



*Are you ready to  
invest in your keys  
to success?*

**KnowledgeWave has partnered with HRWorks to provide corporate workshops designed to strengthen every company's greatest asset... their employees.**

A skilled management team and employees who feel developed and valued are the keys to a company's success!

**Managers** will benefit from a variety of topics from goal setting to coaching and feedback to pro-active interviewing and harassment management all of which minimize your company's legal risks while maximizing employees' performance.

Change Management has become the #1 skill needed in today's fast paced and competitive environment. It is the prerequisite to successful management of any function and our change management-centered workshops will prepare your management team for the inevitable corporate changes and shifts that occur.

Individual growth workshops that benefit both the company and **the employee** include customer service skills, time management, presentation skills, and stress/change management, to name just a few.

### **Customized Workshops**

KnowledgeWave's Professional Development workshops are customized to reflect your company's specific work environment and culture with case studies and content targeted to meet your strategic goals. We'll work closely with you to assess your needs in order to develop the most impactful curriculum and efficient schedule.

### **Management/Supervisory Series**

Goal Setting  
Coaching & Feedback  
Motivation  
Delegation  
Training  
Dealing with Difficult Situations  
Identifying Individual Behavioral Style/Communication Style  
Change Management  
Time Management

### **Management/Avoiding Legal Landmine Series**

Sexual Harassment/Respectful Workplace  
Interviewing/Hiring Guidelines  
Employee Handbooks

### **Customer Service Series**

First Impressions  
Dealing with Difficult Situations  
Effective E-Mails  
Developing Relationships  
Conflict Resolution

### **Individual Development Series**

Time Management  
Presentation Skills  
Change/Stress Management  
Conflict Resolution  
Behavioral/Communication Style

*KnowledgeWave Professional Development series is presented by Deirdre Johnson. With over twenty-five years experience in management development, organizational development and performance management linked directly to the bottom line, Deirdre's expertise has evolved to include leading organizations through the many phases and faces of change. She has developed and implemented processes to not only insure the smooth transition from one culture to the next, but has provided coaching and tools to identify key competencies to sustain the success of the new culture.*

### **Additional Human Resource Services Available through HRWorks include:**

- Management services for recruiting and interviewing
- Processes and strategies for reorganization and process improvement initiatives
- New leader assimilation
- Team-building
- Leadership assessment and coaching

