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HR CONSULTING, LLC

Training & Development Catalog

This catalog highlights a selection of our most popular training and development programs designed to strengthen service, leadership, and workplace culture. While these topics serve as a starting point, every organization is unique — and we are happy to customize content to meet your team's specific needs, goals, and challenges.

ABOUT US

We bring deep expertise in Human Resources with a focus on practical, people-centered solutions. We specialize in designing and delivering impactful training and development experiences for company teams, retreats, and conferences, whether in-person or virtual. Our programs are engaging, actionable, and aligned with your business goals.

In addition to training, we provide thorough reviews and updates of HR policies and procedures, ensuring your organization remains compliant with evolving legal standards and aligned with industry best practices. Whether you're strengthening culture, navigating change, or enhancing operational effectiveness, we're here to support your team with the knowledge, tools, and strategies to succeed.

HOW OUR TRAINING IS DELIVERED

We offer flexible training formats designed to meet the needs of busy teams, multi-location operations, and dynamic workplace environments of all sizes. Every program can be delivered in-person or virtually, and each session is tailored to align with your organization's culture, goals, and service standards.

60–90 Minute Learning Sessions
Focused modules designed to fit seamlessly into team meetings or shift huddles while delivering immediate impact.

Half-Day Workshops
Highly interactive sessions featuring group activities, real-world scenarios, and deeper exploration of key concepts.

Full-Day Training Experiences
Ideal for leadership retreats or team development days, offering immersive, comprehensive learning.

Multi-Session Series
Structured development programs delivered over several weeks to build habits, reinforce learning, and support long-term growth.

All programs include interactive elements, practical tools, and participant materials designed to strengthen learning and support on-the-job application.

SELF-DELIVERY TRAINING PACKAGES (TRAIN-THE-TRAINER OPTION)
For organizations that prefer to deliver training internally, we offer complete Self-Delivery Training Packages for many of our programs. These packages allow your trainers, supervisors, or department leaders to confidently deliver sessions in-house while maintaining the same quality, structure, and learning outcomes as our instructor-led workshops.
Each package includes:
- Facilitator Guide with timing, scripts, and discussion prompts
- PowerPoint Presentation
- Participant Workbook or Worksheets
- Activities, scenarios, and group exercises
- Assessments or knowledge checks
- Optional customization with your company's branding and values
- To support successful rollout, we also offer Train-the-Trainer sessions, providing guidance, practice, and coaching to ensure your internal facilitators feel fully prepared and confident.
- This option is ideal for:
- Multi-property or multi-location teams
- High-volume onboarding environments
- Companies wanting consistent training delivery across departments
- Organizations seeking a scalable, cost-effective development solution

SERVICE AND HOSPITALITY EXCELLENCE

Course	Course Description
The Art of Exceptional Service	Exceptional service goes beyond completing tasks - it's about creating memorable moments and meaningful guest connections. This course explores the habits and mindset behind consistent hospitality excellence, including proactive service, emotional intelligence, and recovery skills when things go wrong. Participants learn how their attitudes and actions directly shape guest loyalty and elevate the overall service culture.
Accessible Service: Supporting Guests with Disabilities	This course provides practical guidance on confidently serving guests with visible and invisible disabilities. Participants learn disability awareness, respectful communication, and inclusive service techniques that honor dignity and independence. The session also covers ADA-aligned hospitality practices and real-world scenarios to help teams create welcoming, barrier-free experiences for every guest.
Service Recovery & De-escalation Skills	Even the best service environments encounter challenges. This course teaches employees how to remain calm under pressure, listen with empathy, and respond to guest concerns with confidence and professionalism. Participants learn proven techniques to de-escalate situations, resolve issues quickly, and turn service failures into opportunities that rebuild trust and strengthen guest loyalty.
Encouraging Guest Reviews	Positive reviews are powerful drivers of reputation and revenue. This course teaches employees how to create memorable guest experiences that naturally inspire positive feedback, along with simple, authentic ways to encourage guests to share their experiences online. Participants learn best practices for promoting reviews with confidence and professionalism — never pressure, always genuine service.

SERVICE AND HOSPITALITY EXCELLENCE

Course	Course Description
Luxury Service & Ethical Upselling	This course teaches employees how to deliver polished, high-touch service while confidently offering enhancements that add genuine value for guests. Participants learn refinement, personalization, and ethical upselling techniques that elevate the experience and drive revenue, without pressure or sales tactics.
Professionalism & Workplace Courtesy	A respectful, polished workplace sets the tone for exceptional guest service and high-performing teams. This course reinforces the standards of professional conduct, communication, and teamwork expected in a hospitality environment. Participants learn the importance of courtesy, tone, reliability, and accountability, along with practical behaviors that support a positive culture and collaborative work environment.
Personal Brand & Professional Identity	Every employee represents both themselves and the organization, and how they show up matters. This course helps individuals understand and develop their professional brand, including communication style, appearance, reliability, and workplace presence. Participants learn how personal behavior influences trust, credibility, and advancement, and leave with practical strategies for building a polished, confident, and service-minded professional identity.

