

**mea** midatlantic  
employers'  
association

*Today's HR Solutions*



# Training

& Development Programs

January – March 2012

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FOCUSED ON  
TALENT MANAGEMENT

# Customized Training Programs



**P**ARTNER WITH MEA'S PROFESSIONAL TRAINING STAFF to build customized training solutions facilitated either in-person or online. We offer a unique product that is aligned with your organization's needs. Our methodology is to assess and deliver "right-fit," industry-specific training to impact results. MEA's instructional design experts will work collaboratively with your internal team. Together, outcomes are defined and content is built to address challenges and objectives. MEA works to ensure all stakeholders are satisfied.

- ▶ Conducted at **your** desired LOCATION
- ▶ Assessing **your** NEEDS
- ▶ Fitting any shift on **your** SCHEDULE
- ▶ Targeting **your** industry's specific REQUIREMENTS
- ▶ Customized for **your** EMPLOYEES
- ▶ Partnering with **your** INTERNAL TEAM
- ▶ Facilitated for **your** group ONLINE or in PERSON

## Most requested topics:

### Interpersonal Skills

- Business Etiquette
- Professional Impact
- Communicating with Diplomacy
- English as a Second Language
- Influence & Persuasion for Success
- Understanding Style through the MBTI
- Career Transition Workshops & Coaching
- Diversity: Appreciating Differences
- Sensitivity

### Employment Law

- Avoiding Harassment for Employees/Managers
- Basic Employment Law for Supervisors/Managers
- Employee Relations, Discipline & Termination

### Customer Service

- "Best-in-Class" Customer Service
- Handling theirate Customer
- Effective Telephone Techniques
- Customer Service for the Technical Expert

### Professional Development

- Juggling Multiple Priorities
- Innovation & Creativity to Impact the Bottom Line
- Critical Thinking
- Managing Up the Ladder
- Email at Its Best

### Leadership, Supervision and Management

- Accountability: Stop the Blame Game
- Managing the Generation Gaps
- Change Management
- Performance Appraisal: An Effective Process
- Interviewing & Hiring

### Computer Skills

### Quality, ISO & Lean Management

### Health, Safety & Environmental

Dear MEA Members and Colleagues,

I am pleased to welcome you to MEA's Training & Development catalog. Over 400 member companies and many other organizations that are focused on Talent Management and Employee Engagement have used MEA for their training needs to produce business results.

As experts in the field of Training and Development, MEA's goal in 2012 is to help you be more strategic. When we partner with you, MEA will provide:

- ▶ Current Training Industry Best Practices
- ▶ Support for Strategic Training Planning
- ▶ People Development Aligned with your Organization's Business Goals
- ▶ Increased Employee Engagement through Targeted Training



Marian W. Vallotton  
Director of Training and  
Organization Development

### Highlight of what's **New in 2012**

#### **Re-introducing Quarterly MEA Training Catalogs**

By offering catalogs more frequently during the year we have the flexibility to offer you *just-in-time* topics that are critical to you and the development of your workforce.

#### **The MEA Leadership & HR Advantage: Individual Development Plans**

Rely on our expertise to support Talent Management. We are now offering roadmaps to training by employee role - Individual Development Plans. Rather than one-off workshops, MEA has put together strategic training paths that will help you grow your talent. (See page 4 & 5)

#### **Online Learning**

MEA will be hosting numerous online events in 2012. Webinars, which are 90 minute informational sessions with Q&A, and Cyber Workshops which are highly-interactive workshops designed for building new skills. Both can be customized for your organization. (See page 36)

I invite you to use this catalog as a tool to support your planning. If your organization has a specific need that you don't see listed, and for additional information to develop a plan for individual employees, groups of employees or your entire organization, please reach out to me directly.

I welcome your calls at 800-662-6238, or emails at [mvallotton@meainfo.org](mailto:mvallotton@meainfo.org), or visit MEA at [www.meainfo.org](http://www.meainfo.org). For specific questions or concerns regarding any of our training programs listed in this catalog, please contact Carol Kelly, our Training Coordinator at 800-662-6238.

See you at MEA!

A handwritten signature in dark ink that reads "Marian W. Vallotton".

**Marian W. Vallotton**

Director of Training and Organization Development

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To request additional information on any of the programs or services noted in this catalog, or to discuss membership, please call 800-662-6238 or email [mea@meainfo.org](mailto:mea@meainfo.org).

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### Human Resources

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### Leadership, Supervision and Management

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## Seminars Approved for HRCI

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### Human Resources

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This program has been approved for recertification credit hours toward PHR, SPHR and GPHR recertification through the Human Resource Certification Institute (HRCI). Please be sure to note the program ID number on your recertification application form. For more information about certification or recertification, please visit the HRCI homepage at [www.hrci.org](http://www.hrci.org). The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit.



MEA is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Suite 700, Nashville, TN, 37219-2417. Website: [www.nasba.org](http://www.nasba.org). All MEA courses are basic and do not require prerequisites or advanced preparation. All courses in this catalog are group live.

# MEA Leadership Advantage

Engaging Employees through Planned Development

**NEW!**

## Leadership Dynamics

Level III Organizational  
Strategy Series

1. Emotional Intelligence
2. Succession Planning
3. Harnessing Organizational  
Politics
4. Driving Change
5. Organization Impact  
Strategy: Using DiSC Theory

## Management Development

Level II Certificate Series

1. Conflict Management
2. Leading Problem Solving &  
Decision Making
3. Effective Employee Relations,  
Discipline and Termination for  
Non-HR Managers
4. Team Development
5. Performance Management:  
More than Just an Appraisal

+ 2 electives

## Supervision & Management Foundation

Level I Certificate Series

1. Successful Communication
2. Coaching Skills
3. Basics of Employment Law for  
Non-HR Professionals
4. Managing People through  
Motivation
5. Supervision Basics

+ 2 electives

**Who Will Attend**

- Executives/Owners responsible for Human Capital Decisions
- Senior HR Professionals

**Leadership Dynamics**

Level IV Organizational Strategy Series

1. Emotional Intelligence
2. Succession Planning
3. Harnessing Organizational Politics
4. Driving Change
5. Organization Impact Strategy: Using DiSC Theory

**Who Will Attend**

- Senior HR Professionals (5-7 years experience)
- Those Who Have Completed Level II
- SPHR Accreditation

**Strategic Human Resources\***

Level III Strategic HR Series

1. HR Metrics: ROI for HR Initiatives
2. HR Professional as a Business Partner
3. Building Your Leadership "Bench": An HR Strategy
4. Aligning HR with Your Business Strategy

+1 elective

**Who Will Attend**

- More Experienced HR Professionals (1-5 years experience)
- Those Who Have Completed Level I
- PHR Accreditation

**Human Resources Development**

Level II Certificate Series

1. Effective Employee Relations, Recognition & Performance Management
2. FMLA Administration Workshop
3. Basics of Employee Benefits
4. Progressive Discipline & Termination
5. Compensation Plan Design

+1 elective

**Who Will Attend**

- HR Professionals
- HR Administrators
- Executives/Owners overseeing HR Function
- New to HR
- PHR Accreditation

**Human Resources Foundation**

Level I Certificate Series

1. HR "Boot Camp" - Did HR Fall in Your Lap?
2. Basics of Federal Employment Laws
3. Basics of Compensation
4. Essentials of Recruitment, Employment & Retention

+1 elective

\*Also available as simultaneous cyber workshops  
Approved for Strategic HRCI credits.

# leadership advantage supervision & management foundation level I certificate series

## Seminar Tracking Form

**Instructions:** Please use this form to track the seminars you have attended towards earning your certificate. Fill in the date you attended each seminar and submit it to MEA at least one week prior to your last session via email ([ckelly@meainfo.org](mailto:ckelly@meainfo.org)), fax (610.666.7866) or mail (to the Training Department) in order for us to prepare your Certificate of Completion. To enroll in the certificate program, contact Carol Kelly at [ckelly@meainfo.org](mailto:ckelly@meainfo.org) or 800-662-6238.

NOTE: Location of training is King of Prussia unless otherwise noted.

**Core Seminars** – You must complete all **five** seminars listed below

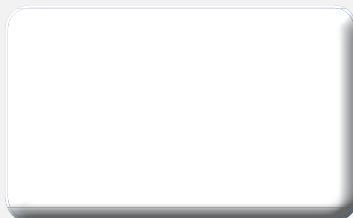
**Date Completed:**

- \_\_\_\_\_ • **Successful Communication** (page 16)  
Dates Offered: Wednesday, February 8 • Wednesday, March 7 (NJ)  
• Thursday, March 29
- \_\_\_\_\_ • **Coaching Skills for Managers and Supervisors** (page 28)  
Dates Offered: Thursday, January 26 • Tuesday, February 21 (NJ)  
• Thursday, March 15
- \_\_\_\_\_ • **Basics of Employment Law for Non-HR Professionals** (page 27)  
Dates Offered: Thursday, January 12 • Wednesday, March 14 (NJ)
- \_\_\_\_\_ • **Managing People through Motivation** (page 30)  
Dates Offered: Wednesday, January 11 • Tuesday, February 14 (NJ)  
• Thursday, March 8
- \_\_\_\_\_ • **Supervision Basics** (page 32)  
Dates Offered: Thursday, January 19 (NJ) • Wednesday, February 15  
• Tuesday, March 20

**Elective Seminars** – You must complete **two** electives from any of the programs listed in the catalog. Below are some suggested seminars to take as electives.

