



2016 Training Catalog



Save Time and Money. MAEA Is Your One Stop Training Solution!

*The use of this seal is not an endorsement by HR Certification Institute of the quality of the program. It means that this program has met HR Certification Institute's criteria to be pre-approved for recertification credit.

Let the NEPA Manufacturers and Employers Association take care of your training needs.

For over 50 years the Manufacturers and Employers Association, a non-profit membership based organization, has been providing quality service to the businesses of Northeast Pennsylvania. Over the years our services have grown to include professional, technical, and cost-effective training services to meet our members' needs. The Manufacturers and Employers Association responds to individual training needs and company training plans!

The Manufacturers and Employers Association has the ability to pool more than 345 member companies representing over 20,000 employees. Pooling our member companies enables us to offer our training programs at a discounted price.

Most of all, our training programs are effective. Over the last five years, approximately 10,000 individuals have participated in the Manufacturers and Employers Association's training programs, and our clients keep coming back. Classes are offered publicly in Schuylkill and Luzerne Counties or at your facility.

The Manufacturers and Employers Association's training programs meet the needs of an individual company. We are able to customize the training to meet your specific needs. If you are in need of leadership training for those managers who have come up through the ranks, we can give them the leadership skills they need for the 21st Century to help them succeed in their positions.

MAEA offers on-site training in which our instructors and staff will come to your location! Benefits include:

- We offer all of our current training programs as on-site trainings including: **Human Resource, Safety, Supervisory, Team Leadership, Hands-On Computer Training, Process Improvement, and Personal & Organizational Development!**
- Some recent on-site trainings include: NFPA 70E, Sexual Harassment, OSHA 10 Hour for the General Industry, and our Supervisory Development Certificate Series.
- Any of our existing trainings can be customized to your company's specific needs.
- We offer flexible scheduling such as half-day or full-day trainings to accommodate various shifts.

If you need convenient, cost-effective, quality training, please contact Christine Robbins at 570-622-0992 or email crobbs@nepamaea.com.

OFFICES:

P.O. Box 541
Pottsville, PA 17901
Phone: 570-622-0992
Fax: 570-622-2776

One South Church Street
200 Renaissance Center
Hazleton, PA 18201
Phone: 570-450-6893

MANUFACTURERS AND EMPLOYERS ASSOCIATION STAFF:

Darlene J. Robbins
President

Gina Whalen, MS
Director of Education & Member Services

Christine Robbins, M.Ed
Director of Training & Development

Susan Brown
Director of Financial Services

Nathan Andrews, MBA
Process Improvement & IT Specialist

Steve Bair
Occupational Safety & Health Specialist

David Martin
Safety Instructor and Consultant

Elizabeth Confer, MBA, SPHR
Human Resource Instructor and Consultant

Joan Trosterud
Marketing and Administrative Coordinator

Nancy McCloskey
Administrative Assistant

MAEA is an HR Certification Institute Approved Provider



The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

The HR Certification Institute has designated the Northeast Pennsylvania Manufacturers and Employers Association (MAEA) as an approved provider of continuing education for certified professionals.

The benefit of this development is that individuals with a PHR/SPHR certification can earn credit toward maintaining their certification when they attend HR Certification Institute approved Northeast Pennsylvania Manufacturers and Employers Association programs.

Having these pre-approved continuing education courses eliminates the guesswork for recertification candidates when planning their professional development activities.

The HR Certification Institute

HR Certification Institute is the leading independent, internationally recognized certifying body for the HR profession. Established in 1976, the HR Certification Institute awards certifications to professionals who meet minimum eligibility standards and pass a rigorous examination. HR Certification Institute testing requires professionals to demonstrate their expertise in both the underlying principles of HR practice and the real-world application of those principles. To remain certified, individuals must fulfill continuing education requirements or demonstrate their current knowledge of the profession through retesting. The HR Certification Institute is an affiliate of the Society for Human Resource Management. For more information about certification or recertification, please visit the HRCI website at www.hrci.org.

Approved Provider Status

HR Certification Institute Approved Providers undergo a thorough application and review process and submit to HRCI extensive information about their organizations' continuing education programs. By being elevated to Approved Provider status, MAEA may determine and publish PHR, SPHR and GPHR recertification credit hours using the established criteria. The HR Certification Institute believes that pre-approved events meet the highest standards in the continuing education industry.

Look for the HR Certification Institute Approved Provider seal throughout this training catalog for programs approved for recertification credit hours.

The Advantages of MAEA Trainings

The Northeast Pennsylvania Manufacturers and Employers Association is your one stop business resource for all of your organization's training needs. The advantages of training your employees with MAEA include:

- ◆ MAEA's pricing is extremely competitive, which help organizations stretch their training dollars.
- ◆ MAEA offers a comprehensive curriculum of trainings that include Supervisory Development, Lead Worker Development, Leadership, Management Development, Diversity, Human Resource, Safety, Hands-On Computer, Process Improvement, DOT, and Personal & Organizational Development.
- ◆ Flexible scheduling to accommodate various shift needs.
- ◆ Training can be quickly customized to meet your organization's individual needs.
- ◆ MAEA offers public trainings and can also come on-site to your facility.
- ◆ MAEA instructors are highly qualified and have all worked in business & industry.
- ◆ MAEA trainings are all supplemented by consulting services that can be applied directly to your organization.
- ◆ MAEA notifies and coordinates grant applications for eligible member companies.

"I have personally worked with MAEA over the past 18 years. As a young HR professional, I found that attending their programs helped to prepare me to navigate the many facets of HR. As an HR leader, I have been able to rely on MAEA to identify thorough yet time efficient training programs for both new and experienced managers in our organization. I will continue to recommend MAEA to any company or individual looking to expand the skill set of its team members".

Ann Marie Blashock, PHR - Director, Human Resources, Boyer's Food Markets

"Manufacturers today expect better well-trained, educated and knowledgeable employees that can help meet their increased production demands. MAEA has provided Cardinal Systems, Inc. with numerous flexible on and off site training sessions to help us keep up with those demands. The training allows the Company to stay competitive, while keeping employee skills current and relevant."

Denise Stoner – Director of Human Resources & Safety, Cardinal Systems, Inc.

"MAEA provides a fresh approach to a variety of topics for employees in the Manufacturing Industry. Training is provided by a courteous, professional and knowledgeable staff."

Lisa Gehring – Human Resource/Safety Director, Northeast Prestressed Products, LLC

"As the economy and technology rapidly evolve, MAEA stands ready to provide the training necessary to meet our employers' needs."

Darlene J. Robbins, President, MAEA

MAEA Has Their Own Training/Conference Room and Computer Lab

The Northeast Pennsylvania Manufacturers and Employers Association is located in One Norwegian Plaza, Suite 250 in Pottsville. We are proud to announce that we have our own, state-of-the-art training/conference room and computer lab available.

Room Features Include:

- 825 square feet
- Accommodates approximately 49 individuals
- Connected kitchen area
- Dividing wall to separate the area into sections that accommodate approximately 25 individuals on each side
- Two 100" screens
- A 3000 Lumen LCD Projector
- The capacity to play DVD's and presentations from a PC that is included in the room
- Internet availability



The Computer Lab has 10 laptops and covers 2007-2016 versions of the following programs:

- Microsoft Word in Levels I, II, and III
- Microsoft Excel in Levels I, II, and III
- Microsoft Access in Levels I, II, and III
- Microsoft Power Point in Levels I and II
- Microsoft Outlook
- Microsoft Publisher

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

MAEA Training Progression Tool



Lead Worker (Team Leadership) Certificate Series - 12 Hours

Basics of Supervision – 6 hours
 Supervisory Certificate Series – 48 hours
 Motivation – 6 Hours
 Coaching – 3 Hours
 Professional Image – 3 Hours
 Planning, Organizing, and Prioritizing Work – 6 hours
 Developing Trust – 3 Hours
 Conflict: Self -Management – 3 Hours
 Managing Your Emotions Effectively – 6 hours
 ADA for Supervisors – 3 Hours
 Employee Engagement and Fun in the Workplace – 6 Hours
 Influencing Without Authority – 6 Hours
 Workplace Respect – 3 Hours
 Managing Millennial Employees – 3 hours
 Managing Difficult People – 6 Hours

Management Essentials – 6 hours
 Accountability – 6 Hours
 Critical Thinking – 6 Hours
 Time Management – 3 Hours
 Body Language – 3 Hours
 Goal Setting – 3 Hours
 Emotional Intelligence – 6 Hours
 Customer Service – 6 Hours
 Managing Change – 6 Hours
 Active Listening – 3 Hours
 Train to Retain – 12 Hours
 Financial Statements – 6 Hours
 Presenting Yourself Effectively – 6 Hours
 Critical Conversations – 3 Hours
 Delegation – 6 Hours
 Organizational Behavior – 6 Hours
 Project Management – 6 hours
 Emotional Quotient – 3 hours
 DISC Personality – 3 hours
 Personal Motivators – 3 hours

NEW Executive Customized Team Building Leadership Role in Teams – 6 hours
 Team Building – 6 hours
 Management Certificate Series – 30 hours

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

MAEA On-Site Training

In addition to the catalog of course offerings, MAEA staff instructors are also available to provide on-site training. Our staff trainers will assist you in designing training or development programs to meet your organization's unique needs, including scheduling and location requirements.

Benefits and Advantages of On-Site Training:

- ◆ ***Your company's unique needs are met:*** We get to know your organization and what specific goals you want to achieve in the training. Your employees receive information and skills to assist them in dealing with the real issues they face in their own day-to-day work environment. We provide the program materials and experienced instructors.
- ◆ ***Flexibility and Convenience:*** The course content, date, time, and location will be established to meet your company's needs. Courses can be scheduled for weekdays, weekends or evenings; whichever is most convenient. They can be held at your facility or any other meeting place of your choice.
- ◆ ***Team Interaction:*** Your employees are trained together. Everyone receives the same message; they participate and interact; they become a team.

MAEA Consulting Services

MAEA provides an array of business solutions to employers' problems. MAEA's Consulting Services are custom tailored to each organization. Through these services, MAEA will help your company operate more efficiently and effectively.

MAEA has a staff of consultants who can help you establish best practice methodologies for the implementation in all aspects of your business. Our experienced consultants will conduct an on-site evaluation of your current conditions, provide proposed solutions and assist in implementation and training.

MAEA is able to assist in the following areas:

Information Technology
Database Management and Development
Organizational Development
Process Improvement
Office Lean
Communication
Human Resources/Harassment and Discrimination
Safety
One-On-One Coaching

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

TABLE OF CONTENTS

General Course Logistics	Page 8
Registration Form.....	Page 9
<u>MAEA Training Needs Analysis Services.....</u>	Page 10
<u>Lead Worker (Team Leadership) Certificate Series.....</u>	Page 10
<u>Supervisory Development Certificate Series</u>	
• Making the Transition to Supervisor I.....	Page 11
• Making the Transition to Supervisor II.....	Page 11
• Psychology for Supervisors.....	Page 12
• Effective Communications & Interpersonal Relations.....	Page 12
<u>Supervisory Development Trainings</u>	
• Basics of Supervision	Page 13
• Improving Motivation in Your Workforce	Page 13
<u>Management Development Certificate Series</u>	
• Critical Thinking and Problem Solving Workshop	Page 14
• All Day Team Building.....	Page 14
• Accountability and Empowerment	Page 15
• Project Management	Page 15
• Organizational Behavior	Page 15
<u>Management Development Trainings</u>	
• Change Management – Building Resiliency.....	Page 16
• Effective Time Management.....	Page 16
• Goal Setting	Page 17
• Train to Retain (Train the Trainer)	Page 17
• Improving Your Professional Image.....	Page 17
• Workplace Respect	Page 18
• Coaching: Partnering for Performance	Page 18
• Influencing Without Authority.....	Page 18
• Delegating and Presenting Work Effectively	Page 19
• Planning, Organizing, and Prioritizing Work Effectively.....	Page 19
• Leader Role in Teams.....	Page 19
• NEW Employee Engagement and the Importance of Fun in the Workplace...	Page 20
• NEW Management Essentials.....	Page 20
<u>Interactive Executive Team Building.....</u>	Page 20
<u>Communication Mastery Certificate Series</u>	
• Effective Communications & Interpersonal Relations.....	Page 21
• Critical Conversations: Having the “Hard to Have” Discussions.....	Page 22
• NEW Managing Millennial Employees and Keeping Them Engaged.....	Page 22
• Body Language – The Art of Nonverbal Communication.....	Page 22
• Active Listening Skills.....	Page 22
• Developing and Maintaining Trust in the Workplace	Page 23
• Conflict: Self-Management.....	Page 23
<u>Administrative Professional/Support Staff Certificate Series</u>	
• The Professional Administrator	Page 24
• Effective Communications & Interpersonal Relations.....	Page 24
• Effective Business Writing with an Emphasis on E-mails	Page 25
<u>Personal & Organizational Development Trainings</u>	
• NEW Presenting Yourself Effectively.....	Page 25
• Customer Service Excellence.....	Page 25
• Basic Financial Statements	Page 26
• Emotional Intelligence in the Workplace.....	Page 26
• Managing Difficult People & Stress.....	Page 26
• Managing Emotions Effectively.....	Page 27
• NEW EQ (Emotional Quotient): A Deeper Insight	Page 27
• NEW DISC: Understanding Behavioral Styles.....	Page 28
• NEW Personal Workplace Motivators & Engagement.....	Page 28
<u>NEW MAEA Offers Trainings in Live Webinar Format.....</u>	Page 29
<u>NEW Human Resource Certificate Series</u>	
• The Evolving Role of the HR Professional.....	Page 29
• Meeting the Legal Requirements.....	Page 29
• Organizational Management for HR Professionals.....	Page 30
• Human Resources as a Strategic Business Partner	Page 30
• Workforce Planning and Employment.....	Page 30

