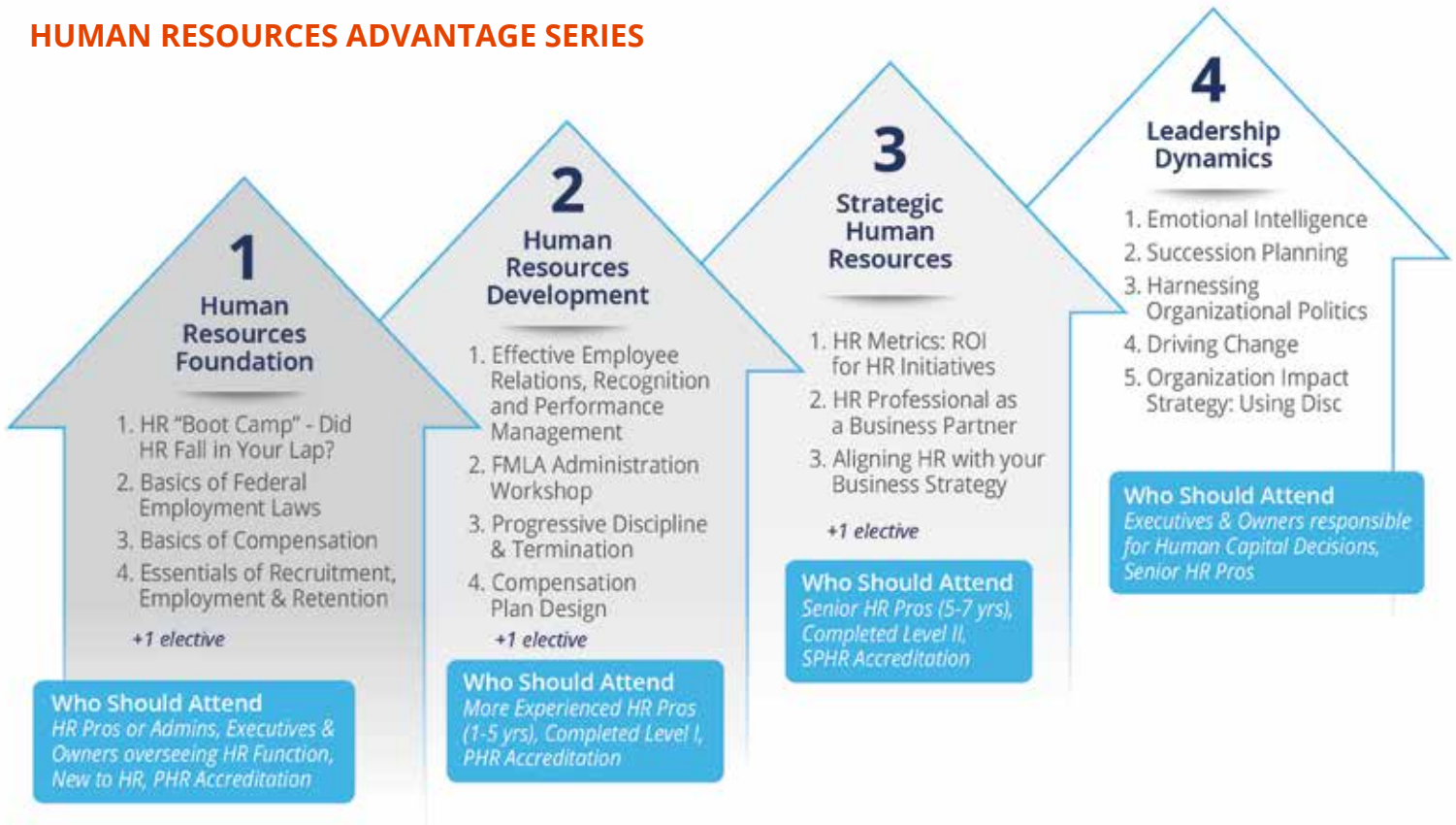


Training and Development

Workshop Description Catalog

Professional Development Series

HUMAN RESOURCES ADVANTAGE SERIES



LEADERSHIP ADVANTAGE SERIES



What's New in MEA Training?

NEW WORKSHOPS

Communicating with Diplomacy	11
Communication for a Diverse Workforce	12
Dynamic Powerpoint® Presentations	14
Microsoft Outlook® for the Time Challenged	16
Effective Interviewing	30
Finance for the Non-Financial Manager	31
Managing Employees Working from Home	33
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Running Effective Meetings	36
Taking Flight with DISC	38
Millennial Onboarding	39

NEW TRAINING FORMAT

"Cohort" Training



The Leadership Advantage Series Levels 1 and 2 (shown at left) are now available in a Cohort format. Cohort training is different from the traditional MEA Certificate Series in that attendees sign up for the complete series and attend over the course of a few months as part of a *set group* of professionals from other companies and industries.

See Page 6 for complete Cohort details.

NEW SERIES

Productivity Series



Experiencing "hamster-on-the-wheel" syndrome? Is your inbox overflowing? Can't keep up? This 4-workshop series is catered to individuals who are looking to become more productive and efficient. With a little effort, instead of the tail of the dog wagging you - YOU will be wagging it!

In this certificate series, those attending get the chance to tackle time issues that plague each and every one of us in the work world. Workshops include:

- MS Outlook for the Time Challenged 16
- Running Effective Meetings 36
- Time Management: Juggling Multiple Priorities 40
- Project Management 101 35

Advanced Communication Series



Communication is a complex art and science, and with the evolution of technology it has become even more challenging. Face-to-face communication is a lost art; diversity in the workplace leads to different perceptions; assumptions impact decision making; critical conversations are avoided and productivity suffers. It's no surprise that the #1 training topic requested by companies today is Communication.

