



AMERICAN SOCIETY OF EMPLOYERS

Course Guide

September 2012 – February 2013

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How to Use This Course Guide

Thank you for choosing the American Society of Employers as your training and development resource.

The 2012 Course Guide has been designed to provide maximum convenience for students who are interested in developing their skills on a variety of topics or for those seeking an entire curriculum to further their careers. Our courses are held in all of ASE’s service areas including Battle Creek, Cadillac, Saginaw, and Livonia.

Some of the features of the course guide include:

- HRCI re-certification eligible classes
- An ASE Curriculum Certification Checklist
- Continuing Education Units (CEU) listed for each qualifying course

- Courses are listed alphabetically with all available dates and locations
- Index by subject

ASE is proud to deliver these courses from its Headquarters in Livonia as well as through partnerships with these individuals and organizations:

- Over 40 highly versatile and globally experienced subject matter experts
- Rexair, LLC
- Davenport University

For more information on ASE Public Programs, please contact 248.353.4500.



ASE Course Listing

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Join us for the most prestigious
Human Resources event of the year!



Wednesday
October 24, 2012
Detroit Athletic Club

The ASE Annual Summit is the most anticipated Human Resources event in Michigan. It's your opportunity to network with fellow business and Human Resource professionals and honor the best of our profession as we present the recipients of the **Michigan HR Executive of the Year** awards.



HR
Executive
of the Year
2012

To register, please visit www.aseonline.org.

For more information, or to be an **Annual Summit sponsor**,
contact George Brown at gbrown@aseonline.org.

Register today! Registration deadline is October 17, 2012.

ASE Services

The American Society of Employers (ASE) is the only organization that offers timely, relevant and strategic information that helps Michigan employers recruit and retain top talent. Through its surveys, research and consulting services, ASE provides data and support that help HR professionals be organizational leaders who directly impact their organizations' long term success.



A few of the many benefits our members enjoy:

Research Services

Unlimited access to professional research

Compensation and Benefit Surveys

Compensation, benefit, and salary planning surveys; national surveys; employee opinion surveys; customized surveys

Professional HR Placement Services

HR Placement, staffing and support services

Learning and Advancement Programs

Continuing education, certificate programs, and customized learning programs

HR Consulting Services

Affirmative Action, compensation programs, pre-employment services, employee handbook development, and more...

Organizational Development Services

Talent management, succession planning, executive coaching, performance management, and more...

To learn more about ASE membership benefits, please contact us today.

248.353.4500

www.aseonline.org

ASE Learning & Advancement Savings Bundle

At ASE we know that our members care about their employees' ongoing development. As the economy turns around and companies start developing their employees again, ASE wants to ensure that they have the best pricing available to utilize training. ASE's Learning and Advancement Catalog is filled with hundreds of public seminars that address Human Resources, Management, Supervision and Employment Law. You need look no further than ASE for your training partner.

The Savings Bundle Concept: We ask that you evaluate your training needs over a 12 month period and once you determine them, you can deposit a specific amount into your ASE Learning Account. Based on your investment, you will receive discounts ranging from 10 -20% on all training purchased.

Note: This Bundle only applies to ASE Public seminars. It does not include Custom On-Site training, BizLibrary online courses or webinars.

Take advantage of this savings offer.

Call ASE at 248.223.4500 to start saving today.



HR Generalist Certification Curriculum

THE AMERICAN SOCIETY OF EMPLOYERS

has responded to its members' commitment to maintaining high standards in the HR profession by designing a Certification Curriculum that provides comprehensive and practical information. To be more effective on the job, both experienced HR personnel and those new to the field must keep abreast of changes in the field. ASE has made its curriculum flexible so that you can select topics that meet your job related requirements.

Curriculum Requirements are Simple:

- Credits are issued on the basis of course completion. Each seminar is valued at one credit per full-day program and one-half credit per half-day program.
- Certification will be awarded when you accumulate a total of eight core and eight elective credits.
- You are required to attend the programs contained in the core curriculum
- Customize your elective curriculum by selecting programs totaling eight credits from the list of elective classes.
- You will have twenty-four months in which to complete the curriculum for certification.
- As an ASE member, by pre-paying with your registration, you receive 10% off the entire cost of the curriculum.
- You will be awarded a deluxe personalized certificate mounted on a wall plaque upon completion of the certification program. A certificate of completion will be given for each individual program that you complete.

Core Courses

(8 credits required)

- Business Writing I: Productive Emails, Letters and Memos
- Conducting Effective Performance Appraisals/Reviews
- Conducting Job Analyses and Writing Job Descriptions
- Designing, Preparing, and Updating Employee Handbooks
- Employment Law: Danger Zones
- Essentials for the New HR Professional
- HR Recordkeeping
- Wage and Hour Law
- Wage and Salary Administration Overview
- Win-Win Communication Skills

Elective Courses

(8 credits required)

- Advanced Wage and Hour Law: Exempt and Non-Exempt
- Americans with Disabilities Act
- COBRA Compliance
- Compensation Plan Design
- Designing and Planning a Successful Onboarding Program
- Developing and Implementing Effective Affirmative Action Programs
- Dos and Don't of Employee Separation :
Preparing, Planning, Implementing & Recovering
- Documenting Discipline and Discharge
- Equal Employment Opportunity Issues:
Avoiding Discrimination in the Workplace
- Family and Medical Leave Act
- Harassment Prevention: Promoting a Respectful Marketplace
- Hiring and Firing within the Law
- HR Audit Basics
- Immigration Compliance for Employers
- Intermittent FMLA: Regaining Employer Control
- Interviewing Skills
- Interviewing Skills - Applied
- Legal Requirements for Temporary Employees, Independent Contractors and Leased Employees
- Maintaining a Union-Free Workplace
- Managing Change: Taming the Change Monster
- Managing Diversity
- Managing Leaves of Absence: Sorting Them All Out
- Managing Problem Employees: Communication & Documentation
Strategies to Promote Improvement or Support Termination
- Managing Within a Union Contract
- Market Pricing for Results
- Metrics for the HR Practitioner
- Negotiation Skills: Getting to Yes
- OFCCP/EEOC's Approach to Compensation Analysis
- OFCCP Compliance Review: Audit Your AAPs
- Performance Coaching for Managers
- Requirements and Processing of US Work Visas
- Six Sigma and Lean for HR Professionals
- Strategic Planning
- Unemployment Compensation Overview
- Who Counts? Establishing Compliant Applicant Tracking Guidelines
- Workers' Compensation Law
- Workplace Investigations: From Complaint to Resolution

Supervisor Certification Curriculum

THE AMERICAN SOCIETY OF EMPLOYERS has responded to its members' commitment to maintaining high standards in supervision by designing a Certification Curriculum for first and second level supervisors and others with the need for supervisory development training. The purpose of the program is to acquaint participants with the basic principles of supervision and to present practical tools for handling projects, tasks, and problems at work. The core programs provide information about communication/ interpersonal relations, motivating employees, conflict management, diversity, leadership, group/team skills, and organizational change. ASE has made its curriculum flexible so that you can select topics that meet your job related requirements.

Curriculum Requirements are Simple:

- Credits are issued on the basis of course completion. Each seminar is valued at one credit per full-day program and one-half credit per half-day program. Certification will be awarded when you accumulate a total of eight core and eight elective credits.
- You are required to attend the programs contained in the core curriculum.
- You can customize your elective curriculum by selecting programs totaling eight credits from the list of elective classes.
- You will have twenty-four months in which to complete the curriculum for certification.
- As an ASE member, by pre-paying with your registration, you receive 10% off the entire cost of the curriculum.
- You will be awarded a deluxe personalized certificate mounted on a wall plaque upon completion of the certification program. A certification of completion will be given for each individual program that you complete.

Core Courses

(8 credits required)

- Business Writing I: Productive Letters, Emails, and Memos
- Principles and Practices of Supervision I
- Principles and Practices of Supervision II
- Win-Win Communication Skills

Elective Courses

(8 credits required)

- 8-Step Root Cause Problem Solving
- Assertive Advantage: Communicate with Confidence
- Coaching for Peak Performance
- Conducting Effective Performance Appraisals/Reviews
- Conflict Prevention and Resolution Skills
- Creative Problem Solving: See it, Solve it, Succeed
- Dealing with Difficult People
- Dealing with Professional and Personal Stress
- Delegating for Results
- Documenting Discipline and Discharge
- Do's and Don'ts of Employee Separation: Preparing, Planning, Implementing & Recovering
- Effective Presentation Skills
- Employment Law: Danger Zones
- Goal Setting
- Harassment Prevention: Promoting a Respectful Workplace
- Hiring and Firing Within the Law
- Interviewing Skills
- Interviewing Skills - Applied
- Maintaining a Union-Free Workplace
- Managing Change: Taming the Change Monster
- Managing Diversity
- Managing Problem Employees: Communication & Documentation Strategies to Promote Improvement or Support Termination
- Managing under Pressure: How to Stay Calm and in Control
- Managing Within a Union Contract
- Maintaining a Union-Free Workplace
- Motivating at Work
- Negotiation Skills: Getting to Yes
- Performance Coaching for Managers
- Productive Positive Attitude: Keys to a "Can Do" Attitude
- Profile of a Leader
- Project Management
- Reducing Waste and Increasing Personal Productivity
- Strategic Planning
- Supervisory Survival Skills
- Team Building I: Creating a High Performance Team
- Team Building II: Inspiring Growth and Motivation
- Time and Priority Management
- Winning with People: Strategies for Working with Diverse Behavior Styles (D.i.S.C.)
- Workplace Investigations: From Complaint to Resolution

Administrative Assistant Certification Curriculum

THE AMERICAN SOCIETY OF EMPLOYERS has responded to its members' commitment to maintaining high standards for the administrative assistant professional by designing a certification curriculum that provides comprehensive and practical information.

The purpose of the program is to enable the administrative assistant to become more adept at handling and prioritizing multiple projects, managing time, and increasing effectiveness when communicating ideas.

ASE has made its curriculum flexible so that you can select topics that meet your job-related requirements.

Curriculum Requirements are Simple:

- Credits are issued on the basis of course completion. Each seminar is valued at one credit per full-day program and one-half credit per half-day program. Certification will be awarded when you accumulate a total of four core and four elective credits.
- Customize your elective curriculum by selecting programs totaling four credits from the list of elective classes.
- You will have twenty-four months in which to complete the curriculum for certification.
- As an ASE member, by pre-paying with your registration, you receive 10% off the entire cost of the curriculum.
- You will be awarded a deluxe personalized certificate mounted on a wall plaque upon completion of the certification program. A certification of completion will be given for each individual program that you complete.

Core Courses

(4 credits required)

- Business Writing: Productive Letters, Emails and Memos
- Telephone Techniques: Connect with Customers Over the Phone
- Time and Priority Management
- Win-Win Communication Skills

Elective Courses

(4 credits required)

- Assertive Advantage: Communicate with Confidence
- Customer Service: Beyond Excellence
- Dealing with Difficult People
- Dealing with Professional and Personal Stress
- Goal Setting
- Managing Under Pressure: How to Stay Calm and in Control
- Productive Positive Attitude: Keys to a "Can Do" Attitude
- Projecting an Image of Professionalism
- Project Management
- Reducing Waste and Increasing Personal Productivity
- Winning with People: Strategies for Working with Diverse Behavior Styles (D.i.S.C)

Customer Relations Certification Curriculum

The American Society of Employers has responded to its members' commitment to maintaining high standards in customer service by designing a new Certification Curriculum for all employees interested in building effective customer relationships. The purpose of the program is to help your employees build relationships based on solid service principles, so that they can meet the needs of both their internal and external customers at all times. ASE has made its curriculum flexible so that you can select topics that meet your job-related requirements.

Curriculum Requirements are Simple:

- Credits are issued on the basis of course completion. Each seminar is valued at one credit per full-day program. Certification will be awarded when you accumulate a total of five core and five elective credits.
- Customize your elective curriculum by selecting programs totaling five credits from the list of elective classes.
- You will have twenty-four months to complete the curriculum for certification.
- As an ASE member, by pre-paying with your registration, you receive 10% off the entire cost of the curriculum.
- You will be awarded a deluxe personalized certificate mounted on a wall plaque upon completion of the certification program. A certification of completion will be given for each individual program that you complete.

