

Human Resources Management Training Curriculum - 2026

4 x 8-hour sessions • **Register online at GreaterRochesterChamber.com.**

Seminars are held either online via virtual platform or in person, depending on the date. For virtual, registrants will receive the meeting link directly from the trainer 24 hours before the start of this training.

Day One: 8:00am - 4:30pm (30-minute break)

Recruiting & Retention 8:00am - 12:00pm

- Legal Interviewing
- Screening Questions
- Behavioral Interviewing
- Organization Branding
- Talent Acquisition/Management
- In Class Exercise: Interviewing

Human Resource Development 12:30pm - 4:30pm

- New Hire Orientation
- Generational Differences in the Workplace
- Succession Planning
- Employee Engagement
- In Class Review of Seven Habits of Highly Effective People

Day Two: 8:00am - 4:30pm (30-minute break)

Employee & Labor Relations 8:00am - 12:00pm

- Employee Complaint Investigations
- Strategies for Working with Unions
- Harassment in the Workplace
- Employee Discipline
- Violence in the Workplace
- Update on Union Impacts in the Workplace
- In Class Exercise: Employee Relations Incident Review

Benefits Administration 12:30pm - 4:30pm

- ERISA
- Workers' Compensation
- FMLA
- Update to Benefits Requirements
- Annual Benefits Limits Update
- In Class Exercise: Benefits Costing

Day Three: 8:00am - 4:30pm (30-minute break)

Compensation Plan Design 8:00am - 12:00pm

- FLSA
- Salary Ranges
- Broad Bands
- Job Ranking/Slotting
- Point Factor Analysis
- In Class Exercise: Job Description Rating

Listening & Feedback Essentials 12:30pm - 4:30pm

- Active and Reflective Listening
- Giving Positive and Constructive Feedback
- In Class Exercise: Practicing Newly Learned Skills

Day Four: 8:00am - 4:30pm (30-minute break)

Effective Meetings & Goal Setting 8:00am - 12:00pm

- Conducting Efficient and Effective One-on-One Meetings
- Constructive Performance Evaluations
- Goal Setting Using SMART Objectives
- In Class Exercise: Practicing Newly Learned Skills

Legal Update 12:30pm - 4:30pm

4 Full-Days (8 Half-Days) Class Cost*:

- \$925: Greater Rochester Chamber Members
- \$1,150: Non-Members

* incl. lunch for full day, in person attendees

Individual Half-Day Per Class Cost:

- \$145: Greater Rochester Chamber Members
- \$185: Non-Members

A certificate of completion will be provided to those completing the full course.

Questions? Contact Kathy.Richmond@GreaterRochesterChamber.com

Human Resources Management Meet the Trainer



Toni R. Zeiser, SPHR, SHRM-SCP
Training and Consulting Associates

Experienced Senior Human Resource Leader with a demonstrated history of success working in manufacturing, health care, higher education, not-for-profit and consulting. Highly skilled in delivering end to end Human Resource excellence in Career Development, HR Consulting, Labor/Employee Relations, Site Management, Diversity, Equity & Inclusion endeavors, Training initiatives, Employee Engagement and Strategic Planning. Strong human resources professional with a BA in Psychology from SUNY Geneseo and a Labor Management Certification focused in Industrial and Labor Relations from Cornell University.

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