In this series, those attending will discover techniques that minimize miscommunication that can lead to lost time, poor relationships, the inability to produce results and ultimately impact business success. Workshops include:

- Critical Conversations: Having the "Hard to Have" Discussions 29
- Business Writing with Emphasis on Emails 11
- Successful Communication 13
- Communication for a Diverse Workforce 12

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Accreditations

HRCI APPROVED SEMINARS

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CPE APPROVED SEMINARS

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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. All MEA courses are basic and do not require prerequisites or advanced preparation. All courses in this catalog are group live.



Workshops with the “HRCI” icon have 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. 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.

Cohort Training Format

Collaborative learning works.

MEA's Leadership Advantage Series Levels 1 and 2 (shown on Page 1) are now available in a Cohort format.

The cohort training format differs from our traditional certificate series in that your attendees sign up for the complete series and attend over the course of a few months as part of a *set group* of professionals from other companies and industries.

Individuals may still attend MEA's certificate series at their own pace. However, there are a number of additional benefits to the cohort format.

During these 5-workshop leadership training series, your company's leaders will have the opportunity to learn and grow as part of a set group of professionals. The training sticks, your managers emerge with stronger leadership skills, and your training investment produces stronger results.

During these series, your attendees will:

- Develop vital management skills
- Build long-term relationships
- Share experiences
- Action plan
- Take advantage of follow-up coaching

CHECK OUR TRAINING CALENDAR FOR UPCOMING LEADERSHIP COHORT DATES.

"This cohort really emphasizes a "team" atmosphere. Repeating and learning with the same group over a few months' time provides a 'comfortability' with each other as well as the ability to openly discuss management strategies and get advice from a group of your peers, rather than strangers each time."

- Annie Bevan

Senior Certification Analyst



"The Leadership Cohort is a tremendous investment of time for anyone managing employees currently or in the future. Each of the sessions focused on a relevant and important leadership topic. Working with the same group of individuals over the course of the Cohort fostered additional collaboration and learning. The course content gives you tools to get the most out of your employees, in addition to up-to-date HR compliance data that every manager should have at their disposal. The quality of the instructors and the other Cohort participants is a testament to the strength and diversity of MEA Members and the organization itself."

- Chris Gallagher

Marketing Director



Training Delivery Options

MEA is a leader in both training and development. We train more than 3,000 class participants annually providing a variety of delivery options to meet your company's needs. Always on the forefront, we incorporate the newest technologies and methodologies in order to keep you current and compliant. Our training is designed for HR professionals, managers, supervisors, and employees.

MEA offers access to hundreds of practical seminars and special programs that provide information and specific skills needed to develop and maintain an effective and successful organization. Whether you receive training via our public sessions held at MEA, webinars delivered online, or one of our customized programs at your site, we are dedicated to providing a valuable experience.

PUBLIC TRAINING

Public programs are scheduled, open-enrollment, face-to-face classroom sessions held at MEA's training facilities located in Mt. Laurel, NJ, and King of Prussia, PA. Benefits of this training format include:

Collaboration with Diverse Group

Employees from companies of all types, sizes and industries attend sessions and get the opportunity to collaborate, network and share information.

Creative Problem Solving

The diverse gathering of professionals provides a laboratory for creative thinking, innovation and objective feedback to solve HR and Management problems they actually have in common.

ONSITE TRAINING

Onsite training programs are brought to your company's site or location of choice. Benefits include:

Convenience

Bring your team together at a time and place that works best for your organization. We conduct training all over the United States and for all shifts.

Enhanced Implementation Speed

Common exposure to program concepts key for your organization motivates individuals and reinforces behavior. Topics become more "real" because they are applied directly to your organization.

Variety

Choose from a broad selection of MEA-developed topics or build a training session based on your organization's criteria and learning objectives.

Experienced Instructors

All of our programs are developed and taught by seasoned business professionals. The focus is on application – translating information to actions that make a real difference in your workplace.

Lasting Impact

MEA instructors work with you to identify follow-up measures that can be implemented to maximize the long-term effectiveness of the program.

ONLINE TRAINING

MEA is proactive in providing training using the most current technology available in today's marketplace. Skills workshops and custom training are both available online in two formats: Webinars and Cyber Workshops.

Webinars

MEA offers traditional, informational webinars that enable you and your employees to learn on-demand information from the convenience of your desktops.

Cyber Workshops

Cyber Workshops are highly interactive and personalized online training sessions that bring the classroom to you. Cyber workshops build skills through interactive, real-time exercises and discussions. This level of engagement is now possible because of advances in technology, and MEA facilitators' skill level & expertise.

Onsite Training

TRAINING AT YOUR WORKSITE

Hosting training at your organization not only advances employee development and retention, but it can save you time, money and ramp up the speed of key company initiatives. We work with you to determine training objectives and develop content that hits the mark. At MEA we are dedicated to making your program a success.

WHY CONSIDER BRINGING MEA TRAINERS TO YOUR COMPANY?

- You are going through a change initiative or high growth period
- You are trying to attract, retain, engage and develop your top talent
- You are promoting managers from within and they lack the necessary skills
- You are tired of wasting your training budget on workshops that produce no real change

ACHIEVE BUSINESS RESULTS FROM YOUR TRAINING INVESTMENT.

- Your employees don't exist in a vacuum. MEA onsite training includes an executive overview session to get commitment from all levels in your organization.
- MEA's A+ trainers come with cross-industry experience, and can help put learning into action and make training stick.
- We train more than 3,000 employees annually and are part of a national network of over 35 Employers' Associations - We've got what you need, or we can build it for you.

