CHAMBER ACADEMY | Human Resources Management Training Curriculum - Feb 2027

GREATER ROCHESTER CHAMBER TRAINING

*6 x 4-hour sessions • **Register online at GreaterRochesterChamber.com**.*
Seminars are held either in person or online via virtual platform, depending on the date.

Day One:

Talent Acquisition & Talent Mgmt 8:00am - 12:00pm

- Modern Recruiting Tactics
- Legal Interviewing and Screening
- Behavioral Interviewing
- Employer Branding
- Onboarding Design
- Engagement Strategy
- Turnover Analytics
- In Class Exercise: Interviewing

Developing People & Performance 12:30pm - 4:30pm

- New Hire Orientation
- Managing Generational Differences
- Succession Planning
- Develop Active Listening Skills
- Set SMART Goals
- Leadership Development
- Performance Systems
- In Class Review of Seven Habits of Highly Effective People

Day Two:

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

- Navigating ERISA
- Benefits to Attract and Retain
- Update to Benefits Requirements
- Annual Benefits Limits Update
- In Class Exercise: Pricing Out Benefits

Day Three:

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

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

Labor Law Overview & Update 12:30pm - 4:30pm

- Wage and Hour Rules
- FLSA Classification
- Managing Protected Leaves
- Reasonable Accommodations

Discounts to Reward HR Services Activity!

- Participants in one or more of the 2026 Local or National Compensation Surveys - Compensation Plan Design discount
- Participants in the 2026 Health Benefits or National Benefits Surveys, or 2026 Benefits Forum - Benefits Administration discount
- Registrants in the 2026-27 Recruitment Forum - Talent Acquisition & Talent Mgmt discount

Please contact Kathy Richmond for a **special discount code! We are excited to reward member participation and use of HR Services**!

Cost per Half-Day Class:

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

A certificate of completion will be provided to those who complete all 6 sessions.

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.

Greater Rochester Chamber's Chamber Academy is supported in part by Greater Rochester Chamber Foundation