For managers and non-managers. Time: 3-4 hours

Leadership

This awareness-building workshop can be designed for supervisors with limited exposure to leadership concepts or as a customized "refresher course" for more experienced managers. Participants evaluate their own leadership traits, tendencies and strengths, and identify strategies for building on those strengths. Time: 3-4 hours

Leading Effective Staff Meetings

This workshop is designed for anyone who is expected to lead staff or project meetings. Participants will understand the importance of leading an effective staff meeting; learn agenda development techniques that can save time and money, and practice tools that will result in more effective and energetic meetings. Time: 3-4 hours

Performance Management

Managers learn to test themselves on their skills, knowledge and commitment to performance management. Participants review tools and techniques to improve their performance management skills, and apply basic techniques of goal setting and feedback delivery. Time: 3-4 hours

Recruitment and Hiring

This skill-building workshop is designed for supervisors and HR professionals with limited experience in recruiting, interviewing and selecting final job candidates. Participants learn pertinent employment laws and review locally prescribed recruiting policies and procedures as well as "best practices" in preparing for and conducting interviews. Time: 3-4 hours

Stress and Time Management

With a focus on how managers can improve their ability to manage common stressors, participants learn to define and recognize the common symptoms of stress, identify current stressors and develop stress management techniques to reduce stress in their job and life. Proven time management and delegation techniques are also covered. Time: 3-4 hours

Succession Planning

Designed for leaders who manage succession plans. Learn the components of a good succession plan, the tools that can help predict a successor's future performance, how to uncover a successor's strengths and development areas and practice creating targeted professional development plans. Time: 3-4 hours

Team Development

Participants in this practical workshop learn the basics of team development; identify characteristics of effective teams and barriers that hinder team performance. Designed for supervisors with team leadership responsibilities, or teams that want to improve their performance. Time: 3-4 hours

Let HRValue Group help you in establishing solid training programs. With these breakout sessions for staff, annual conferences or chapter meetings, you can develop strong, effective staff development opportunities that benefit both the individual and credit union. Each of these sessions can be delivered within 45-90 minutes.



Breakout Session Topics

Building a Succession Plan

During the workshop, you'll have the opportunity to review the components of an emergency and planned succession plan, as well as practice creating your own plan using a case study.

Coaching to Motivate New Employees

This session will show you how to keep the momentum going with tips for getting employees off to a good start, review techniques on how to correctly train them and delivering constructive criticism.

Developing a Strong Professional Development Plan

We explain the difference between a performance plan and a development plan and describe how to identify competencies that employees need to develop, set development goals and create a learning plan.

Effective Techniques for Phone Screening Job Applicants

We cover the questions that can and cannot be asked during an interview and how to select high impact phone screen questions and then wrap it up by reviewing phone screen scripts.

Energizing Your Staff Meetings

Find out how to plan a staff meeting agenda, how to start them off high-energy and the best ways to encourage staff participation. Also, discover out how to manage difficult meeting participants.

Tips for Delivering Difficult Feedback

Learn tips and review techniques for minimizing conflicts between managers and employees. The final phase of this program covers the tools and strategies for delivering difficult feedback.

How to Develop Great Interview Questions

Review common interview mistakes and learn how to select high impact questions, as well as the best way to prepare for and conduct a successful job interview.

Improving Your Team's Performance

Learn how to recognize a struggling team, review the components of an effective team and how to apply these strategies to enhance your credit union team's performance.

Managing a CEO's Performance

We cover the common barriers a board faces when it comes to managing CEO performance and how to overcome those barriers, how to set goals that support your overall strategic plan and what processes are needed to effectively evaluate your CEO.

Preparing and Executing Effective Performance Appraisals

We get you off the ground by reviewing how to prepare and deliver an effective performance appraisal including how to deliver a difficult message and what to do if tensions run high.

Project Management

We cover the best kept secrets on why projects fail or succeed and review techniques for creating solid project plans. Learn how to monitor and manage a project, keeping it on time and budget.

Setting Performance Expectations That Truly Motivate Employees

Learn why employers need to set expectations and how to translate credit union goals into individual goals as well. We will also discuss why this process can motivate employee performance the right way.

Longer Breakout Sessions:

CEO Compensation – Recruiting, Retaining and Rewarding Executive Talent

We address three main components of compensation critical to recruiting, retaining and rewarding your CEO: base pay, variable compensation and benefits/perks. We'll also uncover the mystery of compensation surveys, learn how to effectively interpret the data and apply it to your credit union. 60-90 minutes

Human Resources Practices of High Performing Credit Unions

Learn how your human resource program can contribute to your credit union's organizational value. This session focuses on the importance of performance management and incentive compensation and how they can directly impact your credit union. Time: 60-90 minutes

Leveraging Differences in the Workplace is Good Business

In this session we will review the basics of harassment and discrimination law, discuss internal policies that support diversity, identify roles and responsibilities and how going beyond the "basics" builds teamwork, improves operations and provides superior service to your members. Time: 60-90 minutes

Reward and Recognition Strategies for Credit Unions

In addition to monetary incentive and bonus programs, we will explore fun and effective programs that cost little or nothing to implement. Learn what employees really want and how you can deliver in this thought-provoking session. Time: 60-90 minutes