Core Courses

(5 credits required)

- Business Writing: Productive Emails, Letters, and Memos
- Customer Service: Beyond Excellence
- STAR Service: Quality Customer Service
- Telephone Techniques: Connect with Customers Over the Phone
- Win-Win Communication Skills

Elective Courses

(5 credits required)

- Assertive Advantage: Communicate with Confidence
- Conflict Prevention and Resolution
- Creative Problem Solving
- Dealing with Difficult People
- Dealing with Professional and Personal Stress
- Effective Presentation Skills
- Goal Setting
- Managing under Pressure: How to Stay Calm and in Control
- Productive Positive Attitude: Keys to a "Can Do" Attitude!
- Projecting and Image of Professionalism
- Winning with People: Strategies for Working with Diverse Behavior Styles (D.i.S.C)

Affirmative Action Training Curriculum

To keep step with accelerating OFCCP enforcement trends, ASE has expanded its Affirmative Action training curriculum. These programs have been designed to provide a complete overview of Affirmative Action plan development and OFCCP audit strategies.

- Developing and Implementing Effective Affirmative Action Programs: Strategies for Ensuring Success (2 day course)
- Who Counts? Establishing Compliant Applicant Tracking Guidelines (1/2 day course)
- OFCCP/EEOCs Approach to Compensation Analysis (1/2 day course)
- OFCCP Compliance Review: Audit Your AAPs (1 day course)

Pre-purchase the entire AA bundle of courses, and receive a 10% discount off the list prices of all four courses.

These programs have been submitted to the HR Certification Institute for general recertification credits.



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

For more information or to register for any of the above courses go to www.aseonline.org or call 248.223.8041.

Compensation Plan Training Curriculum

ASE's Compensation Plan Training Curriculum will provide attendees with the details for establishing, maintaining, and evaluating an effective Compensation Program. The programs included in this curriculum will cover everything from the factors that influence compensation plan design to the various types of compensation plans available.

- Compensation Plan Design (1 day course)
- Conducting Job Analyses and Writing Job Descriptions (1/2 day course)
- Marketing Pricing for Results (1/2 day course)
- Wage and Salary Administration Overview (1 day course)

Pre-purchase the entire Compensation Plan bundle of courses, and receive a 10% discount off the list prices of all four courses.

These programs have been submitted to the HR Certification Institute for general recertification credits.



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

For more information or to register for any of the above courses go to www.aseonline.org or call 248.223.8041.

Strategic Leadership Academy - 2012

The much acclaimed Strategic Leadership Academy is back! And, ASE launches a sequel offering a continuous development opportunity to Michigan leaders in a collaborative, safe learning environment.

“I have strengthened my relationships, networks and approachability. I clearly connect with people better.”

“Exceeded expectations!”

Strategic Leadership Academy I: Optimizing Strategic Leadership

Redefine your role from leader to Executive Partner. Enhance your strategic position, influence business decisions, be known as a positive change agent and be actively sought out as your organization’s internal coach.

This four-part program will help you to expand your role as internal coach and consultant, cultivate relationships and increase your strategic position within the company. With the help of assessments and personalized coaching from the facilitator, leaders will discover and maximize their leadership skills and learn to think and act as a strategic executive.

“Enjoyed the self-reflection component and learning more about myself.”

“I’ve become more strategic. I focus more on change and the future vs getting through the day.”

Strategic Leadership Academy II: Inform, Influence and Inspire with Confidence!

A leader’s effectiveness is directly related to his or her ability to influence others and move them to follow the same vision or direction.

This three-day program is an extension of Strategic Leadership Academy I, building on the skills learned in the first phase and empowering participants to communicate ideas in formal and informal settings with greater professionalism, confidence and influence.

Join a select, limited group in ASE’s exclusive Strategic Leadership Academy program. Selected attendees will join other highly committed leaders in comprehensive classroom engagement. Throughout the Academy, learning modules feature individual practical application projects and real-life cases.

For more information or to register for any of the above courses go to www.aseonline.org or call 248.223.8014

8-Step Root Cause Problem Solving

Objective:

This proven 8-step systematic approach to problem solving will help improve operational and financial performance by identifying causes and implementing solutions to significant or recurring process problems. This approach to problem solving is used by many major manufacturers to reduce or eliminate unacceptable outcomes and improve operational and financial performance. Training includes coverage of the 8-Step model and tool, such as Is/Is-Not Analysis, Fishbone/Cause-Effect Diagram, Process Mapping, and graphic representation of data. No math or technical experience required. This course will support Lean, Six Sigma and other continuous improvement initiatives.

Who should attend:

Managers, Engineers, Operations, Manufacturing and support staff who would benefit from better problem solving skills

Upon completion of this course you will:

- Know how to describe the 8 Step Problem Solving Methodology
- Define the difference between Symptom and Root Cause
- Learn how to describe the role of problem solving in Continuous Improvement
- Understand how to use tools to solve problems

Instructor: The Luminous Group

Fees: \$225 ASE members/ \$285 nonmembers

Time: 9am - 4pm

CEU = .60 (6 Clock Hrs)

Elective Course/ SP Certification



Location/Dates:

Livonia, MI: November 28, 2012; February 12, 2013

Saginaw, MI: September 12, 2012; February 14, 2013

Advanced Wage and Hour Law: Exempt and Non-Exempt

Objective:

To provide HR personnel and line managers with a detailed understanding of wage and hour laws. This session will include an intense review of what “hours worked” means, what “exemptions” there are under the wage and hour laws, how to audit whether positions qualify for an “exemption” or are “non-exempt.” The course will include inter-active segments in which the instructors and the audience will review actual job descriptions and discuss everyday wage issues.

Who should attend:

HR personnel, supervisors, managers, business owners, and corporate counsel

Upon completion of this course you will:

- Identify what it means to be an “exempt” employee
- Recognize the various “exemptions”
- Identify “job duty” tests for each “exemption” (executive, administrative, professional, outside sales, and computer professional)
- Identify the “salary basis” test for the “exemptions”
- Recognize whether an “exempt” employee can be paid overtime pay in addition to the regular salary
- Understand how “exempt” status can be lost as a result of improper salary deductions
- Identify the “safe harbor” regulation for correcting erroneous salary deductions
- Identify the “salary level” test
- Understand the special exemption for “highly compensated” employees
- Determine whether a job is “exempt” or “non-exempt”
- Understand different methods of paying non-exempt employees
- Understand the difference between hourly rate and regular rate.

Instructor: Clark Hill, P.L.C. (Livonia)

Braun Kendrick, P.L.C. (Saginaw)

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEU = .30 (3 Clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia: October 24, 2012

Saginaw: November 14, 2012

Americans With Disabilities Act

Objective:

To train HR personnel and line managers about the ADA to deal successfully with ADA issues in order to comply with and avoid litigation under the ADA.

Who Should Attend:

HR personnel, managers, and supervisors and business owners.

Upon completion of this course you will:

- Identify a “disability” under the ADA
- Recognize a “qualified individual with a disability”
- Evaluate the “essential functions” of a job
- Identify an employer’s duty under the ADA “reasonably accommodating” jobs provisions
- Recognize the status of alcoholics and drug abusers under the ADA

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12:30 pm

CEU = .40 (3.5 Clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: December 12, 2012

Saginaw, MI: October 23, 2012

Assertive Advantage: Communicate with Confidence

Objective:

This program will teach you vital communication strategies that will prepare you for your most difficult conversations and enable you to communicate and manage with authority and confidence. You will learn techniques for dealing with people who are passive, passive-aggressive, or aggressive.

Who should attend:

Professionals who want to fine tune their communication skills and assertive behavior to gain support and respect from customers, suppliers, bosses, and other business associates.

Upon completion of this course you will:

- Learn the three misconceptions of assertiveness
- Know how to assert yourself without being pushy
- Learn common passive and aggressive traits that interfere with your effectiveness
- Understand the difference between cognitive, verbal, and nonverbal patterns of behavior
- Learn the five key rules of assertive communication

Instructor: Image Group Consultants

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4pm

CEUs: .60 (6 Clock Hrs)

Elective Course / SP Certification

Elective Course / CR Certification

Elective Course / AA Certification

Locations / Dates:

Livonia, MI: October 9, 2012; December 5, 2012

Business Writing: Productive Emails, Letters and Memos

Objective:

To help determine exactly what you are trying to say in writing, to organize it so the reader can easily follow it, to condense it so the reader will not fall asleep trying to read it, and to control what you say so the reader will feel exactly the way you want him or her to feel after reading it.

Who should attend:

Anyone who writes regularly as part of his or her job, but especially those whose writing is read by clients, vendors or the public.

Upon completion of this course you will:

- Know how to get started
- Make your ideas flow logically
- Gauge the readability of your writing
- Control the tone of your writing

Instructor: Michigan Business Consultants

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Core Course / AA Certification

Core Course / HR Certification

Core Course / SP Certification

Core Course / CR Certification

Locations / Dates:

Livonia, MI: September 19, 2012;

December 12, 2012;

January 30, 2013

Saginaw, MI: November 15, 2012

Coaching for Peak Performance

Objective:

To learn techniques that improve employee performance and motivate employees to increase “discretionary effort” toward company goals; and to provide consistency in employee development.

Who should attend:

Supervisors/managers who want to develop effective coaching skills.

Upon completion of this course you will:

- Identify the “must haves” for the effective coach
- Recognize when to keep your “cool” when others are losing theirs
- Identify what motivates and de-motivates employees
- Employ your coaching style to different employees in order to maximize your effectiveness
- Use a three-step process for giving positive feedback that is believable
- Apply an eight-step model for negative feedback that will redirect behavior rather than de-motivate
- Practice a one-on-one coaching session

Instructor: Productive Training Services, Inc.

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / SP Certification



Locations / Dates:

Livonia, MI: November 14, 2012;

February 21, 2013

COBRA Compliance

Objective:

To assist you in improving your organization's communication and procedures relating to the administration of COBRA.

Who Should Attend:

Insurance and benefit administrators, Human Resources personnel, and others responsible for administering benefit programs.

Upon completion of this course you will:

- Identify qualifying events
- Compose notices and implement notice procedures
- Recognize when to terminate/reduce hours
- Identify gross misconduct
- Define the duration of coverage
- Identify important administration issues
- Analyze the impact of flexible benefit plans
- Measure COBRA premium costs
- Apply penalties for noncompliance

Instructor: Butzel Long

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12:30 pm

CEU = .40 (3.5 Clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: December 13, 2012;

February 19, 2013

Saginaw, MI: October 10, 2012

Compensation Plan Design for the HR Practitioner

Objective:

To provide participants with background and theory to design, develop and implement robust compensation plans/structures for their employees.

Who should attend:

HR practitioners and compensation professionals who are tasked with creating and managing their internal compensation pay plans.

Upon completion of this course you will:

- Know the theory and philosophy behind compensation plans
- Review and analyze sample plans
- Discuss the design and management of base pay programs
- Understand the concept and significance of variable pay plans in attracting and retaining talent
- Design a simple compensation plan

Instructor: James Lewis

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30pm

CEU: .70 (6.5 Clock Hrs)

Elective Course/HR Certification



Locations/Dates:

Livonia, MI: September 11, 2012

Conducting Effective Performance Appraisals/Reviews

Objective:

This course will help participants expand their knowledge and skills required to manage employee performance and development through the use of performance appraisals.

Who should attend:

Managers, supervisors, coaches, team leaders who participate and evaluate employee performance as well as professionals in the field of Human Resources who support leaders in conducting effective performance reviews. It is recommended that the participant bring a copy of the Company Performance Appraisal form to reference during class.

Upon completion of this course you will:

- Applying the organization's Mission/Vision and also those of the business unit/department
- Define the role of Performance Appraisals in the Cycle of Performance Management Systems and review current practices
- Identify the best method of assessment and providing feedback
- Employ the best methods for planning and executing performance, including writing effective objectives
- Prepare, evaluate fairly, and conduct an effective performance appraisal meeting

Instructor: HR Strategies & Solutions

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Core Course / HR Certification

Elective Course / SP Certification



Locations / Dates:

Livonia, MI: September 12, 2012;
January 22, 2013;
February 27, 2013

Conducting Job Analyses and Writing Job Descriptions

Objective:

To provide you with the skills needed to conduct job analyses and develop the kinds of job descriptions necessary to make and defend pay program decisions.

Who should attend:

Individuals entering the compensation field and/or Human Resources personnel

Upon completion of this course you will:

- Prepare to conduct job analyses
- Identify questions to ask and how to ask them
- Apply knowledge, skills, and making ability statements using examples of job description format
- Identify laws as they relate to job descriptions and job analyses
- Define EEO statues and the implications on job requirements and job descriptions
- Recognize implications of ADA on identifying essential job functions
- Define Fair Labor Standards Act implications

Instructor: ASE Staff

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12:30 pm

CEU = .40 (3.5 Clock Hrs)

Core Course / HR Certification



Locations / Dates:

Livonia, MI: October 2, 2012; February 21, 2013
Saginaw, MI: November 6, 2012

Conflict Prevention and Resolution Skills

Objective:

This workshop is designed to increase the participant's awareness of the sources of conflict, how to recognize when conflict is developing, and some proven strategies for successfully preventing or resolving conflict.