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Human Resource Trainings

- FMLA Page 31
- FLSA The Fair Labor Standards Act..... Page 31
- How to Prepare for an Unemployment Compensation Benefits Appeal..... Page 31
- Good Hiring Practices, Accountability, and Just Cause..... Page 32
- Unemployment Compensation Update Page 32
- ADA Title I Employment Related Concerns... Page 32
- ADA What Your Supervisors Should Know... Page 33
- Reasonable Suspicion... Page 33
- Workplace Violence..... Page 34
- NEW Unemployment Compensation Separation Issues/Relief from Charges/Suitable Work Page 34
- NEW Union Avoidance..... Page 34
- NEW Performance Management for Managers and Supervisors Page 35
- NEW Onboarding – The Key to Retaining and Engaging Talent..... Page 35
- NEW Employee Relations, Discipline & Termination for Managers and Supervisors..... Page 35

Hands-On Computer Trainings

- Excel I: The First Step..... Page 36
- Excel II: Intermediate Page 36
- Excel III: Mastering..... Page 36
- Excel Just Formulas & Functions..... Page 37
- Excel Pivot Tables & Charts..... Page 37
- Access I: Fundamentals Page 37
- Access II: Intermediate Page 37
- Access III: Mastering..... Page 38
- PowerPoint I: Discovering Page 38
- PowerPoint II: Mastering..... Page 38
- Computer Trainings Available to Be Done On-Site At Your Facility Page 39

Process Improvement Trainings

- NEW Introduction to Lean Manufacturing for the Workforce Page 39
- NEW Introduction to Lean Manufacturing for Managers and Supervisors Page 39
- 6-S Page 40
- SMED (Single Minute Exchange of Dies)..... Page 40
- Root Cause Analysis Page 40
- Internal Auditing (2-Day Workshop)..... Page 41
- Basics of Six Sigma..... Page 42
- Process Improvement Trainings Available to Be Done On-Site At Your Facility Page 42

Purchasing Trainings

- Basic Purchasing Techniques Page 42
- Dynamics of Negotiations Page 42

Safety Trainings

- OSHA Basics and Effective Safety Programs Page 43
- OSHA Compliance for Supervisors Page 43
- NEW Emergency Planning Workshop Page 43
- NFPA 70E (Updated for 2015 Requirements)..... Page 44
- OSHA 10- Hour Voluntary Compliance Course for General Industry Page 44
- OSHA Record Keeping and Required Written Programs Page 44
- Forklift Train the Trainer..... Page 45
- Aerial and Scissor Lifts Train the Trainer Page 45
- Respiratory Protection Program – Train the Trainer Page 45
- Arc Flash Compliance and Electrical Safety..... Page 46
- Crane and Rigging Safety Train the Trainer Page 46
- Job Safety Analysis (JSA)..... Page 47
- PPE Assessment Standards and Hearing Conservation Program Page 47
- Machine Guarding for General Industry..... Page 47
- OSHA Compliance 101 Page 47
- Safety Trainings Available On-Site at Your Facility..... Page 48

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

General Course Information

BACKGROUND

The courses offered by the Manufacturers and Employers Association are focused on business and industry, with content developed by external practitioners and staff instructors having extensive real-world experience. The Manufacturers and Employers Association's faculty are carefully chosen and consist of individuals who are both subject matter experts and skilled communicators and instructors. Course maintenance is an ongoing priority for the Manufacturers and Employers Association, with input sought regularly from cooperating organizations, industry contacts, and periodic focus groups of member company representatives.

ELIGIBILITY

Enrollees are typically sponsored by their company. The courses are designed for current and prospective supervisors, managers, and technicians, with final decision on the applicability of a specific course left to the discretion of the sponsoring firm. We will accept enrollment up to one day before the class takes place; however walk-ins are also welcome.

FINANCIAL RESPONSIBILITY

Financial responsibility for an enrollee's participation in any of the Manufacturers and Employers Association programs rests with the sponsoring company, unless specific arrangements have been made in advance.

COURSE ENVIRONMENT

All sessions are conducted in an informal setting that is conducive to learning and to the open exchange of ideas among participants. Interactive exercises are frequently used as part of the instructional method, along with a variety of audio/visual aids, participant manuals, and stimulating group discussions. There are no entrance or completion examinations; participants are encouraged to demonstrate the knowledge acquired through open discussion with peers and during the course sessions.

ATTENDANCE

Because of the progressive structure of the courses, **attendance is expected at all sessions**. Arrangements should be made with the instructors to address those situations where a specific session cannot be attended.

RECORDS ADMINISTRATION

The Manufacturers and Employers Association assumes responsibility for maintaining individual records on course participation. Documentation of a student's participation is available to the student or sponsoring firm or organization upon request from the Manufacturers and Employers Association office.

REGISTRATION INFORMATION

Enrollments are accepted on a first-come, first-served basis until respective class limits are reached. Mail, FAX, phone-in, and e-mail registrations are accepted.

CANCELLATION POLICY

Cancellation deadline is three business days prior to the course. Cancellations made AFTER this deadline will be charged the full price. Substitutions may be made at anytime prior to start of the class at no charge. No shows will be billed the full price.

INCLEMENT WEATHER

Due to the number of people attending courses, it is not practical to provide individual notifications in the event of class cancellations due to inclement weather. Whenever there is a doubt, call the Manufacturers and Employers Association office at **570-622-0992**. Cancellations and rescheduling information will be provided via a recorded message.

CERTIFICATIONS

The Manufacturers and Employers Association offers several certification series, which are endorsed by the Pennsylvania Manufacturers Association (PMA), and the National Association of Manufacturers (NAM).

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

REGISTRATION FORM

Companies may register by mail, phone, fax, or e-mail. Copy then Fax registration form to 570-622-2776, or mail to MAEA,
P.O Box 541, Pottsville, PA 17901-0541
You can call us at 570-622-0992, or 570-450-6893 or email crobbins@nepamaea.com to register as well.

Name of Training

Date (s) of Training

Registrant Name	Registrant Name

Company Name:

Company Phone Number:

Fax:

Billing Address:

Billing Contact:

Authorized by:

Cancellation Policy:

Cancellation deadline is three business days prior to the course. Cancellations made AFTER this deadline will be charged the full price. Substitutions may be made at anytime prior to start of the class at no charge. No shows will be billed the full price.



*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

MAEA OFFERS TRAINING NEEDS ANALYSIS SERVICES

MAEA is able to provide training needs analysis services to our organizations to help them analyze and determine the best training solutions to their individual needs.

Services able to be provided:

- ◆ Design surveys
- ◆ Conduct structured needs analysis interviews
- ◆ Analyze job performance
- ◆ Determine causes and solutions for job performance problems
- ◆ Conduct a cost benefit or return on investment analysis
- ◆ Analyze behavior and determine appropriate trainings

LEAD WORKER (TEAM LEADERSHIP) CERTIFICATE SERIES

Lead Worker Certificate Series (2 Day Training)

With appropriate training and development, your lead workers can be expected to exercise initiative, judgment and sound decision-making within the scope of their assigned authority.

Help your leaders develop these skills and gain the confidence necessary to more effectively assert themselves with this two-day certificate training.

Day One Course Content:

- Identifying four distinct leadership styles
- Defining your authority and empowerment
- Basic worker motivation and how to use it
- The power of effective communication
- The impact of active listening
- Training others to become the experts

Day Two Course Content:

- Appropriate assertiveness to influence others
- How to delegate effectively
- How to give positive praise
- Performance improvement through coaching
- Conflict resolution tips
- Decision making process

Who Should Attend: Employees who have been assigned responsibilities including directing, leading, training, monitoring, evaluating or communicating regarding the work of peers or team members will benefit.

Dates & Location:	January 22 & 29, 2016	9am-4pm	The Top of the 80's, Hazleton
	September 20 & 27, 2016	9am-4pm	The Top of the 80's, Hazleton
Price:	\$316/Member	\$632/Non-Member	

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

SUPERVISORY DEVELOPMENT CERTIFICATE SERIES

For over 25 years, MAEA's supervisory training programs have been graduating satisfied clients prepared to handle the day-to-day challenges faced by supervisors in all types of environments. In fact, supervisory training is MAEA's most popular training program.

What makes the Supervisor's Certificate so popular?

- The courses are practical and very hands-on and include real life examples and classroom exercises drawn from a variety of backgrounds.
- Program content was selected by MAEA's staff following a survey of needs expressed by local supervisors.
- Time is allotted to discuss specific supervisory issues facing class participants.

How many courses must be taken to receive a certificate?

Participants who attend the following four components of the series will receive certificates of completion from the National Association of Manufacturers (NAM), the Pennsylvania Manufacturers Association (PMA), and the Northeast Pennsylvania Manufacturers & Employers Association.

- (1) Making the Transition to Supervisor I
- (2) Making the Transition to Supervisor II
- (3) Psychology for Supervisors
- (4) Effective Communications & Interpersonal Relations

Supervisory Development Certificate Series Benefits

People often become supervisors because they did a good job in their hourly positions. There is often little or no preparation for this increase in responsibilities and new supervisors usually imitate what their supervisors did - whether it was effective supervision or not. The result is that ineffective supervisory habits get passed on. In this fun, fast-paced and highly interactive program, participants learn tools they can use to be great supervisors:

Who Should Attend This Series of Trainings: Anyone who has recently been promoted to supervisor, who aspires to a supervisory position, or has been a supervisor for many years but lacks formal leadership training, will benefit from this program.

Making the Transition to Supervisor I (2 Day Training)

Thriving in a supervisory job requires stamina. Supervisors must be able to withstand the pressure from the top and the demands coming up from their direct reports. During this workshop, participants will explore the foundational aspects of being a good supervisor.

Course Content:

- Federal laws that directly impact supervisors and their employees
- Skills to maximize the effectiveness of their communications
- Guidelines to help achieve the goal of giving constructive feedback as opposed to criticism
- Effective conflict management techniques
- Understanding the difference between assertiveness & aggressiveness
- Feedback, recognition and listening

Date & Location:	March 11 & 18, 2016	9am-4pm	The Top of the 80's, Hazleton
	September 16 & 23, 2016	9am-4pm	The Top of the 80's, Hazleton
Price:	\$316/Member	\$632/Non-Member	

Making the Transition to Supervisor II (2 Day Training)

Being an effective supervisor in today's business environment requires excellent interpersonal skills. This training will provide supervisors not only with interpersonal skills, but how to effectively manage other individuals.

Course Content:

- The history of supervision and management

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

- Planning and time management
- Organizing and delegating
- Communicating instructions & interviewing
- Motivating your employees
- Exercising control, making decisions, & solving problems
- Working in teams

Date & Location:	April 15 & 22, 2016	9am-4pm	The Top of the 80's, Hazleton
	October 21 & 28, 2016	9am-4pm	The Top of the 80's, Hazleton
Price:	\$316/Member	\$632/Non-Member	

Psychology for Supervisors (2 Day Training)

This training provides supervisors with an overview of many of the basic theories related to employee attitudes and motivation in the workplace. Starting with a review of basic motivational theories (Maslow, Herzberg, MacGregor, and others), the course focuses on understanding the forces that drive the individual employee and work team responses to situations and events in the workplace. A number of contemporary concepts are also addressed, including the importance of change management, personal accountability, coaching, and mentoring as supervisory tools.

Course Content:

- The mind and behavior - motivation
- Leadership
- Emotional competence
- Brain functions
- Psychology and training
- Psychology and perception
- Teams and behavior

Date & Location:	May 20 & 27, 2016	9am-4pm	The Top of the 80's, Hazleton
	November 10 & 18, 2016	9am-4pm	The Top of the 80's, Hazleton
Price:	\$316/Member	\$632/Non-Member	

Effective Communications & Interpersonal Relations (2 Day Training)

Increasingly, companies are focusing their attention on the human relation skills of their employees. Those skills, or lack of them, influence hiring, training, promotions, and compensation. The reason for this is simple: communication skills can determine a company's success or failure. With this in mind, employees who have studied communications and interpersonal relations have a better chance of both getting the more desirable jobs and achieving success on those jobs. Participants of this highly interactive training will acquire the knowledge to greatly improve their communication skills.

Course Content:

- Common methods of communicating
- The communication model
- Ways to prevent loss of information
- Overcoming barriers to effective communication
- Understanding the individual & group structure
- Communication through feedback
- Techniques for becoming a better listener
- Formula for an informal talk
- Communications & organizational efficiency
- Effective communications in training personnel
- Conducting meetings

Date & Location:	June 17 & 24, 2016	9am-4pm	The Top of the 80's, Hazleton
	December 9 & 16, 2016	9am-4pm	The Top of the 80's, Hazleton
Price:	\$316/Member	\$632/Non-Member	

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

SUPERVISORY DEVELOPMENT TRAININGS

Basics of Supervision (1 Day Course)

The one-day supervisory class encompasses the basic principles of good supervisory management and addresses specific issues such as employee motivation and interpersonal communication.