POPULAR ONSITE PROGRAMS:

- Avoiding Harassment in the Workplace
- Basics of Employment Law for Non-HR Professionals
- Coaching Skills for Managers and Supervisors
- Successful Communication
- Managing & Communicating with a Remote Workforce
- "Best-in-Class" Customer Service
- Change Management
- Time Management
- Dealing with Stress
- Accountability: *Stop the Blame Game*
- Finance for Non-Financial Managers
- Harnessing Organization Politics



ALL MEA PROGRAMS CAN BE DELIVERED ONSITE! CALL US AT 800-662-6238.

Roundtables

TRAINING & OD USERS GROUP

MEA's new *Training & Organizational Development Users Group* is a collaborative gathering of like-minded professionals. This group has been designed to leverage the knowledge of talented training, HR and OD professionals, who see learning as an essential part of their business. Participants in this group will be able to:

- Hear what others in the region are doing and learn from their experiences
- Get insight in case you're not sure which approach, initiative or process makes most sense
- Manage information overload by identifying the "critical to know" vs. "nice to know" on industry information, trends, resources, learning strategies etc.
- Build deep, trusting relationships with like-minded professionals
- Accelerate your professional growth and bring back new insights to your company

This group meets in-person quarterly (2 hours), and holds interim webinar/conference calls (1 hour).

ENVIRONMENTAL, HEALTH & SAFETY ROUNDTABLE

Industry professionals that have been tasked with EHS compliance at their facilities meet quarterly to discuss EHS compliance topics and share knowledge and experiences. The group is facilitated by a Senior EHS professional. Sample agenda items include:

- EHS Compliance due dates
- Environmental reports review
- New OSHA/EPA/DEP initiatives
- Recent enforcement actions
- Sharing of innovative compliance ideas
- Various EHS topic briefings
- Supplied EHS compliance guidance materials

The Environmental, Health & Safety Roundtable meets 4 times per year in King of Prussia, PA.

"MASTER THE TACTICS" ROUNDTABLES

Perfect for the HR generalist or administrator, this roundtable group will focus primarily on the tactical implementation of HR practices and compliance. Sample agenda items include:

- Are your policies and practices up-to-date?
- The fine line of HR: The role of objectivity
- Effective open enrollment strategies
- FMLA administration

"HR BUSINESS PARTNER" ROUNDTABLES

Typical participants are C-Level, or report to C-Level within an organization and regularly make decisions that impact the workforce. Sample agenda items include:

- Reinventing the performance management process
- Is your compensation structure working for you?
- Tactics for management training
- How to influence and get buy-in on your ideas
- FMLA management

Both the "Master The Tactics" and the "HR Business Partner" HR Roundtables meet 4 times per year in King of Prussia, PA.

HR & BENEFITS ROUNDTABLE (NJ)

Participants get the opportunity to discuss the unique complexities of New Jersey employment law with a variety of subject-matter experts. Sample agenda items include:

- FMLA/NJ FMLA Challenges
- FLSA Guidelines: *Can you dock an exempt employee?*
- HR Big Data Trends
- Aging Workforce & Succession Planning

The HR & Benefits Roundtable meets 4 times per year in Mt. Laurel, New Jersey.

CONTACT US AT 800-662-6238 TO RESERVE YOUR ROUNDTABLE SEAT.

Harassment Training

Have you done everything you can to protect your company from potentially costly harassment claims? If it's been more than 2 years since your employees and supervisors have had harassment training, your company may be at risk.

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.

In order to help you promote work environments free from harassment and avoid potential litigation, MEA has created both a *Manager* and an *Employee* seminar. The employees' session lasts one hour, and the managers session lasts one-and-a-half hours.

MEA HARASSMENT SERVICES

Harassment Policy Review



MEA's seasoned HR Partners (HRPs) and legal experts will review your company's harassment policy and give recommendations for improvements.

Live & Video Training for Employees & Supervisors



Our trainers will help your employees and management team learn to identify harassment, understand compliance, enforcement and discipline, and implement preventative measures if necessary.

Workplace Investigation & Reports



MEA can provide thorough 3rd-party workplace investigations for employer discrimination or harassment complaints, or post-investigation consulting, should the complaint require legal counsel.

**CONTACT US AT 800-662-6238 TO
SCHEDULE HARASSMENT TRAINING.**

"The Supreme Court has sent a message to employers, and employers would be well-advised to listen very carefully: employers must focus on reducing the likelihood of unlawful workplace conduct at all levels, from the CEO to hourly employees. This requires, at a minimum, issuing and properly implementing the right kinds of policies and procedures; consistently enforcing those policies and procedures as mandated by law; and regularly training all levels of employees to comply with employment law. It simply makes no business sense to incur the inordinate risks of non-compliance."

- Michael G. Trachtman
MEA's General Counsel



Communication & Interpersonal Skills

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.

Learning Objectives

- 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

Details

9am - 1pm



COMMUNICATING WITH DIPLOMACY

NEW

Those who have experienced *foot-in-mouth syndrome* know it! Speaking when you shouldn't, saying what should be left unsaid, or framing things in a way that is inappropriate are barriers for career success.

Yet, communicating with tact is truly an art, science and discipline. Knowing when and when not to say something is only a starting point. The choice of words, timing, tone and volume are all critical factors as well. To be effective when communicating takes great self-awareness, training, and the know-how to apply skills and techniques in work and life situations.

During this session we will look at word choice, nonverbal cues and more. Those attending will self-assess their own approach: What's working? What's not? The goal is to learn how to navigate work situations, build a high-quality personal brand, increase credibility, and improve the chance for greater career success.