Who Should Attend:

Managers, supervisors, and employees who wish to improve their reactions/responses to confrontations and interact with others more tactfully, consistently and professionally.

Upon completion of this course you will:

- Identify the sources of conflict that most affect you
- Describe a past conflict situation and learn from your success or failure in handling it
- Recognize your most often used style of responding or reacting to conflict situations
- Apply five common approaches to dealing with conflict and their advantages and disadvantages
- Practice a proven four-step process for successfully responding to future conflicts

Instructor: Productive Training Services, Inc.

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / CR Certification

Elective Course / SP Certification



Locations / Dates:

Livonia, MI: September 26, 2012;

February 14, 2013

Saginaw, MI: November 27, 2012

Creative Problem Solving: See it, Solve it, Succeed

Objective:

To provide you with a variety of proven creative problem-solving methods and specific idea-generating techniques that will help create different types of ideas. You will have the opportunity to practice the techniques discussed.

Who should attend:

Managers, supervisors, and others who deal with a wide variety of complex problems.

Upon completion of this course you will:

- Use creative thinking exercises
- Turn problems into opportunities
- Apply out-of-the-box thinking
- Illustrate idea generation techniques
- Apply an eight-step creative problem solving model
- Generate possible solutions
- Identify innovation in the workplace

Instructor: AchieveMax, Inc.

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / CR Certification

Elective Course / SP Certification

Locations / Dates:

Livonia, MI: January 29, 2013

Saginaw, MI: October 25, 2012

Customer Service: Beyond Excellence

Objective:

To provide you with the knowledge and skills needed to develop and maintain positive internal and external customer relationships.

Who should attend:

Business owners, managers, and customer service representatives, and frontline personnel who deal with internal or external customers.

Upon completion of this course you will:

- Define how to deal with difficult people
- Identify job burnout: a threat to customer satisfaction
- Employ more cooperation
- Create Customer satisfaction
- Apply Problem Solving techniques
- Use proven techniques to get what you want
- Create motivation with feedback

Instructor: Michigan Business Consultants

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / AA Certification

Core Course / CR Certification

Locations / Dates:

Livonia, MI: November 27, 2012

Dealing with Difficult People

Objective

Handling difficult and challenging behavior in people requires special skill and diplomacy. This program gives you the tools to diffuse tensions and communicate effectively. You will learn how to demonstrate your authority and credibility, how to assess the different types of challenging behaviors, and what solutions can lead to the most optimum outcome.

Who should attend:

Anyone who would like to work and communicate with difficult people more effectively.

Upon completion of this course you will:

- Identify the six major types of difficult behavior
- Understanding difficult behavior and its effects
- Recognize the symptoms of difficult behavior and avoid becoming the target
- Identify the three types of hostile-aggressive behavior and how to respond
- Know how to protect yourself from verbal attacks
- Learn the key points for dealing with arrogant behavior
- Understand how to use coping strategies to deal with emotional behavior
- Learn essential communication skills to use in difficult situations

Instructor: Image Group Enterprises

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4 pm

CEU= .60 (6 Clock Hrs)

Elective Course / AA Certification

Elective Course / CR Certification

Elective Course / SP Certification

Locations / Dates:

Livonia, MI: September 26, 2012

Dealing with Professional and Personal Stress

Objective:

To provide ways to assess your stress and teach the hazards of tension and anxiety on the mind and body. You will learn how to achieve maximum well-being and enjoy a richer and more rewarding lifestyle.

Who Should Attend:

Anyone who feels overwhelmed with increasing pressures and would like to bring calmness and composure into their lives.

Upon completion of this course you will:

- Identify the four progressive stages of stress
- Recognize the causes of job-related stress
- Demonstrate a “stress resistant” attitude
- Recognize the conditions leading to burnout
- Interpret your stress assessment
- Assess the physical, mental and emotional effects of stress
- Use relaxation skills to re-energize and revitalize yourself
- Apply the A-B-C method of controlling stress
- Identify how to change your beliefs and perceptions in order to reduce stress
- Recognize how to reduce family stress
- Demonstrate your renewed passion and purpose

Instructor: Image Group Enterprises

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4 pm

CEU = .60 (6 Clock Hrs)

Elective Course / AA Certification

Elective Course / CR Certification

Elective Course / SP Certification

Locations / Dates:

Livonia, MI: December 11, 2012

Delegating for Results

Objective:

To increase your productivity, improve your relationships with employees, enhance your satisfaction and help you to build stronger work teams. This workshop will give you the tools needed to better manage employees' strengths, improve their weaknesses and make optimum use of everyone's talents and interests.

Who should attend:

Supervisors, managers, project or team leaders, and others who need to improve personal productivity by using effective delegation.

Upon completion of this course you will:

- Identify the delegator from the delegate
- Differentiate between the delegator and the delegate
- Recognize your employees' readiness to accept delegated work
- Design tasks and delegate responsibility
- Manage the reluctant delegate
- Apply the work and the proper worker

Instructor: Michigan Business Consultants

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / SP Certification

Locations / Dates:

Livonia, MI: October 30, 2012; February 19, 2013

Saginaw, MI: December 11, 2012

Designing and Planning a Successful Onboarding Program

Objective:

As your company ramps itself up to meet newly growing demands of the market, it is no secret that a strong new employee orientation program will help you get there faster and with a more committed workforce.

This program is designed to provide HR administrators an overview of orientation programs, the historical perspective and current day reality. By comparing and contrasting sample programs, attendees will walk away with useful tips to develop and administer their employee orientation programs.

Who Should Attend:

HR and program administrators

Upon completion of this course you will be able to do the following:

- Understand the importance of first impressions
- Analyze the theory behind organizational socialization
- Learn to mesh your organization's goals and vision into a successful program
- Create a comprehensive orientation program and present to the group

Instructor: ASE Staff

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12:30 pm

CEUs: .30 (3 Clock Hrs)

Elective Course / HR Certification



Location / Dates:

Livonia, MI: November 14, 2012

Saginaw, MI: October 17, 2012

Designing, Preparing and Updating Employee Handbooks

Objective:

Employee handbook development can be as complex as writing a novel, requiring not only knowledge of each company policy issue but legal compliance and layout and organization as well. This half-day program will present ideas and information to design and prepare a company handbook as well as tips on updating an existing document. Participants will receive instruction on compliance statements, standard and optional policies as well as layout tips to avoid major updating and republication work.

Who Should Attend:

HR professionals, managers, office managers, and administrators who have responsibility for the development and upkeep of the company's employee handbook.

Upon completion of this course you will:

- Understand the range of legal statements that every handbook must contain
- Know the purpose of each policy statement in the handbook
- Receive helpful tips to develop content and layout
- Understand how policies relate to one another
- Understand how to organize policies into sections that are easy for the reader to find

Instructor: ASE Staff

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEU = .30 (3 Clock Hrs)

Core Course / HR Certification



Locations / Dates:

Livonia, MI: November 28, 2012; February 7, 2013

Saginaw, MI: December 4, 2012

Developing and Implementing Effective Affirmative Action Programs: Strategies for Ensuring Success

This program is the core program for all of ASE's Affirmative Action-related training programs.

Objective:

To provide a complete overview of current Affirmative Action regulations with the focus placed on AAP development and implementation strategies.

Who Should Attend:

Individuals with the responsibility of developing, implementing and monitoring Equal Employment and Affirmative Action Plans

DAY 1 - Federal Contract Compliance - The Backdrop to AAP Development

- Regulatory Overview
- Overview of Governing Agencies
- Role of Affirmative Action
- Statistical Analysis involved In AAP Development
- OFCCP Focus on Compensation Analysis

DAY 2 - Putting it all Together - Compliant AAP Development and Implementation Strategies

- AAP Sections I - IV
- Reaffirmation of Policy
- Dissemination of EEO Policy
- Responsibility for Implementation
- Workforce Analysis
- AAP Section V - VII
- Job Group Analysis
- Major Statistical Analyses
- Prior Years Results
- Utilizing Audit Trail Documentation to Guide the AAP Narrative
- AAP Sections VIII - XI
- Identification of Problem Areas
- Development and Execution of Results-Oriented Programs
- Internal Audit and Reporting Systems
- Compliance with Sex Discrimination Guidelines
- AAP Section X - AAP for the Disabled/Veterans

Instructor: ASE Staff

Fees: \$325 ASE members / \$385 nonmembers

Time: 9 am - 4:30 pm

Length: Two Days

CEU: 1.3 (13 Clock Hrs)

Elective Course / HR Certification



Location/Dates:

Livonia, MI: September 19 - 20, 2012

Documenting Discipline and Discharge

Objective:

To provide participants with a step-by-step approach to avoid complaints and grievances in the workplace, as well as provide the working knowledge of how to address those appeals or grievances that are filed.

Who should attend:

Line management, HR professionals and all new supervisors or managers in both non-union and union environments.

Upon completion of this course you will:

- Interpret the different phases of the grievance process
- Prepare for arbitration
- Organize an efficient, effective response to grievances in your organization
- Apply important management tools such as Incident Diary, Writing Disciplinary Memos, and Investigating Process

Instructor: Midwest Management Solutions
Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm
CEU = .30 (3.0 Clock Hrs)

Elective Course / SP Certification
Elective Course / HR Certification



Locations / Dates:

Livonia, MI: September 12, 2012
Saginaw, MI: September 26, 2012

Dos and Don'ts of Employee Separation: Preparing, Planning, Implementing & Recovering

Objective:

While a layoff, especially in the current economic climate, might seem the path of least resistance to managers who want to avoid the confrontation of going through a disciplinary process, this step has potential landmines. This program is designed to help you understand how to communicate and document poor performance, be aware of the legal red flags and land mines to consider when contemplating the rightsizing process and understand the differences between a layoff and termination for cause.

Who should attend:

HR professionals, supervisors, and managers who make the decisions regarding employee separations.

Upon completion of this course you will:

- Understand the difference between a layoff and termination
- Learn when you should offer separation agreements and in what terms
- Recognize various federal and state laws and when they apply: WARN, FMLA, ADA etc
- Learn how to document and communicate performance issues
- Know how to communicate an employee separation in both a legally compliant as well as empathetic manner.

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members / \$165 nonmembers

Time: 1 pm - 4 pm
CEU = .30 (3 Clock Hrs)

Elective Course / HR Certification
Elective Course / SP Certification



Locations / Dates:

Livonia, MI: February 6, 2012

NEW

Effective Mentoring

Objectives:

To define mentoring and understand the foundation of this new methodology and its role and value in the corporate world. The program guides you through the phases of a mentoring relationship, the elements of the Mentoring Model and mentoring behaviors.

Who Should Attend:

Managers, aspiring managers and employees who are willing to devote their time, energy and expertise to advance the growth and excellence of others.

Upon completion of this course you will:

- Understand the definition, characteristics, and benefits of mentoring
- Identify the similarities and differences between mentoring and coaching
- Know what effective mentors do and the common practices they share
- Be able to define roles and responsibilities and clarify expectations
- Understand the mentor's beliefs about human competency and superior performance
- Understand the benefits and positive outcomes of effective mentoring
- Assess your mentoring skills
- Complete a Mentoring Values Questionnaire
- Complete a Mentoring Behavior Analysis
- Learn how to inspire motivation
- Maintain commitment (the mentors & the mentees)
- Understand the different types of mentor assistance
- Know the critical skills required for mentoring
- Understand the types of support needed for mentoring

Instructor: Image Group Enterprises

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:00 pm

CEU = 06. (6 Clock Hrs)

Elective Course / SP Certification

Locations / Dates:

Livonia, MI: October 11, 2012

Effective Presentation Skills

Objective:

This interactive workshop is designed to help you better understand effective presentation skills and how to use them to improve both business and technical presentations.

Who should attend:

Anyone who needs to verbally present ideas or information to others in an effective manner.

Upon completion of this course you will:

- Organize your presentations quickly and effectively for greater impact on your audiences
- Practice body language and voice techniques that can help you to better convey your message
- Identify things to avoid in presentations
- Build confidence utilizing methods for overcoming nervousness
- Practice presentations with three-way, skill-building feedback

Participants must attend both days to receive certificate.