Course content:

- The supervisor's roles and responsibilities
- Leadership
- Planning and time management
- Organizing and delegating
- Motivation/motivating your employees
- Communication/instructions/training
- Group dynamics/conflict resolution

Date & Location: July 22 or December 13, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member

Improving Motivation in Your Workforce

Seasoned managers will improve their management and motivational skills. New managers or supervisors will accelerate their management know-how. The latest concepts represented in this interactive course will provide participants with the knowledge and skills to influence the behaviors of others with the result of improved productivity. Participants will be better prepared to change their own behaviors to have more of a positive impact on the bottom line.

PHR/SPHR/GPHR (HR) Recertification Credits: 6

Course Content:

- Definition of motivation
- Individual motivation assessment
- Factors that affect motivation
- Frederick Herzberg motivation theory
- Maslow's Hierarchy of Needs
- Locus of control
- Creating a climate for motivation
- Motivating high performers
- Motivating problem personalities
- Motivation by Changing Behaviors
- Loss of motivation

Date & Location: July 29, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Members



MANAGEMENT DEVELOPMENT CERTIFICATE SERIES

This series provides the next level of development after our Supervisory Development Certificate Series. The classes included are:

- Critical Thinking and Problem Solving Workshop
- All Day Team Building Training
- Accountability and Empowerment
- Project Management
- Organizational Behavior

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Critical Thinking and Problem Solving Workshop

Critical thinking can be defined as reasonable reflective thinking focused on deciding what to believe or do. In all professions, it is absolutely critical for associates to be able to utilize critical thinking in a proactive way to make improvements rather than simply reacting to situations. This workshop will review the critical thinking process and stress the skills required. In addition, the workshop will also focus on what we do all day long, everyday; problem solve and make decisions. In this interactive workshop, we will review some problem solving techniques and actually perform the analysis for many common business situations. Bring a calculator!

PHR/SPHR/GPHR (Business) Recertification Credits: 6

Course Content:

- Definition of Critical Thinking
- Type of Critical Thinking
- Critical Thinking Process
- Definition of a Problem
- 10 Step Problem Solving/Decision Making Model
- Barriers to Problem Solving
- Brain Storming – Starbursting
- Cost Benefit Analysis
- ABC Analysis/Pareto Analysis

Date & Location: February 16 or September 30, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member



All Day Team Building Training – Creating High Performance Teams and Communication Skills for Teamwork

This course combines all of the aspects of our Creating High Performance Teams and Effective Communication for teams. A ***team-based high-performance workplace*** is one in which the traditional structure and management operating system, which concentrates decision-making authority at the top and requires order-following from all levels below, is set aside in favor of a more participative, decentralized style where teams are delegated management control of defined responsibilities. Team-based high-performance workplaces achieve record quality and productivity levels and increased stakeholder, employee and customer satisfaction.

Course Content:

- Difference between a group and a team
- Who should be part of the team
- Stages of team building
- Empowerment
- What is a healthy team
- Self-managed & self-directed teams

Communication Skills for Teamwork Component:

Many companies struggle to create a climate where everyone gets along and works together to achieve company goals. Merging people into successful work groups doesn't just happen. Participants will learn to create successful teams by reading and reacting appropriately to their team member's behavioral styles. This will start the teambuilding process "on the right foot" and maintain effective relationships.

Course Content:

- Understanding different behavioral styles
- Identifying personal communication style
- Strategies to reduce tension among different communication styles
- Behavioral adaptability
- The importance of active listening
- Barriers to effective communication

Date & Location: May 10 or December 8, 2016 9am-4pm The Top of the 80s, Hazleton
Price: \$163/Member \$326/Non-Member

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Accountability and Empowerment

As managers, we know that one of our primary tasks is to delegate, however, why is it that we find our employees are not doing what we think they should be doing, and even more so, why do they point the finger elsewhere when the results are in? If we delegate in the most effective manner, we start the cycle of accountability. In this course, you will learn how to set clear agreements to begin the cycle of accountability. Also, you will learn ways to empower employees to remain on track and to hold themselves accountable for results when all is said and done.

Course Content:

- Define accountability
- Barriers to accountability
- The OZ principle
- Responsibility through delegation
- Empowerment
- Linking Empowerment to job performance
- Personal accountability system
- Project management
- Linking accountability to job performance

Date & Location: March 15 or October 13, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Members

Project Management

Project management is the application of knowledge, skills, tools and techniques to project activities in order to meet or exceed stakeholder needs and expectations of a project. This class is intended to help potential project managers understand tools that are available for managing the details of the project on a day-to-day basis. Focus will be on how to balance available resources and expectations, different stakeholder priorities, identifying needs, and quality. Project management techniques and tools such as Gantt Charts, Stoplight Charts and Microsoft Project will be reviewed.

PHR/SPHR/GPHR (Business) Recertification Credits: 6

Course Content:

- What makes up a Project?
- Understanding the Project Management Process
- How to Plan a Project
- Working with a Budget
- What are Deliverables?
- What are the risks?
- What can go wrong?
- What defines a successful project?
- Converting Project to Practice

Date & Location: January 19 or August 18, 2016 9am-4 pm The Top of the 80s, Hazleton
Price: \$216/Member \$432/Non-Member



Organizational Behavior

Whether you're in Human Resources, a manager of a large department, or the leader of your team, you have to be able to constantly improve the organizational dynamics in your workplace. To do this, you need to start with the individual, which means you need to be able to recognize and work with different individual behaviors, attitudes, and perceptions. This course defines organization behavior and identifies the variables and characteristics that influence an individual's attitudes and perceptions in the workplace, and how these can affect performance. It shows how you can improve the attitudes, perceptions, and behaviors of employees at an individual level within your organization.

PHR/SPHR/GPHR (Business) Recertification Credits: 6

Course Content:

- Fundamentals of Organizational Behavior for the individual

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.



- Fundamentals of organizations - groups
- Understanding organization power and politics
- Organization behavior; dynamics of a positive organizational culture

Who Should Attend: Human Resource personnel, managers, supervisors, team members, and anyone who is interested in improving the individual and group behavior within their organization.

Date & Location: April 12 or November 14, 2016 9am-4pm Top of the 80s, Hazleton

Price: \$163/Member \$326/Non-Member

MANAGEMENT DEVELOPMENT TRAININGS

Change Management – Building Resiliency

Things are constantly changing, yet people are forever resisting change. This training will identify tips and techniques to improve the change process

PHR/SPHR/GPHR (Business) Recertification Credits: 6

Course Content:

- Definition of Change
- Reactions to Change
- Personal Change Assessment
- Difference between voluntary and involuntary change
- Resistance to Change
- “Square Wheels”
- The Process of Transition
- Transition Leadership
- How to present change effectively
- Responding professionally instead of reacting with anger or fear



Date & Location: December 14, 2016 9am-4pm The Top of the 80s, Hazleton

Price: \$163/Member \$326/Non-Member

Effective Time Management

In a world of ever-increasing demands, many people worry that they're going to drop one of the many balls they're trying to juggle. Frequently, this sense of struggling to keep up creates a level of stress that keeps us from properly utilizing our time. To start this important program, participants will discover useful stress management techniques that provide the foundation for the rest of the day. Participants then learn several techniques to prioritize their multiple projects, demands, and to-do lists to stay on top of what is most important, even when priorities constantly change. Next, they will learn how to manage paper, interruptions, meetings, phones, casual conversations, routine tasks, procrastination and numerous other efficiency blockers in a better way. They will discover how to examine their own personal efficiency to identify peak performance time and how to schedule the most important things during those times. Participants will also discover how goal setting has helped the most successful business professionals get more done and how to consistently dwell in the "world of important" and not in the "world of urgent". **Who Should Attend:** This course has been designed for individuals who feel overwhelmed by the competing demands placed on their time as well as for those who are determined not to let competing priorities reduce either their effectiveness or their satisfaction with their job and their life.

Date & Location: January 25 or July 25, 2016 9am-12pm The Top of the 80's, Hazleton

Price: \$105/Member \$210/Non-Member

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Goal Setting

This training will help participants identify priorities and set goals that will enhance their effectiveness, productivity, and success professionally and personally.

Course Content:

- Why set goals?
- Difference between wishes, dreams, & goals
- Three types of goals
- Writing meaningful goals
- The six step model for setting and achieving goals
- Individual practice using a goal setting action form

Date & Location: January 25 or July 25, 2016 1pm-4pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member

Train to Retain (Train the Trainer) – 2 Day Workshop

This program will provide participants with information and experience in the concepts and techniques of designing and delivering participant-centered training programs. In between sessions, participants will create their own training plan. On the second day of the workshop, students will actually present their own 8-step training plan for a job they will be responsible to train in their current position.

PHR/SPHR/GPHR (HR) Recertification Credits: 12

Course Content:

At the completion of this two-day workshop you will be able to:

- List the eight steps to an effective training session
- Identify the characteristics of today's adult learner
- Determine how different people learn
- Design and develop a participant-centered training session
- Select delivery methods based on the audience
- Create effective visual aids
- Identify your own style and increase your training effectiveness
- Conduct a participant-centered training session with confidence
- Evaluate your training to assess your success



Date & Location: January 11 & 18, 2016 or October 4 & 11, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$426/Member \$852/Non-Member

Improving Your Professional Image

Credibility is the key! At work, we strive to have and maintain credibility among our coworkers, managers, and customers. We want to be respected and viewed as the "right person to go to" or "the person who knows the job". Professionalism is the mirror to credibility, and unfortunately, what others "perceive" to be professional varies on their own "frame of reference". We can manage those actions which can take away from our credibility. If we focus on these actions, we lessen the chance of others' perceptions becoming altered, leaving them with the impression that we strive to make. This class focuses on how you can achieve the professionalism necessary to reach and maintain credibility in the workplace. By achieving these goals, you are most likely to be viewed as "professional" by all people you interact with at work.

Course Content:

- Definition of respect and credibility
- Reality vs. perception
- Understanding others' frames of reference
- Achieving professionalism by: maintaining objectivity, maintaining consistency, acting assertive for business results, and maintaining a unified front for the company or your team

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Date & Location: January 27, 2016 9am-12pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member

Workplace Respect

During this training we will explore what it means to interact with co-workers in a respectful manner and how to more graciously ask for respect from them. In our busy and ever-changing workplaces, disrespectful behaviors occur often, both knowingly and unknowingly. This valuable course offers participants an opportunity to investigate some root causes of disrespect and unclear personal boundaries. Participants will also gain some awareness and communication tools to help them better understand their version and their co-worker's version of respect so that it can be mutually exchanged.

Course Content:

- Understanding how changes in society, people, and the workplace have made "respect" such an important contemporary issue
- Identifying the characteristics and definitions of workplace respect
- Explore the way in which our values affect workplace interactions and expectations of respect
- Learn to communicate our individual boundaries and requests for respect

Designed For: Anyone whose desire it is to draw clearer personal boundaries and foster the behaviors that are characteristic of respectful workplace

Date & Location: January 27, 2016 1pm-4pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member

Coaching: Partnering for Performance

Whether managers are trying to help employees enhance their performance, develop themselves toward future goals, or rebound after derailing, employees greatly benefit from being coached. In this training, we explore supervision from the mind-set of a coach; where a partnership supportive of employee development is the focus. We build the critical coaching skills necessary to enhance that partnership, and give managers the tools and confidence needed to embrace the coaching role successfully. We navigate through a coaching model which gives managers a solid framework for holding various types of coaching conversations, including the preparation, implementation, and follow-up needed to support the coaching partnership.



Who Should Attend: Managers, supervisors, team leads, and anyone who does formal or informal workplace coaching.

PHR/SPHR/GPHR (Business) Recertification Credits: 3

Date & Location: January 15 or June 21, 2016 9am-12pm Top of the 80s, Hazleton
Price: \$105/Member \$210/Non-Member

Influencing Without Authority

The ability to influence others is an essential, yet challenging, business skill. It is a skill that allows us to get things done, resolve problems, obtain permission, or gain acceptance of our opinion or ideas. Being able to influence others when you have no authority over them is even more challenging. This course is designed to introduce the fundamentals of influencing without authority. Participants will learn how to effectively influence others and efficiently achieve their goals. We will also discuss the importance of Lateral Leadership and the skills needed to master Lateral Leadership.



Who Should Attend: Anyone who has to influence others to achieve their goals including those who frequently work in teams, on projects with colleagues, and with vendors or clients; as well as those who would like to improve their ability to present their position and/or convince someone else to pursue their ideas.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Date & Location: January 15 or June 21, 2016 1pm-4pm Top of the 80s, Hazleton
Price: \$105/Member \$210/Non-Member

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Delegating and Presenting Work Effectively

The main goal of any organization is to complete work effectively and efficiently. One of the best ways to accomplish this goal is to properly delegate and present work. This will identify tips and techniques to not only delegate work, but to increase decision making, increase productivity, and do so in a way to positively affect morale.

Course Content:

- Delegation defined
- The delegation process
- Completing each step in the delegation process
- Prioritizing work
- Presenting work

Date & Location: May 24 or November 16, 2016 9am-4pm Top of the 80s, Hazleton
Price: \$163/Member \$326/Non-Member

Planning, Organizing, and Prioritizing Work Effectively

Planning, organizing, and prioritizing work is a key element to being a successful leader in your organization. Given current time constraints and the hectic flow of work, being able to manage and plan work saves time, money and effort. This class will review techniques to plan work and organize/prioritize it based on organizational objectives.

