

MASTER LEADERSHIP/SUPERVISOR TRAINING SERIES

SCOTT WARRICK, JD, MLHR, CEQC, SCP

Scott Warrick's Human Resource Consulting & Employment Law Services

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Link Up With Scott On [LinkedIn](#)

If you would like to have a **MASTER LEADERSHIP/SUPERVISOR TRAINING SERIES** customized and presented just to your organization through ZOOM at \$1,250.00 per 90-minute session, just give Scott a call or shoot him an email.

YES ... THIS SERIES IS DESIGNED FOR YOUR SUPERVISORS!!!

Learn Supervisory Skills and Employment Law from Scott Warrick, a two-time best-selling author, a national professional speaker, a practicing Employment Law Attorney and a Human Resource Professional with 40 years of hands-on experience. Scott uses his unique background to help organizations get where they want to go, which includes coaching and training managers and employees in his own unique, practical and entertaining style.

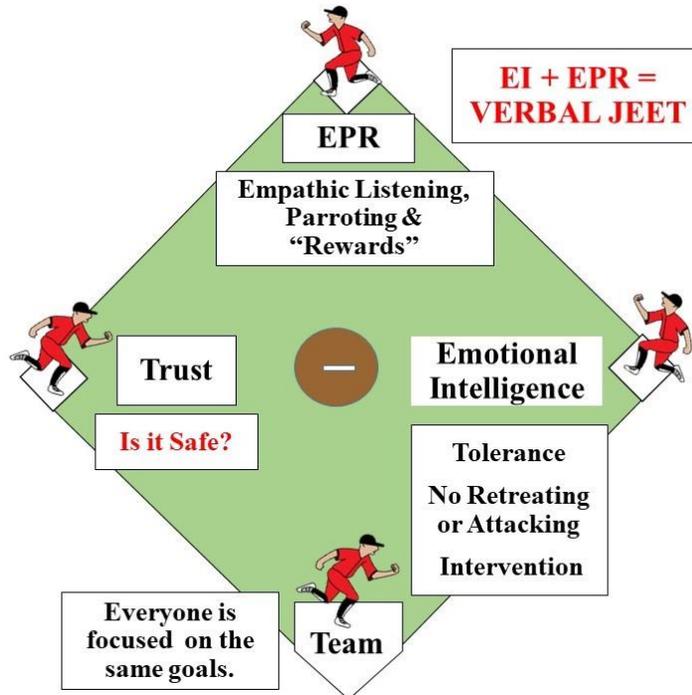
All sessions can be **RECORDED** for your own library.

So, if a supervisor misses a session, they can watch the recording later.

Each session will be delivered through ZOOM...

So, come to relax, have fun and PARTICIPATE from **ANYWHERE!**

Team Building Diagram



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COURSE OFFERINGS

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YOU PICK WHICH COURSES YOU WANT FOR YOUR SUPERVISORS!

**Choose whatever topics you want to include in your organization's
MASTER SUPERVISOR TRAINING SERIES.**

Let Scott CUSTOM DESIGN one for you!

Each session is designed to run 90 minutes each.

Many of these programs come directly from Scott's two best-selling books:

[Solve Employee Problems Before They Start: Resolving Conflict in the Real World](#)

&

[Living The Five Skills of Tolerance: A User's Manual For Today's World.](#)

Understanding Employment Law

- What is **TITLE VII** ... and how does it really work in relation to "EMPLOYMENT AT WILL"?
- What is the **HONEST BELIEF RULE** and why is it critical to employers?
- What is the difference between **LEGAL DISCRIMINATION** and **ILLEGAL DISCRIMINATION**?
- How does "**RETALIATION LAW**" really work and how has it changed so drastically in the last few years?
- Why are employers now **REQUIRED** to regulate employees' "**OFF DUTY ACTIVITIES**"?
- What rights do employees have regarding **SOCIAL MEDIA**, such as Twitter, Facebook, etc.?
- What rights do employees have under the **NLRA** to "**BAD MOUTH**" their employer? Talking about their wages? Bonuses?