**Date Completed:**

- \_\_\_\_\_ • **Public Speaking: Powerful Presentation Skills** (page 15)  
Dates Offered: (two days) Thursday, February 16 and 23
- \_\_\_\_\_ • **Handling Difficult People** (page 15)  
Date Offered: Wednesday, February 29



# leadership advantage management development level II certificate series

## Seminar Tracking Form

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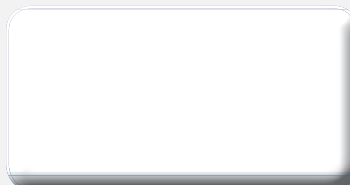
Date Completed:

- \_\_\_\_\_ • **Conflict Management** (page 28)  
Date Offered: Friday, February 24
- \_\_\_\_\_ • **Leading Problem Solving & Decision Making** (page 30)  
Date Offered: Thursday, March 1
- \_\_\_\_\_ • **Effective Employee Relations, Discipline and Termination for Non-HR Managers** (page 29)  
Dates Offered: Friday, February 3 (NJ) • Tuesday, March 6
- \_\_\_\_\_ • **Team Development** (page 33)  
Dates Offered: Tuesday, January 24 • Wednesday, March 21 (NJ)
- \_\_\_\_\_ • **Performance Management: More than Just an Appraisal** (page 31)  
Date Offered: Thursday, March 15

**Elective Seminars** – You must complete **two** electives from any of the programs listed in the catalog. Below are some suggested seminars to take as electives.

Date Completed:

- \_\_\_\_\_ • **Managing Up the Ladder** (page 31)  
Date Offered: Thursday, March 29
- \_\_\_\_\_ • **Critical Conversations: Having the “Hard to Have” Discussions** (page 28)  
Date Offered: Thursday, February 9
- \_\_\_\_\_ • **Stress Management: How to Make It Work FOR You** (page 33)  
Date Offered: Friday, January 20



# leadership/hr advantage leadership dynamics level III / IV organizational strategy series

## Seminar Tracking Form

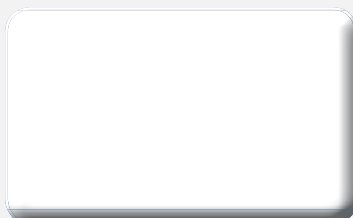
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**Core Seminars** – You must complete all **five** seminars listed below

**Date Completed:**

- \_\_\_\_\_ • **Emotional Intelligence** (page 29)  
Date Offered: Friday, February 3
- \_\_\_\_\_ • **Succession Planning** (page 32)  
Date Offered: Thursday, February 16
- \_\_\_\_\_ • **Harnessing Organizational Politics** (page 30)  
Date Offered: Friday, March 16
- \_\_\_\_\_ • **Driving Change** (page 29)  
Date Offered: Tuesday, March 27
- \_\_\_\_\_ • **Organization Impact Strategy: Using DiSC Theory** (page 31)  
Date Offered: Tuesday, January 31



# hr advantage human resources foundation level I certificate series

## Seminar Tracking Form

**Instructions:** Please use this form to track the seminars you have attended towards earning your certificate. Fill in the date you attended each seminar and submit it to MEA at least one week prior to your last session via email ([ckelly@meainfo.org](mailto:ckelly@meainfo.org)), fax (610.666.7866) or mail (to the Training Department) in order for us to prepare your Certificate of Completion. To enroll in the certificate program, contact Carol Kelly at [ckelly@meainfo.org](mailto:ckelly@meainfo.org) or 800-662-6238.

NOTE: Location of training is King of Prussia unless otherwise noted.

**Core Seminars** – You must complete all **four** seminars listed below

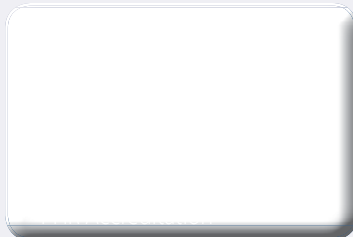
**Date Completed:**

- \_\_\_\_\_ • **HR” Boot Camp” - Did HR Fall in Your Lap?** (page 26)  
Date Offered: Wednesday, January 18
- \_\_\_\_\_ • **Basics of Federal Employment Laws** (page 20)  
Date Offered: Wednesday, February 1
- \_\_\_\_\_ • **Basics of Compensation** (page 20)  
Date Offered: Wednesday, February 15
- \_\_\_\_\_ • **Essentials of Recruitment, Employment & Retention** (page 25)  
Date Offered: Wednesday, March 14

**Elective Seminars** – You must complete **one** elective from any of the programs listed in the catalog. Below are some suggested seminars to take as an elective.

**Date Completed:**

- \_\_\_\_\_ • **Successful Communication** (page 16)  
Dates Offered: Wednesday, February 8 • Wednesday, March 7 (NJ)  
• Thursday, March 29
- \_\_\_\_\_ • **Stress Management: How to Make It Work FOR You** (page 33)  
Date Offered: Friday, January 20
- \_\_\_\_\_ • **Public Speaking: Powerful Presentation Skills** (page 15)  
Dates Offered: (two days) Thursday, February 16 and 23
- \_\_\_\_\_ • **Handling Difficult People** (page 15)  
Date Offered: Wednesday, February 29



# hr advantage

## human resources development

### level II certificate series

#### Seminar Tracking Form

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NOTE: Location of training is King of Prussia unless otherwise noted.

**Core Seminars** – You must complete all **five** seminars listed below

Date Completed:

- \_\_\_\_\_ • **Effective Employee Relations, Recognition & Performance Management** (page 25)  
Date Offered: Friday, January 13
- \_\_\_\_\_ • **FMLA Administration Workshop** (page 26)  
Date Offered: Friday, February 17
- \_\_\_\_\_ • **Basics of Employee Benefits** (page 20)  
Date Offered: Friday, March 2
- \_\_\_\_\_ • **Progressive Discipline & Termination** (page 27)  
Date Offered: Friday, March 23
- \_\_\_\_\_ • **Compensation Plan Design** (page 21)  
Date Offered: Wednesday, March 28

**Elective Seminars** – You must complete **one** elective from any of the programs listed in the catalog. Below are some suggested seminars to take as an elective.

Date Completed:

- \_\_\_\_\_ • **Successful Communication** (page 16)  
Dates Offered: Wednesday, February 8 • Wednesday, March 7 (NJ)  
• Thursday, March 29
- \_\_\_\_\_ • **Stress Management: How to Make It Work FOR You** (page 33)  
Date Offered: Friday, January 20
- \_\_\_\_\_ • **Critical Conversations: Having the “Hard to Have” Discussions** (page 28)  
Date Offered: Thursday, February 9
- \_\_\_\_\_ • **Public Speaking: Powerful Presentation Skills** (page 15)  
Dates Offered: (two days) Thursday, February 16 and 23
- \_\_\_\_\_ • **Handling Difficult People** (page 15)  
Date Offered: Wednesday, February 29

#### Who Will Attend

- More Experienced HR Professionals  
(1-5 years experience)
- Those Who Have Completed Level I
- PHR Accreditation

# hr advantage strategic human resources level III strategic hr series

## Seminar Tracking Form

**Instructions:** Please use this form to track the seminars you have attended towards earning your certificate. Fill in the date you attended each seminar and submit it to MEA at least one week prior to your last session via email ([ckelly@meainfo.org](mailto:ckelly@meainfo.org)), fax (610.666.7866) or mail (to the Training Department) in order for us to prepare your Certificate of Completion. To enroll in the certificate program, contact Carol Kelly at [ckelly@meainfo.org](mailto:ckelly@meainfo.org) or 800-662-6238.

NOTE: Location of training is King of Prussia unless otherwise noted.

**Core Seminars** – You must complete all **four** seminars listed below

Date Completed:

- \_\_\_\_\_ • **HR Metrics: ROI for HR Initiatives** (page 26)  
Date Offered: Friday, January 27
- \_\_\_\_\_ • **HR Professional as a Business Partner** (page 26)  
Date Offered: Wednesday, March 7
- \_\_\_\_\_ • **Building Your Leadership “Bench”: An HR Strategy** (page 21)  
Date Offered: Tuesday, February 14
- \_\_\_\_\_ • **Aligning HR with Your Business Strategy** (page 19)  
Dates Offered: Tuesday, February 28

**Elective Seminars** – You must complete **one** elective from any of the programs listed in the catalog. Below are some suggested seminars to take as an elective.

Date Completed:

- \_\_\_\_\_ • **Successful Communication** (page 16)  
Dates Offered: Wednesday, February 8 • Wednesday, March 7 (NJ)  
• Thursday, March 29
- \_\_\_\_\_ • **Stress Management: How to Make It Work FOR You** (page 33)  
Date Offered: Friday, January 20
- \_\_\_\_\_ • **Critical Conversations: Having the “Hard to Have” Discussions** (page 28)  
Date Offered: Thursday, February 9
- \_\_\_\_\_ • **Public Speaking: Powerful Presentation Skills** (page 15)  
Dates Offered: (two days) Thursday, February 16 and 23
- \_\_\_\_\_ • **Handling Difficult People** (page 15)  
Date Offered: Wednesday, February 29

### Who Will Attend

- Senior HR Professionals  
(5-7 years experience)
- Those Who Have Completed Level II
- SPHR Accreditation

## MEA's 3 STEP PLAN to Extraordinary Customer Service Outperform your Competition

Do you have Service Standards? Research over the years has shown that those companies that pay close attention to the "Customer's Experience" are the companies that consistently outperform the market. Some of today's most successful organizations, like the Ritz Carlton, Southwest, Disney, LL Bean and Chick-fil-A, just to name a few, focus on putting both internal and external customers first.