Course Content:

- Work Planning Process
- Strategic, Tactical, and Operational plans
- Organizational methods
- Critical Path analysis
- Prioritization techniques

Date & Location: April 29, 2016 9am-4pm Top of the 80s, Hazleton
Price: \$163/Member \$326/Non-Member

Leader Role in Teams

The success of teams in an organization begins with an effective leader, especially during the earlier stages of team development. Without an effective leader, it is unlikely that the team will move forward and progress into a healthy performing team or into a high performance team. The initial stages of team development and leadership set the stage for success and completion of goals and objectives. This class will provide techniques to create effective leaders in a team environment and illustrate how that role changes as the team develops.

Course Content:

- Role of a leader in teams
- Characteristics of an effective leader
- Determining members of the team
- Creating permanent and transient members
- Establishing effective team meetings
- Creating accountability for team goals and member participation
- Stages of team development
- Leader role in each of the stages of team development
- Creating high performance teams
- Leader role in high performance teams
- Case studies

Date & Location: February 8, 2016 9am-4pm Top of the 80s, Hazleton
Price: \$163/Member \$326/Non-Member



NEW Employee Engagement and the Importance of Fun in the Workplace

Employee Engagement is an approach to managing individuals that creates an atmosphere where employees feel committed and involved in completing organizational goals and objectives, while feeling pride and achievement in doing so. In engaged environments, employees feel that they fit into the organization, feel free to communicate openly, trust in the organization, feel valued and important to the organization, have ownership in their daily work, and feel a sense of accomplishment. Creating this type of environment is critical to the long term success in an organization. In addition, tying this type of environment in with creating a fun and positive environment is essential to a healthy workplace.

PHR/SPHR/GPHR (HR) Recertification Credits: 6

Course Content:

- Definition of employee engagement
- Techniques to engage employees
- Levels of engagement
- Behaviors and outcomes associated with employee engagement
- Importance of fun in the workplace
- Strategies to create a fun and positive environment
- Fun and its effect on team building
- Case studies

Date & Location: February 9, 2016 9am-4pm Top of the 80s, Hazleton
Price: \$163/Member \$326/Non-Member



NEW Management Essentials

This one day management development class encompasses the basic principles of sound management skills and techniques. This class is filled with tools and strategies to help managers and leaders grow and progress in the organization. Participants will gain insight and information they can apply in their own organizations to increase their effectiveness and value to the organization.

PHR/SPHR/GPHR (HR) Recertification Credits: 6

Course Content:

- Problem solving models
- Accountability improving strategies
- Change management strategies
- Understanding profit and loss statements
- Presenting yourself effectively
- Monitoring employee performance
- Conducting effective meetings

Date & Location: March 4, 2016 9am-4pm Top of the 80s, Hazleton
Price: \$163/Member \$326/Non-Member



INTERACTIVE EXECUTIVE TEAM BUILDING

Interactive Executive Team Building Sessions

This offering is available to be done on or off-site for your Executive or Management Team, or for any level in the organization. This can also be customized to meet your needs. 9 hours of interaction over 1 ½ days may include the following topics:

Session Topics:

- Review and discussions of communications styles
- Identifying personal communication styles
- Strategies to reduce tension among different communication styles

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

- Behavioral adaptability
- Change management concepts
- Reactions to Change
- The process of transition
- Change Model
- An analysis of recent changes in your organization
- Sharing concerns effectively and discussions on issues/concerns and successes
- Team Emotional Intelligence

COMMUNICATION MASTERY CERTIFICATE SERIES

This certificate series will explore all aspects of workplace interactions and helps develop a process for building effectiveness through effective communication. Classes in this series include:

- Effective Communications & Interpersonal Relations
- Critical Conversations - Having the “Hard To Have” Discussions
- Managing Millennial Employees and Keeping Them Engaged
- Active Listening Skills
- Body Language – The Art of Nonverbal Communication
- Developing and Maintaining Trust
- Conflict Self-Management

Effective Communications & Interpersonal Relations (2 Day Training)

Increasingly, companies are focusing their attention on the human relation skills of their employees. Those skills, or lack of them, influence hiring, training, promotions, and compensation. The reason for this is simple: communication skills can determine a company’s success or failure. With this in mind, employees who have studied communications and interpersonal relations have a better chance of both getting the more desirable jobs and achieving success on those jobs. Participants of this highly interactive training will acquire the knowledge to greatly improve their communication skills.

Course Content:

- Common methods of communicating
- The communication model
- Ways to prevent loss of information
- Overcoming barriers to effective communication
- Understanding the individual & group structure
- Communication through feedback
- Techniques for becoming a better listener
- Formula for an informal talk
- Communications & organizational efficiency
- Effective communications in training personnel
- Conducting meetings

Date & Location:	June 17 & 24, 2016	9am-4pm	The Top of the 80’s, Hazleton
	December 9 & 16, 2016	9am-4pm	The Top of the 80’s, Hazleton
Price:	\$316/Member	\$632/Non-Member	

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute’s criteria to be pre-approved for recertification credit.

Critical Conversations: Having the “Hard to Have” Discussions

Communication is the most powerful tool we have in the workplace. Whether you are preparing for a “hard to have” conversation or discover you are in the middle of one, you can influence the outcome. Participants in this seminar will learn how to master these critical conversations. They will learn communication tools which will help insure a win-win result when they are engaged in a conversation involving “at stake” issues.

Objectives

After completing this seminar, participants will:

- Understand what makes a conversation “critical”
- Appreciate the value of positive outcomes from critical conversations
- Know how to prepare for a critical conversation
- Recognize in themselves and in others the signs of emotions and stress which can impact a critical conversation
- Learn to take charge and be responsible for the effectiveness of your conversations
- Learn communication tools which create shared understanding and resolution

Date & Location: February 24 or August 11, 2016 9am-12pm The Top of the 80’s, Hazleton
Price: \$105/Member \$210/Non-Member



NEW Managing Millennial Employees and Keeping Them Engaged

There is a rapid generational shift that is occurring in many of today’s businesses. Baby Boomers are beginning to retire at higher rates and the percentage of Millennials continues to quickly grow. One of the biggest challenges managers face is dealing with the millennial generation, which will account for 75% of the global workforce by 2025. Millennials have a different set of workplace expectations, behaviors and desires that managers need to understand in order to engage them effectively. Companies are losing their top millennial talent to competitors because they fail to set expectations and support their careers. During this training you will learn the differences between Millennial, Gen X and Boomer employees; ways to effectively reach and work with them; and practical methods from case studies of companies that are managing them successfully.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Course Content:

- Identify key characteristics of Millennials
- Engagement strategies for Millennials
- Development techniques for Millennials
- The strengths and challenges that Millennials bring to your workplace

Date & Location: February 24 or August 11, 2016 1pm-4pm The Top of the 80’s, Hazleton
Price: \$105/Member \$210/Non-Member



Body Language – The Art of Nonverbal Communication

The old adage is true: People’s actions often do speak louder than their words. It is a scientific fact that people’s gestures give away their true intentions. Yet most of us do not know how to read body language, and we do not realize how our own physical movements speak to others. By learning to interpret subtle body signals correctly, you can interpret their underlying intentions and have confidence and control in any face-to-face encounter. During this course, we will examine how to use nonverbal cues to communicate more effectively and get the reactions you want. This course will also help you enrich your communication with and understanding of others, as well as yourself.

Date & Location: March 9 or October 10, 2016 9am-12pm The Top of the 80s, Hazleton
Price: \$105/Member \$210/Non-Member

Active Listening Skills

Our ability to listen effectively is directly related to our success in team relationships. Although listening is the communication skill we use most frequently, it is the skill in which we have had the least training. Critical listening skills are very important in the workplace but unfortunately most of us do not possess them. The good news is that excellent

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute’s criteria to be pre-approved for recertification credit.

listening skills can be learned. During this training we will learn assess your current listening habits and explore ways to improve your listening skills through various techniques. The skills covered in this training will strengthen your interpersonal effectiveness in many aspects of your professional and personal lives.

Course Content:

- Guidelines for Empathic (Active) Listening
- Identifying the Worst Listening Habits
- Types of Listening
- Techniques to Improve Listening Skills

Date & Location: March 9 or October 10, 2016 1pm-4pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member

Developing and Maintaining Trust in the Workplace

How important is trust when it comes to the success of your organization? This class is designed to help you understand how to build trust and how that impacts relationships with your co-workers, managers and customers. Explore the meaning of trust and measure your skill level in building trust through instruction, reflection, and class exercises. Develop strategic skills to build trust in the workplace.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Course Content:

- Identify and examine what trust is and its impact on the work environment
- Identify specific elements of trust and how to use those elements to rebuild trust in the workplace.
- Use skills to rebuild trust and re-frame difficult messages.

Who Should Attend: Any employee who wishes to develop more effective relationships with others

Date & Location: April 26 or September 21, 2016 9am-12pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member



Conflict: Self-Management

Participants gain a deeper understanding of their conflict patterns and acquire skills for responding constructively to interpersonal conflicts. Many people in organizations respond to conflict by trying to avoid it, or by reacting inappropriately because they don't know what to do with the emotions or the content driving the conflict. Ineffective conflict management is time-consuming; costing organizations money and productivity. This seminar is about managing differences productively and efficiently while maintaining positive relationships.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Outline:

- Understanding the Nature of Conflict: exploring common myths and metaphors about conflict
- Building Skills for Constructive Resolution
- Creating an effective environment
- Collecting information about the conflict
- Communicating needs and desires
- Creating options for mutual benefit
- Confirming agreements to a solution
- Understanding Personal Responses in Conflict
- Identifying alternative strategies
- Conveying understanding

Who Should Attend: All levels of management and staff who are interested in constructive conflict.

Date & Location: April 26 or September 21, 2016 1pm-4pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member



*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

ADMINISTRATIVE PROFESSIONAL/SUPPORT STAFF

CERTIFICATE SERIES

Administrators and support staff at all levels in today's dynamic business environment are constantly challenged to new levels of professional excellence. This program provides participants the opportunity to sharpen and build administrative skills and increase their value to the organization and to themselves. Administrators must keep their departments moving ahead. For every task outlined in an administrator's job description, there are many more hidden responsibilities and opportunities. By building their knowledge base, participants will learn to set the pace in their organizations. They will be encouraged to try new skills and network with peers who face similar challenges. This program is comprised of **three** core courses and a choice of **two electives**. The three core courses are:

- The Professional Administrator
- Effective Communications & Interpersonal Relations
- Effective Business Writing with an Emphasis on Email

The Professional Administrator

It takes a lot to be a true professional in today's workplace. This program will give participants a new awareness of the skills needed to succeed. Through interactive discussion and hands-on exercises, participants will learn new skills and increase their knowledge base so they can keep their department moving ahead.

Course Content:

- Professional excellence
- How to be a take-charge assistant and use the skills necessary to excel in your job
- How to deal effectively with change
- How to incorporate the five R's into your everyday approach: Reliability, Responsiveness, Rapport, Resourcefulness, and Recovery

Date & Location: April 11, 2016 9am-4pm Top of the 80s, Hazleton
Price: \$163/Member \$326/Non-Member

Effective Communications & Interpersonal Relations (2 Day Training)

Increasingly, companies are focusing their attention on the human relation skills of their employees. Those skills, or lack of them, influence hiring, training, promotions, and compensation. The reason for this is simple: communication skills can determine a company's success or failure. With this in mind, employees who have studied communications and interpersonal relations have a better chance of both getting the more desirable jobs and achieving success on those jobs. Participants of this highly interactive training will acquire the knowledge to greatly improve their communication skills.

Course Content:

- Common methods of communicating
- The communication model
- Ways to prevent loss of information
- Overcoming barriers to effective communication
- Understanding the individual & group structure
- Communication through feedback
- Techniques for becoming a better listener
- Formula for an informal talk
- Communications & organizational efficiency
- Effective communications in training personnel
- Conducting meetings

Date & Location: June 17 & 24, 2016 9am-4pm The Top of the 80's, Hazleton
December 9 & 16, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$316/Member \$632/Non-Member

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Effective Business Writing with an Emphasis on Emails

This program is designed for anyone who needs to improve their business correspondence and letter writing skills. Participants will review grammar and punctuation basics and will learn how to better construct business correspondence for work purposes. Participants will learn to write documents that are well organized, sequential, and action oriented.

Course Content:

- Effective business writing defined
- The cost of poor writing
- Constructing a paragraph
- Spelling and grammar techniques
- Techniques for effective writing
- 7 C's of effective writing
- Email etiquette
- Setting the tone
- Parts of a business letter

Date & Location: March 7 or September 26, 2016

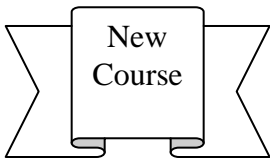
9am-4pm

Top of the 80s, Hazleton

Price: \$163/Member

\$326/Non-Member

PERSONAL & ORGANIZATIONAL DEVELOPMENT TRAININGS



NEW Presenting Yourself Effectively

According to The Book of Lists, the fear of public speaking ranks number one in the minds of the majority of people. Far above the fear of death and disease, comes the fear of standing in front of a crowd. As individuals ascend within an organization, it should be expected they would be required to speak in public and present themselves effectively in a variety of situations. This class will not

only cover strategies and techniques to improve speaking in front of those, but also being able to handle themselves effectively and professionally when interacting with others.

Course Content:

- Audience analysis
- Organizing your presentation
- Delivery Methods including PowerPoint
- Visual Aids
- Managing anxiety
- Effective body language strategies
- Keeping composure in a variety of situations
- Presenting yourself professionally
- Skill practice speaking and presenting

Date & Location: May 11, 2016

9am-4pm

Top of the 80s, Hazleton

Price: \$163/Member

\$326/Non-Member

Customer Service Excellence

Retaining customers in today's market has become increasingly challenging over the past few decades, yet creating customer loyalty is the number one key to company success. More and more companies are learning how the cost of acquiring a new customer is far greater than the cost of maintaining a relationship with a current customer. This course is designed to help your organization remain competitive and excel in customer satisfaction.