Class size limited to first 12 registered.

Instructor: Productive Training Services, Inc.

Fees: \$325 ASE members / \$385 nonmembers

Time: 9 am - 4:30 pm

Length: Two Days

CEU = 1.3 (13 Clock Hrs)

Elective Course / SP Certification

Elective Course/CR Certification



Locations / Dates:

Livonia, MI: October 25 - 26, 2012;

January 22 - 23, 2013

Employment Law: Danger Zones

Objective:

If your organization has even one employee, most employment laws apply to you. And even more frightening is that the Michigan Supreme Court has recently held that managers can be held individually liable for some employment law violations. Do you ever feel like navigating these laws is like navigating a minefield, blindfolded? Whether you are a first time manager or seasoned veteran, this program is for you.

Who should attend:

HR personnel, managers and supervisors who want to prevent employment litigation

Upon completion of this course you will:

- Recognize the “red flags” of potential employment law liability in the workplace
- Learn how to address such situations in an efficient and effective manner.
- Learn easy guidelines to help you and your organization prevent employment litigation.
- Develop tools and strategies for success with your biggest employee challenges

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEU = .30 (3 Clock Hrs)

Elective Course / SP Certification

Core Course / HR Certification



Locations / Dates:

Livonia, MI: December 6, 2012;

February 5, 2013

Saginaw, MI: February 7, 2013

Equal Employment Opportunity Issues: Avoiding Discrimination in the Workplace

Objective:

To acquaint HR personnel with the principles of Equal Employment Opportunity and to assist you in ensuring your organization's compliance in order to minimize risk and create a positive and harmonious work environment.

Who Should Attend:

Human resource personnel.

Upon completion of this course you will:

- Understand and comply with the laws governing equal employment opportunity
- Define illegal employment discrimination
- Know how to respond to EEO complaints
- Know how to conduct investigations
- Plan, apply, and change workplace rules to avoid illegal employment discrimination
- Manage specific claims of race, national origin, sex and age discrimination in the workplace

Instructor: Jacqui Schulte, Esq.

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4 pm

CEU = .60 (6 clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: December 5, 2012;

February 26, 2013

Saginaw, MI: November 28, 2012

Essentials for the New HR Professional

Objective:

This course will give participants a working understanding of laws affecting the employer-employee relationship and how they apply to the numerous responsibilities of the Human Resource professional. It will also include exposure to vital HR activities, with illustrations, mock exercises, role-play and scenario analysis.

Who Should Attend:

Those who are new to the field of Human Resources, as well as those unfamiliar with all of the applicable employment laws.

Upon completion of this course you will:

- Identify major aspects of the HR job function
- Navigate through and understand important provisions of Michigan and federal employment laws in order to perform your job effectively
- Understand how to be a more resourceful HR practitioner and expand upon your personal HR library of resources
- Understand significant employment law challenges as applied to day-to-day situations
- Apply HR knowledge to manage employee situations with particular emphasis on process and system development

Instructor: ASE Staff

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Core Course / HR Certification

Locations / Dates:

Livonia, MI: December 5, 2012;

February 27, 2013

Saginaw, MI: December 12, 2012

Family and Medical Leave Act (FMLA)

Objective:

To provide Human Resource personnel with the details of this complex law.

Who Should Attend:

Human Resource personnel responsible for administering and/or devising company policy and answering employee questions relating to the FMLA.

Upon completion of this course you will:

- Identify benefits an employer must continue under the FMLA
- Reinstate the employee's rights at the end of the FMLA leave
- Manage the legal exposure employers face if they violate the FMLA
- Interpret the FMLA through the eyes of the court
- Explain FMLA to employees
- Redesign employment policies and procedures to comply with the FMLA
- Identify administrative pitfalls that employers need to avoid with the FMLA

Instructor: Jacqui Schulte, Esq. (Livonia)

Braun Kendrick, P.L.C. (Saginaw)

Fees: \$125 ASE members / \$165 nonmembers

Times: 9 am - 12:30 pm*; 1 pm - 4:30 pm**

CEU = .40 (3.5 Clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: September 27, 2012*;

January 23, 2013**

Saginaw, MI: October 2, 2012*;

February 28, 2013**

Goal Setting

Objective:

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

Who Should Attend:

All who wish to become more organized, efficient, and effective in their jobs and in their personal lives.

Upon completion of this course you will:

- Set goals using the goal setting process and the three types of goals
- Identify the eight characteristics of goals
- Compose meaningful goals
- Apply the six-step model for setting and achieving goals

Instructor: HR Strategies & Solutions

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / AA Certification

Elective Course / SP Certification

Core Course / CR Certification

Locations / Dates:

Livonia, MI: October 9, 2012; January 24, 2013

Saginaw, MI: December 13, 2012

Harassment Prevention: Promoting a Respectful Workplace

Objective:

This half-day course will prepare professionals and supervisors to identify various types of harassment in the workplace with a special focus on sexual harassment. The course will cover the legal definition of harassment and the various types of situations that could be perceived as harassment. It will also identify proactive preventive measures that could and should be undertaken by organizations. Various tools will be used from case studies to video vignettes.

Who Should Attend:

Individuals with the responsibility of identifying and preventing harassment in their organization.

Upon completion of this course you will:

- Learn how to identify what is and what isn't harassment
- Recognize situations that could lead to perceived harassment
- Understand the history behind sexual harassment
- Identify ways that an organization can legally protect itself, either reactively or proactively
- Become familiar with the investigative process
- Identify the direct and indirect costs of harassment

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEU = .30 (3.0 Clock Hrs)

Elective Course / HR Certification

Elective Course / SP Certification



Locations / Dates:

Livonia, MI: November 15, 2012; January 17, 2013

Hiring and Firing Within the Law

Objective:

To give an overview of laws affecting decisions to hire and fire employees and to teach individuals making such decisions how to hire and fire within the law to avoid the high cost of lawsuits.

Who should attend:

HR professionals, supervisors, and managers who make the decisions to hire, fire, or discipline or who are intricately involved in such processes.

Upon completion of this course you will:

- Interpret a general overview of federal and state laws that affect how one should hire, fire, and discipline
- Interpret how to hire new employees within the law
- Design a plan for firing or disciplining employees

Instructor: Nemeth Burwell

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEU = .30 (3 Clock Hrs)

Elective Course / SP Certification

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: September 26, 2012; February 7, 2013

Saginaw, MI: November 13, 2012

HR Audit Basics

Objective:

To be able to identify problem areas in need of an HR audit. Participants will learn how to establish processes and procedures to conduct a self-audit of key HR areas impacting every employer.

Who Should Attend:

Those that are new to the field of HR or serve in a generalist capacity.

Upon completion of this course you will:

- Conduct your own HR audit, and if you don't who might
- Get top level buy-in for HR audits
- Communicate why HR audits are important
- Conduct an HR audit and identify which audits should be done on an annual basis
- Implement the steps and processes involved in conducting an HR audit
- Conduct an employment law poster audit
- Determine which policies found in most employer handbooks are needed

Instructor: ASE Staff

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEUs: .30 (3 Clock Hrs)

Elective Course/HR Certification

Locations / Dates:

Livonia, MI: October 30, 2012

Saginaw, MI: December 13, 2012

HR Recordkeeping

Objective:

To enhance awareness of the importance of personnel records for organizational policy and planning purposes, personnel decisions, and regulatory compliance

Who should attend:

Human Resources professionals and other individuals responsible for the upkeep and maintenance of personnel records.

Upon completion of this course you will:

- Design procedures for safe and secure records maintenance
- Recognize the influence of regulations (federal and state) on personnel policies
- Apply regulatory compliance into your records keeping practice
- Create policies and procedures for access and disclosure of information
- Analyze the current privacy safeguard
- Differentiate medical files from other personnel files
- Define when to discard records
- Arrange to audit personnel records

Instructor: Synergy Resolution Systems, Inc.

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Core Course / HR Certification



Locations / Dates:

Livonia, MI: November 6, 2012

Immigration Compliance for Employers

Objective:

To understand and have the tools for the three principle areas of immigration compliance - employment eligibility verification, H-1B labor condition applications, and export control. This program will also cover recent legislative proposals.

Who Should Attend:

HR personnel, supervisors, managers, and individuals responsible for maintaining their organization's immigration compliance

Upon completion of this course you will:

- Understand the steps for I-9 compliance and identify most common errors
- Understand the steps for H1-B compliance and identify most common errors
- Learn about Export Control Compliance
- Identify potential liabilities for failure to comply with I-9, H-1B, and Export Control Compliance Requirements
- Learn what an USCIS audit entails and how it is conducted
- Identify record-keeping requirements for immigration purposes and the potential liabilities for failing to maintain documentation

Instructor: Fragomen, Del Rey, Bernsen & Loewy, LLP

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEU = .30 (3 Clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: October 16, 2012; January 30, 2013

Intermittent FMLA: Regaining Employer Control

Objective:

In this seminar you will review the basic FMLA process and when and how it applies. You will also learn provisions specific to intermittent FMLA leaves. Most importantly, you will learn how FMLA provides protection to employers and what tools and strategies employers and managers can use to maintain control of their work environment when employees take FMLA-protected leaves.

Who Should Attend:

HR personnel, supervisors, managers, business owners and corporate counsel

Upon completion of this course you will:

- Review basic FMLA processes and rights
- Understand the definition of intermittent FMLA
- Learn how to reduce abuse of intermittent leave
- Learn what employers can do to comply with the law, yet assert their own legal rights under the law
- Learn how to have the critical or crucial conversations with the employee regarding their intermittent FMLA leave

Instructor: Jacqui Schulte, Esq.

Fee: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEU = .30 (3 Clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: October 18, 2012; February 12, 2013

Saginaw, MI: November 29, 2012

Interviewing Skills

Objective:

To understand the key interviewing practices that are crucial for the selection of qualified candidates.
To provide a process for preparing and conducting a behavior-based interview.

Upon completion of this course you will:

- Prepare and conduct a behavior-based interview
- Be able to identify Knowledge, Skills and Abilities and Key Success Behaviors to be targeted in the interview
- Compose and ask behavior-based, open-ended interview questions
- Know when and how to ask probing questions
- Conduct a legally defensible interview

Instructor: ASE Staff

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / SP Certification

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: November 27, 2012; January 24, 2013

Interviewing Skills-Applied

Objective:

To prepare and practice a complete interview for a position in your organization.

Prerequisite:

Open only to participants who have completed "Interviewing Skills" class.

Who Should Attend:

Individuals who are involved in recruiting, interviewing, and making hiring recommendations or decisions.

Upon completion of this course you will:

- Conduct an in-depth interview, with practice and feedback from instructor and managers
- Understand job-analysis
- Define behavior-based interviewing
- Compose behavior-based interviewing
- Identify core elements necessary for a structured interview guide
- Role play structured interviewing
- Utilize effective note taking techniques for recording data
- Interpret and categorize interview data

Instructor: ASE Staff

Fees: \$225 ASE members/ \$285 nonmembers

Time: 9am - 4:30pm

CEU: .70 (6.5 Clock Hrs)

Elective Course/HR Certification

Elective Course/SP Certification



Location/Dates:

Livonia, MI: September 6, 2012

Legal Requirements for Temporary Employees, Independent Contractors, and Leased Employees

Objective:

To identify the considerable legal implications of using temporary and leased employees and independent contractors.

Who should attend:

Owners, managers, Human Resource personnel, and others interested in the effect that retaining temporary and leased employees and independent contractors may have on their business.

Upon completion of this course you will:

- Define temporary and leased employees and independent contractors
- Analyze the risks/benefits inherent in such relationships
- Identify who employs temporary and leased employees and independent contractors, and what employers can do to minimize their legal liability
- Define a co/joint employer
- Identify collective bargaining rights of these employees
- Recognize what employers should look for in an employee staffing company

Instructor: Clark Hill, P.L.C. (Livonia)

Braun Kendrick, P.L.C. (Saginaw)

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEU = .30 (3 Clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: October 4, 2012; February 26, 2013

Saginaw, MI: December 5, 2012

Maintaining a Union-Free Workplace

Objective:

To help participants know and understand the approaches that union organizers use to gain support from your employees. The program will also help you learn how to assist your organization in identifying key employee dissatisfactions.

Who Should Attend:

First and second-level managers, Human Resources personnel, owners, and executives of small and medium sized companies.

