

Implementation Assistance

Choose a Training Option

On-site Consultant Facilitation or Train-the-Trainer

HRG provides custom training solutions to meet your unique company culture and employee development needs.

TAP can be presented in two distinct formats:

- **On-site Consultant Facilitation:** HRG conducts on-site mentor training with your selected mentors
- **Train-the-Trainer:** HRG provides in-house facilitator training

Program Implementation

On-Site Facilitation	
<ul style="list-style-type: none">• 2½-day mentor training (max. 12 participants)• 1/2-day initial consultation• 1/2-day post-session consultation	<p>The program includes</p> <ul style="list-style-type: none">• Qualifying tool,• Participant manual,• Training facilitation,• Case studies and applications.
Train-the-Trainer	
<ul style="list-style-type: none">• 3-day Train-the-Trainer (max. 12 participants)• 1/2-day initial consultation• Post-session consultation	<p>The program includes</p> <ul style="list-style-type: none">• Qualifying tool,• Leader's guide,• Participant manual,• PowerPoint slides,• Facilitation,• Case studies and applications.

Contact HRG at www.hiltonresource.com to learn which training solution is best for you.

The Person behind HRG

Lisa Hilton, CEAP



Lisa Hilton is the founder and president of the Hilton Resource Group (HRG), a leadership and talent development training and consulting firm. HRG clients include Fortune 1000 oil and gas companies as well as education, city government, engineering, manufacturing, and retail.

Hilton founded HRG in 1991 to provide organizations with “real” world training programs, products, and services, which develop leadership and improve communications. HRG’s goal is to create a work environment conducive to continuous learning, innovation, excellence, and performance.

Prior to operating HRG, Hilton served as director of training and development for the University of Houston. She has over 15 years experience in training, organizational development, performance management, and employee relations.

Her credentials include a BA in communications from the University of Houston and certifications in accelerated learning, adult learning theory, employee relations law, and Franklin Covey Facilitation. She is also a certified Employee Assistant Professional (CEAP).

As a CEAP, she has been featured on Houston radio for her contributions in the areas of life balance and chemical dependency.

Hilton is an author in progress in the areas of motivation, leadership, communications, and human behavior. She is a national speaker and conducts professional development seminars for corporations worldwide.

Proven Results

What Others Are Saying. . .

“Well worth the investment. Will use the information immediately.”
—University of Texas EAP

“The Program was excellent and will definitely help us function as a healthy team. The whole university needs to attend.”
—University of Houston

“An outstanding and necessary program that raises the bar for excellence. The [TAP] process gives us user-friendly tools to break new ground in meeting our performance standards and exceeding our customer’s needs.”
—BJ Services Company

“The presenter’s methods and manner were superb! Very valuable information, with practical applications.”
—Hermann Hospital, Texas Medical Center



Produced by:
Hilton Resource Group (HRG)
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www.hiltonresource.com
www.tapmentors.com

TAP

The Power of Mentoring

Talent Access Program

Retain the Best...
Maximize Performance...
Secure Your Future.

Produced by: Hilton Resource Group, USA
In Alliance with: Electrolab Training Systems, Canada
www.tapmentors.com



Your Bottom Line...

Build Your Future through Mentoring

Reality

Employers are continually challenged to identify effective processes to retain and engage talented employees.

People fuel the engines of profit through their productivity, performance, and knowledge.

Improving employee performance and productivity is fundamental to surviving and thriving in a complex and fast-moving business climate.


We no longer have the luxury of allowing individuals to “grow into the job” or allow them to figure out how to “fit in” on their own.

In today’s competitive and time-limited

“According to the Saratoga Institute, the average cost of losing an employee equals that employee’s annual salary....if you could cut your turnover rate by two-thirds, you could save a million dollars per year.”
—Howard Baldwin, *Optimize* magazine

environment, it is imperative to be proactive in developing the skills to

- Attract and retain top performers
- Distinguish the company as a desirable place to work
- Identify and utilize the strengths of individuals
- Build effective, safety conscious, and mission-driven teams
- Integrate newly introduced team members in a timely and cost-efficient manner
- Build leadership and awareness at every level.



Your Solution...

Take Charge of the Creation

Talent Access Program (TAP)

People create culture. If you do not take charge of the direction, the culture directs itself.

TAP is a structured process that puts you in charge of the health, profitability, and sustainability of your work culture.

TAP maximizes the “mentoring role” to best **orient** and **transition** new hires and *all* new employees into the company. New employees include any individual who is new to the job, the department, or the environment, including transfers or promotions.


TAP provides tools to leverage your leadership and develop a desirable and productive work culture that attracts, retains, develops, and engages employee talent.

Mentors Develop the Skills to Build the Future

TAP prepares mentors with strategic skills.

Mentors:

- Learn the “Eight Stages of Mentoring”
- Develop effective communications
- Develop effective time management and planning skills
- Learn how to proactively manage conflict,
- Learn coaching skills
- Learn problem solving skills.



Designing Your Process...

Identify & Develop Star Performers

TAP identifies star performers and provides these individuals with hands-on mentoring training designed to give them the skills to translate their knowledge, aptitude, and experience to new employees.

“The true cost of losing a key seasoned player is hard to estimate. A company has invested money in developing the employee’s skills...Once he or she leaves, the value of the accumulated knowledge goes out the door too—and that’s on top of lost productivity.”
—Salary.com

Three Core Components of TAP

1. **Select** mentors utilizing a strategic qualifying tool.
2. **Develop** the mentors. Mentors attend a 3-day training program to learn the “Eight Stages of Mentoring” and develop the core competencies to be an effective mentor.
3. **Evaluate** the mentor’s progress with a post-feedback assessment tool.

The 3-Step Process in Mentoring

Step 1: Managers attend the TAP Informational Overview Session to

- Understand how to successfully implement the mentoring process
- Learn how to utilize the selection tool to select qualified mentors
- Develop their communication and leadership skills

Step 2: Qualified mentors are selected to attend the TAP training program.

Step 3: Managers and mentors evaluate progress with the post-feedback assessment tool.



The Outcome...

Expect Results from TAP

1. Retention

Improve employee retention, and identify the company as a **desirable** place to work.

2. Performance and Productivity

- Decrease the amount of time needed for the new hire-recipient to perform expected standards
- Provide the new hire-recipient with the information, resources, and skills to effectively transition into the job and the environment
- Develop the competencies to perform to expected standards
- Improve communications and teamwork

3. Safety

Reduce new hire accidents and injuries through trained mentors that model and reinforce proactive behaviours and communications.

4. Core Values

- Learn and practice the company’s core values and standards
- Facilitate company loyalty and pride
- Communicate standards of professionalism and company pride

5. Leadership Identification

Identify and recognize potential leaders and star performers.