Course Content:

- Define customer service and your customers
- Trends in customer service
- Institute of Customer Service
- Impressions
- Why customers stop coming back

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

- Tips to improve the way you are perceived
- On-line customer service tips
- Difficult customers
- Role playing exercises

Date & Location: August 19, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member

Basic Financial Statements

Revenue or expense budgets and financial statements are primary tools by which an organization determines, measures, and reports its financial performance. Many managers in non-financial positions are familiar with budgets but less familiar with financial terminology, financial statements, and analyzing financial reports. This workshop will help you increase your understanding of finance and using financial tools to make better business decisions.

PHR/SPHR/GPHR (Business) Recertification Credits: 6

Course Content:

- Balance Sheet
- Income Statement
- Cash Flow Statement
- Liquidity/Profitability/Efficiency/Market Ratios

Date & Location: February 12, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$178/Member \$356/Non-Member

Note: The price of the training includes The Guide to Understanding Financial Statements Workbook, which is a \$15 value.



Emotional Intelligence in the Workplace

People at every level of their organization have some leadership responsibilities. From managers to supervisors, and from executives to line workers, all people interact with co-workers in many capacities. While their knowledge and experience help them do the jobs that they are doing, there is an additional set of skills that will have as much if not more to do with their (and their company's) success - emotional intelligence.

Emotional intelligence is a combination of personal competencies and social competencies. During this workshop, participants will learn to identify personal tendencies, which will allow them to become more sophisticated in their ability to spot and use emotions to their advantage in every situation possible.

PHR/SPHR/GPHR (HR) Recertification Credits: 6

Course Content:

- Emotional intelligence defined
- EQ vs IQ
- Four crucial skills of emotional intelligence
- Three measurements
- Leaning into discomfort
- How to listen so people will talk
- How to talk so people will listen
- Team emotional intelligence
- Applying techniques to increase your own emotional intelligence

Date & Location: December 5, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member



Managing Difficult People & Stress

This program will provide participants with the skills needed to effectively work with difficult individuals encountered from time to time in the workplace. Time will be given in class to address participant's specific needs and to develop an action plan for implementation back in the workplace.

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Course Content:

- Define difficult people and personalities
- Provide coping techniques and principles
- Responses to conflict
- Direct Assertion techniques
- Behavior patterns and coping techniques of difficult personalities
- Stress management techniques

Date & Location: June 13 or November 8, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member

Managing Emotions Effectively

Managing ones emotions in the workplace is a critical skill to be effective and create a team environment. This skill, although difficult, is one that can be accomplished through practice. This course will provide techniques to help individuals remain calm and effective in difficult situations so that they remain credible, professional, and effective.

Course Content:

- How to determine you are losing control of your emotions
- What are potential triggers to losing control
- Proactive strategies to reducing emotions in the workplace
- Breaking unproductive habits
- Creating productive habits
- Elements of self-discipline
- Behavior modification techniques
- Follow through techniques

Date & Location: February 17 or July 15, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member



NEW EQ (Emotional Quotient): A Deeper Insight

(Includes a TTI Success Insights Emotional Quotient Assessment which will be completed online before the training)

Emotional Quotient (EQ) measures emotional intelligence, or your ability to sense, understand and effectively apply the power and acumen of emotions to facilitate high levels of collaboration and productivity. With EQ training, your employees will develop the skills and knowledge to better understand your customers, how to manage their expectations, and ultimately meet their needs. Research shows that successful leaders and superior performers have well developed emotional intelligence skills. This makes it possible for them to work well with a wide variety of people and to respond effectively to the rapidly changing conditions in the business world. In fact, a person's (EQ) emotional intelligence may be a better predictor of success performance than intelligence (IQ). The Emotional Quotient report you will receive provides you with a deeper insight regarding your level of emotional intelligence. This training and the report are designed to provide insight into two broad areas: Intrapersonal and Interpersonal emotional intelligence.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

We will also measure and explore the following five dimensions of emotional intelligence:

1. Self-Awareness
2. Self Regulation
3. Motivation
4. Empathy
5. Social Skills

Date & Location: April 20, 2016 9am-12pm The Top of the 80's, Hazleton
Price: \$205/Member \$410/Non-Member

Note: The price of the training includes TTI Success Insights Emotional Quotient Assessment, which is a \$100 value.



*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.



NEW DISC: Understanding Behavioral Styles

(Includes a TTI Success Insights Behaviors Assessment which will be completed online before the training)

Behavioral research suggests that the most effective people are those who understand themselves, both their strengths and weaknesses, so they can develop strategies to meet the demands of their environment. A person's behavior is a necessary and integral part of who they are. In other words, much of our behavior comes from "nature" (inherent), and much comes from "nurture" (our upbringing). DISC is the universal language of "how we act," or our observable human behavior. During the training, we will focus on the four dimensions of behavior: dominance, influence, steadiness and compliance.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Course Content:

- Identify your unique behavioral style
- Understand and appreciate people with different or opposing styles
- Learn to communicate with others more effectively
- Apply this learning to various situations

Date & Location: May 25, 2016 9am12pm The Top of the 80's, Hazleton

Price: \$195/Member \$390/Non-Member

Note: The price of the training includes TTI Success Insights Behavior Assessment, which is a \$90 value.



NEW Personal Workplace Motivators & Engagement: Delve Deeper into Your Driving Forces

(Includes a TTI Success Insights Motivators Assessment which will be completed online before the training)

Values help to initiate one's behavior and are sometimes called the hidden motivators because they are not always readily observed. A knowledge of an individual's values help to tell us why they do what they do. By measuring values, we uncover some of these motivators and can identify strengths that make each person unique within an organization. Values initiate or drive our behavioral style. This training will focus on measuring the relative prominence of six basic interests or values (a way of valuing life): Theoretical, Utilitarian/Economic, Aesthetic, Social/Altruistic, Individualistic/Political, and Traditional. We will examine your relative passion for each of the six motivators. This training & assessment combination will illuminate and amplify a person's motivating factors. This clarification will build on the strengths that each person brings to the work environment by addressing the "why" people do what they do.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Date & Location: June 29, 2016 9am12pm The Top of the 80's, Hazleton

Price: \$180/Member \$360/Non-Member

Note: The price of the training includes TTI Success Insights Motivators Assessment, which is a \$75 value.



*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

MAEA OFFERS SELECT TRAININGS IN LIVE WEBINAR FORMAT

MAEA now offers select trainings via Live Webinar format. Trainings may fit better with your busy schedule when you can tune into them without leaving your office. Listen and discuss today's essential business topics with one of MAEA's subject matter experts. This is your 75 minute escape, to re-tool and improve your business operations. Train from the convenience of your office computer.

The actual webinar topics will be determined throughout the year and advertised accordingly. Webinars tend to be approximately 75 minutes in length and are \$49/Member and \$99/Non-Member.

MAEA Offers a Live Webinar Training

CONFRONTING WORKPLACE BULLYING
PHR/SPHR/GPHR (HR) Recertification Credits: 1.5

Bullying is deliberate, hurtful, repeated mistreatment of employees driven by a desire to control. Bullying behavior may exist at any level of an organization, which is why this training will benefit employees in any position within your organization.



Although workplace bullying is considered inappropriate and unacceptable behavior, it is not prohibited by any federal or state law. Illegal discrimination and harassment covered by Title VII of the Civil Rights Act pertain to discrimination and harassment based on protected group status. Therefore, while workplace bullying may result in a hostile work environment, it is not the same illegal hostile work environment created by, for example, an employee being sexually harassed in the workplace.

Because it is not "illegal", bullying behavior will often times continue even after an employee complains. But ultimately, over time, this negative work environment will have a negative impact on the success of your business. Find out more about these details as well as how to prevent bullying behavior by joining this informative webinar!

Presenter: Elizabeth Conter, MBA, SPHR, HR Instructor & Consultant-NEPA
Manufacturers & Employers Association
Date: Friday, July 17, 2015
Time: 9:00am-10:30am
Cost to Participate in the Live Webinar: \$49/participant for *member companies & \$99/participant for non-member companies
Cost to purchase the recorded webinar: \$199/member company & \$299/non-member company
Register: Call 570-622-0992 or e-mail Chris Robbins at crobbs@nepamaea.com
Instructions for participation will be circulated before the webinar.
*Member company satellite locations may participate at the member rate.
Cancellation deadline is three business days prior to course. Cancellations made AFTER this deadline will be charged the full price. Substitutions may be made at any time prior to start of class at no charge. No shows will be billed the full price.

HUMAN RESOURCE CERTIFICATE SERIES

The Manufacturers and Employers Association is offering a Human Resource Certificate. This certificate program will offer a wide variety of topics to interest all Human Resource professionals. There are five core courses that must be taken to complete the certificate. Upon completion of the certificate, participants will be receiving certificates from The National Association of Manufacturers and the Pennsylvania Manufacturers Association.

Five Core Courses consist of:

- The Evolving Role of the HR Professional
- Meeting the Legal Requirements
- Organizational Management for HR Professionals
- Human Resources as a Strategic Business Partner
- Workforce Planning and Employment

The Evolving Role of the HR Professional

Today, in order to be effective and add the most value to an organization, the role of Human Resources requires a combination of strategic and functional perspectives. HR professionals who possess expert knowledge and skill of the HR function must also be respected leaders and exhibit specific behaviors while performing their HR activities. In this session you will learn why your competency in areas such as leadership, ethics, communication, change management and consultation are vital for your exceptional strategic and functional performance. It is no longer just what you can do, rather it is how you do it.

PHR/SPHR/GPHR (HR) Recertification Credits: 6

Date & Location: February 19, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member



Meeting the Legal Requirements

Within the field of HR, perhaps no topic continues to receive more attention than equal employment opportunity (EEO). EEO, Discrimination and Harassment are not only legal topics, but they also become emotional issues in the workplace because they concern "people." The basic goal of this session is for HR professionals to understand all compliance

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

requirements (policy, training, documentation, etc.) and trends surrounding EEO and other relevant employment laws such as FMLA, ADA, FLSA, etc. We will also focus on the importance of providing a higher level of employment law education for managers and supervisors. Our managers and supervisors must possess sound knowledge of EEO as well as other employment laws in order to make fair and effective employment decisions that affect our people.



PHR/SPHR/GPHR (HR) Recertification Credits: 6

Date & Location: March 10, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member

Organizational Management for HR Professionals

Since it is vital for HR professionals to know the “business” of their organization in order to be more strategic, HR professionals must possess knowledge about the other functions/departments of the organization in order to achieve goals. In this session, the HR professional will acquire an improved understanding of economic & financial concepts, enhance their business acumen and be better prepared to serve as a key member of the management team who plans and develops strategy for their organization. We will also address how to adapt to the ever-changing global and cultural environments that impact business organizations and their workforce.



PHR/SPHR/GPHR (HR) Recertification Credits: 6

Date & Location: April 28, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member

Human Resources as a Strategic Business Partner

In this session, Human Resource Professionals will gain an essential understand the concept of being a “strategic” partner. As a strategic partner, the role of HR in your organization must be a respected part of the key functions of the business and linked to a bigger picture. The everyday duties you perform and the HR programs you implement must be aligned with the strategic plan of your organization. You will learn how to ensure that key issues of employment beginning with sourcing and interviewing, to finding applicants that match job requirements and are a cultural “fit” are all part of strategic HR. The characteristics of your compensation and benefits plans, training and career development must all be designed so that they add value. Lastly, we will review how the HR programs we implement must be driven by measurable results which provide real and objective HR contributions to the company’s success and growth.



PHR/SPHR/GPHR (HR) Recertification Credits: 6

Date & Location: May 19, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member

Workforce Planning and Employment

HR professionals are the masters of “people” science and must be able to apply this mastery in performing the many functional duties of Human Resources. In this session HR professionals will enhance the depth of their overall talent management capabilities. We will cover workforce planning and employment activities including: conducting a job analysis to generate information about job tasks to be performed; documenting the knowledge and skill people must possess to do the job tasks; creating a job description; source, recruit and select and develop the “right” people. Additionally, this session will address employee engagement. Employees who fit your “employment brand” will stay with your organization and they create a happier, more productive, engaged workforce. Studies show that organizations who have a more engaged workforce, experience improved customer satisfaction, productivity and overall financial success.



PHR/SPHR/GPHR (HR) Recertification Credits: 6

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Date & Location: June 30, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member

HUMAN RESOURCE TRAININGS

FMLA

This training will begin with a brief refresher on the basics of FMLA (Family Medical Leave Act). The common errors employers make and the ways to avoid them will also be reviewed. The topic of employer and employee rights and responsibilities will also be addressed. Finally the consequences to employers of failing to comply with FMLA will be reviewed.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Course Content:

- Employer Coverage
- Employee Eligibility
- Qualifying Reasons for Leave
- Employee Right and Responsibilities
- Employer Rights and Responsibilities
- Prohibited Employment Actions
- Enforcement Mechanisms

Date & Location: April 18, 2016 9am-12pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member



FLSA – The Fair Labor Standards Act: Executive, Administrative and Professional Exemptions

This training will provide information on the Fair Labor Standards Act, while focusing on the Executive, Administrative, and Professional Exemptions.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Course Content:

- Three tests for exemption
- Permitted Salary Deductions
- Hourly, daily, or shift basics
- Payroll practices
- Executive duties
- Creative professional duties
- Administrative duties

Date & Location: May 13, 2016 9am-12pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member



How to Prepare For an Unemployment Compensation Benefits Appeal Seminar

This seminar will provide information to aid in preparing for an Unemployment Compensation Benefits Appeal.

