



## HRA People Development



### WHO WE ARE

HRA People Development is a unit of the Enterprise Talent Management Services team. We offer State of GA agencies and entities forward thinking consulting and learning solutions services – with a focus on management development.

As a trusted adviser, our goal is to help our clients in whatever capacity can be most useful and help them be successful. We have over 30 years of experience in the public and private sector helping clients solve problems and implement modern solutions that deliver results. Our management development consultants are certified SHRM, HRCI, ATD, and ISPI professionals.

We are flexible in how we work, but uncompromising on delivering value. We meet our clients where they are “today” regarding their individual management development needs and opportunities.

### WHAT WE DO

Adapting to a rapidly changing world and future workforce is a defining challenge for today's State of GA leaders and managers. We help our enterprise HR partners and managers get “future-ready” and prepare for the modern workplace by helping them:

- ✓ Build transformational leaders
- ✓ Create a coaching culture
- ✓ Drive employee engagement

Along with our client consulting services, we provide learning and development solutions that are relevant, experiential, and collaborative. Unlike many “one-size-fits-all” programs, we partner with our clients to customize solutions for their uniquenesses and situations.

**We pride ourselves on being “experts without ego” consultants who are committed to our client's success.**

“Effective management is all about managing in the short term, while also preparing for the future...”

Conrad Norman,  
HRA Senior Manager, People Development



WE HELP BUILD CLIENT CAPABILITIES TO MANAGE, ENGAGE, DEVELOP, AND RETAIN A MODERN WORKFORCE.



## CONSULTANCY SERVICES

- ✓ Discuss what keeps you up at night
- ✓ Identify client needs
- ✓ Discover hidden challenges/opportunities
- ✓ Provide advice and coaching
- ✓ Offer recommendations
- ✓ Share specialized knowledge/expertise

## LEARNING SOLUTIONS

Our 'Shaping Our Future' series of learning solutions are intended to help leaders and managers find solutions to everyday work and people challenges, while also preparing them for the future workplace. This supports our commitment to help you grow your managers, improve their effectiveness, and maximize their potential.

Our interactive learning solutions include modern learning content, experiential exercises, and useful tools/resources. These programs are not intended to replace existing agency management development programs. Rather, HRA People Development learning solutions offer development opportunities that simply may not exist in some agencies, provide additional or expanded learning opportunities, or supplement existing agency training or resources.

*Here are a few of our learning solutions* listed below which can also be customized to meet your organization's specific needs.



### Achieving Success Through Employee Engagement

"Engagement" isn't just a buzzword. It can make or break your ability to get the best from employees or retain talent. An employee's relationship with his or her direct manager is the most important single factor in employee engagement. Gain the knowledge and strategies managers need to keep a team focused and productive while connecting with them on an emotional level.



### Creating a Coaching Culture/Powerful Coaching Conversations

Managers are not usually looking to become "coaches" at work. The future workplace will demand a greater emphasis on coaching vs. traditional "command and control" management practices. Explore the high-impact of powerful coaching conversations and a plan to integrate a coaching approach into day-to-day employee interactions.



### Managing Across Generational Differences

For the first time in history, there are 5 different generations working together in the workplace. This has presented a new challenge for managers in the workplace. Understanding and appreciating the different generational perspectives, expectations, and other needs is critical for managers to be effective, build high performing teams, and achieve performance outcomes.



### Employee Development: The Secret Recipe for Success

It's hard to think of an important aspect of management more neglected than actively developing employees. Yet for a variety of reasons, this valuable activity is often ignored...or handled as a bureaucratic exercise...or an afterthought. Employees have come to expect that if they invest in their employer, their employer should invest in them. If managers don't meet that expectation, organizations pay a high price: employee disengagement or the loss of talent.



### Emotional Intelligence: A Critical Skill for Managers

Emotional intelligence, more than any other factor, more than I.Q. or expertise, accounts for 75% to 85% of manager effectiveness. Emotional Intelligence helps managers manage their 'EQ' in a positive way to improve their effectiveness and team performance. Introduces the five core competencies of emotional intelligence: self-management, self-awareness, self-regulation, self-motivation and empathy.



### Navigating Different Communication Styles in the Workplace

Managers spend up 70% of their day communicating with their employees, peers, boss, and customers. But do they know how to effectively speak to their unique communication style, so they really listen to them?...hear them?...trust what they're saying?...and value the relationship? Discover the 4 different communication styles and the importance of adapting one's communication style to improve effectiveness, trust, and relationships.

How Much Will Your Services Cost Me?

We provide our consulting and learning solution services to you free of charge. Additional fees may be incurred for individual/team assessments.



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