Understanding The ADA And FMLA For Supervisors

- What do supervisors need to know about the **Americans With Disabilities Act (ADA)**?
- ✓ **What critical role do supervisors play in the ADA process?**

- ✓ **Who is really covered by the ADA?**
- ✓ **What EXACTLY does an employee have to say to be covered by the ADA?**
- ✓ **What does it really mean to REASONABLY ACCOMMODATE a disabled employee?**
- What do supervisors need to know about the **Family and Medical Leave Act (FMLA)**?
- ✓ **What critical role do supervisors play in the FMLA process?**
- ✓ **Who is really covered by the FMLA?**
- ✓ **What kind of leaves can an employee get under the FMLA?**

Understanding Employment Law In The Public Sector

- How has the U.S. Supreme Court limited employees' **FREEDOM OF SPEECH RIGHTS**?
- How does Freedom of Speech work with the **SOCIAL MEDIA**, like **Facebook**?
- What Constitutional rights do employees really have regarding "**DUE PROCESS**" under **Loudermill**?
- What are "**PUBLIC RECORDS**" and what must be revealed to the public upon demand?
- What are "**GARRITY**" rights ... and what does an employer have to do to comply?

Understanding and Building Your Emotional Intelligence (Two Sessions)

- What does it **REALLY** mean to be "**EMOTIONALLY INTELLIGENT**"?
- What is the "**NEUROLOGY OF EMOTIONS**" and why do we humans react the way we do?
- Why is "**EMOTIONAL INTELLIGENCE**" more critical to your success than your IQ or your degrees?
- Why is "**EMOTIONAL INTELLIGENCE**" the single most important factor that **ANY LEADER** must possess?
- Exactly **HOW** do you build your Emotional Intelligence, which ultimately determines up to 80% of your personal and career success?
- What **SPECIFIC** factors make up your Emotional Intelligence?
- How do you **MEASURE** and then **IMPROVE** a person's level of "Emotional Intelligence"?
- What are the **7 COMMON PITFALLS** of someone lacking Emotional Intelligence?
- What roles do "**EGO**" and "**EMOTION**" play in your **EMOTIONAL INTELLIGENCE**?
- What does it mean to be **MINDBLIND**?
- How do you build your **EMPATHY**?

Emotional Intelligence & Building A “SAFE” Culture

- How does a high level of Emotional Intelligence correlate with Tolerance?
- How does a lack of **TOLERANCE** lead to a dangerous workplace?
- How did a lack of **TOLERANCE** lead to NASA blowing two space shuttles out of the air?
- How will **INTOLERANCE** destroy your **STRATEGIC GOALS**?
- How should you define “**TOLERANCE**”?
- What is required by the U.S. Supreme Court? The Circuit Courts? The EEOC?
- Why should you **NEVER** require your employees to be “**ACCEPTING**” of each other?
- If you don’t **REQUIRE ACCEPTANCE**, how do you get people to become **ACCEPTING** of each other?

CONFLICT RESOLUTION: Retreating and Attacking Communication Styles

- Why is **EMOTIONAL INTELLIGENCE** a **KEY SKILL** in Resolving Conflict?
- How can you **RESOLVE CONFLICT** rather than **ESCALATING** it?
- How can “**RETREATING**” and “**ATTACKING**” Communication Styles **DESTROY** all of your relationships ... even though they are the most common styles we use?
- How should you define “**RESPECT**”?
- How do the **PASSIVE AGGRESSIVES** destroy **TRUST** worse than your **ATTACKERS**?

CONFLICT RESOLUTION: The EPR System (Empathic Listening, Parroting and “Rewards”)

- What are “**EPR**” (Empathic Listening, Parroting and “Rewards”) **SKILLS** and why are they **CRITICAL** in keeping others off the defensive?
- What are “**PARROTING**” and “**REWARDS**”?
- Why is **EMOTIONAL INTELLIGENCE** a **KEY SKILL** in Resolving Conflict?
- How can you **RESOLVE CONFLICTS** in most any situation?
- What **PROVEN FORMULA** should you **ALWAYS** follow when **COACHING EMPLOYEES**?
- How should you define “**RESPECT**”?
- What is the “**MAGIC BULLET**” in the **VERBAL JEET** system of resolving conflict?