PHR/SPHR/GPHR (HR) Recertification Credits: 2

Course Content:

- Due process
- Rules of evidence
- Proof of burden
- Recent law changes
- Do's and don'ts for a hearing
- Continuances
- Subpoenas



*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

- Telephone hearings
- Mock hearing presentation
- Question and answer session

Date & Location: October 14, 2016 9am-11:00am The Top of the 80's, Hazleton
Price: \$80/Member \$160/Non-Member

Good Hiring Practices, Holding Employees Accountable, and the Seven Tests of Discharging for Just Cause

- I. Introduction: Employment at Will
- II. Good Hiring Practices
- III. Holding Employees Accountable
- IV. Disciplining Problem Employees
- V. Confidentiality in the Workplace
- VI. The Seven Tests of Discharging for Just Cause
 - A. Notice
 - B. Reasonable Rule
 - C. Investigation
 - D. Fairness
 - E. Evidence
 - F. Equal Treatment
 - G. Penalty



PHR/SPHR/GPHR (HR) Recertification Credits: 3

Date & Location: April 7, 2016 9am-12pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member

Unemployment Compensation Update

This training will begin with the very basics of unemployment compensation and will take a look at the most common sections of the law affecting employers. It will also address the changes to UC, the extensions, and the difference between short-term layoff verses permanent layoffs.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Course Content:

- Financial eligibility in regards to base year, credit weeks, weekly benefit amounts, full-time weekly wage, wage investigations and prequalifying on a subsequent claim.
- Factors that affect the weekly benefit amounts such as earnings, partial benefit credit, pension and partial denials.
- Changes to UC
- Extensions to UC
- Difference between short-term and permanent layoffs
- Question/Answer period



Date & Location: February 26, 2016 9am-12pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member

ADA Title I Employment Related Concerns

One in five Americans has a disability. You will hire and/or want to retain good employees who may have or will acquire disabilities. Now more than ever, disability inclusiveness is not just about legal compliance; it will meet your organizational goals, too! Gina Whalen was accepted into the Mid-Atlantic ADA Center's ADA Leadership Network and is conducting trainings developed by Cornell University. Claude Schoenberg will discuss how the courts are grappling with the very topics that matter most to you regarding ADA.

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Course Content:

- ADA & Employment Overview
- ADA Amendments Act & Employment
- Reasonable Accommodation
- It's About Talent: Hiring People with Disabilities
- Non-Obvious Disability in the Workplace
- Are you Ready? Preparing for the Workforce of Tomorrow
- Further Resources for Disability & Employment: Continuing the Journey
- Recent Court Opinions regarding Title I



Date & Location: October 31 2016 9am-12pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member

ADA - What Your Supervisors Should Know

Managers and supervisors in your organization may be violating employee rights under the ADA and not even know it. These oversights can lead to costly legal trouble ... trouble that can easily be avoided with the proper training.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Course Content:

- ADA Overview
- ADA Amendments Act & Employment
- Who is covered (has rights) under the ADA?
- What is a "disability"?
- ADA & the stages of employment
- Disability Awareness
- Reasonable Accommodations



Date & Location: July 13, 2016 9am-12pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member

Reasonable Suspicion

If employee retention and longevity is a pursuit of the company, supervisors and managers should view their company's drug and alcohol policy as another way to foster good relations; to demonstrate concern for their employees and to emphasize the professionalism of their company. The way supervisors and managers think about and approach the drug and alcohol policy can have an impact on a company's success in adhering to policy. Reasonable Suspicion Training is designed to help supervisors and managers relieve any apprehension they may feel in approaching employees for reasonable suspicion testing.

PHR/SPHR/GPHR (HR) Recertification Credits: 6

Course Content:

- Reasonable Suspicion Essentials
- Current drug trends
- Signs and symptoms of drug and alcohol use/abuse
- Appropriate decisions about reasonable testing
- Documentation protocol
- Possible barriers-responses addressing the issue



Date & Location: January 20 or July 20, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Workplace Violence

Violence is a substantial contributor to occupational injury and death, and homicide has become the second leading cause of occupational injury death.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Course Content:

- A definition of workplace violence
- How to identify the scope of the problem
- The profile of the perpetrator
- How to identify the buildup of the explosion
- The gradations of violence
- How to respond
- Policy/Training and Implementation



Date & Location: June 8, 2016 9am-12pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member



NEW Unemployment Compensation Separation Issues/Relief From Charges/Suitable Work

Separation Issues: Many employers and claimants have difficulty understanding the process UC uses to determine an employee's eligibility for benefits after voluntarily leaving or being discharged from a job. This presentation explains how the service center discovers the person quit or was discharged, the fact-finding process, burden of proof, the factors that are considered when making a determination, and appeal rights.

Relief from Charges: Employers are concerned about controlling their UC costs. One of the ways to control these costs is to file for relief from charges. This presentation explains what is relief from charges, which employers are eligible to file for it, how the employers are notified that their account may be charged, how to file for relief from charges, how separation issues affect the employer's eligibility for relief, and appeal rights.

Suitable Work: The UC Service Center is often contacted about what to do when a person refuses work. This presentation explains the application of Section 402(a) of the PA UC Law (Refusal of Suitable Work). Discussion includes the employer's responsibilities regarding notification that a job offer has been made to both the Claimant and the service center, the factors used in suitable work determinations and appeal rights.

PHR/SPHR/GPHR (HR) Recertification Credits: 4

Date & Location: April 8, 2016 9am-2pm The Top of the 80's, Hazleton
Price: \$132/Member \$264/Non-Member



NEW Union Avoidance

This fast-paced session will focus on the ever-evolving world of union organizing under the National Labor Relations Act. Among other topics covered will be the recent legal changes in the organizing process, warning signs of organizing in our digital world, and tips for positive employee relations to avoid organizing before it even starts.

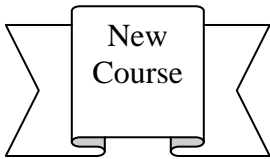
PHR/SPHR/GPHR (HR) Recertification Credits: 3

Date & Location: January 14, 2016 9am-12pm The Top of the 80's, Hazleton
Price: \$105/Member \$210/Non-Member



*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.



NEW Performance Management for Managers and Supervisors

The most effective supervisor and manager knows the importance of developing key talent. They know that improving an employee’s performance is not a random act nor a completed form.

Supervisors and managers who are the best leaders know that effective performance management is a combination of the following 3 elements: goal setting, performance appraising and performance development planning.

PHR/SPHR/GPHR (HR) Recertification Credits: 6

Course Content:

- Learn how to approach performance management as a holistic, proactive and ongoing strategy
- Establish clear goals and expectations and provide the tools to support employees’ performance
- Coach, mentor and provide performance feedback as an ongoing approach to performance improvement and career planning
- Develop an effective approach to the “annual performance appraisal” process
- Build their own comprehensive action plan for leading the performance of their employees



Date & Location: August 26, 2016 9am-4pm The Top of the 80’s, Hazleton
Price: \$163/Member \$326/Non-Member



NEW Onboarding – The Key to Retaining and Engaging Talent

The onboarding process for new hires at any organization should be a strategic process that lasts at least one year if you are to ensure high retention, say HR and staffing experts! However, many companies approach onboarding (or what used to be known as new employee orientation) as something that stops “when all the paperwork is signed and the employee’s first day is complete, but the reality is that we are just getting started.” How employers handle the first few days and months to follow of a new employee’s experience is crucial. The onboarding process is a systematic and comprehensive approach to integrating a new employee with a company as well as providing the new employee the tools and information they need to become a productive member of your team.

PHR/SPHR/GPHR (HR) Recertification Credits: 6

Course Content:

- How to create a well-designed, fun and engaging onboarding process that has significantly greater results than the old-school, one-day orientation.
- Why company culture and job satisfaction are hugely impacted by the success of onboarding programs
- What the onboarding process must include to impact morale, improve productivity & safety and increase customer satisfaction
- It is painful for any organization to lose people



Date & Location: July 14, 2016 9am-4pm The Top of the 80’s, Hazleton
Price: \$163/Member \$326/Non-Member



NEW Employee Relations, Discipline & Termination for Managers and Supervisors

Supervisors and managers are the organization’s first line of defense against claims of discrimination and improper treatment or wrongful discharge. Therefore, it is essential that supervisors and managers have the tools they need to properly enforce company policies in a consistent manner without the threat of lawsuits.

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute’s criteria to be pre-approved for recertification credit.

PHR/SPHR/GPHR (HR) Recertification Credits: 6

Course Content:

- Receive information about the difference between employee relations and labor relations
- Attain an understanding of the employment at will doctrine
- Learn to properly administer disciplinary actions as well as how to determine what actions might require termination
- Provided specific guidance on how to handle disciplinary discussions that are typically uncomfortable and difficult



Date & Location: September 15, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member

HANDS-ON COMPUTER TRAININGS

Computer Trainings Will Cover 2007-2016 Versions and are held at the MAEA Computer Lab in Pottsville.
All Computer Trainings are \$105/Member and \$210/Non-Member For Public Offerings

Excel I: The First Step

Create and format basic spreadsheets. Helps you grasp the fundamental skills for creating spreadsheets and workbooks. The course also teaches you how to apply basic formulas. Since how the data appears is vital for interpreting it, the session covers basic formatting.

Course Content:

- Create simple formulas
- Copy and move data
- Use functions in formulas
- Create and save workbooks
- Use functions in formulas

Date: January 28, April 21, July 21, or October 27, 2016. 9am-12pm.

Excel II: Intermediate

Course Content:

- General features: Freezing panes, splitting windows, inserting, copying and moving sheets, hiding and protecting data
- Formula and functions: Absolute and relative references, basic functions; MIN, MAX, AVERAGE, IF, rounding
- Names: Naming sheets, cells, ranges, constants and formulae, using names for navigation, using names in formulae
- Links: Creating external references, creating links using Paste Special, updating links, editing links
- Printing: Setting and clearing print areas, printing named ranges. page break preview - controlling page breaks, page set-up
- Pivot tables: creating pivot tables, modifying pivot tables
- Charts: chart wizard, editing embedded charts, formatting charts

Date: February 18, May 26, August 25, or November 17, 2016. 9am-12pm.

Excel III: Mastering

Manage large amounts of data utilizing Excel's database features. Learn how to customize the data search, refine your data selection and construct reports to meet the job's exact needs. With Mastering Excel III, you'll know how to structure and apply financial formulas for examining multiple scenarios and how to build a powerful database management program.

Course Content:

- Create an Excel database

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

- Manipulate database records
- Add comparison criteria
- Create a criteria range
- Logical, financial, and round functions

Date: March 17, June 23, September 29, or December 15, 2016. 9am-12pm.

Excel - Just Formulas & Functions

Excel has more than 500 built-in formulas and functions. This class will explore some of the more commonly used formulas and work through hands-on examples of each. Formula types covered include: mathematics, logical, text, lookup, statistics, date/time, and financial.

Date: March 17 or September 29, 2016. 1pm-4pm.

Excel – Pivot Tables and Charts

Excel Pivot Tables & Charting - This course is designed for Excel users who would like to learn more about pivot tables and charting. This training is for individuals at the intermediate and above level. Topics of discussion will include:

- Learn about pivot tables
- Create and edit pivot tables
- Adding and updating fields
- Formatting pivot tables
- Sorting & grouping data
- Using pivot tables for calculations
- Learn about charts
- Create and update charts
- Enhancing and customizing charts
- Example data will be used to create pivot tables and various charts.

Date: January 28 or August 25, 2016. 1pm-4pm.

Access I: Fundamentals

Understand the concepts of a Window-based relational database management system. Learn how to create a database that really works for you. Access Fundamentals begins by showing you how to break up your data into manageable, logical units. The course then takes you through the basis of data relationships, tables and design. You'll understand how to lay out a data base that is sensibly structured, easily manipulated and customized for your needs.

Course Content:

- Design the database structure
- Create and edit tables
- Set field properties
- Find, filter and print data

Date: April 21, 2016. 1pm-4pm.

Access II: Intermediate

Learn how to develop more sophisticated queries, forms and reports. Intermediate Access walks you through the application's advanced tools for retrieving and manipulating data. The course teaches you how to create queries for modifying and/or delegating records and tables, the techniques for inserting calculations into reports and many time-saving methods to create user-friendly forms.

Course Content:

- Modify tables
- Use queries with operators
- Advanced query design
- Import database objects

*Dates and locations are subject to change, notification will be given to members before the class begins.

- Use action queries
- Use file/database utilities

Date: May 26, 2016. 1pm-4pm.

Access III: Mastering

Develop the skills to automate databases with Sub forms, Macros and Switchboards. Mastering Access shows you how to automate the application so that the tools you need, such as reports and forms, are readily available. From Macros to Switchboards and Custom Toolbars, you'll learn how to fine-tune your database to make it a stand-alone product that enables you and your team members to perform jobs more efficiently.

Course Content:

- Create charts
- Activate Microsoft Graph
- Edit the layout of a Sub form
- Work with ActiveX controls
- Create and view indexes
- Replicate databases

Date: June 23, 2016. 1pm-4pm.