Learning Objectives:

- Examine perception; yours as well as those around you, and how it impacts communicating
- Explore key techniques to harness diplomacy and tact to build credibility
- Recognize how stress affects what you say and do
- Identify the "Top 5 Skills" for effective communication
- Uncover roadblocks that get in the way of communicating with tact, and strategize techniques to overcome barriers
- Incorporate good listening skills into the mix
- Build an Action Plan to incorporate new skills back at work

Details

9am - 12pm



3 CREDITS

COMMUNICATION FOR A DIVERSE WORKFORCE



Differences in culture, generation, style, race, sex and religion all add up to miscommunication.

This session is designed to increase awareness and understanding of differences among people so that we can communicate better; it is critical to organizational success. Learning to step into each others' shoes establishes a common ground, encourages dialogue, and creates a shared understanding. The global environment we work in today requires us to collaborate despite our differences. Identifying barriers, building strategies, and acquiring the "know-how" to interact effectively across differences is the focus of this session.

Learning Objectives

- Define what being "different" means and its impact on communication
- Understand the benefits of a culturally diverse workplace
- Identify the 6 Dimensions of Diversity
- Observe a "real-to-life" case study of a collaborative multi-cultural society
- Understand where an individual's values fit in the equation of differences
- Assess communication styles in order to better understand ourselves & others
- Explore generational differences that impact our ability to communicate
- Identify strategies that help us relate to people who are different than ourselves

Details

9am - 1pm



4 CREDITS



ADVANCED
COMMUNICA-
TION SERIES

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.

Learning Objectives

- 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

Details

9am - 1pm



4 CREDITS



4 CREDITS

Communication & Interpersonal Skills

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.



Learning Objectives

- Present information showing organization and understanding of the topic
- Identify needs of the audience and how 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

Details

9am - 4pm

Catered lunch included.



12 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.

Learning Objectives

- 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

Details

9am - 4pm

Assessment & catered lunch included.



6 CREDITS



6 CREDITS



LEADERSHIP
ADVANTAGE
SERIES



ADVANCED
COMMUNICA-
TION SERIES

Computer Skills

DYNAMIC POWERPOINT® PRESENTATIONS

More than just bullet points!

Microsoft Powerpoint can be a powerful tool for communicating your ideas. But if you're like most people, you know that making a beautiful, engaging presentation that stands out from all the rest can be quite a challenge.

Powerpoint should be a useful part of any professional's communication skills, but most presenters barely scratch the surface of its powerful set of features. In this 2-hour workshop you will learn not only how to design and edit Powerpoint slides, but how to add some bells and whistles that can take your presentation from good to great!

Learning Objectives:

- PowerPoint presentation best practices
- Font, color, chart and animation usage
- Pace, time per slide, lines per slide
- When to use and when to avoid PPT
- Tactical use of animation options
- Insertion of video and audio
- Web delivery best practices
- Web delivery tips – laptop, backgrounds, Skype vs. Web Ex, etc.

Details

9am - 11am

Available in-person or via Cyber Workshop

EXCEL® 2010/2013 - LEVEL 1

Excel® 2013 offers increased functionality over the 2010 and 2007 versions. Master the new features in this six hour, Level 1 workshop from MEA.

In the morning session you'll explore the new 2013 interface and navigation, learn how to create, modify and format worksheets, manipulate data, and perform calculations. After a catered lunch, you'll tackle the development of a workbook from multiple worksheets, including how to reposition worksheets in a workbook while maintaining formatting. Finally, you'll learn how to customize layout and master the new print function.

Learning Objectives

- 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

Details

9am - 4pm

Available in-person or via Cyber Workshop

Laptop & catered lunch provided for in-person attendees.

Computer Skills

EXCEL® 2010/2013 - LEVEL 2

Build on the Excel® skills you developed in Level 1 or increase your mastery of Excel® 2013 in this Level 2, one day workshop.



In the morning sessions you'll work on creating workbooks using templates, sorting, subtotaling, filtering data, and analyzing data using Pivot Tables and Pivot Charts, including creation and formatting of Pivot Tables. After a catered lunch, the afternoon sessions will address calculating data with advanced formulas and how to create charts. In the chart creation session, you'll learn how to create and modify charts for more effective data presentations and how to enhance visual appeal using graphic objects.

Learning Objectives

- 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

Details

9am - 4pm

Available in-person or via Cyber Workshop

Laptop & catered lunch provided for in-person attendees.

EXCEL® 2010/2013 - LEVEL 3

Excel at using Excel® 2013! This six hour, Level 3 workshop will burnish the Excel® skills you've already acquired and make you a master of the macros.

In the morning session you'll work on creating and editing macros and learn how to apply conditional formatting and how to add data validation criteria. In addition, you'll learn how to share, track, merge and restrict workbook access. After a catered lunch, you'll learn how to import and export Excel® data and how to link cells in different workbooks. The last session of the day will be devoted to performing statistical analysis, and creating trends and scenarios so you can perform "what-if" analyses.

Learning Objectives

- Streamline workflow
- Collaborate with other users
- Audit worksheets
- Analyze data
- Work with multiple workbooks
- Import and export data
- Integrate Excel® data with the web

Details

9am - 4pm

Available in-person or via Cyber Workshop

Laptop & catered lunch provided for in-person attendees.

MICROSOFT OUTLOOK® FOR THE TIME CHALLENGED

NEW

Are you a slave to email? Are you getting all you can out of Outlook? If you have Microsoft Outlook on your computer but only use it for e-mail, you are throwing away about 85% of the power of the software.

In this session participants will learn how to leverage the power of Outlook. As you learn tips and techniques to use all four components of Outlook: Email, Calendar, Contacts & Tasks to better organize yourself.

