

LEAD. DEVELOP. RETAIN.

Supervisory training tools from Express Employment Professionals



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Ongoing training and development is vital to maintaining a productive workforce. Investing time and resources in developing the careers of employees at all levels of business—from the frontlines to the C-suite—not only helps create loyalty and engagement, but also ensures the company maintains a competitive advantage.

Unfortunately, there is no “one-size-fits-all” training and development program. Whether it’s focusing on employee retention or leadership and communication, every company must build a program that addresses their specific challenges.

With nearly four decades of experience in the staffing industry, Express Employment Professionals has extensive expertise in helping companies develop stronger workforces. Through the wide variety of employer resources found in this guide, Express can help meet many of your training and development needs.

NOT SURE WHERE TO START?

Check out these suggested learning tracks that address several of the top challenges many companies face. For more information about individual programs, contact your Express representative. The resources listed in each track can be completed in any order on a timeline that makes the most sense for your schedule.

CATEGORIES:

- Leadership
- Retention and Engagement
- Communication
- Company Culture





TRACK 1: NEW SUPERVISORY TRAINING – LAYING A SOLID FOUNDATION

What are the biggest mistakes new leaders make? From communication skills to conflict management, there's a lot to learn when a talented employee takes their first step into a management role, so it's important to lay a solid foundation to ensure they're starting out on the right foot.

The resources in this track focus on many of the skills new leaders must master in order to ensure future success.

- Amanda Gore Leadership Video Series (pg. 4) ●
- Avoiding the Top 5 Leadership Mistakes (pg. 4) ● ●
- Employee Accountability (pg. 5) ● ●
- Engage to Retain (pg. 5) ●
- Faces of Change (pg. 5) ● ●
- Monday Morning Leadership (pg. 6) ● ●
- ExpressTalks: What Every Leader Must Know about Diversity and Inclusion (pg. 7) ● ●

Only 19% of organizations say they are “very effective” at developing leaders.

Source: State of Leadership Development 2015: Time to Act is Now

TRACK 2: RETAINING TOP TALENT

Employee retention begins the moment a hiring decision is made. Building an engaged and productive workforce is an ongoing process and without a comprehensive plan for developing your most valuable asset—your employees—you run the risk of watching top talent walk out a constantly revolving door.

The resources in this track focus on developing your people and creating a work environment they won't want to leave.

- Employee Development (pg. 5) ●
- Engage to Retain (pg. 5) ●
- From Rookie to Superstar (pg. 5) ● ●
- The Six Most Dangerous Retention Mistakes (pg. 7) ●
- ExpressTalks: What Every Leader Must Know about Diversity and Inclusion (pg. 7) ● ●

The total cost of turnover can be as high as 150% of an employee's annual salary.





TRACK 3: MANAGING CONFLICT IN THE WORKPLACE

The potential for conflict exists at all levels of business, and, as a leader, it's imperative to equip yourself with the tools to identify and diffuse conflict before it spirals out of control. From generational differences to change management, there are many opportunities for conflict to arise.

The resources in this track focus on developing positive workplace relationships to stop conflict before it starts.

- Defining Company Culture (pg. 5) ● ●
- Faces of Change (pg. 5) ● ●
- Leading Through Conflict and Change: The Myths, Truths, and Biggest Mistakes (pg. 6) ● ●

65% of employees say respectful treatment at all levels is important to job satisfaction.

Source: SHRM Employee Job Satisfaction and Engagement Study

TRACK 4: MOTIVATION AND INSPIRATION FOR TODAY'S LEADERS

Whether you're a new leader or a seasoned veteran of the business world, everyone needs a motivational boost from time to time. In a work environment where the ripple effect of the decisions you make can have a major impact, it's important to have a source of inspirational support.

The resources in this track help provide a motivational boost for leaders facing a wide range of workplace challenges.

- Great Leaders GROW (pg. 6) ● ●
- Refresh Leadership Blog (pg. 6)
- The Champion's Code: Building Team Culture Through Leadership (pg. 6) ● ●
- ExpressTalks: The Modern Employee Experience (pg. 7) ● ●

More than 50% of workers admit to feeling stressed about work three or more days a week.

Source: Paychex.com Workplace Stress Survey



PROGRAM DESCRIPTIONS

A Culture of Safety: Employee Buy-In Begins at the Top ●

Through both their actions and their words, company leaders set the standard for safety that employees will follow. In this video presentation, Bob Alcorn, CSP, CHST, Senior Loss Control Specialist at Express Employment Professionals, presents the importance of continuous communication to a culture inclusive of safety, why communication about safety should start at the top, and the importance of setting clear and comprehensive expectations.



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Amanda Gore Leadership Video Series ●

Whether you're just starting out in a new leadership position or you're a seasoned veteran, there's always something new to learn, a different direction to grow, or a more experienced mentor to follow. Check out this series of short videos from leadership and communication expert Amanda Gore for some insight and inspiration to help guide you along your path to great leadership.



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Avoiding the Top 5 Leadership Mistakes ● ●

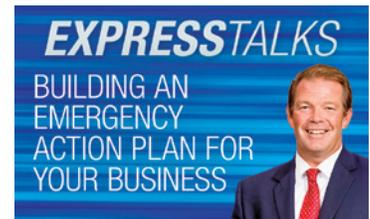
Great leadership requires not only having the passion and ability to influence others to reach new heights, but also the confidence and integrity to make critical decisions that impact a business and its employees. In this video presentation, Jack Smalley, SHRM-SCP, SPHR, shares the top five mistakes leaders make, and offers a few tips on how to avoid them.