What is it that makes these companies stand out and consistently outperform their competition? These organizations are built on a strong set of service standards taught to all levels. Even employees who may never encounter a customer, are taught the service standards and how to apply them. The employees get the support they need to then live the standards. It's not just another program or words on a plaque on a wall; instead, it is a 3 fold process that builds buy-in, execution and results.

### Customized Customer Service Training

**MEA can help you build an Extraordinary Service Culture!**

#### "Living the Standards: MEA's 3-Step Approach"

Training produces knowledge, but it is only the follow-up in coaching and application that produces change in behavior and builds new skills. The MEA 3-Step for Living the Standards ensures these results.

**I. First, we help you build a strong set of customer service standards**

**II. Second, we facilitate training to the newly defined standards**

**III. And finally, we coach your managers/supervisors to support all employees in living the standards**

### What can this do for your company?

It can produce higher customer retention and satisfaction, higher profit, lower employee turnover, higher employee satisfaction and ultimately the long term sustainability that differentiates your company from the competition. It all starts with the customer service experience.

# mea customer service certificate

## Seminar Tracking Form

**Instructions:** Please use this form to track the seminars you have attended towards earning your certificate. Fill in the date you attended each seminar and submit it to MEA at least one week prior to your last session via email ([ckelly@meainfo.org](mailto:ckelly@meainfo.org)), fax (610.666.7866) or mail (to the Training Department) in order for us to prepare your Certificate of Completion. To enroll in the certificate program, contact Carol Kelly at [ckelly@meainfo.org](mailto:ckelly@meainfo.org) or 800-662-6238.

NOTE: Location of training is King of Prussia unless otherwise noted.

**Core Seminars** – You must complete all **three** seminars listed below

**Date Completed:**

- \_\_\_\_\_ • **“Best-in-Class” Customer Service** (page 18)  
Date Offered: Friday, January 20
- \_\_\_\_\_ • **Customer Service: Effective Telephone Techniques** (page 18)  
Date Offered: Tuesday, February 14
- \_\_\_\_\_ • **Handling the Irate Customer – A Strategy that Works** (page 18)  
Date Offered: Thursday, March 22

**Elective Seminars** – You must complete **two** elective froms any of the programs listed in the catalog. Below are some suggested seminars to take as electives.

**Date Completed:**

- \_\_\_\_\_ • **Successful Communication** (page 16)  
Dates Offered: Wednesday, February 8 • Wednesday, March 7 (NJ)  
• Thursday, March 29
- \_\_\_\_\_ • **Stress Management: How to Make It Work FOR You** (page 33)  
Date Offered: Friday, January 20
- \_\_\_\_\_ • **Public Speaking: Powerful Presentation Skills** (page 15)  
Dates Offered: (two days) Thursday, February 16 and 23
- \_\_\_\_\_ • **Handling Difficult People** (page 15)  
Date Offered: Wednesday, February 29

## Onsite Training at Your Location

### \*Avoiding Harassment in the Workplace for Employees and Supervisors

Several Supreme Court decisions tell employers that they must take preventative steps to avoid liability for unlawful harassment claims. Courts have repeatedly awarded punitive damages in unlawful harassment cases where the employer failed to provide harassment training.

MEA offers two seminars to help organizations create and maintain environments free from harassment and avoid litigation. Our comprehensive services include one hour training sessions for employees, and one and one-half hour training sessions for managers/supervisors. Unlike other training providers, MEA partners with you to review your current policy, make appropriate recommendations, and debrief senior management and/or HR following the training sessions.

#### Training Objectives:

- Identify harassment in the workplace today
- Recognize the legally protected classes
- Understand policy, enforcement and discipline
- Implement preventive measures to avoid harassment
- Understand the extra legal responsibilities and obligations of supervisors (for supervisors seminar only)

- 1. Employees:** A one-hour seminar is offered to assist them in understanding how their behavior may impact their fellow colleagues and what constitutes unlawful discriminatory practices.
- 2. Supervisors:** A one-and-a-half hour seminar reviews the unlawful discriminatory practices that expose organizations to work disruption and costly, time-consuming litigation. This program will provide supervisors and managers with the awareness and knowledge to successfully identify and deal with workplace harassment issues.

\*Available via webinar for your organization

Contact MEA to schedule your onsite harassment training at 800-662-6238, or via email at [mea@meainfo.org](mailto:mea@meainfo.org).

## Business Writing with Emphasis on Emails

Many people in industry today are frustrated by the amount and quality of the email they receive. The ability to communicate in writing is critical to our success and is valued highly in the workplace. In our world of text messaging and poorly written emails, people who succeed know how to write simple messages using correct grammar and appropriate tone. In this workshop you will learn and practice skills to help you write more clearly and concisely, communicate your message effectively, identify when and when not to hit the SEND key, and, in the end, increase your overall productivity.

- Understand how to write more effectively by avoiding grammar blunders
- Identify and understand the goals of writing for business
- Write emails that get attention and results
- Learn the current rules of email etiquette
- Practice editing and correcting poorly written emails to perfect your skills

Tuesday, January 17- KoP

9am-1pm

Member - \$230

Non-Member - \$315

## Handling Difficult People

While difficult people may constitute a small portion of the workforce, dealing with them can be time-consuming, challenging and sometimes counter-productive. This program will provide participants with the skills needed to effectively work with difficult individuals encountered from time to time in the workplace. Each participant's specific needs will be addressed during the session to develop a targeted action plan for implementation back in the workplace.

- Learn to identify signs of difficult behavior before a situation gets out of hand
- Remove the mystery: Get to the core of why difficult people behave the way they do
- Uncover an approach to communicate with the employee to understand the cause of their behavior
- Use a 3 part problem solving model to help diagnose and resolve your situation
- Follow a 5-step process from communication to planned resolution when engaged in a conflict
- Understand and use skills to help control your and their emotions when dealing with difficult people and situations
- Create an action plan to address your situation back at work

Wednesday, February 29 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



4 credits

## Public Speaking: Powerful Presentation Skills (2 days)

Giving informative, energetic, inspiring presentations is a learned skill. Great presenters and speakers start at the beginning and learn the basics of organization, preparation, delivery, and most of all how to handle anxiety. Learning to be a better speaker is similar to learning any activity. Initially, it can be frustrating and it takes practice to do it well. This program presents the basics of making an Excellent presentation and provides the practical experience to prepare participants to be professional, competent presenters. This program is for all levels of employees.

- Present information showing organization and understanding of the topic
- Identify needs of the audience and how best to engage them
- Demonstrate self-confidence when speaking to groups
- Use delivery skills to enhance the presentation
- Use visuals to support the presentation
- Answer questions from the audience effectively
- Learn physical skills and body language to give effective presentations
- Demonstrate knowledge and use of these skills through delivering mini presentations which are recorded for review and feedback
- Gain confidence in presenting

Thursday, February 16 & 23 - KoP

9am-4pm

Member - \$405

Non-Member - \$540

Catered lunch included

CPE

12 credits

Wednesday, February 8 - KoP  
 Wednesday, March 7 - NJ  
 Thursday, March 29 - KoP

9am-4pm

Member - \$245

Non-Member - \$335

Assessment and catered lunch included



CPE  
6 credits



## Successful Communication

Leverage your power as a successful communicator. Learn the strategies to prevent misunderstandings, listen effectively, deal with conflict, communicate with diverse groups and maximize the communication potential of technology.

- Discuss the communication process and recognize barriers that get in the way
- Identify and demonstrate techniques for overcoming barriers
- Understand and self-assess each component of the communication process including: style, non-verbal behaviors, sending a clear message and active listening
- Gain skills to listen more effectively, especially in stressful situations where heightened emotions can get in the way
- Create an action plan to apply techniques in the workplace for communication success

## ONSITE COMPUTER SKILLS TRAINING

### Bring Customized Computer Skills Training to Your Location

MEA will partner with you to provide the appropriate level training to meet the needs of your employees' schedules. When we bring computer skills to you, we can:

- Build an onsite computer lab
- Deliver on the time and dates that fit your schedule
- Customize the training to fit your specific needs
- Include the topic areas most important to your employees
- Offer skill assessment for delivering the appropriate level training
- Incorporate your specific internal documents

MEA can also provide onsite training in Access, Visio and Microsoft Project. For more information, please call (800) 662-6238 to bring customized training to you.

Thursday, January 19 - KoP  
 Friday, February 10 - NJ

9am-4pm

Member - \$245

Non-Member - \$335

Catered lunch included



## Excel® 2007 - Level 1

Excel® 2007 Level 1 is designed to give participants the skills they need to create basic worksheets, use mathematical formulas and functions, format and edit worksheet information and print worksheets.