Building TRUST And TEAM

- Why does **CONFLICT** build **TRUST**?
- What **EXACTLY** is “**TRUST**”?
- What are “**ANTS**” and how do they destroy **TRUST**?
- Why does “**SPEED**” go down and “**COSTS**” go up when we lack **TRUST**?
- How can an organization keep everyone **FOCUSED ON ITS GOALS**?
- What **ROLES** do employees and management **REALLY** Play?
- What **SPECIFIC STEPS** must managers follow to **BUILD RELATIONSHIPS** and **TRUST**?
- How can you **EFFECTIVELY CHANGE YOUR CORPORATE CULTURE** where **HYPERSENSITIVITY** is not tolerated?

Conducting A Legal & Effective Interview

- What **QUESTIONS** can you **LEGALLY** ask an applicant?
- What is a **STRUCTURED INTERVIEW**?
- What should you look for in reviewing an applicant’s **APPLICATION MATERIALS**?
- What questions should you ask to determine an applicant’s level of **EMOTIONAL INTELLIGENCE**?
- What is a **BEHAVIORAL** question ... a **HYPOTHETICAL** question ... and how will they **GREATLY** improve the accuracy of an interview?
- What is a **REALISTIC JOB PREVIEW**, and how will it increase your **RETENTION** of new hires?

Drafting and Delivering Effective Written Warnings To Avoid Lawsuits

- How do you **DOCUMENT** to **PREVENT LAWSUITS** rather than just **WINNING THEM**?
- What is “**EMPLOYMENT AT WILL**” ... and why can you **NOT** count on it?
- What is **DOCUMENTATION** and what is **PROOF**?
- How much can you rely on **EMPLOYEE STATEMENTS**?
- What is “**HEARSAY**”?
- What **PROVEN FORMULA** should **ALWAYS** be followed in drafting a written warning?
- When is it appropriate to **DIGITALLY RECORD** a written warning and/or termination?
- What steps should you follow when **DELIVERING** a written warning?
- How do you **DOCUMENT VERBAL WARNINGS**?

- What do you do if an employee **REFUSES TO SIGN** a written warning? (HINT: Your policy should require **TERMINATION**.)

Working More Efficiently Through Proper Delegation & Goal Setting

- What is the **GOAL SETTING** and **PLANNING PROCESS**?
- What **THREE CONTROL METHODS** can managers use to monitor a goal's progress?
- What are "**CLIFF GOALS**" and "**GRADUATED GOALS**"?
- What are **SMART Goals** ... and how do you use them properly?
- What are the steps of a proper **PLANNING PROCESS**?
- What are **STRATEGIC CONTROL POINTS**?
- What is a **CONTINUOUS CONTROL SYSTEM**?
- What is a **WARNING CONTROL SYSTEM**?
- How should a plan be **MONITORED** or **CONTROLLED**?
- What are the two **CRITICAL LABOR CONSIDERATIONS** most Planning Processes miss?
- What are the **STEPS OF DELEGATION** every manager should follow when delegating tasks to employees?
- What are the **COMMON MISTAKES** managers make when they delegate tasks?
- What **OBSTACLES** should every manager consider when delegating to employees?
- What is the relationship of **AUTHORITY** and **RESPONSIBILITY** in proper delegation?

Designing and Delivering Effective Performance Appraisals

- How do most of our Performance Appraisals do more **HARM THAN GOOD**?
- How can managers **INSTANTLY** increase the accuracy of their reviews?
- What are the **MOST COMMON ERRORS** made in performance appraisals, and how can they be overcome?
- How can managers get employees to **TAKE MORE ACCOUNTABILITY** in the Performance Appraisal Process?
- What makes a **GOOD PERFORMANCE APPRAISAL FORM** ... and what makes a **BAD ONE**?
- Should you "**SCORE**" or "**RATE**" employee performance ... and if so, **HOW** should you do it?
- What is "**DOCUMENTATION**" ... and how should it be used?
- What makes appraisals **LEGALLY DEFENSIBLE** ... and is your appraisal a ticking time bomb?
- What role should the **EMPLOYEE PLAY** in the Performance Appraisal Process?