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ExpressTalks: Building an Emergency Action Plan for Your Business ●

Are you confident your employees know what to do in case of an emergency? In this video presentation, Jeff Rycroft, Vice President of Risk Management at Express, discusses key factors to address when building an emergency action plan for your business. During the presentation, the video RUN. HIDE. FIGHT.® Surviving an Active Shooter Event, will be shown to help visualize why it's so important to have an emergency plan in place.



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Customer Connections ●

You only get one chance to make a first impression and your company's reputation is often formed by an interaction over the phone. This resource consists of a training video featuring best practices for answering the phone and a follow-along guide that includes discussion questions to help drive conversations about proper phone etiquette expectations for your business.



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Defining Company Culture ● ●

A company's culture is comprised of the values, practices, and personalities shared by the employer and employees. If left undefined, it can impact almost all aspects of a business including innovation and retention. This program will help you understand the importance of company culture and take steps toward building a more cohesive vision for your business.

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Employee Accountability ● ●

Without a strong system of accountability and a team of employees who are actively engaged in the process, your next big, game-changing idea could remain just an idea. This resource provides tips for building employee accountability and a template to help organize project status meetings and hold leaders and employees accountable to deadlines, commitments, and action items.

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Employee Development ●

Helping your workers develop their careers builds engagement and helps ensure you retain top talent—a valuable resource that's becoming more difficult for companies to find. This informative piece focuses on how employee development can affect many different aspects of your business. A self-assessment tool provides insights for business leaders on training and development opportunities.

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Engage to Retain: Building Employee Retention Through Onboarding and Development ●

The process of building a productive workforce doesn't end after a hiring decision is made. In this two-part video series, supervisors learn best practices for onboarding new hires to help set them up for success and the importance of ongoing career development.

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Faces of Change: Understanding and Managing Generations in the Workplace ● ●

Currently, there are five generations in the workplace and this program explores the unique differences among them with an emphasis on Millennials. You'll learn techniques for building relationships with employees from all generations.

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From Rookie to Superstar ● ●

This video presentation features Eric Chester, an award-winning speaker, author, and expert on helping leaders create engaging cultures. The emerging workforce is smart and tech-savvy, but they haven't been taught how to succeed in the workplace. Eric shares actionable ways to restore pride in a job well done, instill work ethic, and help young workers achieve their remarkable potential.

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Great Leaders GROW ● ●

How do we learn to be great leaders? Ken Blanchard and Mark Miller answer that question in their book, “Great Leaders GROW.” The book tells the story of a mentor guiding a new business leader through the challenges of leadership with the belief that a leadership role should be viewed as a constant quest to GROW as a person.

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Job Genius: Soft Skills for Career Success ●

From our experience of putting more than 550,000 people to work each year, this video highlights important soft skills they need to build a successful career. Job Genius is an educational program designed to teach young adults how to enter the workforce and career development.

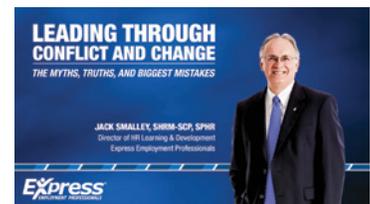
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Leading Through Conflict and Change: The Myths, Truths, and Biggest Mistakes ● ●

All relationships—personal and professional—experience conflict. It’s normal for any workplace and sometimes even necessary for growth and development. During this video presentation you’ll learn about the truths and myths of conflict, tips for effectively managing it, and eight important steps for successful conflict resolution.

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Monday Morning Leadership ● ●

Experts believe that an employee’s relationship with his or her supervisor is the number one factor affecting retention. Based on David Cottrell’s best-selling book, “Monday Morning Leadership,” this program offers inspiration and an action plan for making those relationships stronger.

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Refresh Leadership Blog

More fresh ideas for business leaders can be found at RefreshLeadership.com. Powered by Express Employment Professionals, the blog offers quick, practical advice for executives and emerging leaders.

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The Champion’s Code: Building Team Culture Through Leadership ● ●

In this video presentation, Ross Bernstein, best-selling author and NBC Sports contributing analyst demonstrates that dynamic leadership and a culture of excellence can only be achieved through integrity. Ross weaves inspirational stories and poignant life lessons from the world of sports, along with success stories and best practices of executives whom he has worked with around the world into his presentation.

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ExpressTalks: The Modern Employee Experience ● ●

There has been a significant shift in the workplace and workforce expectations over the past 30 years. While the workplace has evolved toward creating a positive and caring employee experience, employees want their personal values, purpose, and mission to align with their company and work. In this video presentation, Eileen Hahn, a leadership consultant, discusses who the modern-day employee is, where employers are missing the mark, and six things employers can do to attract and retain exceptional people.

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The Six Most Dangerous Retention Mistakes ●

Retaining top talent is a challenge most companies face. While some turnover is inevitable, this program focuses on retention mistakes made by companies and identifies good retention practices to maintain the overall health of an organization.

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ExpressTalks: What Every Leader Must Know about Diversity and Inclusion ● ●

Companies that create a culture of inclusion benefit by attracting top talent, gaining fresh perspectives, and opening new avenues to insight and innovation. In this video presentation, Patty Smith, Vice President of Human Resources and Compliance at Express, discusses identifying hidden biases that create conflict, how to respond to them, and how to harness the benefits diversity and inclusion bring to the workplace.

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For more information on any of these programs, contact your local Express Employment Professionals office today.

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 [Twitter.com/ExpressPros](https://twitter.com/ExpressPros)

 [LinkedIn.com](https://www.linkedin.com/company/express-employment-professionals)
(Search *Express Employment Professionals*)

 [YouTube.com/User/ExpressEP](https://www.youtube.com/user/ExpressEP)

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More fresh ideas for today's
business leaders at [RefreshLeadership.com](https://www.RefreshLeadership.com).

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