- Explore the Excel® Environment
- Work with an Excel® Worksheet
- Modify a Worksheet
- Perform Calculations
- Format a Worksheet
- Develop a Workbook
- Print Workbook Contents
- Customize Layout

Thursday, February 2 - KoP  
 Friday, March 9 - NJ

9am-4pm

Member - \$245

Non-Member - \$335

Catered lunch included



## Excel® 2007 - Level 2

Excel® 2007 Level 2 shows you how to streamline repetitive tasks and display spreadsheet data in more visually effective ways. In this course, you will use Excel® 2007 to create templates, charts, graphics, advanced formulas, sort and filter data, import and export data, analyze data, and work with Excel® on the Web.

- Enhance Workbooks
- Create Workbooks Using Templates
- Organize Data Using Tables
- Present Data Using Charts
- Analyze Data Using PivotTables and PivotCharts
- Enhance Visual Appeal Using Graphic Objects
- Calculate Data with Advanced Formulas
- Sort and Filter Data
- Use Excel® with the Web

## Excel® 2007 - Level 3

This course provides the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, incorporate multiple data sources, and import and export data.

- Use Excel® with the Web
- Collaborate with Others
- Audit Worksheets
- Analyze Data
- Work with Multiple Workbooks
- Streamline Workflow

Thursday, March 8 - KoP  
Friday, March 30 - NJ  
9am-4pm  
Member - \$245  
Non-Member - \$335  
Catered lunch included



## Excel® 2010 - Level 1

Excel® 2010 Level 1 is designed to give participants the skills they need to create basic worksheets, use mathematical formulas and functions, format and edit worksheet information and print worksheets

- Create a Basic Excel® Worksheet
- Perform Calculations in an Excel® Worksheet
- Modify an Excel® Worksheet
- Format an Excel® Worksheet
- Print Excel® Workbooks
- Manage an Excel® Workbook

Tuesday, January 24 - KoP  
9am-4pm  
Member - \$245  
Non-Member - \$335  
Catered lunch included



## Excel® 2010 - Level 2

Excel® 2010 Level 2 shows you how to streamline repetitive tasks and display spreadsheet data in more visually effective ways. In this course, you will use Excel® 2010 to create templates, charts, graphics, advanced formulas, sort and filter data, import and export data, analyze data, and work with Excel® on the Web.

- Calculate Data with Advanced Formulas
- Organize Worksheet and Table Data
- Present Data Using Charts
- Analyze Data Using PivotTables, Slicers, and PivotCharts
- Insert Graphic Objects
- Customize and Enhance the Excel® Environment

Tuesday, February 28 - KoP  
9am-4pm  
Member - \$245  
Non-Member - \$335  
Catered lunch included



## Excel® 2010 - Level 3

Excel® 2010 Level 3 provides the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, incorporate multiple data sources, and import and export data.

- Streamline Workflow
- Collaborate with Other Users
- Audit Worksheets
- Analyze Data
- Work with Multiple Workbooks
- Import and Export Data
- Integrate Excel® Data with the Web

Tuesday, March 27 - KoP  
9am-4pm  
Member - \$245  
Non-Member - \$335  
Catered lunch included



Friday, January 20 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



## "Best-in-Class" Customer Service

External customer service is a key competitive advantage in today's marketplace. Customer satisfaction is directly related to the loyalty and trust that exists in the relationship between the customer and those who have contact with them. Regardless of whether you are on the phone, behind the counter, in the boardroom or selling a product, knowing what to do, when to do it and how to do it with expertise, gives you the edge in creating customer loyalty.

- Recognize key skills required to build the customer service relationship
- Understand the customer experience through the eyes of the customer
- Learn the 8 Critical C.U.S.T.O.M.E.R. Steps necessary to provide exemplary service
- Develop skills to fully anticipate, understand and answer the customer's needs
- Explore Excellence in service through standards set by "Best-in-Class" organizations in industry today
- Walk away with a commitment to "Best-in-Class" customer service 100% of the time
- Translate training into action: apply what is learned by setting a goal and building an action plan to implement back on the job

Tuesday, February 14 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



## Customer Service: Effective Telephone Techniques

This workshop will stress the importance of telephone communication skills and how to work effectively with today's service conscious customers. Customer service representatives, call center associates, receptionists, and administrative assistants who are the "front door" for telephone communication should attend this program.

During this experiential workshop, we take learning to a whole new level; participants will use what they learn during the session and have the chance to measure their success in a recorded simulation. Participants will get on-the-spot coaching from the facilitator along with peer-to-peer performance feedback.

- Understand tone and how it can positively (and negatively) affect the customer experience
- Discover the important voice-body connection and how it enhances voice quality
- Learn and practice the all-important *Greeting* as the first impression
- Apply active listening techniques to show empathy and understanding
- Review telephone etiquette and avoid common mistakes that are often made
- Utilize pre- and post-recordings of calls to measure learning
- Translate training into action: apply what is learned by setting a goal and building an action plan to implement back on the job

Thursday, March 22 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



## Handling the Irate Customer: A Strategy That Works!

When dealing with customers, you can't always count on an outcome. With this in mind, participants who attend this session will learn a step-by-step process that provides clarity when dealing with the customer, even when emotions are heightened. In this session, participants will have the opportunity to explore situations from their own work environments. Working together, participants will brainstorm and share solutions that work. In the end, participants will understand how to handle irate customers more effectively and establish personal credibility.

- Practice using a problem solving model to handle the irate customer for positive outcomes
- Gain an understanding of techniques that establish credibility with the customer, including flexing your style
- Review techniques to build confidence when communicating in tough situations
- Learn how to manage emotions as they escalate: yours & theirs.
- Review techniques for managing the stress that comes with a front-line customer service role
- Translate training into action: apply what is learned by setting a goal and building an action plan to implement back on the job

## Adult, Child and Infant CPR with AED

This class teaches basic adult one-person Cardio Pulmonary Resuscitation (CPR), Foreign Body Airway Obstruction Relief (FBAO), and Automated External Defibrillation (AED) skills. User friendly information is provided through video presentations, instructor-led discussions and practice scenarios. This training is an American Heart Association course and the certification is valid for two years.

- Identify links in the "Chain of Survival"
- Identify signs of the most life-threatening emergencies
- Practice the steps for providing CPR and airway obstruction relief
- Learn CPR variations between adults, children & infants
- Learn AED application and usage
- Demonstrate CPR and AED skills on a mannequin; use of barrier devices

Wednesday, February 8 - KoP

1pm-3pm

Member - \$90

Non-Member - \$125

Catered lunch provided to those attendees also enrolled in First Aid.

Health, Safety & Environmental

## First Aid & Bloodborne Pathogens Training for Emergency Responders

OSHA requires First Aid training wherever emergency care is not within a few minutes of the workplace. Participants will learn to provide immediate care to ill or injured persons awaiting professional care. OSHA requires all emergency workplace responders and employees at risk of exposure to blood, while performing their job duties, to have annual training on Bloodborne Pathogens Standards. This course satisfies all OSHA guidelines for compliance. Videos, AMA guidebooks, discussion and practice build skills in first aid and personal protection. First Aid certification is valid for two years. Bloodborne Pathogen Standard training must be renewed annually.

- Understand basic principles of First Aid
- Define implied consent and Good Samaritan Laws
- Practice safety assessments prior to rendering First Aid
- Learn correct body mechanics to move victims
- Focus on providing emergency care for: bleeding, wounds, embedded objects, poisoning, burns and shocks
- Improve infection control techniques
- Understand OSHA Bloodborne Standards

Wednesday, February 8 - KoP

9am-12pm

Member - \$100

Non-Member - \$135

Catered lunch provided to those attendees also enrolled in CPR.

## Aligning HR with Your Business Strategy

**NEW!**

Studies have shown that HR practices play a defining role in an organization's ability to compete and succeed. As a strategic partner, HR must develop the people practices that build and sustain a high level of organizational performance - whether you are in the private, public, or non-profit sector. In this hands-on class, you will learn how to create an HR strategic plan that is aligned with the organization's mission, vision, values, goals, and business strategy.

- Understand and evaluate the business environment
- Learn a strategic framework that drives multiple approaches to Human Resources Management
- Explore methods to align HR practices with business strategies
- Identify HR practices in core areas according to the Human Resources Certification Institute
- Develop a strategic HR plan in class for your organization
- Work to Align HR measures with key business measures
- Determine specific tactics: translating planning into action
- Identify potential barriers and implement solutions

Tuesday, February 28 - KoP

9am-4pm

Member - \$230

Non-Member - 315

Catered lunch included

Human Resources



PENDING



6 Strategic credits



Wednesday, February 15 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



4 credits



HR Advantage I

## Basics of Compensation

This seminar is designed for new compensation specialists, HR Managers, or financial professionals with compensation or payroll responsibilities. It provides a basic foundation for understanding compensation issues and techniques. The workshop presents practical information on the fundamentals of designing, developing and/or realigning a compensation program to ensure compliance with wage and hour issues.

