

ADP Workforce Now® Comprehensive Services

Comprehensive Learning

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

July 2018

Please note: These webinars are available to HR Admins and Managers with Comprehensive HR.

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

July 9, 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
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Becoming a Supervisor

July 10, 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

July 17, 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

Behavior-Based Interviewing

July 18, 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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Core Negotiation Skills

July 19, 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

Coaching for Improved Performance

July 26, 2018

2:00 pm – 3:30 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

Change Management

July 30, 2018

2:00 pm – 3:30 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
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Business Etiquette

July 31, 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
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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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