Upon completion of this course you will:

- Identify union campaign strategies
- Identify current trends in unionization
- Analyze the reasons that employees unionize
- Identify proven practices, policies, and techniques to stay union-free
- Understand current legal issues and labor practices
- Implement effective, day-to-day operations to stay union free

Instructor: Midwest Management Solutions
Fees: \$225 ASE members / \$285 nonmembers
Time: 9 am - 4:30 pm
CEU = .70 (6.5 Clock Hrs)
Elective Course / HR Certification
Elective Course / SP Certification



Locations / Dates:

Livonia, MI: October 17, 2012

Managing Change: Taming the Change Monster

Objective:

Very few organizations today can escape change. Ask most business people and it will become clear that the only constant is change. More and more companies are facing rapid, significant and repeated changes in order to grow or simply maintain and survive.

Many change initiatives fail because the emotional and behavioral aspects of change are not effectively identified and addressed. Too often, managers dread change, employees fear and resist it, and customers fall victim to it. How change is handled can make the difference between success and failure. This course is filled with practical tools and strategies to go beyond surviving the change process and actually thriving through it.

Who Should Attend:

Supervisors, managers, and others who would like to learn the practical tools and strategies to more effectively and successfully handle change.

Upon completion of this course you will:

- Understand the five stages of change readiness
- Identify the positive aspects of change
- Learn how to manage the three levels of change
- Develop tools to align the organization and the process to overcome obstacles
- Create strategies to cope with fears and the emotional side of change

Instructor: Michigan Business Consultants
Fees: \$225 ASE members / \$285 nonmembers
Time: 9 am - 4 pm
CEU = .60 (6 Clock Hrs)
Elective Course / HR Certification
Elective Course / SP Certification



Locations / Dates:

Livonia, MI: November 8, 2012; February 5, 2013
 Saginaw, MI: February 12, 2013

Managing Diversity

Objective:

To help managers understand how their role as manager extends beyond that of non-managers in creating an environment that values diversity.

Who should attend:

Managers, supervisors, coaches, and team leaders and/or others who lead or facilitate employees.

Upon completion of this course you will:

- Explain the manager's unique role in creating an environment that values diversity
- Identify key factors in managing diversity
- Help participants examine their own perceptions and behaviors regarding people who are different from themselves
- Understand the organizational value of successfully managing a diverse work environment

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members / \$165 nonmembers

Time: 1 pm - 4 pm

CEU = .40 (3.5 Clock Hrs)

Elective Course / HR Certification

Elective Course / SP Certification



Locations / Dates:

Livonia, MI: November 15, 2012; January 17, 2013

Managing Leaves of Absence: Sorting Them All Out

Objective:

Controlling leaves of absence in compliance with complex requirements of the FMLA, ADA, HIPAA, COBRA, Workers' Compensation, Pregnancy, and other discrimination laws.

Who Should Attend:

Owners, officers, managers, Human Resource specialists, and others concerned about the impact of worker absence on business operations.

Upon completion of this course you will:

- Understand how leaves of absence may trigger FMLA, ADA, HIPAA, COBRA, Workers' Compensation, Pregnancy, and other protections
- Identify where these laws overlap and where they are different
- Identify how to use drug-testing policies and substance abuse rules to protect against leave claims
- Develop a comprehensive workplace policy on absences to comply with these laws
- Discern why selection of various laws is employee choice

Instructor: Jacqui Schulte, Esq. (Livonia)

Braun Kendrick, P.L.C. (Saginaw)

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEU = .30 (3 Clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: September 13, 2012;

January 23, 2013; February 12, 2013

Saginaw, MI: February 28, 2013

Managing Problem Employees: Communication & Documentation Strategies To Promote Improvement or Support Termination

Objective:

Managing difficult or poorly performing employees is probably a manager's least favorite task. Nevertheless, it is a necessary function and one that should be taken seriously. Problem employees need to be managed carefully. Sometimes the issues are small and can be resolved quickly; in other instances, more serious intervention may be necessary. This program will help you identify your problem employees, and give you the tools necessary to deal with them effectively.

Who should attend:

HR Professionals, managers, and supervisors who want to learn proven techniques on how to deal with problem employees effectively.

Upon completion of this course you will:

- Recognize different types of problem employees
- Learn how to set and enforce performance expectations
- Understand how to communicating negative information; performance improvement plans & evaluations
- Learn how to document for discipline and termination
- Recognize and avoiding legal liability

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members / \$165 nonmembers

Time: 1 pm - 4 pm

CEU = .30 (3 Clock Hrs)

Elective Course / HR Certification

Elective Course / SP Certification



Location/Dates:

Livonia, MI: December 6, 2012; February 5, 2013

Saginaw, MI: February 7, 2013

Managing Under Pressure: How to Stay Calm and in Control

Objective:

Learn to calmly handle the pressure coming at you from all directions by practicing discipline and emotional self control in order to avoid over-reacting emotionally. You'll gain insight into what causes you to think and react the way you do. The tools and strategies you'll learn will improve your performance, relationships, and give you a greater sense of self esteem.

Who Should Attend:

Anyone interested in improving performance and relationships through self awareness and controlled personal demeanor.

Upon completion of this course you will:

- Learn how to succeed in the face of pressure
- Analyze yourself honestly and intelligently
- Learn how to manage emotional and intellectual challenges
- Understand how to reinterpret events that would normally cause you to "lose it"
- Learn how to eliminate behaviors that limit your success
- Become the master of your emotions rather than a slave to them.
- Identify constructive and destructive emotions
- Learn how to think and act constructively when you can't remedy a situation your way
- Identify the common misconceptions about anger

Instructor: Image Group Enterprises

Fees: \$225 ASE members/ \$285 nonmembers

Time: 9 am - 4 pm

CEUs: .60 (6 Clock Hrs)

Elective Course / CR Certification

Elective Course / SP Certification

Elective Course / AA Certification

Locations / Dates:

Livonia, MI: November 14, 2012

Managing Within a Union Contract

Objective:

To raise awareness of all levels of management of the implications of the language in the company's collective bargaining agreement. Understanding the collective bargaining agreement is the first step to successful, effective management in a unionized work environment. Participants will gain an understanding of the management's rights and limitations associated with the union contract.

Who should attend:

HR professionals, managers, and supervisors in unionized environments.

Upon completion of this course you will:

- Understand management versus union rights
- Learn how to interpret and administer contract provisions
- Understand basic CBA provisions

Attendees are also invited to submit specific contract provisions for discussion

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members / \$165 nonmembers

Time: 1 pm - 4 pm

CEU = .30 (3 Clock Hrs)

Elective Course / HR Certification

Elective Course / SP Certification



Locations / Dates:

Livonia, MI: September 13, 2012

Market Pricing for Results

Objective:

This workshop will prepare participants to effectively evaluate and price jobs in the marketplace. Course topics will range from understanding the core principles and approaches of market pricing to collecting and analyzing compensation information.

Who should attend:

Individuals new to the compensation field and/or Human Resource professionals interested in learning more about the field and practice of compensation, and those tasked with benchmarking.

Upon completion of the course you will:

- Understand key concepts in market pricing and the connection to business strategy
- Learn how to plan and prepare for a market pricing project
- Understand how to effectively use and analyze salary surveys and compensation data
- Know how to evaluate your organization's pay rates against the competitive marketplace & manage internal and external equity issues

Instructor: ASE Staff

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12:30 pm

CEU: .40 (3.5 Clock Hrs)

Elective Course/HR Certification

Location/Dates:

Livonia, MI: September 18, 2012

Metrics for the HR Practitioner

Objective:

This interactive course provides discussion of how to prepare your company for more metric driven strategies and choose metrics that will best serve your needs.

Who should Attend:

HR generalists, managers and other professionals who are interested in using metrics to support decisions.

Upon completion of this course, you will:

- Understand the value of metrics
- Learn to choose the metrics to measure
- Review basic math and statistical principles
- Learn to analyze data and create metrics relevant to the company

Instructor: James Lewis

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am-4:30 pm

CEU: .70 (6.5 Clock Hrs)

Elective Course/HR Certification



Locations/Dates:

Livonia, MI: October 25, 2012; February 13, 2013

Motivating at Work: A Leader's Guide to Achieving Greater Results through People

Objective:

Employee motivation and engagement are key factors in today's high-paced and ever-changing work environment. Doing more with less, a demanding economy, and increased pressure to achieve greater results are but a few of the challenges facing managers and employees alike. In this session you will learn how to develop greater trust, cooperation, understanding and engagement with employees. You will also discover the different goals and drives of employees and apply the knowledge to motivation, communication, teambuilding and maximizing employee performance.

Who Should Attend:

Managers and supervisors faced with motivating employees and achieving maximum results.

Upon completion of this course you will:

- Learn key motivational factors
- Understand different behavioral styles
- Learn how to get to know your employees and what increases their engagement
- Develop steps to maximize performance
- Learn how to build trust and commitment

Instructor: Michigan Business Consultants

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU: .70 (6.5 Clock Hrs)

Elective Course/SP Certification



Location/Dates:

Livonia, MI: November 13, 2012; February 20, 2013

Saginaw, MI: October 24, 2012

Negotiation Skills: Getting to Yes

Objective:

This course will provide participants with an opportunity to explore their own negotiating style and practice negotiating in a risk free environment. Participants will examine the effects that style has in negotiating situations and assess themselves based upon the model described in the best seller “Getting to Yes.”

Who should attend:

All individuals who wish to learn about their negotiation style and how to effectively negotiate.

Upon completion of this course you will:

- Identify your negotiating style
- Learn five negotiating styles
- Understand the impact that each style has when negotiating
- Learn skills needed to negotiate successfully in most situations
- Explore six rules to successful negotiation
- Reach a win/win result
- Review five key negotiating skill areas when dealing with tough negotiators
- Develop an action plan to begin using right away.

Instructor: HR Strategies & Solutions

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am- 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / HR Certification

Elective Course / SP Certification



Locations / Dates:

Livonia, MI: November 7, 2012

OFCCP/EEOC's Approach to Compensation Analysis

Objective:

This program is designed to assist participants in understanding the various methods used by OFCCP when reviewing a contractor's compensation practices. Participants will gain an in-depth understanding of OFCCP's approach to analyzing a contractor's compensation systems.

Who should attend:

HR professionals that need to understand the OFCCP's approach to analyzing a contractor's compensation systems.

Upon completion of this course you will:

- Understand the OFCCP's focus on compensation
- Understand what Item 11 really means (Desk Audit Scheduling Letter)
- Define your compensation system
- Understand the importance of Attorney/Client Privilege as it relates to conducting an internal compensation review.
- Conduct Item 11 Analysis
- Move to Regression Analysis - what variables should be considered?
- Identify the results
- Understand how to take corrective action

Course Work: Using the Sample AAP from the “Developing and Implementing Effective Affirmative Action Programs” course, participants will drill down into the workforce analysis section of that AAP by undertaking a complete review of current compensation practices. Beginning with the “Item 11” analysis, as specified in OFCCP's desk audit scheduling letters, participants will construct additional analysis to further explain differences in compensation that will have been discovered during the Item 11 analysis.

Instructor: ASE Staff

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12:30 pm

CEU: .40 (3.5 Clock Hrs)

Elective Course / HR Certification



Location/Dates:

Livonia, MI: November 29, 2012

OFCCP Compliance Review: Audit Your AAPs

This program builds on the skills acquired in the “Developing and Implementing Effective Affirmative Action Programs,” course and relies on the Sample AAP discussed in that session.

Objective:

Participants will gain an in-depth understanding of the OFCCP Compliance Review Process and the internal assessment required to ensure appropriate focus on corrective action activities.

Who should attend:

HR professionals who are looking for an in-depth understanding of the OFCCP Compliance Review Process.

Upon completion of this course you will:

- Learn about the OFCCP
- Understand the trends in OFCCP Compliance Review Activity
- Test your current planning strategies:
If it isn't broke don't fix it!
- Complete the Affirmative Action Report Review
- Assess the risk?
 - Adverse Impact • Back-up data
 - Corrective Action/Conciliation
- Learn proper Record Retention - Walking your “paper trail” before OFCCP does
 - Posting Requirements - What is posted where?
 - Personnel Files • Compensation Documentation
 - I-9/E-Verify Review
- Prepare internal personnel for interviews with OFCCP

Course Work

This course walks participants through a Mock Compliance review that begins with the receipt of OFCCP's desk audit scheduling letter. Group exercises will generate discussion around preparation strategies, involvement and training of internal personnel, and strategies for minimizing risk associated with compliance review activity.