- Understand the considerations to develop a compensation philosophy and strategy
- Review legislation affecting pay
- Understand the building blocks used in the development of direct pay systems
- Define the components which make up work and use this in job analysis & job descriptions
- Understand the types of job evaluation
- Explore types of base pay structures

Friday, March 2 - KoP

9am-12pm

Member - \$180

Non-Member - \$250



3 credits



HR Advantage II

## Basics of Employee Benefits

This is an introductory seminar that will explain which state and federal regulations impact employee benefits programs and give you a general understanding of each area. This seminar will broaden your knowledge of typical employee benefits and give you the tools you need to effectively administer your employee benefit program.

- Learn what state and federal regulations impact employee benefits programs
- Obtain a basic understanding of COBRA, ERISA, TEFRA/DEFRA/Medicare, FMLA, HIPAA and Section 125 Cafeteria Plans
- Understand the typical employee benefits programs (Health, Dental, Life, Disability and other coverages), Paid Time Off (vacation, holidays, personal days, etc.) and Retirement Plans

Wednesday, February 1 - KoP

9am-4pm

Member - \$230

Non-Member - \$315

Catered lunch included

CPE  
6 credits

6 credits



HR Advantage I

## Basics of Federal Employment Laws

This program provides an in-depth review of the primary federal employment laws governing workplace conduct. HR professionals, managers and front-line supervisors will learn about the Family and Medical Leave Act (FMLA) and ADA, how to manage and respond to employee complaints, how to assist their employer in responding to charges of discrimination, and how to administer pay practices which comply with the Wage & Hour law.

- Obtain a basic knowledge of primary federal employment laws and how they affect the workplace
- Understand the Fair Labor Standards Act and exempt/non-exempt job classifications
- Become more knowledgeable of Title VII
- Determine between lawful and unlawful pre-employment inquiries
- Explore reasonable accommodation under the ADA
- Understand the interplay between FMLA and ADA
- Understand how recent changes in the FMLA and ADA will affect organizations

## Building Your Leadership "Bench": An HR Strategy

Great leadership excites people to extraordinary performance! Leadership development, a key to your organization's success, is a process that most executives believe is important to the future of their companies, but few do well. When done in a haphazard manner, ineffective development can result in derailed careers and talent gaps. This program presents a comprehensive model for leadership development, using research-based tools and techniques that can greatly increase the value and return on development efforts.

- Build a business case for leadership development
- Establish a research/competency-based development program that works
- Create an accurate picture of what effective leadership is within your organization
- Understand and utilize self-rater and multi-rater assessment tools within the development process
- Coach other managers on effective development strategies and tactics
- Maximize retention of talent and minimize the chances for career derailment

Tuesday, February 14 - KoP

9am-12pm

Member - \$180

Non-Member - \$250



HR Advantage III



3 Strategic credits



## Compensation Plan Design

Looking to become more strategic and gain a better understanding of compensation? This hands-on session will provide critical information for those new to the world of compensation. It is designed for new compensation specialists, HR Managers, or financial professionals with compensation responsibilities. It provides a more detailed look at the types of base pay programs, job evaluation methods, market pricing, administrative guidelines and teaches participants the basics of salary plan design.

- Work with the leadership of your organization to define a compensation philosophy and set strategic rewards goals
- Determine the external market value of a job using salary surveys
- Construct pay ranges
- Understand types of increases to base pay
- Understand the importance of consistent wage and salary administration and communication
- Introduce incentive/bonus plan concepts

Wednesday, March 28 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



HR Advantage II



4 credits

## COBRA Administration Workshop

This workshop is designed to provide participants with the knowledge they need to implement sound COBRA administration programs and will include an overview of the law, as well as best practices for administration and documentation. The workshop will also focus on special situations such as open enrollment, Medicare eligibility, FMLA and other rules.

- Learn which employers & plans are subject to COBRA
- Identify qualified events & beneficiaries
- Comply with the various Notice Requirements
- Learn how to calculate premiums & how to handle late payments
- Know which employer safeguards should be in place
- Discuss legislation affecting COBRA

Wednesday, January 25 - KoP

9am-11am

Member - \$155

Non-Member - \$210



2 credits

# JANUARY 2012 - MEA Seminars & Events

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

2	3	4	5	6	
9	10	11	12	13	Effective Employee Relations, Recognition and Performance Management - KoP
16	17	18	19	20	"Best-in-Class" Customer Service - KoP Stress Management: How to Make It Work FOR You - KoP
23	24	25	26	27	HR Metrics: ROI for HR Initiatives - KoP
30	31				
<h1>JANUARY 2012</h1>					

# FEBRUARY 2012 - MEA Seminars & Events

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

# FEBRUARY 2012

		Basics of Federal Employment Laws - KoP	Excel® 2007 - Level 2 - KoP Accountability: Stop the Blame Game! - KoP	<b>NEW!</b> Emotional Intelligence - KoP Effective Employee Relations, Discipline & Termination for Non-HR Managers - NJ	
		1	2	3	
6	7	8	9	10	
		HR & Benefits Roundtable - Tuesday - KoP	Critical Conversations: Having the "Hard to Have" Discussions - KoP	HR & Benefits Roundtable Friday - KoP Excel® 2007 - Level 1 - NJ	
		Successful Communication - KoP Adult, Child and Infant CPR with AED - KoP First Aid & Bloodborne Pathogens Training for Emergency Responders - KoP	Public Speaking: Powerful Presentation Skills (Day 1) - KoP <b>NEW!</b> Succession Planning - KoP	<b>NEW!</b> FMLA Administration Workshop - KoP	
13	14	15	16	17	
		Building Your Leadership "Bench": An HR Strategy - KoP Managing People through Motivation - NJ Customer Service: Effective Telephone Techniques - KoP	HR & Benefits Roundtable - NJ Public Speaking: Powerful Presentation Skills (Day 2) - KoP	Conflict Management - KoP	
		Coaching Skills for Managers and Supervisors - NJ			
20	21	22	23	24	
		Excel® 2010 - Level 2 - KoP <b>NEW!</b> Aligning HR with Your Business Strategy - KoP	Handling Difficult People - KoP		
27	28	29			



## Designing and Implementing Paid Time Off (PTO) Plans

Considering making a change? If so, this in-depth class is designed to help HR Professionals, Financial Managers, and Small Business Owners understand what it takes to design and implement a new Paid Time Off (PTO) program in their organizations. It provides a complete and detailed look at Paid Time Off. Learn the pros and cons of PTO plans, discuss the philosophies behind implementing a PTO plan, determine whether or not a PTO plan might be the right approach for your organization, and learn how to develop and implement a PTO plan. This session gives participants all the tools to implement PTO in their organizations. Participants who attend will be able to:

- Discuss philosophies behind implementing a PTO plan
- Determine if PTO is right for your organization
- Explore PTO plan design options and details
- Transition your company from traditional sick and vacation plans to PTO
- Plan how to implement and communicate your new PTO plan

Wednesday, February 22 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



4 credits

## Effective Employee Relations, Recognition and Performance Management

This seminar focuses on the basics of employee relations and performance management. How and when to reward; appropriate and legal discipline; and the primary components of evaluating subordinates will be examined. This is for the HR professional who wants to gain invaluable information around the best approaches to managing employee performance.

- Review a supervisor's responsibility to employees
- Understand human behavior & motivation in the workplace
- Explore morale and how to use it effectively
- Utilize types of rewards & recognize behaviors to reward
- Understand performance management & employee relations
- Identify types of appraisal & evaluation methods
- Determine how and when to use various corrective actions

Friday, January 13 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



HR Advantage II



4 credits

## Essentials of Recruitment, Employment & Retention

Examine the key functions and activities of employment including recruitment, selection and placement function, and interviewing techniques to help you control the interview. Learn technical aspects of employment, how to develop and implement orientation programs, and how to work with non-HR professionals to meet the organization's staffing goals.

- Review the major responsibilities of the HR Department
- Explore the evolution of HR/Employment Law
- Become familiar with the nuts and bolts of hiring
- Understand the interview process, including types of interviews, development of interview questions, and the legalities of interviewing
- Learn how to develop a program for employee orientation and retention

Wednesday, March 14 - KoP

9am-4pm

Member - \$230

Non-Member - \$315

Catered lunch included



HR Advantage I



6 credits

CPE

6 credits

Friday, February 17 - KoP  
 9am-12pm  
 Member - \$180  
 Non-Member - \$250



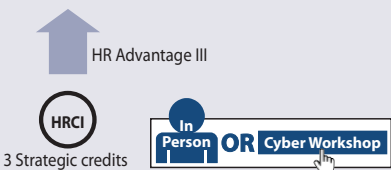
## FMLA Administration Workshop

**NEW!**

The Family & Medical Leave Act, as amended, requires employers of 50 or more employees to provide eligible employees up to 12 weeks or 26 weeks of unpaid leave under certain circumstances. This 3-hour seminar will review the Act and define key concepts such as “eligible employee,” “serious health condition,” “intermittent leave,” and “qualifying exigency.”

- Covered organizations, employees and situations
- Certification and notification requirements
- Definition of Serious Health Condition/Health Care Provider
- Timing and types of leave
- Pay and benefits options/requirements
- Key employee exemption
- Reinstatement requirements
- Enforcement and administration
- Notable court decisions

Friday, January 27 - KoP  
 9am-12pm  
 Member - \$180  
 Non-Member - \$250

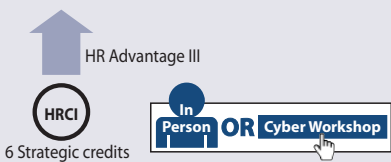


## HR Metrics: ROI for HR Initiatives

In today’s cost-conscious organizations, the relationship between HR initiatives and the bottom-line of the organization is of paramount importance. This program will provide you with practical advice on how to cost-justify and present the business case for your HR-related initiatives.