LEADERSHIP & MANAGEMENT DEVELOPMENT

Course	Course Description
Climbing the Ladder (New Supervisor Transition)	Designed for new and aspiring supervisors, this course helps employees transition from peer to leader with confidence. Participants learn essential leadership habits, communication skills, and expectations that build credibility and set the foundation for long-term success.
Manager vs. Leader	This course explores the key differences between managing and leading — and why great managers and supervisors must do both. Participants learn how to move beyond task oversight to inspire, motivate, and support their teams. We focus on communication, accountability, trust-building, and modeling the behaviors that create strong, service-focused workplace cultures. The result is a deeper understanding of how to balance structure and inspiration while growing into a confident, effective leader.
Developing Accountability in Your Team	Accountability isn't about catching mistakes. It's about creating clarity, consistency, and ownership. This course teaches leaders how to set expectations, communicate standards, and hold team members responsible in a fair and supportive way. Participants learn practical tools for coaching performance, addressing issues early, documenting as needed, and building a culture where employees take pride in their work and follow through on commitments.
Providing Regular Feedback	Consistent feedback builds trust, clarity, and growth. This course helps leaders turn everyday interactions into coaching moments by giving feedback that is specific, timely, and constructive. Participants learn how to balance encouragement with accountability and use feedback to improve performance, motivation, and team engagement.

LEADERSHIP & MANAGEMENT DEVELOPMENT

Course	Course Description
Setting Goals & Managing Results	Clear goals drive performance — but only when they're supported by consistent coaching and accountability. This course teaches leaders how to set meaningful goals, communicate expectations, and guide team performance through regular feedback and follow-up. Participants learn practical tools for measuring progress, recognizing success, and addressing challenges early to keep teams aligned and results-driven.
Coaching & Developing Your Team	Great leaders don't just manage performance — they develop people. This course teaches supervisors how to coach with clarity, empathy, and intention. Participants learn practical techniques for building strengths, addressing gaps, and motivating team members through consistent guidance and support. The focus is on turning everyday interactions into development opportunities and creating a culture where employees grow, perform, and stay engaged.
Inclusive & Supportive Leadership	Effective leaders create environments where every team member feels valued, respected, and supported. This course focuses on leadership behaviors that foster belonging, fairness, and psychological safety. Participants learn how to recognize and reduce bias, communicate with empathy, encourage diverse perspectives, and support team members through challenges. The result is a strong, inclusive workplace culture where people feel empowered to contribute and thrive.
HR Essentials for Manager & Supervisors	Managers play a critical role in shaping workplace culture and ensuring compliance. This course introduces key HR responsibilities for supervisors, including fair hiring practices, documentation, corrective action, attendance management, and legal awareness. Participants learn practical tools for handling employee issues confidently and consistently while supporting a positive, professional work environment.

ADVANCED LEADERSHIP & CULTURE

Course	Course Description
The Power of Recognition	Recognition is one of the most effective and often overlooked tools for motivating and retaining employees. This course helps leaders understand how meaningful appreciation drives engagement, strengthens culture, and improves performance. Participants learn practical, authentic ways to acknowledge effort and celebrate success, building a workplace where people feel seen, valued, and inspired to do their best.
Identifying Training Needs	Effective development starts with understanding where skills, knowledge, and support are needed most. This course teaches leaders how to recognize performance gaps, assess strengths and opportunities, and identify training solutions that build capability and confidence. Participants learn practical methods for evaluating team needs, using feedback and data, and aligning development efforts with organizational goals.
Emotional & Collaborative Intelligence	This course helps employees and leaders strengthen emotional intelligence — recognizing their own emotions, managing reactions, and responding thoughtfully to others. Participants also learn collaborative intelligence skills, including active listening, perspective-taking, and cooperative problem-solving. The result is a more respectful, supportive workplace where people work together effectively and bring out the best in each other.

Course	Course Description
Interviewing & Onboarding	Hiring the right people is only the beginning — setting them up for success is what keeps them. This course teaches managers how to conduct structured, fair interviews that identify talent aligned with company values and service standards. We also cover essential legal considerations in interviewing, including compliant questions, avoiding bias, and documenting decisions appropriately. Participants learn best practices for welcoming new team members, creating smooth onboarding experiences, and building early engagement and confidence from day one.
Creating a Stand-Out Onboarding Experience	A great first day is memorable — but a great onboarding experience creates loyal, confident employees who stay. This course shows leaders how to go beyond paperwork and orientation to design onboarding that builds connection, clarity, and culture from day one. Participants learn how to welcome new team members with intention, set expectations early, and create a supportive environment where employees feel seen, prepared, and excited to contribute.
Selecting for Attitude, Hiring for Skill	Hiring the right mindset matters just as much as hiring the right résumé. This course teaches leaders how to identify candidates with strong service values, work ethic, and cultural fit — even when experience is limited. Participants learn how to ask purposeful interview questions, recognize customer-focused behaviors, and confidently select talent with the motivation and attitude to grow. Because skills can be trained — but heart, hospitality, and willingness can't.