Effectively Managing Change

- Why do people **HATE** change?
- What is the **BEST WAY** to **PRESENT** change to your employees?
- Are people **NEUROLOGICALLY WIRED** to resist change ... and what do you do about it?
- When is change seen as **GOOD**?
- Why is change really a **RE-ENGINEERING OF OUR HABITS**?
- What are your **SOURCES OF INFLUENCE** ... and why are they **CRITICAL** to instituting your change process?

Effectively Managing Stress

- Why is the COVID pandemic so disastrous for our mental health ... and what do you do about it?
- How do our soldiers get **PTSD** ... **AND HOW DO AMERICAN WORKERS GET IT AS WELL**?
- How will **CHRONIC DISTRESS** cause serious damage to your brain, resulting in such conditions as short term memory loss, depression, anxiety, PTSD and so on?
- How can you enable your brain to actually repair itself, which is the neuroscience of “Neurogenesis” and “Neuroplasticity”?
- Why are Omega 3s referred to as “Essential Elements” and what do they actually do in the human brain?
- How is McDonalds killing us and driving us crazy?
- The role does supplements, or **VITAMINS** and **MINERALS**, play in maintaining brain health ... and how will you know which supplements to take and which ones to avoid?
- How does **SLEEP** and **WATER** repair our brain?
- How does “**BDNF**” help to grow new neurons and repair your brain ... and how you can get more of it?
- How can your **PETS** and **HOBBIES** can be a great investment in your own mental health?
- What happens **PHYSICALLY** in your body when you are under too much stress?
- What do you need to do to protect yourself **PERSONALLY** from the devastating effects of too much stress?

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Scott Warrick, JD, MLHR, CEQC, SHRM-SCP (www.scottwarrick.com) is a two-time best-selling author, a national professional speaker, a practicing Employment Law Attorney and a Human Resource Professional with 40 years of hands-on experience. Scott uses his unique background to help organizations get where they want to go, which includes coaching and training managers and employees in his own unique, practical and entertaining style.

Scott Trains Managers & Employees ON-SITE in over 50 topics, all of which can be customized **FOR YOU!** Scott travels the country presenting seminars on such topics as Employment Law, Conflict Resolution, Leadership and Tolerance, to mention a few.

LET SCOTT DESIGN A PROGRAM FOR YOU!

Scott combines the areas of law and human resources to help organizations in “Solving Employee Problems **BEFORE** They Start.” Scott’s goal is **NOT** to win lawsuits. Instead, Scott’s goal is to **PREVENT THEM** while improving **EMPLOYEE MORALE**.

Scott’s first book, **Solve Employee Problems Before They Start: Resolving Conflict in the Real World**, is a #1 Best Seller for Business and Conflict Resolution on Amazon. It was also named by EGLOBALIS as one of the best global Customer and Employee books for 2020-2021. Scott’s most recent book, **Living The Five Skills of Tolerance: A User’s Manual For Today’s World**, is also a #1 Best Seller in 13 categories on Amazon, including Business Leadership, Minority Studies, Organizational Change, Management, Religious Intolerance, Race Relations and Workplace Culture, to mention a few.

Scott’s **MASTER HR TOOL KIT SUBSCRIPTION** is a favorite for anyone wanting to learn Employment Law and run an HR Department.

Scott has been named one of Business First’s 20 People To Know In HR, CEO Magazine’s 2008 Human Resources “Superstar,” a Nationally Certified Emotional Quotient Counsellor (CEQC) and a SHRM National Diversity Conference Presenter in 2003, 2006, 2007, 2008, 2010 and 2012. Scott has also received the Human Resource Association of Central Ohio’s Linda Kerns Award for Outstanding Creativity in the Field of HR Management and the Ohio State Human Resource Council’s David Prize for Creativity in HR Management.

Scott’s academic background and awards include Capital University College of Law (Class Valedictorian (1st out of 233) and Summa Cum Laude), Master of Labor & Human Resources and B.A. in Organizational Communication from The Ohio State University.

For more information on Scott, just go to www.scottwarrick.com.