- Understand business-based metrics and use them to communicate your plan
- Learn the ins and outs of decision-making
- Recognize the power of influence

Wednesday, March 7 - KoP  
 9am-4pm  
 Member - \$230  
 Non-Member - \$315  
 Catered lunch included

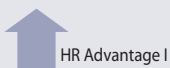


## HR Professional as a Business Partner

This interactive program introduces HR professionals to the concept of partnering with other key organizational leaders to connect real business issues to performance results. As businesses look for improvements in organizational effectiveness at all levels, HR professionals play an integral role in this transformation. Primary areas of focus within the program include developing the business partner role through effective coaching strategies to address performance management.

- Use collaboration skills to further organizational objectives
- Understand the consulting process
- Acquire influencing skills to “sell” your ideas
- Review performance management and its connection to organizational issues

Wednesday, January 18 - KoP  
 9am-4pm  
 Member - \$230  
 Non-Member - \$315  
 Catered lunch included



## HR “BOOT CAMP”- Did HR Fall in Your Lap?

Have you acquired, or been asked to take on, the role of Human Resources within your organization, but have no idea where to begin to get things rolling? This session will assist you in obtaining the basics of your new role and will provide you with a quick overview of what is required to keep your organization legally compliant. This session is designed for the employee who has recently moved into or has acquired a Human Resources role within the organization without having any previous HR exposure or experience.

- Acquire basic HR practices to develop an HR department that is efficient and compliant
- Understand basic HR processes, policies and procedures; and Best Practices
- Use Best Practice recruitment/ interviewing skills
- Become familiar with the Family Medical Leave Act (FMLA), the Fair Labor Standards Act (FLSA) and other important legislation

## Progressive Discipline & Termination

This workshop provides practical guidance on discipline and discharge issues. Participants learn how to handle “sticky” issues such as drug and alcohol-related incidents. A basic review of unemployment insurance concepts is provided.

- Learn how to keep your composure in tough situations
- Understand the keys to conflict management
- Identify the steps of disciplinary action
- Explore ethics and integrity

Friday, March 23 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



4 credits



HR Advantage II

## Accountability: Stop the Blame Game!

Managers today know that a primary task is to delegate. Why, however, is there a struggle with those employees who do not follow through after receiving direction? Why do some employees point the finger elsewhere when the results do not match expectations? Bottom line: delegation must include accountability! This program will focus on the importance of establishing agreements and holding employees accountable for results. Participants will learn tools that empower and educate employees to produce desired results as well as taking a look inward at your own accountability.

- Define three critical elements: responsibility, empowerment and accountability, and how they work together to create results
- Learn how to design and use clear agreements that provide clarity — knowing exactly who is responsible for what and when to get the job done
- Discuss and gain skills for holding yourself — and others — accountable for results, no matter how things turn out
- Become aware of where you are in the accountability game...what you do well, and what may need some attention
- Create a game plan for building a culture of accountability with your team

Thursday, February 2 - KoP

Wednesday, March 28 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



4 credits

CPE

3.5 credits

## Basics of Employment Law for Non-HR Professionals

Understanding the impact of employment laws when working with employees is both challenging and confusing. Most company policies are based on federal or state laws. The enforcement and interpretation of policies need to be consistent and fair. Participants will learn the basics of employment law and how they affect employment best practices, and specifically, the interview process. They will learn techniques to help control the interview and discover the hidden talents of applicants. The workshop will also include interview evaluation tools to aide in the selection of the candidate, as well as tips and techniques on how to negotiate a job offer and explain benefits to help the candidate you select to accept the offer.

- Learn how the application of policies and employment laws within the workplace can reduce employee complaints, and protect your company from claims of discrimination or wrongful behavior
- Examine wage and pay practices, Leave of Absence policies, and FMLA examples, as well as other challenging workplace questions, to insure your actions are consistent with laws and policies
- Examine the key functions and activities of employment including recruitment, interviewing and selection

Thursday, January 12 - KoP

Wednesday, March 14 - NJ

9am-1pm

Member - \$180

Non-Member - \$250

Leadership  
Advantage I

Thursday, January 26 - KoP  
 Tuesday, February 21 - NJ  
 Thursday, March 15 - KoP  
 9am-4pm  
 Member - \$230  
 Non-Member - \$315  
 Catered lunch included

**CPE**  
 6 credits



## Coaching Skills for Managers and Supervisors

The goal of coaching is to help an employee recognize the need to improve performance and to develop an employee's commitment to improve performance permanently. Supervisors and managers will explore coaching techniques to reach these performance goals. Participants will learn effective skills for coaching and training employees to improve morale, productivity, and quality.

- Explain the definition of "coaching" and the coaching process
- Identify characteristics of effective coaches
- Develop coaching strategies to support and assist others as they change ineffective behaviors
- Conduct one-on-one coaching sessions for setting goals and improving performance

Friday, February 24 - KoP  
 9am-1pm  
 Member - \$200  
 Non-Member - \$270  
 Assessment included



## Conflict Management

Everyone, at some point in life, faces conflict. In the workplace, unresolved conflict robs productivity and can result in serious morale problems. Those most effective in their roles at work know how to manage and resolve conflicts so that the parties involved are able to problem solve and move on with positive feelings. This program will teach participants the skills and tools required to recognize and handle a conflict, reaching resolutions that contribute to progress and productivity.

- Recognize common sources of conflict
- Understand and explain predominant style of dealing with conflict
- Identify and use 5 strategies for handling conflicts
- Determine the most effective strategy for each unique conflict situation in the workplace
- Prepare for resolving a conflict in a one-on-one using a 5-Step Process

Thursday, February 9 - KoP  
 9am-12pm  
 Member - \$180  
 Non-Member - \$250



**CPE**  
 3 credits

## 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 yourself in the middle of one, you can influence the outcome. Stop walking away from conversations wondering how "it got away" from you. Take charge and responsibility for the effectiveness of your conversations.

- Recognize when a conversation becomes "critical"
- Plan effectively for the difficult conversation
- Identify steps to follow during the critical conversation
- Demonstrate communication skills which master those difficult conversations and result in win/win outcomes
- Prepare for having your critical conversation; build a script during the session using the 6-Step Model

## Driving Change

Resistance and Denial are two predictable reactions to change. One of the primary responsibilities of a leader is to ensure organizational growth and sustainability through change. This process starts with a vision of the future and a strategic plan that will ensure that internal stakeholders are aligned and buy into that vision. With key drivers like: globalization, technology, and population, growth-managers need to rethink their approach to managing. It's about making an extreme shift and adopting a new way of doing business. Participants in this session will get the chance to learn new strategies for responding to individual reactions to change in a way that enhances collaboration, builds team synergy, and increases productivity.

- Understand the driving forces behind change
- Learn strategies to communicate change effectively to guide teams and individuals through the transitions associated with change
- Assess yourself to better understand your response to change
- Recognize and appreciate the contributions that different responses to change can contribute to team development
- Identify the drivers of change that effect most organizations in the 21st century
- Effectively build a plan of action that produces desired outcomes as you implement change in your organization

Tuesday, March 27 - KoP

9am-12pm

Member - \$200

Non-Member - \$270

Assessment Included

CPE

3 credits



3 credits



Leadership Advantage III  
HR Advantage IV

## Effective Employee Relations, Discipline & Termination for Non-HR Managers

After completing this workshop, supervisors will have the tools to properly enforce company policies in a consistent manner without the threat of claims of favoritism, discrimination or lawsuits. The Supervisor is the first line of defense against claims of discrimination, improper treatment or wrongful discharge. Participants will receive information about the difference between Employee Relations and Labor Relations, as well as an understanding about the Employment at Will doctrine. This workshop provides practical guidance on how to properly administer disciplinary actions, as well as how to determine what types of actions might require discharge. Participants are provided specific guidance on how to handle disciplinary discussions that are uncomfortable and difficult.

- Learn how and when to apply corrective actions and terminations to ensure the actions are legal, fair and consistent
- Understand the concepts of progressive discipline
- Learn the steps within the termination process that help to avoid claims of wrongful discharge and/or discrimination

Friday, February 3 - NJ  
Tuesday, March 6 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



Leadership Advantage II

## Emotional Intelligence

**NEW!**

Great leaders understand themselves and the people they manage. They are able to recognize feelings needs and motivators of themselves and others. They are self-motivated. Emotional Intelligence is consciously using your emotions to create optimal results in your relationships with others. Recent research has shown that emotional intelligence is twice as important as IQ in determining future business and career success. (EQ)

- Understand how emotional intelligence is linked to leadership success and team productivity
- Assess your own levels of emotional intelligence
- Interpret and discuss results from the assessment completed for pre-work
- Create a specific, actionable plan that increases your level of emotional intelligence
- Identify negative consequences of unmanaged emotions on your personal effectiveness
- Utilize techniques to achieve greater self-awareness, self-control and self-motivation
- Apply your understanding of emotional intelligence to produce results when working with others

Friday, February 3 - KoP

9am-1pm

Member - \$200

Non-Member - \$270

Assessment included



4 credits



Leadership Advantage III  
HR Advantage IV

Friday, March 16 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



4 credits

Leadership Advantage III  
HR Advantage IV

## Harnessing Organizational Politics

NEW!