Learning Objectives

- Manage your email instead of it managing you.
- Balance your time & priorities with calendaring techniques.
- Capitalize on Outlook's contact functions to reduce time spent on correspondence
- Use the technology of Outlook to create tasks that organize your to-do list

Details

9am - 12pm

Available in-person or via Cyber Workshop



3 CREDITS



PRODUCTIVITY
SERIES

"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.

Learning Objectives

- 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

Details

9am - 1pm



4 CREDITS

ENVIRONMENTAL, HEALTH & SAFETY ROUNDTABLE

Industry professionals that have been tasked with EHS compliance at their facilities meet quarterly to discuss EHS compliance topics and share knowledge and experiences. The group is facilitated by a Senior EHS professional.

Sample agenda items include:

- EHS Compliance due dates
- Environmental reports review
- New OSHA/EPA/DEP initiatives
- Recent enforcement actions
- Sharing of innovative compliance ideas
- Various EHS topic briefings
- Supplied EHS compliance guidance materials

The Environmental, Health & Safety Roundtable meets 4 times per year in King of Prussia, PA.

**CONTACT US AT 800-662-6238
TO RESERVE YOUR SEAT.**

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.

Learning Objectives

- 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

Details

1pm - 3pm

Catered lunch included for attendees also enrolled in “First Aid & Bloodborne Pathogens” workshop.

Health, Safety & Environmental

DOT HAZMAT MANAGEMENT

This course will increase safety awareness for handling and preparing shipment of hazardous materials (HazMat) and for reducing HazMat incidents. Handlers include persons receiving materials into the facility, moving it internally to points of use, or from collection to shipping areas. Topics covered address requirements in Hazardous Materials Regulations (HMR) in 49 CFR parts 171 through 180. Upon passing a test with a score of at least 80%, participants will receive a certificate valid for three years.

Learning Objectives

- Learn about managing hazardous materials
- Use the HazMat classification scheme
- Review package selection and preparation
- Manage marking and labeling
- Manage loading and unloading
- Review preparing and processing shipping papers
- Practice safety and emergency response techniques
- Use place carding for transport vehicles

Details

9am - 4pm

Catered lunch included.

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.

Learning Objectives

- 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

Details

9am - 12pm

Catered lunch included for attendees also enrolled in "Adult, Child and Infant CPR with AED" workshop.

Human Resources

ALIGNING HR WITH YOUR BUSINESS STRATEGY

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.



Learning Objectives

- 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

Details

9am - 4pm

Catered lunch included.

Available in-person or via Cyber Workshop



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.

Learning Objectives

- 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

Details

9am - 1pm



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.

Learning Objectives

- 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

Details

9am - 4pm

Catered lunch included.



6 CREDITS



6 CREDITS



HR
ADVANTAGE
SERIES

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.

Learning Objectives

- 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

Details

9am - 1pm



4 CREDITS



HR
ADVANTAGE
SERIES

Human Resources

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.



Learning Objectives

- 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 and employee relations
- Identify types of appraisal & evaluation methods
- Determine how and when to use various corrective actions

Details

9am - 1pm



4 CREDITS



HR
ADVANTAGE
SERIES



4 CREDITS



6 CREDITS



6 CREDITS



HR
ADVANTAGE
SERIES

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.

Learning Objectives

- 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

Details

9am - 4pm

Catered lunch included.

EXEMPT VS. NON-EXEMPT – ARE YOU COMPLIANT?

The Department of Labor (DOL) has hired 350 new Wage & Hour auditors over the last two years to investigate possible violations of the Fair Labor Standards Act (FLSA), specifically overtime and recordkeeping requirements. It is more important than ever before to ensure that your employees are classified correctly under the FLSA. This session has been designed to understand what is most critical when it comes to determining status.

Learning Objectives

- Understand how to determine if a particular job is exempt or non-exempt
- Learn how to effectively use the salary & duties tests
- Obtain guidance on correcting instances of non-compliance
- Discover the most common violations and learn about recent court cases
- Discuss recent and proposed changes to the FLSA that could impact your organization

Details

9am - 12am



3 CREDITS

FMLA ADMINISTRATION WORKSHOP

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.”

Learning Objectives

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

Details

9am - 12pm



3 CREDITS



3 CREDITS

Human Resources

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.



Learning Objectives

- 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

Details

9am - 4pm

Catered lunch included.



HR
ADVANTAGE
SERIES



6 CREDITS

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.

Learning Objectives

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

Details

9am - 12pm

Available in-person or via Cyber Workshop



3 STRATEGIC
CREDITS



HR
ADVANTAGE
SERIES

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.

Learning Objectives

- 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

Details

9am - 4pm

Catered lunch included.

Available in-person or via Cyber Workshop

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.

Learning Objectives

- 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

Details

9am - 1pm



6 STRATEGIC CREDITS



4 CREDITS

Human Resources

SURVEY JOB MATCHING WORKSHOP

Are you often confused about how to match your organization's incumbents to jobs in MEA's Benchmark Compensation Survey? If so, join us for this two hour workshop. We will work with you to match jobs in your organization to jobs in this benchmark survey that includes jobs that cross all industries.

It is essential that participants bring copies of their organization's job descriptions to use during the hands-on workshop. Register early for the session – space is limited.

Details

9am -11am



2 CREDITS

SURVEYS 101: HOW TO EFFECTIVELY USE SALARY DATA

They say numbers don't tell lies, but how do you know what the numbers *do* say?

This workshop is a 90 minute seminar designed to help you decipher salary survey data. Using the latest MEA Salary Surveys, you'll read, discuss and learn to understand the data. You'll review how to match survey data to the jobs in your organization, and learn how to apply survey data to your company's compensation structures to assess your organization's market competitiveness.

