



## TRAINING & DEVELOPMENT SERVICES

### Human Resources Soft Skills Training

1. **Every Person Counts – Civility 360:** Every person you meet must be the most important person to you at that time, because they are. Learn the guiding principles of civility that help keep organizations focused on the same end goal. Gain knowledge with tips and tools to creating a civil environment that maintains healthy boundaries.
2. **Promoting Assertive Communication** - The way we choose to communicate can either come from a place of understanding or make the environment less civil. Learn several different styles of communication with best tips when confronted with those styles. Ultimately be given the assertive communication progression. What is it, what is the practical application and how to improve upon it in everyday life?
3. **Inviting Constructive Conflict While Resolving Deconstructive Conflict** – Deconstructive conflict can undermine teams and destroy organizations. Conflict doesn't have to be deconstructive. Learn how to promote and welcome constructive conflict through constructive conflict tips, tools and through the use of assertive communication.
4. **There Is An I In Team** – There's an I, we, she, he and they in team. Teams become destructive when the I becomes the only focus and more important than the rest. Through a hands on assessment, learn the integral parts of a team and be given ways to enhance each of those parts. The I can't be forgotten, but it can't over shadow the end goal, mission and vision of the entire team.
5. **Putting Other People First** – Giving Excellent Service – Why do certain companies excel at service? Their end goal is to bring people back by creating an experience they want to return to. Provided are tools to motivate employees to want to give that level of service; the feeling they have a stake in people returning happy and willing to talk about it to others.
6. **Motivating Performance & Providing Constructive Corrective Action** - Typically only a handful of people cause the majority of problems. Learn to manage and motivate those employees through effective action plans focused on clear, attainable and challenging goals. Inspire the larger percentage of your workforce to continue exceptional work.
7. **Promoting Diversity** – Explore and promote diversity through the use of a tolerance evaluation, Riesberg's nine perceived values, seven distinct teaching methods and tips/tools to enhance self-awareness about the changing world around us. Have a thirst to learn about other people's differences in a way so as to maintain dignity and respect.

### Human Resources Compliance Training (Employee & Manager Version)

1. **Harassment Awareness;** Understanding The #MeToo Environment Navigating harassment in the workplace today can be challenging. Acquire knowledge about the current law, what is harassment, what is sexual harassment, non-employee harassment, third party harassment? Through sharing my personal experiences as a Human Resources professional investigating claims of non-verbal, verbal and physical harassment claims, I hope to heighten your knowledge and provide information about what the law requires from an employee and an organization's leaders.
2. **Reasonable Suspicion; Help Take The Subjectivity Out Of It** – Doing a reasonable suspicion interview and investigation can be intimidating because of the subjectivity and the relationship with the employee in question. How does the person look? How do they sound? How are they acting? This training will give you the step by step process in handling a reasonable suspicion situation, whether the employee quits, admits, refuses, claims prescription use, if they are a non-employee or if none of these things happen.





1. **Be Present – Making Mindfulness A Habit** – Are you present and focused on THIS moment? What is mindfulness? What are the benefits of practicing mindfulness? These questions are answered during this training. Learn six different components of mindfulness with exercises to practice being in the moment. Mindfulness as a stress management tool or as a way to better control impulsiveness costs nothing and takes as little as one second.
2. **Managing Stress Through Boundary Setting** – Stress management is not solely about time management. In fact, it's more about boundary management. In this training, learn to set boundaries with people and obligations, to better handle stress. I will share quick and easy tips for dealing with stress and practice exercises in mindfulness and the power of positive self talk.
3. **Escaping Toxic Guilt** – Is guilt a road block in maintaining healthy boundaries with people and obligations in your life? Understand the difference between guilt and shame. Be given tips to examine where the guilt comes from and learn tools to begin to free yourself of it.
4. **Understanding Depression – A Parent's Perspective** – As a parent of a child who struggled with depression, I will share what helped and didn't help. I will discuss the difference between depression and the blues, how you can help support somebody with depression and how that person can take steps to help themselves.
5. **Genuine Appreciation Goes Further Than A Dollar** – I believe genuine appreciation is one of two true motivators in an organization. Learn what genuine appreciation is, how to give and receive it and how that in turn has an impact on all aspects of your business.
6. **Distraction – How To Manage The Shiny Object Syndrome** – Is distraction keeping you from completing a task or from focusing on a project? Discover ways to manage and minimize by identifying roadblocks, restructuring priorities, setting healthy boundaries and practicing mindfulness.
7. **Resiliency Is Learned** – How quickly do you bounce back from a life disruption? This training gives you techniques to help improve resiliency so that life's setbacks don't keep you in the past with regret or the future with planning and worrying.
8. **Navigating The Change Curve** – Change is inevitable. Rarely do we have a day that goes exactly how we planned it to go. Learn the four phases of change and more importantly, learn how to be more efficient in each phase to get to commitment, through the use of challenge questions.
9. **Understanding Compassion Fatigue** - Do you feel dissociated from co-workers or people you serve? Are you more impatient and lacking empathy to help those in need? You might be experiencing compassion fatigue. This training brings light to the signs and symptoms of compassion fatigue while providing techniques in self-care and rebuilding empathy.



### Human Resources Consulting Services

I have 26+ years of Human Resources experience working with various industries including health care, manufacturing, retail, education, construction and banking. My Human Resources philosophy is to ensure everybody feels as though they matter, while working to help organizations to ensure compliance with state and federal laws, and that employees are productive in a way that is value added for all. My services include manual and policy writing, conflict resolution/mediation, engagement survey review with action plan building and onsite training/development. I enjoy working with an organization to customize their needs based on their mission/vision and cultural atmosphere to ensure the best results.



#### Stephanie D. Bellin

Corporate Trainer &  
Human Resources Consultant

**920-851-5202**

srandall21@aol.com



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SOLUTIONS, LLC