Instructor: ASE Staff

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU: .70 (6.5 Clock Hrs)

Elective Course / HR Certification



Location/Dates:

Livonia, MI: December 4, 2012

Performance Coaching for Managers

Objective

In this class, participants will learn a new approach to preparing for and conducting performance reviews and other conduct-based communications. The process is objective and consistent, accurate, and expectation-based and therefore provides great documentation to prevent against legal liability too. The process is also stress-free for managers (and employees).

Participants will also learn documentation and communication strategies and best practices for effective management that decrease workplace liability as well.

Who should attend

HR professionals interested in adopting or revising an improved performance evaluation process for their organization. Managers and supervisors responsible for performance reviews, performance improvement plans, and discipline

Upon completion of this course you will:

- Learn a new approach to preparing for and conducting performance reviews
- Understand strategies for communicating “negative” information (performance improvement, discipline, etc.)
- Prepare for, document and communication termination
- Understand best practice fundamentals

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members/ \$165 nonmembers

Time: 9 am - 12 pm

CEU: .30 (3 Clock Hrs)

Elective Course/ HR Certification

Elective Course/SP Certification



Location/Dates:

Livonia, MI: January 31, 2013

Principles and Practices of Supervision I

Objective:

This “nuts and bolts” class provides the foundation skills necessary for supervisors to excel at the most critical supervisor tasks. Participants are presented with practical tools and knowledge they can use immediately on the job.

Who should attend:

New or experienced Supervisors, Managers, Team Leaders or soon-to-be-promoted supervisors

Upon completion of this course you will:

- Understand the role of the supervisor
- Avoid pitfalls when transitioning into the supervisor role
- Communicate expectations to ensure timely and accurate completion
- Understand what really motivates staff and what doesn't
- Communicate effectively with staff and your boss
- Productively resolve conflict
- Build a foundation for effective teamwork
- Conduct coaching meetings and discussions

Fees: \$479 ASE members / \$629 nonmembers

Time: 9 am - 4 pm

Length: Three-day program

CEU = 1.8 (18 Clock Hrs)

Core Course / SP Certification

Participants must attend all 3 sessions to receive certificate.



Locations / Dates:

Livonia, MI: September 11, 18, 25, 2012;

October 9, 16, 23, 2012;

November 6, 13, 20, 2012;

December 4, 11, 18, 2012;

January 15, 22, 29, 2013

Saginaw, MI: November 1, 8, 15, 2012;

February 26, March 5, 12, 2013

Principles and Practices of Supervision II

Objective:

This class is the sequel to Principles and Practices of Supervision I. This class builds on the nuts and bolts learning from Principles I and focuses on the strategic and leadership aspect of the supervisor role. In this class, supervisors look at ways they can influence their teams for better performance and obstacles that might hinder their success.

Who should attend:

Managers, supervisors and team leaders who have completed Principles and Practices of Supervision I or who have two or more years of supervisory experience.

Upon completion of this course you will:

- Understand how your thinking about your team affects outcomes
- Identify challenges associated with managing multiple generations in the workplace
- Engage your team with the 12 factors that engage employees most
- Identify your leadership style and use it more effectively
- Assess your basic interpersonal styles used in relationships with employees, colleagues and superiors
- Identify the stage of group development of your team and encourage the process of further group development
- Assess your team's level of development and how to better develop your team
- Effectively manage organization change to reduce resistance and gain commitment

Fees: \$479 ASE members / \$629 nonmembers

Time: 9 am - 4 pm

Length: Three-day program

CEU = 1.8 (18 Clock Hrs)

Core Course / SP Certification

Participants must attend all 3 sessions to receive certificate.



Locations / Dates:

Livonia, MI: September 13, 20, 27, 2012

November 29, December 6, 13, 2012;

February 7, 14, 21, 2013;

Saginaw, MI: October 4, 11, 18, 2012

Productive Positive Attitude: Keys to a “Can Do” Attitude!

Objective:

This workshop is designed to provide participants with proven ingredients to build or maintain a winning attitude both at work and at home. It also provides practical approaches to increase personal fulfillment and positive results in the workplace

Who Should Attend:

Managers, supervisors and employees who wish to gain tools to increase their personal effectiveness, effectiveness with others and ways to operate at their personal “best.”

Upon completion of this course you will:

- Assess your attitudinal strengths and areas you can enhance
- Identify some of the things that shape and affect our attitudes
- Explore the impact our attitude has on how we think, feel, behave and how others respond to us
- Proven formats to reinforce and improve responses/attitudes
- Discover ways to make positive changes happen for ourselves, along with ideas for inviting others to change or improve
- Study inspiring words of great men and women throughout history and the impact they can have on our own attitudes
- Create or refine a personal mission statement to support enthusiasm and a healthy future outlook
- Select or revisit important values and goals as a useful tool to add meaning and greater focus in our day to day attitude and actions
- Develop a helpful plan with practical action steps you can easily take to keep improving your attitude over time

Instructor: Productive Training Services, Inc.

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / AA Certification

Elective Course / CR Certification

Elective Course / SP Certification



Locations / Dates:

Livonia, MI: January 17, 2013

Profile of a Leader

Objective:

True leaders are those who can influence, inspire, and motivate other people to voluntarily perform at high levels of achievement. Profile of a Leader teaches you how to be an outstanding leader and achieve excellence in yourself and others.

Who Should Attend:

If you are in any sort of position, from business executive or church leader to parent or teacher or caregiver, these principles of leadership can be used in any organization to foster integrity, and create positive change.

Upon completion of this course you will:

- Define leadership
- Understand the four levels of leadership development
- Conduct a leadership assessment
- Distinguish three types of leadership power
- Distinguish between leadership and management
- Understand how to build a vision
- Develop your greatest asset: people
- Formulate the right assumptions about people
- Understand what motivates people

Instructor: Image Group Enterprises

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4 pm

CEU = .60 (6 Clock Hrs)

Elective Course / SP Certification



Locations / Dates:

Livonia, MI: October 30, 2012

Project Management

Objective:

To identify your project management skills and development opportunities.

Who should attend:

All who wish to become more organized, efficient, and effective in their jobs.

Upon completion of this course you will:

- Recognize the causes of project success and failure
- Identify your project management skills and development opportunities.
- Understand the phases of the project life cycle
- Organize a project to complete it on time and within budget
- Keep projects on track
- Use project scheduling techniques
- Manage multiple projects

Instructor: AchieveMax, Inc.

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / SP Certification

Elective Course / AA Certification

Locations / Dates:

Livonia, MI: October 11, 2012;

January 23, 2013; February 28, 2013

Projecting an Image of Professionalism

Objective:

To teach participants how to increase their credibility in the workplace and market themselves for success.

Who Should Attend:

Anyone interested in projecting a stronger, more professional image in business situations.

Upon completion of this course you will:

- Define the real meaning of professionalism
- Understand the definition of a balanced image and how it affects your success
- Identify the principles of image building
- Project a first impression of confidence and credibility
- Understand status leveling and how to use it to your advantage
- Convey a stronger image verbally and non-verbally
- Identify the gestures and other non-verbal mannerisms that sabotage our credibility
- Recognize five ways to add more impact to your communication
- Understand how verbal communication is affected by the words you use
- Determine the professional language of dress
- Identify six rules for power dressing that never go out of style
- Identify twenty tips on how to maintain your credibility in the work place
- Understand the keys to projecting a powerful presence in meetings
- Identify five ways to increase your visibility and get recognized

Instructor: Image Group Enterprises

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4 pm

CEU = .60 (6 Clock Hrs)

Elective Course / AA Certification

Elective Course / CR Certification

Locations / Dates:

Livonia, MI: September 18, 2012

Reducing Waste and Increasing Personal Productivity

Objective:

We're all under pressure from growing to-do lists, expanded responsibilities and increasing demands for our time. Emails, meetings, changing priorities and seemingly constant interruptions can have a significant negative impact on our productivity. This half-day seminar will help you discover strategies and techniques to set your compass, eliminate wasted efforts, work towards your personal goals, accomplish more every day and improve your work/life balance.

Who Should Attend:

Everyone who is open to self-improvement or under pressure to get more done

Upon completion of this course you will:

- Learn how to get more done, every day, with less stress
- Understand how habits developed over the years can be evaluated, and changed
- Connect with your life's purpose, and then align your priorities to achieve your goals
- Learn how the connection between thoughts, actions and results can be understood and influenced to help you achieve more of what you want
- Identify common sources of wasted time, which limit productivity
- Develop techniques and habits that will dramatically increase energy and personal productivity

Instructor: The Luminous Group LLC

Fees: \$125 ASE members/ \$165 nonmembers

Time: 9am - 12pm

CEU: .30 (3 Clock Hrs)

Elective Course/ SP Certification

Elective Course/ AA Certification

Location/Dates:

Livonia, MI : October 24, 2012;

January 16, 2013

Requirements and Processing of US Work Visas

Objective:

There are a variety of visas which will permit foreign individuals to work in the United States. Some of these visas are issued for a specific period of time, usually for the performance of specific jobs. In the alternative, a foreign worker may qualify for a permanent residence visa - a "green card" - that qualifies the worker for any job in the United States and ultimately to apply for citizenship. This program is designed to help you understand the requirements and process for obtaining US work visas.

Who should attend:

HR personnel, supervisors, managers, and individuals responsible for obtaining US work visas for their organization.

Upon completion of this course you will:

- Understand who the participants in the US work visa process are (employer, employee and the agencies)
- Learn the terms, documents and process for obtaining US work visas
- Understand the difference between Temporary and Permanent visas
- Learn the qualifications and process for H-1B, L-1, TN and other nonimmigrant workers
- Gain an understanding of both employer- and self-sponsored green card categories and process

Instructor:

Fragomen, Del Rey, Bersen & Loewy, LLP

Fees: \$125 ASE members / \$165 nonmembers

Time: 9am - 12pm

CEU: .30 (3 Clock Hrs)

Elective Course / HR Certification



Location/Dates:

Livonia, MI: November 8, 2012;

January 31, 2013

Six Sigma and Lean for HR Professionals

Objective:

To provide Human Resources personnel with an understanding of Six Sigma and explain how they can better support and benefit from Six Sigma projects, leading to improved quality and lower costs.

Who Should Attend:

Staff who support Six Sigma efforts, or who want to target improvement activities on quality and productivity measures.

Upon completion of this course you will:

- Define, Measure, Analyze, Improve, & Control processes for improvement
- Learn tools and techniques for process improvement and variation reduction
- Learn How the Six Sigma methodology can be used to enhance Human Resources functions such as Employee Attraction/Recruitment, Employee/Knowledge Retention, Benefits Administration, Payroll and Worker's Compensation.
- Understand How Human Resources staff members can better support continuous improvement activities

Instructor: The Luminous Group

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4 pm

CEU = .60 (6 Clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: October 11, 2012; February 6, 2012

Saginaw, MI: September 11, 2012

STAR Service: Quality Customer Service

Objective:

Whether working in finance, customer service, food service, supervision or somewhere in-between, service is the key to your company's continued success! Let's face it, customers have choices. What will keep them coming back, satisfied and making positive referrals? Knowledge and SERVICE! Satisfied customers will keep your company in business. Employees will learn how to use positive phrases to defuse anger and control unpleasant situations.

Who Should Attend:

Individuals that would like to improve the relationships with their customers and keep them coming back.

Upon completion of this course you will:

- Understand the meaning of STAR Service
- Understand what a big deal Quality Customer Service is
- Learn how to make first impressions count
- Learn how to communicate with customers effectively
- Learn how to handle complaints effectively
- Develop ways to create mutual respect

Instructor: Michigan Business Consultants

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Core Course / CR Certification

Locations / Dates:

Livonia, MI: October 3, 2012; January 31, 2013

Saginaw, MI: October 16, 2012

Strategic Leadership Academy I *Optimizing Strategic Leadership*

Redefine your role from professional to Executive Consultant. Enhance your strategic position, influence business decisions, be known as a positive change agent and be actively sought out as your organization's internal coach. Join a select, limited group in ASE's exclusive Strategic Leadership Academy. Selected attendees will join other highly committed professionals in comprehensive classroom engagement. Learning modules will feature individual practical application projects and real-life cases. Participants will take part in an individual coaching session with the instructor to maximize reinforcement and enhance skill development.

Learning objectives:

- Expand your role as internal coach and consultant
- Cultivate relationships and strengthen your role as an Executive Consultant
- Enhance your strategic position in your company
- Discover and maximize your leadership skills
- Learn to think and act as a strategic executive

Module 1: Optimizing Productivity Through Self Awareness and Discovery

- Academy Overview
- Build and maintain effective relationships
- Understand your personal work style and approach
- Define and become an Executive Consultant
- Book assignment and overview
- 360 overview

Module 2: Enhance your Strategic Position (Becoming a Strategic Business Partner)

- Review 360 results
- Analyze organizational challenges
- Champion organizational values with ROI
- Initiate resolutions and organizational support

Module 3: Internal Coach and Consultant

Optimize your business performance by creating a sustainable and pragmatic approach to the way you develop your people and influence your organization's leadership effectiveness.