Vying for more resources for your department, capturing your boss's attention to listen to your ideas, getting employees to buy-in to the new company direction, driving managers to complete performance appraisals on-time, and even relocating employees to new cubicles, all are initiatives that have one thing in common... the need for political savvy.

Those who understand how to navigate the political landscape see this as a key management competency. And more importantly they work to develop it. These are the individuals in organizations who get things done. Whether you are a COO, Department Manager, an HR Director, or Business Owner in this session you will have the chance to look at what it takes to work up, down and across the chain of command as well as between departments.

- Appreciate the value of power, influence and persuasion to be effective within your organization
- Uncover the barriers that impede your progress in your organization.
- Understand and self-assess your ability to persuade and influence across department lines with or without power
- Learn a 3-step process for achieving your goals when promoting new initiatives or making a change
- Gain specific strategies you can put in place to effectively navigate the politics in your organization
- Review what you need to do now, to be able to drive change and gain buy-in for results

Thursday, March 1 - KoP

9am-12pm

Member - \$180

Non-Member - \$250



3 credits



Leadership Advantage I

## Leading Problem Solving & Decision Making

NEW!

Leaders of today need to deal effectively with problem-solving and decision making. Through the use of group exercises and emphasis on selected communication skills, participants will learn strategies and techniques to solve problems on the job. The purpose of this module is to find workable solutions and become more analytical in your efforts, it also provides structure for a team working to solve a problem. This is a cycle; helping a team to successfully meet new challenges and opportunities.

- Identify and apply the seven steps toward solving a DILEMMA
- Uncover your predominant problem solving style
- Leaders will identify current issues and utilize the DILEMMA process as well as other problem solving tools such as Force Field Analysis, Flow charting, Cause and Effect Diagramming
- Participants will build an action plan and discuss how these problem solving techniques can best be utilized by staff to aid in the decision making process.
- Leaders will determine how to evaluate the effectiveness of a solution once it is implemented

Wednesday, January 11 - KoP

Tuesday, February 14 - NJ

Thursday, March 8 - KoP

9am-4pm

Member - \$230

Non-Member - \$315

Catered lunch included

CPE  
6 credits

6 credits



Leadership Advantage I

## Managing People through Motivation

Managers and supervisors will accelerate their management know-how and motivational skills. The latest concepts presented 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.

- Know what it means to engage people; discuss the meaning of motivation by getting to the core of what impacts your employees' productivity
- Get your employees charged; find out what makes them tick through examining and understanding some of the classics in motivational theory
- Learn how to use observation tools presented in this session to drill down to what truly motivates your employees
- Understand and appreciate that motivation begins with each individual
- Use the C.A.R.E. model to identify specific methods you can use to improve employee motivation through case studies from top-notch fortune 500 companies

## Managing Up the Ladder

In most organizations, it has become paramount to not only acquire skills to effectively manage employees who report to you, but also to gain the skills needed to manage upward. Some employees today are frustrated with their bosses and feel as if they have no say. This can impact both morale, productivity and buy-in to an organization's direction. Participants attending this session will be given strategies and tools to work with, and for, their bosses more effectively. This session is a great complement to the core sessions of the MEA Supervisory Leadership Advantage I or II.

- Learn methods to get buy-in from those above you in the organization
- Find your personal power through acquiring skills to influence and persuade for success
- Understand how to communicate more effectively with your manager
- Avoid 10 critical mistakes when it comes to managing upward
- Uncover the 5 questions NOT to ask your manager that can impact your success
- Learn the 6-step approach to having the "tough to have" conversations

Thursday, March 29 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



4 credits

## Organization Impact Strategy: Using DiSC Theory

Leading people means needing to understand the impact a leader can have when interacting with employees. The DiSC based management profile is developed to provide managers at all levels feedback for developing their management style, improving communication and increasing employee engagement. Participants in this program will complete the DiSC Classic – an instrument that helps people learn about themselves and others. This tool/assessment is designed to help improve communication, ease frustration and conflict, and develop effective teams. In this session you will understand the tool from your own perspective and from a holistic, organizational viewpoint.

- Learn the four behavioral dimensions as defined by DiSC
- Identify your own dominant styles; discuss the strengths and implications.
- Discover how DiSC affects management style, including decision making and problem solving
- Identify the DiSC styles of those around you using behavioral cues
- Learn how to adapt style to manage people more effectively
- Evaluate the DiSC Classic as a strategic tool to impact results in your team, department or entire organization
- Be better prepared to provide resources that support long-term professional growth based on the use of DiSC with your team, department or an entire organization

Tuesday, January 31 - KoP

9am-12pm

Member - \$200

Non-Member - \$270

Assessment included



3 credits



Leadership Advantage III  
HR Advantage IV

## Performance Management: More Than Just an Appraisal

Managers and leaders, who are most effective at developing key talent, know that improving performance is not a random act. Instead, these managers know that effective performance management is an interconnected, proactive, ongoing strategy that supports an employee's growth, development and career success. This session is for managers and supervisors interested in looking at performance from a holistic perspective.

- Understand Performance Management as a holistic, proactive approach to managing employee development
- Set clear expectations and provide tools to support performance
- Coach, mentor and provide performance feedback as a continuous and ongoing development approach
- Work with employees to define clear plans for personal development & career growth
- Develop an effective approach to the annual appraisal process
- Build a comprehensive action plan for managing the performance of their current employees

Thursday, March 15 - KoP

9am-4pm

Member - \$230

Non-Member \$315

Catered lunch included



6 credits



Leadership Advantage II

Friday, March 9 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



4 credits

## Project Management 101

**NEW!**

The purpose of this course is to give participants a better understanding of the fundamental aspects of project management from conception to completion; the focus will be on the underpinnings and the thought process necessary to be successful. Using a combination of lecturette, group discussion, self-assessment and exercises, participants will focus on the dynamics of project management, reviewing what's required to work successfully throughout a project life cycle.

- Define and understand the fundamentals of project management including the project life cycle
- Understand the phases of project management and what is required for each phase including the "Big 3"
- Apply S.M.A.R. T. objectives in the planning phase
- Identify project management tools for coordinating multiple resources
- Identify what needs to happen when things go wrong
- Rate yourself as a project manager
- Identify PMI's (Project Management Institute) "9 Areas of Management" and practical applications for success

Thursday, February 16 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



4 credits

Leadership Advantage III  
HR Advantage IV

## Succession Planning

**NEW!**

Ensuring continuity in today's ever-changing environment poses significant changes. In a typically short-staffed climate, management must be proactive and creative in building and maintaining a highly productive staff. Exploring best practices for succession management is essential to planning and developing talent that will help you minimize the disruptions and loss of productivity that results from losing key employees that exist currently in the organization. Creating and implementing Employee Development Plans help managers effectively navigate the process. Through highly interactive exercises and discussions, you will learn concepts and practices that will support you in developing and administering a Succession Plan that fits your organization.

- Distinguish succession management as a critical leadership function
- Define key elements of succession management
- Identify best practices in succession management
- Develop a succession management framework for your area

Thursday, January 19 - NJ  
Wednesday, February 15 - KoP  
Tuesday, March 20 - KoP

9am-4pm

Member - \$230

Non-Member - \$315

Catered lunch included

**CPE**

6 credits



6 credits



Leadership Advantage I

## Supervision Basics

This seminar focuses on the knowledge and skills necessary to supervise effectively. For the new supervisor, this introductory course will help ensure a successful transition from worker to supervisor, and help the participant to consider methods to manage their former peers. The experienced supervisor will learn the tools which provide individuals the confidence and know-how required in the daily job of supervising others and in achieving management goals.

- Identify roles and responsibilities of supervisors
- Discuss the differences between supervision and non-supervision
- Recognize and discuss the challenges of today's supervisors vs. those in the past
- Understand and demonstrate the steps for successful delegation
- Deliver training effectively for new employees

## Team Development

Teams are groups of people who must rely on collaboration, cooperation, and communication. Whether you are managing your employees or bringing together a project team, an understanding of key team dynamics is essential. Participants in this session will identify issues related directly to their experiences in a hands-on and highly participative setting. Those attending will have the opportunity to experience a simulation as a member of an assigned team. Throughout the day, participants will rotate roles between team members and team leader as they tackle six different projects. Learning key team strategies for application back on the job is the result of this experience.

- Understand team stages and the strategies a leader can take to move a team to the performance stage
- Understand the importance of establishing clarity around purpose, objectives, action plans and ground rules in team beginnings
- Identify the positive and negative roles of team members and how to work with both effectively for team success
- Use a variety of team building activities to build a team's cohesiveness and foster team spirit

Tuesday, January 24 - KoP  
Wednesday, March 21 - NJ  
9am-4pm  
Member - \$230  
Non-Member - \$315  
Catered lunch included

**CPE**  
6 credits



6 credits



Leadership Advantage II

## Stress Management: How to Make It Work FOR You

Change, new responsibilities, cutbacks, lack of time and working relationships create stress. Everyone will experience positive and negative stressors in their lives. This program is designed to help participants identify causes of their stress and use techniques to understand stress and achieve balance in their lives.