PowerPoint I: Discovering

Create professional looking presentations quickly and easily. Learn how to create engaging electronic presentations with Discovering PowerPoint. You'll be taught the fundamentals of using design templates and formatting your own custom slide show. The course also covers graphics, clip art and sound-giving your presentation energy and punch.

Course Content:

- Review of basics
- Sharing / linking data with other Office programs
- Modifying and formatting charts
- Adding advanced special effects
- Creating 3-D shapes
- Advanced slide show techniques

Date: October 27, 2016. 1pm-4pm.

PowerPoint II: Mastering

Explore advanced PowerPoint features to customize your presentations for a wider audience. Mastering PowerPoint covers the tips, tricks, and techniques you'll need to elevate an average presentation to new heights. Learn how to create your own templates and customized color schemes, incorporate tables and drawn objects and create accurate, professional organizational charts. Master advanced features like importing existing data into current presentations or the Pack and Go feature to take your presentation on the road.

Course Content:

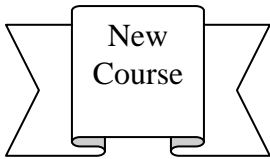
- Use slide masters
- Edit notes and handout masters
- Work with drawing objects
- Customize color schemes
- Create tables

Date: November 17, 2016. 1pm-4pm.

COMPUTER TRAININGS AVAILABLE ON-SITE AT YOUR FACILITY

QuickBooks I and II
 Introduction to Computers
 Microsoft Publisher
 Microsoft Outlook
 Microsoft Word I, II, and III
 Utilizing Facebook/Twitter/LinkedIn/You Tube
 Microsoft Visio
 Microsoft Project Management I and II
 Introduction to Adobe Acrobat (Not Reader)
 Introduction to Cloud Technology
 Microsoft SharePoint

PROCESS IMPROVEMENT TRAININGS



NEW Introduction to Lean Manufacturing for the Workforce

This class is a simplified introduction to the concepts of waste elimination and lean manufacturing. Understanding basic lean concepts and how they pertain to and affect production workers will be discussed. The class will examine how many items that frustrate workers also have a “waste effect” on the company as well. The class also looks at how workers can identify issues and opportunities

on a daily basis.

PHR/SPHR/GPHR (Business) Recertification Credits: 6

Course Content:

- Distinguish between waste and value-add
- Understand Lean tools - 6S, VSM, SMED, Kanban
- Utilize priority matrix to identify high-value targets
- Understand how Lean fits with other improvement processes such as Kaizen, Six Sigma, etc.



Date & Location: April 19, 2016 9am-4pm The Top of the 80’s, Hazleton
Price: \$185/Member \$370/Non-Member



NEW Introduction to Lean Manufacturing for Managers and Supervisors

This class is a basic introduction to the concepts of waste elimination and lean manufacturing. The basic lean tools and their use will be discussed. Preparing the organization for the lean manufacturing implementation and selection of appropriate metrics will be covered. The class also discusses how to recognize your key stakeholders and help to communicate the ideas of lean to the whole operation. The class will then focus on providing case studies and applications.

PHR/SPHR/GPHR (Business) Recertification Credits: 6

Date & Location: June 16, 2016 9am-4pm The Top of the 80’s,
 Hazleton
Price: \$185/Member \$370/Non-Member



*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute’s criteria to be pre-approved for recertification credit.

6-S

This course is designed for participants to learn how the Lean Manufacturing tool of 6-S leads to pride in the work place while sustaining the improvements for cleanliness, organization, and most importantly safety. The 6-S's are about doing the basics but always thinking about how things effect a safe work environment. They provide a foundation on which to build other quality activities. With a tidy, disciplined housekeeping environment, you can see many of the things which need further attention. Companies that live in chaos, no matter how fashionable it is these days, spend a lot of time in unproductive activities.

Implementing the 6-S's requires full cooperation of all involved, not just the safety department. This in itself is an amazingly powerful activity. When people realize that these simple activities have such power, and that by implementing them well, the workplace becomes a more pleasant and safe place to work.

PHR/SPHR/GPHR (Business) Recertification Credits: 3

Course Content:

- What is 6-S?
- Why it is important to implement 6-S
- What is Safety's role
- The implementation steps
- Tools and techniques for implementation
- Red tagging strategies
- The keys to long-term 6-S success
- Applications of the visual factory
- Typical examples of visual management

Date & Location: **May 17, 2016** **9am-12pm** **The Top of the 80's, Hazleton**
Price: **\$110/Member** **\$220/Non-Member**



SMED

SMED (Single Minute Exchange of Dies) Set-up or changeover reduction has been an important element of lean thinking for a number of years. This class explores some of the ideas behind SMED and what tools are available for implementation. Other areas of setup time reduction will also be discussed. This class also explores ideas regarding cellular manufacturing, production workstations and equipment arrangements. Focus will be on equipment layout/sequence that support a smooth flow of materials and components through the production process with minimal transport or delay. Implementation of this lean method often represents the first major shift in production activity, and it is the key enabler of increased production velocity and flexibility, as well as the reduction of capital requirements.

Date & Location: **May 17, 2016** **1pm-4pm** **The Top of the 80's, Hazleton**
Price: **\$110/Member** **\$220/Non-Member**

Root Cause Analysis

Root Cause Analysis is used to solve process problems or to determine why something happened. The problem can be small (hole size of machined part is out of round) or large (what caused the tile to fall off the space shuttle)! In either case, you try to determine why something happened so that a corrective action can be implemented and steps taken to prevent it from happening again. Engineers from the tile manufacturer, NASA engineers, astronauts, and Federal government inspectors all have to agree on the root cause. Under these circumstances, special tools are required (management and planning tools). These are the principles covered in the one-day class for Root Cause Analysis.

PHR/SPHR/GPHR (Business) Recertification Credits: 6

Course Content:

- Root Cause Analysis - A management tool
- How do you know there is a problem?
- Is this problem special or common in nature?
- What systems are in place to address problem(s)?
- Root Cause Analysis techniques
- Developing solutions
- Evaluating solutions



*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

- Change analysis and case studies

Date & Location: February 23 or August 30, 2016

9am-4pm

The Top of the 80's, Hazleton

Price: \$185/Member

\$370/Non-Member

Internal Auditing (2 Day Workshop)

This two day, “Learn by doing” program will provide effective instruction in and practical application of the techniques for conducting process based audits of quality management systems which are designed to meet the requirements of various standards, e.g., ISO9001-2000, IOS 13485-2003, AS9100. Participants will also learn how to audit for process and system effectiveness.

PHR/SPHR/GPHR (Business) Recertification Credits: 12

Who should attend - Both novice auditors and those with many audits under their belts. Newcomers will learn the basics of auditing and have an opportunity to practice learned techniques in real situations.

The two days of the course are separated by an intervening week wherein participants will conduct live audits at their own facility.

Day One

We discuss general quality system and audit principles. Participants will learn:

- * The process approach to quality system management
- * The purpose of quality systems audits, audit terminology, audit ethics
- * The difference between internal audits, second and third party (e.g., registrar) audits
- * The management role of the internal auditor and how that translates into action
- * The collaborative nature of auditing and the need to involve the auditee's manager

Using one of their own company processes, participants will learn:

- * How to review, summarize and “flowchart” a process
- * How to identify and determine the nature and amount of objective evidence
- * How to conduct a process oriented audit (audit trails)
- * How to audit for process effectiveness
- * How to use the audit to add value to the process and the organization
- * How to prepare audit checklists
- * How to phrase questions and inquiries to gain the maximum amount of information
- * How to collect and record audit evidence
- * How to eliminate fear and suspicion of the audit process
- * How to make determinations of noncompliance and ineffectiveness
- * How to differentiate between minor and major non-conformances
- * How to write an audit report so that the facts are never in question
- * How to prepare and verify corrective and preventive action requests



During the intervening week, participants will plan and conduct an internal audit of one of their organization’s macro level processes using one of the audit trails identified in Day One. They will document their audit detail, report and make recommendations, including where applicable corrective/preventive action requests.

Day Two

Participants will present their audit reports to the group for discussion and feedback.

Important: The audits conducted during the workshop are real audits, which may be used to fulfill part of your system auditing obligation.

Date & Location: October 18 & 25, 2016

9am-4pm

The Top of the 80's, Hazleton

Price: \$426/Member

\$852/Non-Member

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Basics of Six Sigma

The structure of a Six Sigma organization is based on team(s) problem solving methodology. The approach is to break down the problem by Defining, Measuring, Analyzing, Improving, and Controlling (DMAIC) the problem. Upper management becomes involved as Champions and Sponsors of Problem Solving Teams. These areas have been targeted through Problem Solving Tools, Root Cause Analysis and SPC. Six Sigma tools look at things differently with the goal of customer satisfaction

PHR/SPHR/GPHR (Business) Recertification Credits: 6

Course Content:

- What is Six Sigma?
- Six Sigma management concepts
- Variation
- Six Sigma technical concepts

Date & Location: June 28, 2016

9am-4pm The Top of the 80s, Hazleton

Price: \$185/Member

\$370/Non-Member



PROCESS IMPROVEMENT TRAININGS AVAILABLE ON-SITE AT YOUR FACILITY

Value Stream Mapping

FMEA – Failure Mode Effect Analysis

Kaizen

Office Lean and Value Stream Mapping

Creating Vendor Partnerships

PURCHASING TRAININGS

Basic Purchasing Techniques

How do you directly contribute to your company's bottom line and profitability? The answer is through effective purchasing techniques. This course will review the overall purchasing function, steps to create an effective purchasing program, and how to create cost savings. In our current business environment of holding customer pricing and always searching for cost reduction, this course is a must!

Course Content:

- Purchasing techniques
- Strategic sourcing
- An effective purchasing program
- E-Procurement and strategic cost management

Date & Location: March 16, 2016

9am-4pm

The Top of the 80's, Hazleton

Price: \$185/Member

\$370/Non-Member

Dynamics of Negotiations

Perhaps the most critical skill that a professional could possess is the ability to successfully negotiate. This interactive training will review what negotiations are, what a successful negotiation is, how it can directly affect your business, and how to become a successful negotiator.

Course Content:

- Negotiation defined
- The dynamics of negotiation
- Negotiation skills
- Negotiation skill assessment
- Negotiation Process

*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

- Case studies
- Managing conflict
- Preparing for negotiations

Date & Location: June 27, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member

SAFETY TRAININGS

OSHA Basics & Effective Safety Programs

Complexities of OSHA are explained in plain & simple terms. Let's face it, learning all those regulations, exceptions, interpretations, and directives can be frustrating. We strive to keep it simple & practical - information you can apply directly to your workplace. The course will also address effective safety programs that can work in your workplace. **PHR/SPHR/GPHR (HR)**

Recertification Credits: 6

Date & Location: June 14, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member



OSHA Compliance for Supervisors

The first line supervisor is an extremely important person in the safety management process. This process includes OSHA compliance and control of hazardous conditions and unsafe work practices. Today, supervisors need to be aware of all the safety regulations that apply to manufacturing environments and must be able to communicate, apply and enforce those regulations effectively. This program is designed to provide supervisors with detailed information that will enable them to manage the safety function and performance in their departments or work areas. The intent is to get to the bottom line of a safety program: Accident and Injury Prevention.

Course Content:

- Accidents and injuries: an OSHA perspective
- How to identify unsafe conditions, practices, and acts
- Accident investigation
- Safety inspections
- Communications
- Human relations
- Employee involvement and training

Who Should Attend: This course is for anyone in a supervisory or managerial role. It will also serve as an excellent source of information for safety committee members or for human resource/safety practitioners.

Date & Location: January 21 or July 28, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$163/Member \$326/Non-Member



NEW Emergency Planning Workshop

This course will focus on OSHA'S Emergency Planning standard. Every company is required to develop a written Emergency Action Plan that addresses all natural or man-made emergencies that could occur in the workplace. It will also address developing effective Emergency Action Plans. Participants should bring a copy of their current Emergency Action Plan if available.

PHR/SPHR/GPHR (HR) Recertification Credits: 4

Date & Location: June 9, 2016 9am-2:00pm The Top of the 80's, Hazleton



*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Price: \$132/Member \$264/Non-Member

NFPA 70E (Updated for 2015 Requirements)

This program is designed for all personnel who work on, around, or near any type of electrically energized equipment. Electrical hazards, proper electrical work practices and procedures, and the safe installation of electrical equipment will be discussed. You will be introduced to the rules and regulations as required by the OSHA Electrical Safety Related Work Practices Standard 1910.331-1910.335. You will also learn how the NFPA 70E requirements work in conjunction with the OSHA requirements. Many industry leaders are adopting 70E as their safety standard. Designed to keep workers safe and up-to-date, this program provides workers with life saving information. It is perfect for those who need refresher training or those who have had little exposure to proper work practices.

Date & Location: April 14, or October 20, 2016 9am-4pm The Top of the 80's, Hazleton

Price: \$235/Member \$470/Non-Member

Note: The price of the training includes NFPA 70E®: Standard for Electrical Safety in the Workplace®, 2015 Edition Workbook, which is a \$67.50 value.

OSHA 10-Hour Voluntary Compliance Course for General Industry

This 2-day course provides an overview of OSHA and key regulations that are required for all workplaces in complying with the OSHA regulations for General Industry. The class will review key aspects of the regulations and provide implementation and compliance strategies. This course is facilitated by an OSHA authorized facilitator using OSHA approved material.

Each participant who successfully completes the required hours will receive an OSHA issued completion card.

Who Should Attend: Safety coordinators, safety committee members, human resource managers, operations managers, supervisors, and anyone else with responsibility for safety compliance.

