



human resources & management
SOLUTIONS



We
can
help.

1

On Tuesday
Jane was
LATE
for work.

2

Dan and Jane were
supposed to do a
presentation together.
Now Dan felt
LET DOWN.

3

Dan snapped at Suzy, now Suzy is **WORRIED**
that Dan is mad at her.

4

Suzy seems
DISTRACTED
in her meeting
with Tom.

5

Tom doesn't feel
MOTIVATED
because he thinks
Suzy doesn't care
about his project.

6

Amy is the manager and
**DOESN'T
KNOW WHAT
TO DO.**

We can help!





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Diana Welch, SPHR
Consultant/Owner
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Diana is the lead consultant and owner of HRMS with over 30 years of human resource executive experience. She believes in a direct approach to resolving complex human resource issues. Diana has a wide variety of experience including healthcare, manufacturing, non-profits, and agricultural industries.

Diana's ability to coach managers, to motivate teams and deal with difficult employees makes her unique.



Teaching good management skills will lead to **HAPPIER EMPLOYEES** who are more **EFFICIENT** and provide **BETTER** services.

Let HRMS help you build your team and business. These classes can be **CUSTOMIZED** to meet your needs.

Lost productivity of unhappy employees costs the US economy **\$370 BILLION** annually. (Gallup)

75% of people voluntarily leaving jobs don't quit their jobs; they quit their bosses. (Roger Herman)

Poorly managed employees are **50% less productive** and **44% less profitable**. (Gallup)

Conflict Resolution and Difficult Employees

HRMS brings an outside perspective to your office to help you with specific issues affecting morale and your bottom line.

Conflict resolution and addressing difficult employees is accomplished in both individual and group sessions to help identify and deal with the root cause of the issues.

TOPICS	SKILL SETS	Supervision 101	Supervision 201	Leadership Coaching	HR Bootcamp	Outsource to HRMS
EFFECTIVE MANAGERS	Setting expectations for staff/managers		X	X	X	X
	Asking, listening, responding	X	X	X	X	
	Recognition, retention, reinforcement	X	X	X	X	
	Employee morale, productivity		X	X	X	
	Project management			X		X
	Goals, missions, strategic planning		X			X
	Employee, customer satisfaction		X			X
	Effective meetings		X	X		X
CONFLICT RESOLUTION	Situation evaluation	X	X	X	X	X
	Facts, not stories	X	X	X	X	
	Roles and responsibilities		X	X		X
	Staff development plan	X	X	X	X	X
DIFFICULT EMPLOYEES	Definition of a difficult employee		X			X
	Gathering facts and healthy conversations	X	X	X	X	X
	Consequences and praise	X	X	X	X	
	Follow-up	X	X	X	X	X
	Role play and practice exercises	X	X	X	X	
INTERVIEWS	Required skill sets		X		X	X
	Assessing competencies and skills		X		X	X
	Reference checking		X		X	X
	Informative exit interviews		X		X	X
EMPLOYEE DEVELOPMENT	Passions, talents, skills, abilities	X	X		X	
	Coaching, growing, promoting	X	X	X	X	
	Keeping employees engaged	X		X	X	
	Developing relationships		X	X	X	
	Handling disagreements		X	X	X	X
	Personality types		X	X	X	
	Providing feedback	X	X	X	X	X
	Succession planning					X
	Generational differences		X		X	
	New employee needs		X		X	X
	Productive performance reviews		X		X	X
DISCIPLINE AND TERMINATION	When coaching doesn't work		X	X	X	X
	Outline needs, goals, consequences		X	X	X	X
	Rewards and progressive discipline		X	X	X	X
	Compliance with policies and procedures		X		X	X
	Documentation and legalities		X		X	X
	Fact finding vs. termination		X		X	X
	Termination meeting		X		X	X
ANALYSIS AND IMPROVEMENT	Identification		X	X	X	X
	Generating solutions and consequences		X	X	X	X
	Implementation and training		X	X	X	
	Root cause problem solving		X	X		X
	Monitoring and re-assessing		X	X	X	X
ADMIN	Sexual harassment and hostile workplace		X			X
	Comprehensive audit of HR functions					X
	Developing your employee handbook					X
	Supervisors procedure manual					X
	Incident investigations					X
	Form development					X



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“
Diana Welch has been a tremendous asset for all my human resource needs. She has provided hiring services, management training, and documentation to keep us in compliance with employee issues. I would recommend Diana to any small business needing an HR resource.”

Leslie M Johnson
President/CEO | CALCOE FCU



“
Very applicable and useful training for our supervisors on Human Resource issues.”

Kris Bell
Membership Manager



“
In 2009, our organization faced almost a 25% staff reduction due to the economy. Diana was instrumental in helping management deal with this agonizing situation. She was able to provide expert advice to management regarding following policy, but yet was able to provide advice as to best help the terminated employees. Diana helped me prepare for one of the most difficult days of my career.

Since then, she has helped with a variety of personnel issues. Diana has a no-nonsense way of cutting to the heart of the matter and focusing on resolving the issue - based not only on theory but on her real world experience. If you are having personnel issues, I would highly recommend hiring Diana to help analyze and offer solutions.”

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