

## CCA helps clients improve individual and organizational performance

In today's workplace, HR and managers are expected to deal with a wide range of issues, often with limited resources. Many of the challenges that impact performance can require expertise outside a manager's skill base, such as defusing conflict, addressing behavioral problems, and handling workplace disruption.

CCA's Manager Resource Center (MRC) provides the support managers and HR need to address these challenges. MRC offers guidance to HR and development for managers through scheduled interventions and in the moment assistance.

### Employee Relations Advisory Services

Give HR and managers individualized, on-demand assistance that improves their ability to manage difficult employee situations and performance concerns.

CCA's multi-disciplinary team of advisors is available 24/7 to partner with managers and HR to:

- Identify and document aberrant workplace behavior and performance
- Script difficult feedback and role-play its delivery
- Develop and execute an action plan for performance improvement

### Mediation and Conflict Resolution Services

Mitigate risk by resolving the immediate situation proactively. CCA's mediators can help the affected parties resolve their issues and negotiate a compromise that enables them to move forward. MRC also provides access to training and coaching designed to teach managers how to handle differences constructively.

### Workplace Disruption Support

Accelerate your organization's recovery and return to normal productivity after workplace disruptions, such as reductions in force, accidents, violence, or death.

These critical events represent a significant organizational challenge. Our team can support HR and managers by helping the organization:

- *Prepare:* Develop a response plan that enables you to respond rapidly and effectively
- *Prevent:* Reduce the likelihood of workplace incidents through real-time guidance on dealing with threats
- *Respond:* Employ best practices in handling disruptions when they do occur
- *Recover:* Provide in the moment and ongoing support to restore stability

### Manager Coaching

Offer managers personalized attention that enables them to strengthen their own and their team's performance.

Manager Coaching applies CCA's Executive Coaching model and expertise to develop mid-level managers who normally don't receive one-on-one coaching.

Coaching focuses on:

- Improving leadership and managerial skills
- Developing advanced interpersonal and communication skills
- Addressing a specific behavior that is derailing the individual

## Manager Learning Programs

Improve managerial competence within your organization through training around topics including:

- Communication Skills
- Performance Management
- Effective Feedback
- Managing Conflict
- Emotional Intelligence
- Delegation

Training is customized, highly interactive, and engaging and can be delivered onsite or via live webinar.

## Online Development

CCA provides a variety of online educational opportunities for managers, including monthly webinars and an extensive library of self-directed *on-demand* development vehicles from narrated webinars to interactive skill-builders.

### *About CCA*

*Since 1984, CCA has been helping organizations improve performance by optimizing the potential of their greatest asset – their people. We support and develop management, HR, and employees through consulting, coaching, training, and counseling.*