Learning Objectives

- Learn how to read, understand and effectively use salary data
- Understand how to match survey data to the jobs in their organization
- Gain the ability to apply new survey data to their current compensation structures to determine market competitiveness; and
- Know how to age survey data to a common point

Details

9am -10:30am

Available in-person or via Cyber Workshop



1.5 CREDITS

WRITING EFFECTIVE JOB DESCRIPTIONS: A PRACTICAL GUIDE

This hands-on class is designed to teach HR Generalists and professionals with responsibility for job documentation how to write job descriptions for their organizations. Effective job descriptions are used to document job requirements, support wage and salary administration, and ensure compliance with laws and regulations such as the Americans with Disabilities Act (ADA).

Learning Objectives

- Learn why well-written job descriptions are important
- Understand the legislation that affects job descriptions
- Explore several different types of job documentation methods
- Learn how to identify and collect job data
- Select a job description format that meets your organization's needs
- Understand the importance of properly determining essential functions
- Discover the difference between job responsibilities and job tasks
- Assess the strengths and weaknesses of current descriptions
- Practice writing each section of the job description

Details

9am - 4pm

Catered lunch included.



6 CREDITS



6 CREDITS

"MASTER THE TACTICS" ROUNDTABLES

Perfect for the HR Generalist or Administrator, this roundtable group will focus primarily on the tactical implementation of HR practices and compliance.

Sample agenda items include:

- Are your policies and practices up-to-date?
- The fine line of HR: The role of objectivity
- Effective open enrollment strategies
- FMLA administration

"HR BUSINESS PARTNER" ROUNDTABLES

Typical participants are C-Level, or report to C-Level within an organization and regularly make decisions that impact the workforce. Sample agenda items include:

- Reinventing the performance management process
- Is your compensation structure working for you?
- Tactics for management training
- How to influence and get buy-in on your ideas
- FMLA management

Both the "Master The Tactics" and the "HR Business Partner" HR Roundtables meet 4 times per year in King of Prussia, PA.

HR & BENEFITS ROUNDTABLE (NJ)

Participants get the opportunity to discuss the unique complexities of New Jersey employment law with a variety of subject-matter experts. Sample agenda items include:

- FMLA & FLSA Challenges
- Can you dock an exempt employee?
- HR Big Data Trends
- Aging Workforce & Succession Planning

The HR & Benefits Roundtable meets 4 times per year in Mt. Laurel, New Jersey.

**CONTACT US AT 800-662-6238
TO RESERVE YOUR SEAT.**

Leadership, Supervision and Management

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.



Learning Objectives

- 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

Details

9am - 1pm



4 CREDITS



4 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.

Learning Objectives

- 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, and FMLA examples, as well as other challenging workplace questions, to ensure your actions are consistent with laws and policies
- Examine the key functions and activities of employment including recruitment, interviewing and selection

Details

9am - 1pm



4 CREDITS



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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.

Learning Objectives

- 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

Details

9am - 4pm

Catered lunch included.



6 CREDITS



6 CREDITS



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SERIES

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.

Learning Objectives

- 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

Details

9am - 1pm

Assessment included.



4 CREDITS



4 CREDITS



LEADERSHIP
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SERIES

Leadership, Supervision and Management

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.



Learning Objectives

- 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

Details

9am - 12pm



3 CREDITS



3 CREDITS

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.

Learning Objectives

- 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

Details

9am - 12pm

Assessment included.



3 CREDITS



3 CREDITS



LEADERSHIP
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SERIES



HR
ADVANTAGE
SERIES

EFFECTIVE INTERVIEWING

NEW

This workshop will provide you with techniques to help control the interview and discover the hidden talents of applicants.

It will include interview evaluation tools to aide in the selection of the candidate, tips and techniques on how to have the interview process run smoothly from start to finish, and ways to help ensure proper selection and fit.

Learning Objectives

- Participants will examine their role as managers and supervisors in the hiring process
- Examine the effectiveness of your hiring process and methods of recruitment
- Learn how to identify the competencies associated with the job and how to define the job accurately
- Develop interview questions and utilize evaluation tools that will lead to hiring the best candidate for your organization
- Conduct the interview effectively with a focus on behavioral interviewing
- Evaluate the candidate objectively

Details

9am - 12pm



3 CREDITS

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)

Learning Objectives

- 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

Details

9am - 1pm



4 CREDITS



4 CREDITS



LEADERSHIP
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HR
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SERIES

Leadership, Supervision and Management

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.

Learning Objectives

- 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

Details

9am - 1pm



FINANCE FOR THE NON-FINANCIAL MANAGER

NEW

Business is about making money. We as managers need to speak “finance.” When we speak finance we can make a case for funding initiatives, engage our staff to become good stewards of company finances, and be better prepared to manage departments or projects.

Learning Objectives:

- Assess your knowledge of common financial terms and learn how they’re used in business
 - Income and Assets
 - Expenses, Liability and Tax
 - Income Statement, Cash Flow, Balance Sheet
 - EBIT, Margin, ROA, ROE
- Connect the dots from a personal budget to an organizational budget
- Practice simple calculations
- Learn what each financial term measures/documents
- Learn a “back of the envelope” calculation that can make a financial case
- Identify how your business function can make a positive bottom line contribution

Details

9am - 1pm



4 CREDITS

HARNESSING ORGANIZATIONAL POLITICS

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.

Learning Objectives

- 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

Details

9am - 1pm



4 CREDITS



LEADERSHIP
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SERIES

LEADING PROBLEM SOLVING & DECISION MAKING

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.