- Recognize signs of stress, in themselves and those close to them
- Identify causes of stress and tools for reducing or eliminating this stress
- Manage more effectively stress in their work and personal lives
- Create an action plan for reducing stress

Friday, January 20 - KoP  
9am-12pm  
Member - \$180  
Non-Member - \$250

## Time Power Workshop

This full day workshop is based upon the original Time Power system developed by Charles R. Hobbs, Ed D. You will learn time management theory, how to cut through chaos, deal with changes and conflicting priorities and be in more control of your day. This program puts you in control of your present and your future. It includes how to set and achieve goals and bring more balance into your life.

Regardless of your choice of time management tools or your time management style, you will be able to apply these techniques immediately and have more time to do what really counts.

- Understand the three essential principles of time management and how they affect your time
- Understand which events you can and cannot control and how to adapt to these events
- Learn how to prioritize events in order to make more effective choices
- Plan and organize your day for increased productivity
- Utilize a time management system to help you get control of your day
- Deal with and manage conflicting priorities and put out fires

Friday, March 16 - KoP  
9am-4pm  
Member - \$325  
Non-Member - \$415  
Personal planner and catered lunch included

Tuesday, March 13 - KoP

9am-1pm

Member - \$180

Non-Member - \$250



4 credits

## ROI Workshop - Building a Business Plan for Training

This highly interactive workshop will begin with an overview of 5 methods to evaluate training including an in-depth look at the process of measuring Return on Investment. Human Resource and Training Professionals will learn techniques to promote their departments as business units. Instead of being seen as an administrative cost, participants will be provided with the tools to present training and HR initiatives as profit generators. In this program, there will be hands-on practice in both developing and analyzing participants' training evaluation strategies for their organization. HR and Training Professionals, Staff Trainers, Managers and Supervisors responsible for managing and/or delivering training will benefit from this program.

- Design tools for evaluating training within their organization
- Use these tools to measure training impact
- Identify and communicate both tangible and intangible benefits from training
- Prepare documents and presentations for primary stakeholders and management which support training and prove its benefits

Wednesday, January 25- KoP

9am-4pm

Member - \$230

Non-Member - \$315

Catered lunch included



6 credits

## Train-the-Trainer

This course is designed for in-house trainers, leads or supervisors with training responsibilities. The key to successful training is to ensure that trainees know and learn how to do what is expected of them back on the job. This program will prepare participants to develop and deliver effective employee training no matter what content or topic is being delivered.

- Identify performance gaps and training needs
- Write clear, measurable learning objectives
- Develop a task analysis from a job description
- Conduct training effectively from preparation to the actual delivery
- Write and deliver training content using adult learning principles
- Demonstrate knowledge of group facilitation and individual on-the-job training methods

## MEA BOARD OF DIRECTORS - 2012

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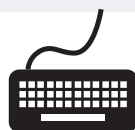
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### Please Note:

- Member organizations will be automatically billed for registrations or may pay in advance.
- Non-member registrations **MUST** be accompanied by payment.
- Confirmation emails will be sent to registrants one week before the program.
- Late registration will be accepted up to the day of the seminar.
- Business casual is considered appropriate dress unless otherwise specified.
- Prices in catalog are subject to change.

### Timing is important

Seminars fill quickly. Early registration benefits you by ensuring your place in the class you want. In the event that MEA must reschedule or cancel a seminar, participants will be notified immediately.

### Cancellation Policy

Substitutions are accepted and encouraged when the participant is unable to attend. If the participant is unable to attend a seminar, he or she may cancel up to 5 business days before the seminar and your organization will not be billed. If a participant must cancel\* within 5 business days, or if he or she doesn't cancel and doesn't attend, your organization will be charged a **\$50 cancellation fee\*\***. MEA will make every effort to hold all events as scheduled.

\*Cancellation notice must be received in writing.    \*\*Excluding briefings and special events.

### Tax Deduction of Expenses

Treasury regulation (1.162) permits an income tax deduction for educational expenses (registration fee and cost of travel, meals and lodging) undertaken to: (1) maintain or improve skills required in one's employment or other trade or business, or (2) meet express requirements of an employer or a law imposed as a condition to retention of employment, job status or rate of compensation.

### Directions:

MEA offers public seminars in PA and NJ. Please visit our website for detailed directions at [www.meainfo.org/directions/asp](http://www.meainfo.org/directions/asp).

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# THE CONVENIENCE FACTOR!

## Going Online with MEA.

Now, with the advances in online platforms, MEA is moving forward by offering two formats for online learning and presentations:

1. MEA Webinars are a more traditional 90 minute presentation offering information with time for questions and answers at the end.
2. MEA Cyber Workshops are highly interactive training sessions that bring the classroom to you with discussion and activities throughout.

Both offer the convenience of attending from your desk, so why **attend one over the other?**

### AN ONLINE COMPARISON: Webinars vs. Cyber Workshops

 <p><b>You get:</b> Timely, critical, information you need NOW from the experts.</p>	 <p><b>You get:</b> A highly collaborative learning experience; gaining new skills and tools you can apply back on the job.</p>
<p><b>Online Approach</b> Traditional Online Information in a Presentation Format</p>	<p><b>Online Approach</b> New Highly Interactive, Collaborative Learning Environment</p>
<p><b>Purpose</b> Listen and watch to gain current “up-to-the minute” information on hot topics, trends, and new laws that impact your business.</p>	<p><b>Purpose</b> Collaborate to learn new skills, information and approaches to apply back on the job to enhance your performance and results.</p>
<p><b>When</b> MEA delivers webinars just-in-time, when the need arises – “It’s Information Now!”</p>	<p><b>When</b> Time and dates are scheduled in MEA’s quarterly catalog or workshops can be customized for your organization.</p>
<p><b>Time Frame</b> Presented in concise, manageable, 90 minute time frames.</p>	<p><b>Time Frame</b> Mirrors in-public workshop timing.</p>
<p><b>Current Offerings</b></p> <ul style="list-style-type: none"> <li>• Legal Updates - scheduled quarterly</li> <li>• Briefings - scheduled monthly</li> </ul>	<p><b>Current offerings</b></p> <ul style="list-style-type: none"> <li>• Computer Skills - pages 16 - 17</li> <li>• Level III - Strategic HR Series - page 11</li> </ul>

**At MEA, we help our 400+ members attract, retain and motivate their workforce by delivering essential Human Resource services.**

## Complimentary Benefits

### MEA Hotline

Your toll-free helpline for quick, reliable and practical answers to all of your employment related issues. Staffed by MEA's experienced HR experts and supported by outside counsel, we provide advice or a second opinion on issues ranging from:

- FMLA, FLSA, and COBRA
- Compensation and Employee Benefits
- HIPAA, Safety, and OSHA regulations
- Employee Discharge and common workplace issues.

### HR News, Information and Advice

MEA keeps you up-to-date so you don't have to. We closely monitor and keep track of changing information, distill what's critical, and tell you what it means to your business in a variety of ways.

- Member Alerts
- Workplace Advisor and MEA Newsletter
- On-line access to CCH AnswersNow – Legal information and workflow solutions (Winter 2011)
- Member Briefings
- Annual Conference (reduced member rate)

### Regional Compensation and Benefits Surveys

Want to make sure you are paying current market pay? MEA maintains one of the largest regional annual surveys of compensation data due to the wealth of data provided by our members. We also participate in national surveys with other Employer Associations. New members receive first year regional data FREE and additional data for a nominal fee if they support our Members by providing their data.

### Peer Roundtables

Quarterly roundtables where you can discuss current topics and issues with your fellow members. First year membership includes two free seats.

- Human Resources and Benefits
- Environmental, Health and Safety

### Online Members Only Area

Access tools, templates, and articles, all at the click of a button. With MEA's Member's Only Website, access to facts, forms, policies, special interest articles, and other downloadable information is just a click away!

## Core Member Benefits

### Training

Rely on MEA's talented team of training and organizational development learning experts to support your HR staff, Managers, Supervisors and Leaders with the training they need to support your business. All at deeply discounted Member Rates.

- Public Workshops
- Interactive Webinars
- Onsite Training (standard and custom)
- Computer Skills Training
- Customer Service Training

### HR Consulting Services

Our team of HR experts can step in and help you deal with specific problems and projects that are too complex or time consuming to tackle on your own. These services are available at discounted Member Rates. Popular projects include:

- Compensation Analysis and Program Design
- Recruiting Assignments
- AAPs and Employee Handbooks
- Harassment Programs and Training
- Employee Opinion Surveys
- Interim HR Services

### Employee Benefits

MEA provides consulting and implementation services for your benefit programs that are not normally provided to small and mid-sized businesses. Our internal Benefits team provides you with guidance on the ever-changing regulatory environment and personalized attention and guidance for your employees and their families. We offer the following options:

- Group & Individual Medical, Dental, Prescription & Vision
- Group Life and AD&D
- Group Disability
- Voluntary Supplemental Life and Disability

### Strategic Partners

Take advantage of reputable resources at reduced rates through alliances established with outstanding providers.

- Legal Services with Powell Trachtman Logan Carrle and Lombardo PC (20% Member Discount)
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