

Management Development Deliverables

Needs assessment planning tool

Individual competency plans

Recommended programs

Suggested readings

Competency areas help employees:

- Act with integrity
- Analyze issues
- Build relationships
- Champion change
- Coach and develop others
- Commit to quality
- Deliver presentations
- Demonstrate adaptability
- Develop oneself
- Develop systems and processes
- Display organizational savvy
- Drive for results
- Establish plans
- Focus on customer needs
- Foster communication and teamwork
- Hiring the right people
- Influence others
- Lead courageously
- Listen to others
- Manage disagreements and execution
- Manage profitability
- Motivate others
- Prepare written communication
- Provide direction
- Rewarding excellent customer service
- Show work commitment
- Speak effectively
- Structure and staff
- Think strategically
- Training for superior customer service
- Use financial and quantitative data
- Use sound judgment
- Use technical/functional expertise
- Work efficiently

**Additional and expanded
HR services are tailored
for specific client needs**

PHRST
& Company, Inc.
1201 N. Oceanshore Blvd
Flagler Beach, Florida 32136
www.phrst.com or HR@PHRST.com
800-285-8380-code-14 or 386-439-6341

Management Development Curriculum



PHRST offers *a la carte* human
resource management through select
Professional Human Resource
Service Teams

est. 1984

What Is Needed

To attract, retain and motivate the best, most qualified personnel, organizations are investing in expanding the knowledge, skills and abilities of their people. Businesses today recognize that their employees can be their most valuable asset. PHRST provides practical and valuable development tools.

State-of-the-Art

PHRST works closely with the participants and management to develop a program which is easy to understand, easy to manage and easy to update. Our approach is to identify performance issues, target causes, tailor development plans, recommend formal programs and suggest appropriate readings. Our comprehensive, user-friendly needs assessment planner helps management accurately target performance development needs. Development plans are designed to be conducted on the job.



Knowledge, Skill & Ability

Our development planning team is staffed by human resource specialists and led by certified senior professionals in HR management. We combine a thorough understanding of needs assessment, practical program design and developmental tools selection to deliver business-focused, real world solutions in a final format which you easily apply right at work.

When, Where & For How Much

Project completion varies with the number of competency programs developed. The service fee is \$125/hr. with most competency programs requiring 1 hour. Expenses are documented and billed at cost to clients. Depending on client need, our professionals work at client locations, designated sites, or HRO offices. At an additional preferred client fee, guidance and service are available around the clock in person, via phone/video conference, by fax and via Internet.

About PHRST

Strategic Human Resource Management

PHRST stands for **P**rofessional **H**uman **R**esource **S**ervice **T**eams. Our service model enables us to provide you with HR experts in all 7 areas of HR:

- Employment Practices
- Management Practices
- Health, Safety & Security
- Compensation & Benefits
- Employee & Labor Relations
- Human Resource Development
- Staffing/Recruitment Practices

PHRST works with clients on an a la carte basis across industries, around the world, for profit or not and regardless of organization size. We service public, private, and government entities, and we are effective at all organization levels. Our approach is client-centered, worksite interaction, where we provide user-friendly, practical approaches intended for prompt and effective implementation. We work 24/7 to meet client needs. Our value and success are built upon best practice insight, sound experience, education and hands-on know-how. Organizations count on **PHRST** for knowledge, skill, ability, ethics and integrity.