Learning Objectives

- Identify and apply the 7 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, and 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

Details

9am - 12pm



3 CREDITS



3 CREDITS



LEADERSHIP
ADVANTAGE
SERIES

Leadership, Supervision and Management

MANAGING EMPLOYEES WORKING FROM HOME



We can work from anywhere, at anytime, and we do! The “*everywhere office*” is no longer a myth. Late adopters nervous about maintaining productivity have slowly joined the ranks of believers, and in many cases even see the advantages of working from home.

But, how does one manage, engage and retain a workforce that may not always be within earshot? Remote teams encounter numerous challenges whether employees are located in another state, another country or just work from home 1 or 2 days a week.

Objectives:

- Look at the drivers
- Understand where we are today & why
- Identify challenges in managing a remote team
- Frustrations and difficulties
- Explore strategies for success
- What do you do?
- What could you do?
- The top 5 strategies

Details

9am - 1pm



4 CREDITS

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.

Learning Objectives

- 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

Details

9am - 4pm

Catered lunch included.



6 CREDITS



6 CREDITS



LEADERSHIP
ADVANTAGE
SERIES

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 Leadership Advantage I or II.



Learning Objectives

- 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

Details

9am - 1pm



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.

Learning Objectives

- 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

Details

9am - 12pm

Assessment included.



3 CREDITS



LEADERSHIP
ADVANTAGE
SERIES



HR
ADVANTAGE
SERIES

Leadership, Supervision and Management

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.

Learning Objectives

- 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

Details

9am - 4pm

Catered lunch included.



6 CREDITS



LEADERSHIP
ADVANTAGE
SERIES

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.

Learning Objectives

- 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

Details

9am - 1pm



4 CREDITS



PRODUCTIVITY
SERIES

RUNNING EFFECTIVE MEETINGS

NEW

Participants who talk too much, who don't talk at all, have side bars, or even adamantly disagree are all examples of what derail a meeting.

This session is designed to help you learn how to conduct effective meetings and reel in those problem participants, taking back control and promoting group interaction. The focus is on preparing for, conducting, and evaluating meetings. This session provides you with practical guidelines for making meetings more focused, more productive, and more results oriented. You will achieve your meeting goals when incorporating the strategies explored.

Learning Objectives

- Outline the benefits and challenges of conducting effective meetings for a better understanding
- "Is this Meeting Necessary or Not?" If not, then learn to define alternate strategies
- Understand different types of meetings and what is necessary for each
- Learn to prepare an agenda that works.
- Define meeting roles of each participant and expectations
- Gain an understanding of what it takes to facilitate in all circumstances and with all types of individuals
- Explore common meeting robbers and how to derail them
- Review what is important in concluding meetings for a full circle approach

Details

9am - 12pm



3 CREDITS



PRODUCTIVITY
SERIES

"In all my years of working, even through my Navy years, I have never been taught so much about the importance of management and workforce development. The classes are informative and very hands on. I have learned in these classes why some employees work well together and why some just fail at it. Communication, like anything else, is so key. I would recommend these classes for those looking to manage and those already managing."

- Jesús Canales
Production Assistant



"MEA has definitely groomed me for the next level. It has helped me grow personally and professionally. It definitely has been a positive development in my career."

- Scott Valletti
Asset Manager/Team Lead



Leadership, Supervision and Management

SUCCESSION PLANNING

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.

Learning Objectives

- 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

Details

9am - 1pm

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.

Learning Objectives

- 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

Details

9am - 4pm

Catered lunch included.



4 CREDITS



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6 CREDITS



6 CREDITS



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TAKING FLIGHT WITH DISC

NEW

The Taking Flight with DISC training program offers a high energy, engaging experience for participants as they learn why they click with some and clank with others. Employees who are self aware are more likely to maximize their talents, better recognize and manage their challenges, and produce better results. Self-aware employees also work better with their colleagues, which enhances teamwork at every level of your organization and shapes your culture. In return, your company experiences higher morale, lower turnover, and greater profits.

Taking Flight with DISC is fun to learn, inspirational to experience, easy to remember, and practical to apply.

Learning Objectives

- Understanding the styles enables individuals maximize strengths and better manage challenges.
- The styles help team members to better manage conflict, reduce stress, and improve relationships between coworkers.
- DISC awareness dramatically improves communication, which leads directly to higher levels of productivity and morale.
- Understanding DISC enables coworkers to build trust through genuine appreciation of what each DISC style brings to the workplace.

Details

9am - 4pm

DISC Assessment and catered lunch included.



6 CREDITS

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.

Learning Objectives

- 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

Details

9am - 4pm

Catered lunch included.



6 CREDITS



6 CREDITS



LEADERSHIP
ADVANTAGE
SERIES

Personal/Professional Development

MILLENNIAL ONBOARDING

NEW

Equipping the Newest Generation with Skills for Workplace Success

Through our extensive research, talking with many employers, and engaging with Millennials over the past few years, we've uncovered a serious disconnect. Both parties, employers AND Millennials want it fixed. So, we've taken that research one step further and identified *10 Mission Critical Success Skills* that will give these new employees a chance to kick-start a successful career.

If you are managing a Millennial, you'll find that if you give them the opportunity to attend this mini-series, implement the skills learned, and follow-up with your coaching, it will be as if someone hit a reset button. These young professionals will come back to you with new wisdom and savvy that you wish they had when they started.

Our goal is to focus on helping managers and younger workers work successfully together. Through mini-chunks of learning, both online and in-person, attendees will get the chance to explore the skills that will help them thrive in the workplace, eliminate roadblocks, discover perceptions, and capitalize on skills they already have.

The Top 10 Mission Critical Success Skills

- Interpersonal Skills
- Appearance
- Social Networking without a Device
- Time Management
- Communication
- Humility, Patience & Demonstrating a Work Ethic
- Being Focused
- Harnessing Social Media
- A Can-Do Attitude
- Teamwork across Differences

Details

Online Kick-off Webinar

9am - 4pm, 2 Days (In-Person)

Catered lunches included.