Course Content:

- Introduction to OSHA and the regulations
- Walking and working surfaces
- Fire protection
- Machine safeguarding
- Personal protective equipment
- Material handling
- Hazard communication
- Confined spaces
- Ergonomics and blood borne pathogens

Date & Location: February 15 & 29, 2016 9am-3pm The Top of the 80's, Hazleton

 August 22 & 29, 2016 9am-3pm The Top of the 80's, Hazleton

Price: \$378/Member \$756/Non-Member

Note: The OSHA 30 Hour for the General Industry Training is Available to Be Done On-Site at Your Facility.

OSHA Record Keeping and Required Written Programs

This presentation will focus on an overview of the OSHA recordkeeping standard, new changes to the forms, how to record hearing loss, provide various examples of situations and its record ability, recording the temporary worker injury, and how to complete the OSHA recordkeeping forms. In addition, this class focuses on the OSHA-required written programs for the General Industry sector (covered by 29CFR1910) and provides an overview of the applicable standards, program implementation, and components most frequently found deficient. It also covers records retention requirements for each program.

PHR/SPHR/GPHR (HR) Recertification Credits: 6

Date & Location: February 18, 2016 9am-4pm The Top of the 80's, Hazleton



*Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

Price: \$163/Member \$326/Non-Member

Forklift Train the Trainer – Classroom Instruction – Prerequisite is to be An Experienced Forklift Operator

PHR/SPHR/GPHR (HR) Recertification Credits: 6

Course Content:

- Organization of the training session
- Steps to effective training
- Practical applications
- OSHA requirements per 29 CFR 1910.178
- New OSHA regulations and S.O.P.'s
- Provide sample tests, safety rules, and training and OSHA documentation checklist
- Presentation of driver training program
- Administer testing to individuals in the class.
- Certificates for train-the-trainer candidates and for forklift operators will be provided by MAEA
- Review paperwork for OSHA approval and provide written forklift policy



Date & Location: March 14 or October 26, 2016 9am-4pm The Top of the 80's, Hazleton

Price: \$426/Member \$852/Non-Member

Aerial and Scissor Lifts Train the Trainer

In many work situations, employees are required to perform work at elevated levels. Even though the elevated work being performed may vary greatly from one industry to another, the means by which employees are lifted is generally the same. This course will provide the information to implement aerial and scissor lift safety procedures in your workplace.

According to the Occupational Safety and Health Administration (OSHA), aerial lifts and scissor lifts include elevating platform lifts and boom supported aerial platforms. The major causes of injury and fatalities are falls, electrocutions, and collapse or tip-over. Employers are required to implement safe work procedures and train employees on the safe and correct use of equipment.

PHR/SPHR/GPHR (HR) Recertification Credits: 4

Course Content:

- OSHA standards relating to aerial lifts and scissor lifts
- Training certification procedures and record retention
- Personal fall arresting systems
- Accident prevention
- Inspection and maintenance of lifts
- Operator safety requirements
- Hazards associated with lifts
- Personal protective equipment
- Ground personnel training
- Group exercises and case studies
- Final written exam



Date & Location: June 20 or December 12, 2016 9am-2pm The Top of the 80's, Hazleton

Price: \$353/Member \$706/Non-Member

Respiratory Protection Program – Train the Trainer

This course is designed for anyone responsible for administering a program on respirator use. The course will focus on employer responsibilities to provide respiratory protection that controls occupational diseases associated with breathing contaminated air.

Course content will provide information on the development and administration of an effective and compliant Respiratory Protection Program.

PHR/SPHR/GPHR (HR) Recertification Credits: 5

Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.



Course Content:

- Overview of applicable OSHA and NIOSH regulations
- Administration of the program
- Components of a respiratory program
- Medical evaluation of employees
- Employee training
- Fit testing methods
- Inspection, cleaning and maintenance of respirators
- Recordkeeping
- Donning, doffing and user seal checks
- Sample program guide
- Group exercises
- Written Final Exam

Students will be donning and doffing respirators and are to bring a respirator used at their company. Prior experience with respirators is not required.

Date & Location: September 28, 2016 9am-3pm The Top of the 80's, Hazleton
Price: \$378/Member \$756/Non-Member

Arc Flash Compliance and Electrical Safety

The purpose of this course is to provide the student with an in-depth understanding of the current ARC Flash safety requirements listed in NFPA 70E, OSHA, IEEE 1584 and NIOSH. A complete presentation of ARC Flash standards and hazards will be provided along with examples and student exercises.

Course Content:

- * NFPA 70E applicable rules for ARC flash
- * Safe electrical work practices
- * ARC Flash protection boundaries
- * Personal protective equipment and selection criteria
- * ARC Flash approach boundary terms
- * Applicable regulatory standards
- * ARC Flash hazard analysis and employer responsibilities
- * ARC Flash work permits - working on live equipment
- * Final written exam

Hands on Practice: Throughout the course, students will have the opportunity to practice the skills learned through class interaction and observational exercises. The interactive exercises focus on awareness, safe work practices, maintenance requirements boundaries and regulations learned during class.

Who should attend: Individuals responsible for ensuring compliance, supervisors responsible for ensuring safe work practices and employees who are exposed to ARC Flash hazards.

Date & Location: May 23 or November 15, 2016 9am-4pm The Top of the 80's, Hazleton
Price: \$205/Member \$410/Non-Member

Crane and Rigging Safety Train the Trainer

The Crane and Rigging Safety Train the Trainer course will focus on the training required for General Industry crane operators and maintenance personnel. Specifically the 29 CFR 1910 General Industry crane standards requires employers to provide work area specific training to designated crane users and maintenance personnel on the operations, daily inspections and testing, and safe hoisting practices. It is considered a Best Practice to have a written program in place to detail the inspection, maintenance and training requirements for your facility.

PHR/SPHR/GPHR (HR) Recertification Credits: 4

Topics will include:

- Written program sample

Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

- General overview of the crane standard 29 CFR 1910.179
- Procedures for inspection and testing
- Safe rigging practices
- Types of lifting hardware and inspection
- Elements of a Crane Safety training program
- Operator certification requirements
- Responsibilities for supervisors and managers
- Written Final Exam

Date & Location: August 17, 2016
Price: \$353/Member

9am-2:00pm
\$706/Non-Member

The Top of the 80's, Hazleton

Job Safety Analysis (JSA)

This workshop is essential for employees who are involved in developing and applying basic risk control procedures. A Job Safety Analysis is a highly effective tool that can be used to examine a work task and identify the safest way to complete it. The JSA identifies hazards associated with a job and lists specific control measures to reduce risk. In a nutshell, a JSA provides a structured approach to performing each task more safely and will result in lowered injuries and illnesses. This workshop will focus on developing a JSA and implementing it in the work environment.

PHR/SPHR/GPHR (HR) Recertification Credits: 4

Date & Location: April 25 or November 9, 2016
Price: \$132/Member

9am-2pm
\$264/Non-Member

The Top of the 80's, Hazleton



PPE Assessment Standards and Hearing Conservation Program

This first phase of this workshop will focus on performing and developing a written and certified PPE assessment in the workplace and review of current OSHA standards relating to Personal protective Equipment. The second phase of this workshop will focus on developing a Hearing Conservation Program. A Hearing Conservation Program is required if noise levels are at or above 85 decibels. Hearing Conservation Standards will be reviewed. Examples of proven programs will be included in the course.

PHR/SPHR/GPHR (HR) Recertification Credits: 5

Date & Location: March 21, 2016
Price: \$148/Member

9am-3pm
\$296/Non-Member

The Top of the 80's, Hazleton



Machine Guarding for General Industry

This workshop will focus on an employer's responsibility to ensure safeguarding of all powered machinery that will protect employees. OSHA standards will be reviewed as well as acceptable guarding methods. Class discussion with real life case studies associated with occupational injuries and death in the workplace. A Machine Guarding checklist is provided.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Date & Location: May 18, 2016
Price: \$105/Member

9am-12pm
\$210/Non-Member

St. Luke's North, Bethlehem



OSHA Compliance 101

This class will focus on an employer's responsibility to comply with all OSHA regulations in their workplace. Navigating OSHA regulations is sometimes confusing and time consuming. Learn how to determine what OSHA standards apply to your workplace.

PHR/SPHR/GPHR (HR) Recertification Credits: 3

Date & Location: May 18, 2016
Price: \$105/Member

1pm-4pm
\$210/Non-Member

St. Luke's North, Bethlehem



Dates and locations are subject to change, notification will be given to members before the class begins.

The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that a program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.

SAFETY TRAININGS AVAILABLE ON-SITE AT YOUR FACILITY

MAEA's experienced safety instructors are available to deliver the safety programs for your employees. Each of these programs can be customized to meet your company's specific needs.

General Industry Programs

Accident Investigation
Compressed Gases
Electrical Safety
Environmental Controls
Fall Arrest and Protection
Fire Protection
Hand and Power Tools
Hazard Recognition and Root Cause Analysis
Machinery and Machine Guarding
Material Handling - Powered Industrial Trucks
Means of Exit and Escape/Emergency Action
OSHA Inspections and Citations Rule
Permit Required Confined Space
Personal Protective Equipment
Powered Platforms and Manlifts
Safety Compliance Assessment Tool
Safety Inspection Checklist
Special Industries
Toxic and Hazardous Substances
Walking and Working Surfaces
Welding Operations
HAZMAT Technician Training
Hazardous Materials First Responder Level
Hazwoper 8 Hour Annual Refresher

Construction Industry Programs

Concrete and Masonry
Cranes and Derricks

Demolition
Electrical Safety
Excavations
Fire Protection
Applicable General Industry Standards
General Safety and Health
Hand and Power Tools
Mandatory Written Programs
Material Handling, Storage and Use
Motor Vehicles
OSHA Inspection and Citations
Personal Protective Equipment
Respiratory Protection
Recordkeeping and Reporting Injury
Safety Compliance Assessment Tool
Scaffolds
Signs and Barricades
Stairways and Ladders
Steel Erection
Toxic and Hazardous Substances
Underground Construction
Welding and Cutting

Additional Safety Programs

Safety Committee Certification for PA
Job Safety Analysis
Comprehensive Safety Management and Leadership
Heat Stress
Hazwoper 8 Hour Refresher

Directions to Training Facilities

MAEA Training Room from the North – One Norwegian Plaza, Pottsville, PA 17901

Take Interstate 81 South to Exit 124 St. Clair to 61 South. Take 61 South into Pottsville. Turn right onto Norwegian Street and left into Norwegian Plaza. The MAEA Training Room is on the 2nd floor in Suite 250.

The Top of The 80's from the South – 3 Top of the 80's Road, Hazleton, PA 18202

Take Interstate 81 North to Exit 145. Turn left onto Route 93. Turn right into the Hampton Inn parking lot. The Top of the 80's is behind the Hampton Inn at the far end of the parking lot.

The Top of The 80's from the North – 3 Top of the 80's Road, Hazleton, PA 18202

Take Interstate 81 South to Exit 145. From the exit, go straight to the stop sign. Turn right at the stop sign. Go straight through the light and turn into Hampton Inn parking lot. The Top of the 80's is behind the Hampton Inn at the far end of the parking lot.

Benchmarking Tools

Supplying benchmarking information is an important service that MAEA provides to area manufacturers and employers. The following surveys are available for purchase at member and non-member rates.

Wage & Salary Survey

National & *Regional Available

Pay Trend Survey

*Regional Available

Personnel Practices Survey

*Regional Available

Holiday Survey

These surveys available **free to member companies who participate in the surveys.*

Required Employment Law Posters

Federal and state government regulations require all employers with at least one employee on payroll to post all current mandatory federal and state labor law notices. Failure to keep these notices up-to-date can result in substantial fines or frivolous employee lawsuits.

MAEA assists area companies remain in compliance by providing the mandated Employment Law Postings. Our combined Federal/State/OSHA posters are laminated and measure 27" x 39". English and Spanish posters are available for all states.

Contact MAEA for poster prices and ordering information.

MAEA Offers Training Needs Analysis Services

MAEA is able to meet with companies and conduct a training needs analysis to provide training solutions and recommendations. Available services include:

- Design surveys
- Conduct structured need analysis interviews
- Analyze job performance
- Determine causes and solutions for job performance problems
- Conduct a cost benefit or return on investment analysis
- Analyze behavior and determine appropriate trainings

Northeast Pennsylvania Manufacturers and Employers Association
Training Catalog
PO Box 541
250 One Norwegian Plaza
Pottsville, PA 17901

PRST STD
U.S. POSTAGE
PAID
PERMIT #663
POTTSVILLE,
PA 17901

The Northeast Pennsylvania Manufacturers and Employers Association is Your Business Resource Partner!

Networking Opportunities:

Roundtables
Annual Events

Legislative Breakfasts/Roundtables
Summer and Fall Golf Outings

Excellence Award Recognition
Manufacturing Tours

Additional Services Offered:

Human Resource Services
Hot Line Questions
Federal & State Posters
Consulting Services

Rapid Response Survey
Career Transition Services
Resume Referral Service
Surveys, Guides, & Publications

Group Discount Programs
Legislative Updates
Workforce Development
Journals

Pottsville Office:

PO Box 541
250 One Norwegian Plaza
Pottsville, PA 17901
Phone: 570-622-0992
Fax: 570-622-2776

Hazleton Office:

One South Church Street
200 Renaissance Center
Hazleton, PA 18201
Phone: 570-450-6893

Lehigh Valley Office:

3440 Lehigh Street
Box #281
Allentown PA, 18103

Website: www.nepamaea.com

