HUMAN RESOURCES MODULE

The Soft Side: Hiring, Retention, and Succession

March 22, 2007

AGENDA

I. Welcome and Introductions

II. Understanding the Paradigm
   a. Market Trends
   b. Self-assessment

II. Hiring Today
   a. Evaluating Hiring Practices
   b. The Six S’s

III. Retaining Talent
    a. Management Role
    b. Best Practices

IV. Succession Planning
    a. Key Concepts
    b. Critical Steps
    c. Managing Transitions

V. Closure/Evaluation