

ADP Workforce Now® Comprehensive Services

Comprehensive Learning

Upcoming Instructor-Led Webinars for Managers, Supervisors, and HR Practitioners

April 2018

All webinars are eligible for continuing education credits unless otherwise noted.

Webinar Recordings

The following webinars are now available as recordings in Comprehensive Learning. To view the recordings, access Comprehensive Learning and search for the course title.

- *ADP Workforce Now Talent Overview: Recruitment (recording)*
- *ADP Workforce Now Talent Overview: Comprehensive Learning (recording)*
- *ADP Workforce Now Talent Overview: Performance Management (recording)*
- *ADP Workforce Now Talent Overview: Compensation (recording)*
- *Developing Your Workforce with Comprehensive Learning for Managers (recording)*
- *Developing Your Workforce With Comprehensive Learning for HR Practitioners (recording)*

**Recordings are not eligible for continuing education credits.*

Anger Management

April 2, 2018

2:00 pm – 3:30 pm ET

How to Register

This course provides managers and human resource professionals an understanding of the causes and factors that surround anger, the benefit of managing anger in a constructive and positive manner, plus coping techniques to do so effectively.

Upon completing this course, participants will be prepared to:

- Identify myths, payoffs, and benefits of anger
- Recognize elements and triggers that cause anger
- Define ways distorted thinking affects anger management
- Recognize behavioral reactions to anger
- Identify coping techniques to manage anger effectively
- Recognize which communication skills help manage anger

Becoming a Supervisor

April 3, 2018

1:00 pm – 2:30 pm ET

How to Register

This webinar provides new or future supervisors with an overview of the responsibilities required for a supervisory role and the approaches necessary to communicate with and develop their teams. Topics include an introduction to the supervisor's role, transitioning to the new role, planning for success, developing a team, communicating with employees, and dealing with difficult employees.

Upon completing this webinar, participants will be prepared to:

- Identify the roles and responsibilities of a supervisor
 - Discuss techniques for transitioning into a supervisory role
 - Prioritize and set goals to plan for success
 - Define the qualities of effective supervisors
 - Recognize the approaches for developing a team
 - Identify methods to motivate team members
 - Recognize appropriate steps for managing conflict
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Business Ethics in the Office

April 4, 2018

2:00 pm – 3:30 pm ET

How to Register

This webinar provides managers and human resource professionals with an overview of ethics and morals, discusses approaches to ethical decisions, identifies ways to improve ethics in the office, and provides the tools to help make better decisions.

Upon completing this webinar, participants will be prepared to:

- Identify the difference between ethics and morals
- List the stages of moral development
- Recognize some philosophical approaches to ethical decisions
- Describe ways to avoid ethical dilemmas
- Define how to develop a code of ethics
- Be familiar with tools to help solve ethical decisions

Core Negotiation Skills

April 5, 2018

1:00 pm – 2:30 pm ET

How to Register

This course provides managers and human resource professionals with an overview of negotiation, tips and techniques for becoming a successful negotiator, preparation tasks for the negotiation process, and methods for addressing difficult tactics.

Upon completing this course, participants will be prepared to:

- Define negotiation and the different negotiation types
 - Identify negotiation styles and the advantages and disadvantages of each
 - Recognize the importance of preparation in the negotiation process
 - Define strategies necessary to be an effective negotiator
 - Identify the negotiation phases
 - Describe bargaining techniques
 - Recognize the key elements of a sustainable agreement
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Business Etiquette

April 9, 2018

1:00 pm – 2:30 pm ET

How to Register

This course prepares managers and human resource professionals with an overview of business etiquette, tips for making a positive first impression, and methods for displaying appropriate business etiquette at business meetings and functions.

Upon completing this course, participants will be prepared to:

- Describe business etiquette and the impact it has on your career
- Identify business communication etiquette
- Recognize key factors for making a positive first impression
- Describe ways to facilitate effective business meetings
- Identify appropriate etiquette at business functions
- Distinguish cultural differences in business etiquette

Change Management

April 18, 2018

1:00 pm – 2:30 pm ET

How to Register

This webinar provides participants with an overview of the ways to address, implement, and manage change in the workplace. Topics include an introduction to change management, change and its affect on employees, preparing for change, and managing change.

Upon completing this webinar, participants will be prepared to:

- Recognize the components that trigger change
- Identify how employees respond to change
- Minimize the negative impact of change on employees, their processes, and the organization
- Communicate with employees to gain acceptance of a change

Closing the Generation Gap

April 19, 2018

1:00 pm – 2:30 pm ET

How to Register

This webinar discusses issues surrounding the generation gap in the workplace and explores strategies and solutions for overcoming these issues. Topics include defining the generations, workplace strategies for managing the generations, and bridging the generation gap.

