

Let's Talk Human Resources

Do your HR practices align with your changing business model to ensure the greatest success from your efforts, increase employee retention and develop a sustainable culture that exemplifies your mission and vision?

Change Management Seminars

**Hiring Practices Including
Customized Job Designs**

**Recruiting Services, Guidance
and Best Practices**

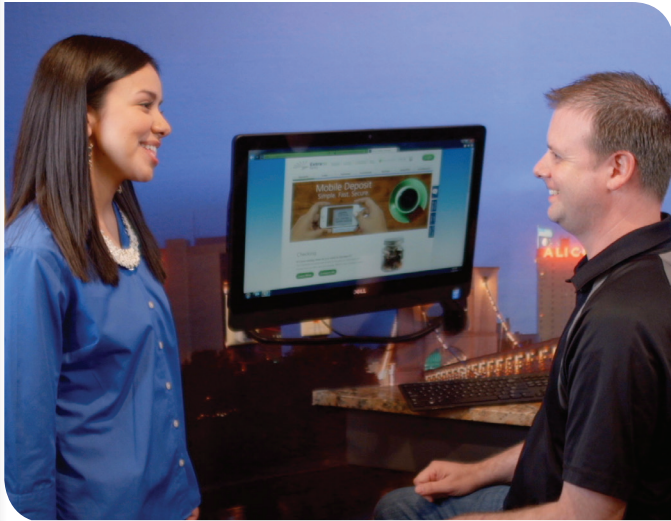
**Self-sustainable Training Services
including curriculum development
available delivered to your
staff or as a Train-the-Trainer
Certification**

Tailored Solutions | Proven Methods | Tangible Results

WHY START FROM SCRATCH WHEN WE HAVE PROVEN RESULTS?

- **Maximize project timelines** and avoid the stagnating effects of change through highly effective Change Management seminars geared to the appropriate audience: Executives, Officers, or Employees.
- **Revise your hiring practices** to attract and hire the right employees for success in your new/changing model.
- **Adapt/Create job descriptions** to match the new skill sets required for any position in your organization.
- **Maximize the result** of your recruiting efforts regardless of your local hiring pool challenges or retain us to do your recruiting for you.
- **Build your employees** at all levels through customized training programs to ensure their success.

1-888-797-7468
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CHANGE MANAGEMENT SERVICES

- Executive and Officer Level Seminars offered in full-day sessions addressing fundamental change management principles along with managing and leading change responsibilities and best practices.
- Employee Level Seminars offered in half-day sessions focused on fundamental change management principles coupled with customized WIIFM identification to maximize employee acceptance and commitment.

HIRING AND RECRUITING SERVICES

- Customized Hiring Routines including interview structure, content and administrative best practices.
- Job Description Review and Guidance including task review, skill requirements, behavioral expectations and recommendations to create growth opportunities through job mastery assessments.
- Assessment of Recruiting Routines along with market demographics to create tailored recruiting solutions and best practices.
- Let Our Recruiters Do The Work for you. We can assist with any level employee.

TRAINING SERVICES

- Create New or Enhance your existing Sales Culture with our behavioral training solutions: Customer Service and Referral Based Sales Training modules delivered by our talented/engaging trainers or let us train your trainers to deliver.
- Comprehensive Retail Training University curriculum for use with new hires, cross-training efforts and ongoing refresher training complete with administrative routines, success measurement tools and certification best practices.
- Manager/Supervisor Mentor Program to ensure consistency across the branch network for both the employee and customer experience as well as insure the successful transition from contributor to manager with all the necessary administrative routines, curriculum and success measurement tools.
- Leadership Development Programs include options for front-line / entry-level employee development and corporate leadership designed to develop the next generation of corporate leadership.
- Retainer Services to assist with curriculum creation and delivery as desired by the client for any initiatives or behavior support generally delivered quarterly.

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