- Develop trust and confidence
- Identify organization needs
- Listen and ask appropriate questions
- Support organizational values and goals
- Develop high impact leaders

Individual telephone coaching session with instructor.

Module 4: Closing the Gap: Become a Change Master and Project Presentations

- Explore the positive aspects of change
- Understand the stages of change
- Align the organization and the process
- Project presentations
- Prepare for the next step

Instructor: Michigan Business Consultants

Fees: \$1,499 ASE members / \$1,999 nonmembers

Time: 8:30 am - 3 pm

Length: Four-day program, plus one individual telephone coaching session

CEU = 2.2 (22 Clock Hrs)

Participants must attend all 4 sessions to receive certificate.



Location/Dates:

Livonia, MI: September 25, October 23, November 15 & December 4, 2012

February 13, April 17, May 8 & June 5, 2013

NEW

Strategic Leadership Academy II *Inform, Influence and Inspire with Confidence!*

ASE launches a sequel to the much acclaimed Strategic Leadership Academy offering a continuing development opportunity to Michigan leaders in a collaborative, safe learning environment.

A leader's effectiveness is directly related to his or her ability to influence others and move them to follow the same vision or direction. Among the many situations that call for you to get others to think, act and do things differently, the most visible opportunities include team meetings and presentations. Your capability to influence and make powerful presentations can have a direct impact on the outcomes of these meetings, in turn affecting revenues and targets.

This three-day program is an extension of Strategic Leadership Academy I, building on the skills learned in the first phase and empowering participants to communicate ideas in formal and informal settings with greater professionalism, confidence and influence.

Learning objectives:

- Examine your strengths and weaknesses as an influencer
- Create more engaging and successful influencing opportunities
- Deliver presentations and elicit feedback to improve skills
- Understand the power of vision, execution and alignment
- Use assessments to analyze your style and build your own plan to perform at the strategic level

Module 1:

- Introduction
 - Your strengths and challenges as an Influencer
 - Understanding your audience
 - The Influencer's Tool Kit
 - Making Influence Opportunities more Engaging
- (Homework Assignment: Prepare a 10-Minute influencing presentation to be delivered in Module 2)

Module 2:

- Influencing Presentations
 - Individual Feedback and Debrief
 - Targeted Action Plans
- (Presentations and feedback are video-taped as a take-home tool for each participant; the recordings will not be viewed in class)*

Module 3:

- Creating a Vision
 - Alignment
 - Execution
- (DiSC Work of Leaders assessment will be used)

Instructor: Michigan Business Consultants

Fees: \$1250 ASE members/\$1500 nonmembers

Time: 8:30 - 3:00 PM

CEU = 1.95 (19.5 Clock Hrs)

Length: Three-day program, over consecutive months

Participants must attend all 3 sessions to receive certificate



Location/Dates:

Livonia, MI: September 21, October 19 & November 30, 2012

Strategic Planning

Objective:

Effective Strategic planning provides a roadmap for decision making, organizational design and resource allocation and is a critical success factor in any organization's planning. This is a unique opportunity to participate in an active strategic planning seminar with your team to regroup and establish the direction for your organization.

The facilitator will take your team through a seven-step strategic planning process with exercises to determine:

- Current Status
- Environmental Awareness
- SWOT Analysis
- Short term and Long Term strategies
- How to convert a Vision to actionable projects

Who Should Attend:

The course will be of value to existing or newly formed teams. We encourage organizations to send intact teams to get the best value from this seminar. Individuals wishing to attend on their own will be included, please contact ASE for additional information.

Instructor: HR Strategies & Solutions

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am-12:30 pm

CEU: .40 (3.5 Clock Hrs)

Elective/HR Certification

Elective/SP Certification



Location/Date:

Livonia, MI: January 30, 2013

Supervisory Survival Skills

Objective:

To help you think like a leader, gain respect and support, ensure tasks are completed on time, encourage team building and much more in this supervisory training seminar. Ideal for the new supervisor as well as the seasoned one who wants to maximize personal and employee productivity.

Who should attend:

Those who are new to the field of supervision.

Upon completion of this course you will:

- Understand your role as a supervisor
- Develop effective decision making skills
- Manage change effectively
- Manage your time effectively
- Recognize how to communicate more effectively
- Manage meetings productively
- Measure praise, criticism and conflict

Instructor: Michigan Business Consultants

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / SP Certification

Locations / Dates:

Livonia, MI: November 1, 2012

Saginaw, MI: September 18, 2012

Team Building I: Creating a High Performance Team

Objective:

To give team leaders and members the tools and insights they need to achieve extraordinary performance. Team formation is a critical process necessary to build a winning team. This seminar will guide you step by step through the crucial issues of team membership. It builds the framework that transforms groups of people into highly motivated teams and it outlines the key issues like problem solving, decision making, feedback, and other competencies that must be developed in order to succeed.

Who Should Attend:

Team Leaders, members and business professionals who want to learn more about the functions of the team and how they succeed.

Upon completion of this course you will:

- Identify the four stages of team development
- Know what is expected and what needs to happen at each stage
- Identify competition and strained relationships among team members
- Determine when to expect cohesiveness among team members
- Learn the theories of group development
- Assess team member roles
- Differentiate task and process roles
- Learn the nine types of task roles
- Differentiate between problem solving and decision making
- Identify four types of decisions teams make

Instructor: Image Group Enterprises

Fees: \$225 ASE members/ \$285 nonmembers

Time: 9 am - 4 pm

CEU: .60 (6 Clock Hrs)

Elective Course/SP Certification



Locations / Dates:

Livonia, MI: October 25, 2012

Team Building II: Inspiring Growth and Motivation

Objective:

To gain vital expertise and people skills in order to grow the team and to build pride, morale, and team spirit. You will learn how to inspire commitment and continued cooperation from team members.

Who should attend:

Team Leaders, members and business professionals who want to learn more about the functions of the team and how they succeed.

Upon completion of this course you will know:

- How to build stronger relationships among team members
- What drives and motivates individual team members
- Two major ways to motivate the team
- How to create an environment in which each member feels valued and good about others
- How to minimize personality clashes and mistrust
- Ways to create energy to achieve better results
- Two things that have the greatest impact on team motivation
- The major cause of low morale
- How to give inspirational feedback that motivates
- How to ensure full team effort
- How to keep the team happy

Note: This is the follow-up class to Team Building I: Creating High Performance Teams. If you register for both classes you will receive a 10% discount off the cost of both classes.

Instructor: Image Group Enterprises

Fees: \$225 ASE members/ \$285 nonmembers

Time: 9 am - 4 pm

CEU: .60 (6 Clock Hrs)

Elective Course/SP Certification



Locations / Dates:

Livonia, MI: November 13, 2012

Telephone Techniques: Connect with Customers Over the Phone

Objective:

This program is designed to teach the participant how to master the skill of communicating professionally and effectively on the telephone. In addition to learning the basics of effective telephone communication, participants will develop a positive telephone image creating a positive impression on the caller. As a result of the training, the participant will have the ability to take control of the call from start to finish, and leave a powerful impression on everyone they talk to.

Who should attend:

Individuals who would like to learn the basics of effective telephone communication and how to create a positive telephone image.

Upon completion of this course you will:

- Learn five ways to make a positive first impression
- Understand the power of rapport
- Identify the three keys to improve your telephone style
- Learn how to answer a call diplomatically
- Identify callers and the objectives
- Understand how to use powerful vocabulary
- Learn tips on how to handle challenging callers
- Learn how to close a conversation

Instructor: Image Group Enterprises

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4 pm

CEU = .60 (6 clock Hrs)

Core Course / AA Certification

Core Course / CR Certification

Locations / Dates:

Livonia, MI: September 27, 2012

Time and Priority Management

Objective:

To regain control of your time by managing yourself and others more efficiently and productively. In this age of downsizing and a do-more-with-less environment, being in control of your time and priorities is more important than ever. You will learn effective prioritization skills and leave with a daily action plan that encourages self discipline, sustained improvements and the motivation to do it.

Who Should Attend:

Every busy manager, supervisor, and administrative professional who juggles deadlines, projects, multiple demands, and responds to changing priorities.

Upon completion of this course you will:

- Learn how to prioritize your tasks when everything becomes urgent
- Understand what to do when the project gets sidetracked
- Learn how to perform in a crisis
- Assess your organizational skills
- Identify four ways to create more time
- Understand how interruptions affect our productivity
- Identify four steps to effective delegation
- Learn the best way to say "no" when you don't have time
- Learn how to handle a person who insists their priorities are more important than yours
- Identify five reasons people procrastinate
- Learn eight procrastination strategies to get you moving in the right direction

Instructor: Image Group Enterprises

Fees: \$225 ASE members/ \$285 nonmembers

Time: 9 am - 4 pm

CEUs: .60 (6 Clock Hrs)

Elective Course/SP Certification

Core Course/AA Certification

Locations / Dates:

Livonia, MI: October 24, 2012

Unemployment Compensation Overview

Objective:

To protect your company's interests, manage unemployment compensation liability, and meet the legal responsibilities of employers.

Who Should Attend:

Individuals responsible for responding to UI forms and/or handling unemployment insurance issues.

Upon completion of this course you will:

- Understand the basics of the Wage Record System - eligibility, qualification, benefit duration, and weekly benefit amount
- Understand how to complete common UI forms: what information is required and why
- Learn how to file effective protests and appeals
- Understand what it takes to meet your burden of proof in a "misconduct" case as defined by the courts
- Learn what it takes to win an Administrative Hearing
- Understand who gets charged for benefits paid
- Learn how much one maximum claim can raise your tax rate
- Identify other UI cost control tips

Instructor: Neil Zechman, State of Michigan

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: December 11, 2012; February 28, 2013

Saginaw, MI: September 6, 2012

Wage and Hour Law

Objective:

To provide HR personnel and line managers with guidance about the wage and hour laws and how to comply with them.

Who should attend:

HR personnel, payroll personnel, supervisors, business owners and corporate counsel.

Upon completion of this course you will:

- Identify "exempt" and "nonexempt" employees and the various "exemptions"
- Determine the payment on a salary basis requirement for exempt employees
- Understand restrictions that apply to docking an employee's pay due to tardiness and compensatory time off policies
- Calculate an employee's overtime rate
- Determine what time counts as "hours worked" for the purpose of overtime pay
- Identify when an employer is required to pay unused, accrued vacation or sick/personal time to an employee whose employment is ending
- Determine when an employer can make deductions in its favor from an employee's pay
- Understand the recordkeeping obligations of an employer

Instructor: Clark Hill, P.L.C. (Livonia)

Braun Kendrick, P.L.C. (Saginaw)

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEU = .30 (3 Clock Hrs)

Core Course / HR Certification



Locations / Dates:

Livonia, MI: September 19, 2012; January 29, 2013

Saginaw, MI: September 20, 2012

Wage and Salary Administration Overview

Objective:

To provide you with a basic overview of wage and salary administration principles, techniques, and related laws.

Who Should Attend:

Individuals entering the compensation field and/or Human Resource personnel who desire to increase their knowledge of wage and salary administration.

Upon completion of this course you will:

- Know the legal obligations of compensation
- Understand the goals of the employer and match a pay system to those needs
- Evaluate positions and assign monetary value
- Identify compensation tool resources

Instructor: ASE Staff

Fees: \$225 ASE members / \$165 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Core Course / HR Certification



Locations / Dates:

Livonia, MI: October 10, 2012; February 14, 2013

Who Counts? Establishing Compliant Applicant Tracking Guidelines

Objective:

Participants will gain a detailed understanding of the nuances involved in establishing compliant applicant tracking processes that will pass OFCCP compliance reviews. This course will focus on applicant flow data and techniques for refining data with appropriate use of disposition codes. Refinement of adverse impact analysis will occur throughout the session with group discussion on corrective actions required at the end of that process. Flowcharting techniques will be used throughout the course.

Who should attend:

HR professionals who need to understand the nuances involved in establishing compliant applicant tracking processes that will pass OFCCP compliance reviews.