Upon completing this webinar, participants will be prepared to:

- Define the four workplace generations
 - Identify the generation gap issues and their impact on the modern workforce
 - Implement strategies for overcoming generation gap issues
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Behavior-Based Interviewing

April 23, 2018

2:00 pm – 3:30 pm ET

How to Register

The purpose of this training is to provide participants with the knowledge and skills required to conduct a behavior-based interview. Topics include: history of the interviewing process, introduction to behavior-based interviewing, STAR responses, and common interview hurdles.

Upon completing this webinar, participants will be prepared to:

- Identify a behavior-based interview question
 - Identify the STAR response
 - Recognize common interview errors and biases
 - Recognize legal and illegal interview questions
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Coaching for Improved Performance

April 24, 2018

1:00 pm – 2:30 pm ET

How to Register

This webinar provides managers and human resource professionals with an overview of the communication approaches necessary to guide employee development. Topics include an introduction to coaching, learning styles, coaching effectively, and delivering feedback.

Upon completing this webinar, participants will be prepared to:

- Identify the importance and benefits of coaching
 - Recognize the different learning styles
 - Identify the critical skills and components of coaching
 - Distinguish between positive and constructive feedback — and deliver both
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Developing Your Workforce with Comprehensive Learning for Managers

April 25, 2018

1:00 pm – 2:30 pm ET

How to Register

This course provides managers with tips to develop and manage talent using ADP Workforce Now® Comprehensive Learning. Topics include an introduction to developing your team, creating development plans for your team, managing your team's transcript, and managing the training process.

Upon completing this course, participants will be prepared to:

- Recognize the value of employee development
 - Identify the types of training available in Comprehensive Learning
 - Analyze their team's training needs
 - Create SMART goals
 - Search and register for training
 - Identify the sections of the My Team Page
 - Manage a team member's transcript
 - Generate manager reports
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Developing Your Workforce with Comprehensive Learning for HR Practitioners

April 26, 2018

12:00 pm – 1:30 pm ET

How to Register

This webinar provides human resource professionals with tips to develop and manage your company's talent and learning activities using ADP Workforce Now® Comprehensive Learning. Topics include an introduction to developing your workforce, identifying your company's training needs, creating a curriculum, proxy enrollment, generating reports, and customizing Comprehensive Learning.

Upon completing this webinar, participants will be prepared to:

- Describe the training available in Comprehensive Learning
 - Identify the training needs in your organization
 - Manage the training process using Comprehensive Learning
 - Create a curriculum and proxy enrollment
 - Generate standard and custom reports
 - Customize Comprehensive Learning
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Employment Law Overview

April 30, 2018

2:00 pm – 3:30 pm ET

How to Register

This webinar provides participants with the general knowledge and skills needed to understand, recognize, and address employment law situations. This webinar is designed for individuals who have a general overview of employment law.

Upon completing this webinar, participants will be prepared to:

- Identify workplace harassment and its impact on employees, managers, and the company
 - Learn strategies to deal with harassment in the workplace
 - Discuss the Equal Employment Opportunity Commission (EEOC) guidelines for a harassment prevention program
 - Recognize employer liability
 - Identify the stages required to respond to harassment claims
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Register for Your Instructor-Led Webinars in Comprehensive Learning!

1. Access Comprehensive Learning from the **My Tools** page of your company Website.
2. In the Training section, click **Comprehensive Learning**.
3. On the Comprehensive Learning Welcome page, in the Instructor-Led Webinars section, click the link to view the upcoming webinars.
4. Select the title of the instructor-led webinar for which you want to register and click the **Request** button.

Within 24 hours of registering, you will receive an e-mail confirmation from Comprehensive Learning confirming your enrollment. The e-mail will contain the link to attend the webinar, a

conference call number, and PIN.

If you are unable to access Comprehensive Learning, contact your Relationship Manager for further information.

To ensure the best learning experience and receive continuing education credits, all participants who attend this class must be registered in Comprehensive Learning.

Registration closes one hour before the start of the webinar.

To cancel your webinar registration, access your transcript in Comprehensive Learning and click Withdraw next to the course. There is no fee for attending webinars or for cancellations.

This is a group Internet-based course. For more information on the ADP Workforce Now Comprehensive HR training solutions, see the Course Catalog or contact your relationship manager. The courses on this schedule may be approved for recertification credit hours toward PHR®, SPHR®, and GPHR® recertification through the HR Certification Institute. For more information about certification or recertification, please visit the HR Certification Institute homepage at www.hrci.org. The use of this seal is not an endorsement by HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit. The courses may also be eligible for recertification credit hours (RCHs), continuing professional education (CPE) credits, and continuing education units (CEUs). In accordance with the standards of the National Registry of CPE Sponsors, CPE credits have been granted on a 50-minute hour. ADP, LLC, Major Accounts, Training & Performance Systems is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN, 37219-2417. Web site: www.nasba.org.





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