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.

Learning Objectives

- 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

Details

9am - 12pm

TIME MANAGEMENT: JUGGLING MULTIPLE PRIORITIES

This interactive and motivational program is designed to provide participants with opportunities to understand and better handle the responsibilities they face in today's increasingly hectic workplace.



Employees juggle many responsibilities at work, and everyone faces a different set of challenges, yet all are working toward the same basic goal: getting the most out of their workday. Through exercises and activities, participants will learn that balancing work responsibilities requires skill and creativity. A willingness to try new approaches and life skills is key to ultimate success, and most of the time the simple changes can make the greatest difference.

Learning Objectives

- Organize and compartmentalize work tasks
- Prioritize responsibilities, tasks and necessary "to DOs" for results
- Identify areas for improvement and strategize concrete and specific solutions
- Use techniques to eliminate time wasters and interruptions
- Write SMART goals to impact efficiency and direction

Details

9am - 1pm



4 CREDITS



PRODUCTIVITY
SERIES

"I can compare MEA to a lot of training that we have had in the past and I feel that the compassion and the experience of MEA instructors is by far surpassing all of the other trainings that I have been at. That's why I keep coming back. That's why I keep recommending MEA."

- Carol Mathie
Compliance Officer



"MEA is a trusted partner and primary provider for our training needs, training over 350 of our staff members. We also count on MEA to keep us current on compliance requirements, trends in HR, and to provide direction when we need it. MEA has proven to be the best investment we've made!"

- Jeff McFadden
General Manager



TRAINING & OD USERS GROUP

Sometimes you just need to bounce ideas around!

MEA's new *Training & Organizational Development Users Group* is a collaborative gathering of like-minded professionals. This group has been designed to leverage the knowledge of talented Training, HR & OD professionals, who see learning as an essential part of their business.

Participants in this group will be able to:

- Hear what others in the region are doing & learn from their experiences
- Get insight in case you're not sure which approach, initiative or process makes most sense
- Manage information overload by identifying the "critical to know" vs. "nice to know" on industry information, trends, resources, learning strategies etc.
- Build deep, trusting relationships with like-minded professionals
- Share your inspirations – what's working or not
- Accelerate your professional growth, bring back new insights to your company

Included in the package:

- Quarterly In-Person Meetings – 2 hours
- Interim Web/Conference Calls – 1 hour

**CONTACT US AT 800-662-6238
TO RESERVE YOUR SEAT.**

PLANNING, DEVELOPING AND MANAGING YOUR ORGANIZATION'S TRAINING (PDM)

From planning, designing and presenting, to evaluating the effectiveness of the training, participants will gain an increased understanding of the requirements necessary to create a learning culture in their organization. Participants will learn a systematic approach to planning and developing their organization's training and will walk away with a well-defined strategy.

Learning Objectives

- Prepare and administer a training needs analysis
- Establish training goals that support the mission and objectives of the organization
- Promote training objectives and communicate arguments for financial support of training
- Understand the levels of measurement
- Design tools that measure training effectiveness

Details

9am - 4pm

Catered lunch included.



6 CREDITS

Training Management and Development

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.

Learning Objectives

- 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

Details

9am - 1pm



4 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.

Learning Objectives

- 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

Details

9am - 4pm

Catered lunch included.



6 CREDITS

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Michael G. Trachtman, Esq.

Powell Trachtman Logan Carrle & Lombardo, P.C.
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Registration Information

HOW TO REGISTER



Online Calendar

www.meainfo.org/calendar



Call

800-662-6238



Email

registration@meainfo.org

PLEASE NOTE

- Please see our online training calendar for pricing and dates. Visit www.meainfo.org/calendar.
- *MEA 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.

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.

COHORT TRAINING POLICY

- To ensure the cohesion of the Cohort group, participants may not schedule make up sessions.
- Participants must complete at least four of the five sessions to graduate.
- Partial refunds will not be issued for missed Cohort sessions.

INCLEMENT WEATHER POLICY

In the case of inclement weather, please call MEA's main number, **610-666-7330**, after 6:30 AM on the day of the training to see if your training workshop is running.

Please use your judgement in determining whether or not it is safe for you to travel to MEA.

CANCELLATION POLICY

If you are unable to attend a workshop, you may cancel up to 5 business days before the workshop and your company will not be billed. If you do not cancel and do not attend training, your company will be charged for the cost of the class.

*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/about/directions

PAYMENT

We accept the following credit cards:



VISA



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Over 400 employers in Pennsylvania, New Jersey and Delaware rely on MEA to manage their workforce needs and help them stay current and compliant. They have full access to MEA's extensive training, benefits, and consulting services for attracting, developing and retaining their workforce. Their Membership privileges give them a single source they can turn to for responsive, practical solutions to their HR needs.

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-  **Compensation and Benefits Services**

MEA welcomes the opportunity to learn more about your business goals and discuss how we can help you achieve them.

For more information, visit www.meainfo.org, call 800.662.6238, or email mea@meainfo.org.



"Jim, our Ops Manager, has been taking MEA's Level 1 Leadership Series. He has enjoyed it very much and really thinks the team at MEA does a great job. He's learned a lot and the classes have helped him transition from being in the field to being in the office and taking on management responsibilities.

We'll be putting his supervisors through the Level 1 series over the next year, and in the fall, Jim will begin the Level 2 series. I think it will be a big help to our leaders and help them develop the skills we need to grow and continue with mentorship."

- Alexandra Galarza
HR Manager



MidAtlantic Employers' Association
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