COMMUNICATION & PROFESSIONAL SKILLS

Course	Course Description
Public Speaking & Presentation Skills	Strong communication inspires confidence. This course helps employees develop clear, engaging, and professional presentation skills. Participants learn how to organize their message, speak with confidence, manage nerves, and connect with their audience. We also cover practical delivery techniques, from voice and body language to visual support and pacing, so every presentation lands with impact.
Conflict Resolution in the Workplace	Healthy teams don't avoid conflict — they know how to work through it productively. This course teaches leaders and employees how to address issues early, listen with curiosity, and navigate disagreements with professionalism and respect. Participants learn practical communication tools, de-escalation strategies, and techniques for finding common ground. The focus is on turning conflict into collaboration and strengthening workplace relationships rather than avoiding tough conversations.
Telephone, Email & Text Ettiquette	Professional communication is a cornerstone of great service — whether it's over the phone, in writing, or via text. This course teaches team members how to communicate clearly, courteously, and confidently across all channels. Participants learn proper phone etiquette, voicemail skills, email professionalism, and best practices for texting in workplace and guest-facing environments. We also reinforce that written communication is a permanent record — if it's in writing, it can be saved, shared, and even treated as a legal document. The focus is on tone, clarity, response times, and creating polished, positive interactions that reflect the brand and respect the recipient.

CHANGE, RESILIENCE & WELL-BEING

Course	Course Description
Navigating Change	Change is constant. This course helps employees and leaders understand the emotional and practical sides of change, so they can adapt with confidence instead of resistance. Participants learn how to stay flexible, communicate openly, manage uncertainty, and maintain a positive mindset. The focus is on building resilience, supporting one another through transitions, and turning change into opportunity rather than stress.
Stress Management	In a fast-paced work environment, stress is inevitable — burnout doesn't have to be. This course helps employees recognize signs of stress, understand their triggers, and use practical tools to stay calm, focused, and resilient. Participants learn simple techniques for managing pressure in the moment, maintaining a healthy mindset, and supporting their well-being. The goal is to build habits that protect energy, improve focus, and help team members bring their best selves to work — even on the busiest days.
Resilience & Mental Wellness at Work	Success isn't just about skill — it's about staying steady, adaptable, and mentally strong. This course helps employees build resilience, recognize stress signals, and use healthy coping strategies when challenges arise. Participants learn practical tools to protect their well-being, stay positive, and bounce back from setbacks, creating a workplace where people feel supported and able to thrive.
Time Management	In a busy work environment, managing time isn't just about to-do lists — it's about staying focused on the right priorities. This course teaches practical strategies for organizing tasks, managing interruptions, and using time intentionally instead of reactively. Participants learn how to plan ahead, set realistic expectations, and work efficiently even during high-demand periods. The goal is to help employees stay productive, reduce stress, and finish each day with a sense of control and accomplishment.

SAFETY & SECURITY

Course	Course Description
Guest & Employee Safety	A safe workplace protects people, strengthens trust, and supports exceptional service. This course covers core safety practices for hospitality environments, including awareness, communication, incident prevention, and proper response procedures. Participants learn how to identify potential hazards, follow safety protocols, and respond calmly and confidently in emergencies. The focus is on creating a culture where safety is everyone's responsibility — ensuring both guests and employees feel secure and cared for.
Emergency Response & Communication Basics	When emergencies happen, calm, clear action makes all the difference. This course teaches employees how to recognize urgent situations, follow established response procedures, and communicate confidently and accurately under pressure. Participants learn key emergency protocols, who to contact, what information to share, and how to support guests and teammates. The emphasis is on staying composed, prioritizing safety, and responding quickly and professionally to protect people and property.
Documenting Damage & Incident Reporting	Accurate documentation protects the property, the team, and the organization. This course teaches employees how to properly identify and record damage or incidents — whether caused by a natural event, a guest, a workplace accident, or an employee injury. Participants learn how to complete clear and thorough incident reports, take effective photos, and gather timely witness statements. The focus is on consistency, accuracy, and objectivity to support safety, workers' compensation requirements, insurance needs, and potential legal or liability concerns.

Thank you for exploring our training offerings. Every program we deliver is designed to elevate performance, strengthen culture, and create exceptional guest and employee experiences.

Facilitation options and pricing are available upon request. We provide customized quotes based on your team's needs, group size, and training format.

Please contact us and we'll be happy to share our pricing guide and discuss the best options for your organization.

We look forward to partnering with you to build confident leaders, engaged teams, and a workplace where people take pride in the service they provide every day.

Let's grow your team together.

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