Upon completion of this course you will:

- Motivate & stimulate vs. unhappy & litigate: implementing equitable employment processes
- Applicant intake and tracking - why process (or lack of one) can lead to problems
- Review of uniform guidelines on employee selection procedures
- Adverse Impact Analysis
- Apples to apples or apples and oranges: who (what?) is an applicant?
- Obtaining and maintaining race and gender data: what to ask when
- Record retention
- Applicant intake and tracking - revisiting janie!
- Gain a basic understanding of the Internet Applicant Rule

Instructor: ASE Staff

Fees: \$125 ASE members / \$165 nonmembers

Time: 9 am - 12 pm

CEU = .30 (3 Clock Hrs)

Elective Course / HR Certification



Locations / Dates:

Livonia, MI: November 7, 2012

Winning with People: Strategies for Working with Diverse Behavior Styles (D.I.S.C.)

Objective:

To achieve more successful outcomes with others. To enable participants to effectively understand, quickly identify, and respond to the variety of behavior styles demonstrated by others in the workplace.

Who should attend:

Ideal for those who regularly interact with internal or external customers including office staff, team members, salespeople, customer service representatives and supervisors.

Upon completion of this course you will:

- Identify the strengths, limitations and optimal environments of the four basic behavioral styles
- Recognize the behavioral styles of others
- Enhance effectiveness by adapting to the behavioral styles of others
- Manage your personal style by maximizing your strengths and minimizing your limitations
- Utilize strategies for using behavioral style awareness to build teams, assign projects, select employees, and improve communications

Instructor: Productive Training Services, Inc.

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Elective Course / AA Certification

Elective Course / CR Certification

Elective Course / SP Certification



Locations / Dates:

Livonia, MI: January 15, 2012

Win-Win Communication Skills

Objective:

To provide you with proven techniques for enhancing your communication effectiveness with others.

Who Should Attend:

Managers, supervisors, and employees who wish to strengthen their ability to communicate effectively with others.

Upon completion of this course you will:

- Develop your existing communication strengths
- Identify barriers that create communication breakdowns
- Increase your impact and clarity when communicating
- Gain greater cooperation and understanding from others
- Confirm understanding with two-way communication
- Utilize effective listening practices

Instructor: Productive Training Services, Inc.

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Core Course / CR Certification

Core Course / AA Certification

Core Course / HR Certification

Core Course / SP Certification

Locations / Dates:

Livonia, MI: November 1, 2012;

January 16, 2013; February 28, 2013

Saginaw, MI: October 19, 2012;

February 5, 2013

Workers' Compensation Law

Objective:

To provide a solid understanding of Michigan's workers' compensation law and practical, up-to-date information on the workers' compensation system.

Who should attend:

Individuals involved in workers' compensation claim handling and/or decision making, including risk managers, safety and Human Resource personnel, company presidents, financial officers, and managers.

Upon completion of this course you will:

- Define workers' compensation and determine which employers and employees are covered
- Define "exclusive remedy"
- Identify the benefits of:
 - Weekly wage loss calculation
 - Medical
 - Vocational rehabilitation
 - Death benefits
- Administer the proper procedures and forms
- Implement alternative dispute resolution, mediation, and arbitration methods
- Learn to settle and negotiate
- What is a redemption?
- Trials and appeals-do you understand the process?
- Learn to address medical cost containment

Instructor: Ervin Vahratian

Fees: \$225 ASE members / \$285 nonmembers

Time: 9 am - 4:30 pm

CEU = .70 (6.5 Clock Hrs)

Core Course / HR Certification



Locations / Dates:

Livonia, MI: December 12, 2012

Saginaw, MI: November 7, 2012

Workplace Investigations: From Complaint to Resolution

Objective:

By law, when an employee speaks up about anything from a serious to a minor concern, a "complaint" has been made and an investigation may be needed. In this course, participants will learn how to recognize a complaint, how to conduct an efficient and legally compliant workplace investigation, how to follow through with discipline that may result, and how to help affected staff move forward from there.

Who should attend:

HR personnel, managers and supervisors who receive employee complaints, even minor ones, and those who may conduct or assist in a workplace investigation.

Upon completion of this course you will:

- Understand when a workplace investigation may be needed
- The legal implications of not conducting an investigation when one is warranted, or of conducting an inadequate investigation
- The benefits to the organization, HR professionals, managers and supervisors of conducting a legally-compliant and effective investigation
- How to conduct a workplace investigation, and that different situations require different levels of investigation
- What to do with the results of the investigation
- How to help the department and affected staff "move on" following an investigation and any resulting discipline.

Instructor: Jacqui Schulte, Esq

Fees: \$125 ASE members / \$165 nonmembers

Times: 9 am - 12 pm*; 1 pm - 4 pm**

CEU = .30 (3 Clock Hrs)

Elective Course / HR Certification

Elective Course / SP Certification



Locations / Dates:

Livonia, MI: December 12, 2012**;

February 6, 2013*

Saginaw, MI: October 23, 2012**

Administrative Information

Participant Accommodation

The American Society of Employers is committed to providing accessible training to all individuals attending any of our programs. With this commitment in mind, we urge you to communicate to us any special needs you may have to participate in our program. If your employees have special needs, please call ASE's Learning and Advancement Department at 248.353.4500.

Holidays

The offices of the American Society of Employers will be closed on the following Holidays: Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day.

ASE Code of Conduct

We expect that all students attending an ASE program behave in an adult manner. No drugs or alcohol will be tolerated. Students may be dismissed if they do not comply with these rules.

Certificates of Completion

Grading is based on attendance. Certificates will be issued only to those students who attend an ASE program. ASE does not accept credit from previous education or training to be applied towards completion of a certificate program. ASE does not offer placement assistance once a program is complete.

Cancellation/Refund Policy

All tuition and fees paid by the applicant shall be refunded if the applicant is rejected by the school before enrollment. The school may retain an application fee of not more than \$25.00 if the application is denied. All tuition and fees paid by the applicant shall be refunded if requested within 3 business days after signing a contract with the school. All refunds shall be returned within 30 days. Once the three business days has passed the following refund policy will apply:

A full refund is available for cancellations received by 12:00 noon seven (7) days prior to the start of the program.

Registration

ASE urges participants to register early since attendance is limited for many programs. For your convenience we have online registration available on our website. Confirmation letters, along with a map to the program location, will be sent to registrants prior to the program. There are no entrance requirements, or additional costs to the student above the tuition in order to attend an ASE program. The following are several ways to register for a learning and advancement program:

1. Fax your registration form to ASE at 734.402.0462.
2. Register online at www.aseonline.org
3. Mail your completed registration form to: ASE, 19575 Victor Parkway, Ste 100 Livonia, MI 48152.

Administrative Information

No refunds are available for cancellations received less than seven (7) days before the program. Participants with confirmed registrations who fail to attend are billed for the entire cost of the program. However, a substitute student in place of the original registrant will be accepted without any additional cost. (Example: cancellations will be accepted on Thursday, January 6 for classes scheduled on Thursday, January 13 at no charge - ASE will charge the full class fee for cancellations between January 7 and January 13.)

If for any reason you are not completely satisfied with an open-registration class you attend, ASE will either allow you to retake the class or issue a credit for your registration fee.

Payment

Payment is accepted any time before the scheduled day of the class. ASE accepts check, cash, or Visa/MasterCard/American Express.

CEUs

Having met the Continuing Education Unit Criteria and Guidelines established by the International Association for Continuing Education and Training (IACET), the American Society of Employers has been approved to award Continuing Education Units (CEUs) for all programs.

HRCI Credits

ASE is an approved provider for all of its Human Resource related courses through the Society of Human Resources Management/Human Resources Certification Institute (SHRM/HRCI). The HRCI Approved-for-Credit program is designed to encourage Professional in Human Resources (PHR) and Senior Professional in Human Resources (SPHR) certified professionals to continue ongoing education in human resources and to retain the PHR or SPHR designation through re-certification every three years.

Over 70 ASE Public programs have been approved and have been given an "Approved for Credit" seal on all marketing materials, the ASE Training Catalog, and on each class completion certificate.

Administrative Information

Michigan Proprietary School

ASE has been licensed as a Proprietary School through the Michigan Department of Labor & Economic Growth's (DLEG's) Office of Postsecondary Services since 2006. As such DLEG recognizes that ASE teaches four certification programs that are clearly a trade, occupation or vocation.

Privacy/Security of Training Program Participants' CEU Records

ASE allows only the actual class participant or the primary contact of member organizations to access information regarding CEUs.

Retention/Release of Training Program Participants' CEU Records

ASE maintains confidential files of CEUs earned by class participants. ASE allows only the actual class participant or the primary contact of member organizations to request a release of CEU records. This request can be initiated by telephone, letter, or other communication method as defined by the member organization. ASE reserves the right to request additional information prior to transcript release.

Instructor's Proprietary Interest

The American Society of Employers strictly forbids any instructor to sell his or her product or service within the parameters of conducting a program on behalf of the American Society of Employers, whether the program is conducted at an ASE site or at the client site.

Intellectual Property Rights

ASE recognizes that all program materials are the property of each individual consultant instructor. ASE maintains a file of "program masters," retained solely for duplication purposes. These program material masters are used to produce participant workbook manuals for training sessions conducted on behalf of ASE. ASE does not, under any circumstances, allow the reproduction or use of any program materials. When a consultant instructor is no longer affiliated with ASE, all program material masters are returned to the consultant instructor.

Inclement Weather Policy

ASE programs are rarely canceled or postponed due to snow or weather conditions. Should weather conditions cause traffic problems, the normal starting time of a program may be delayed up to 30 minutes. If weather conditions are severe enough to warrant ASE canceling or postponing a program, an announcement will be made on the morning of the program using the following media channels: television- Channel 4, WDIV and on ASE's website. Otherwise, all programs will be conducted as scheduled. Should the program be canceled, it will be rescheduled or individuals will receive a full refund.

Our Guarantee

When you attend any ASE program, your satisfaction is always guaranteed. Apply the new concepts and ideas you learn for 10 days. If for any reason you are not completely satisfied with an open-registration class you attend, ASE will either allow you to retake the class or issue a credit for your registration fee. Instructor substitutions are made only when absolutely necessary. We reserve the right to cancel any class for which there is insufficient registration.

American Society of Employers Staff Directory

Department	Title	Direct dial	E-mail address
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HRCI and IACET Certification



ASE is an Approved Provider of recertification credit hours by the Human Resource Certification Institute (HRCI), an independent, internationally recognized certifying body for the HR profession. Many of ASE's programs are pre-approved by HRCI for recertification credit toward your PHR or SPHR designation. Look for the HRCI Seal in appropriate course descriptions throughout our course guide.

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.



ASE has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102; (703) 506-3275. In obtaining this approval ASE has demonstrated that it complies with the ANSI/IACET 1-2007 Standard which is widely recognized as a standard of good practice internationally. As a result of their Authorized Provider membership status, ASE is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET 1-2007 Standard.

To receive HRCI and IACET certification, ASE's training programs undergo extensive evaluation and review. These certifications further demonstrate ASE's commitment to providing quality continuing education programs

On-Site Customized Learning

ASE comes to you. Our learning programs can be conducted at your site, allowing your management staff to structure the program to more fully address issues related specifically to your employees and your goals.

You can more easily manage critical aspects of the learning selection: date, time frame, location (onsite or offsite), program content, delivery and instructor.

With twelve or more participants enrolled in contract onsite learning programs, you'll take advantage of group rates that save you money. And the higher the enrollment number the greater the savings to your company.

At ASE we're the "everythingpeople" people. Nowhere is that pledge more evident than in our ongoing Learning and Advancement services. Let ASE help develop your most important asset, by calling 248.353.4500.



ASE Online Learning Center

The American Society of Employers is committed to bringing new resources to satisfy its members' training needs, regardless of delivery type. We've partnered with Business Training Library to offer our members the ASE Online Learning Center.

Business Training Library works with over 50 of the world's leading training producers to allow smaller organizations access to high-quality, affordable training materials. Their industry-leading solutions include a top learning management system, custom content development, and more than 4,000 high-quality online and streaming video courses to help maximize the value of your training investment.

Subjects include:

- Business and Professional Skills
- HR and Legal Issues
- Sales and Recruiting
- Workplace Health and Safety
- Information Technology Skills
- Industry Specific

ASE members can take advantage of these courses and catalogs individually or bundled together, with a variety of pricing options to meet every budget.

ASE members have the opportunity to demo these services for up to 30-days. Visit <http://bizlibrary.com/ContactUs/SpecialOfferforASEMembers/tabid/985/Default.aspx> or call 888.432.3077 ext. 102 and a training consultant will work with you to select the materials that best fit your needs.

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