



Greetings!

Thank you for taking the time to review how ASE can support your learning and development needs.

As economic conditions improve, members are concerned about keeping and adding the right employees to grow. This is challenging as the job market unfreezes and employees have new options. Employee development is one method for engaging employees and increasing the likelihood they will stay. With that in mind, we offer a broad range of courses to support employee development and productivity.

As you review the courses, consider that they are offered as:

- Open-enrollment programs for employees with specific needs
- Certification tracks for those interested in career development
- Private sessions at your location so your employees can learn as a team

In addition to providing the standard catalog courses, we can:

- Slightly modify a catalog course and conduct it at your business
- Assemble components from catalog courses into a unique course
- Build a course specific to your needs, such as a management alignment session
- Develop a custom curriculum, such as our Leadership Academy, or your own university

Additionally, we offer executive and manager coaching as a personalized development approach for leaders who warrant this approach. ASE recently retooled its coaching practice to include new options for different needs and budgets. We have world-class coaches with a diverse range of experiences. You can select a coach based on chemistry and confidence.

Importantly, we just invested in a state-of-the-art learning management system for members. We will use this behind the scenes to bring new functionality for you and your participants. Furthermore, we will be able to offer a partitioned version of our system if you need an affordable tool for managing learning.

We have new frameworks and tools that will support the development of a learning strategy in your organization. We would like to share them with you, and learn more about your needs, so we can forge a learning partnership with you. Our highly-skilled talent development specialists are eager to have needs-analysis conversations with you. Give us a call so we can share insights based on recent work. We look forward to the conversations.

Happy Learning!

A handwritten signature in blue ink that reads "Mary E. Corrado". The signature is fluid and cursive.

Mary E. Corrado
President and CEO
American Society of Employers

ASE Can Help Meet Your Learning and Development Needs

50+ years.

ASE's Talent Development team has been providing quality learning experiences that enhance skills, knowledge and performance for over 50 years! We know that our members care about their employees' ongoing development as much as we do. As your training partner, we work with you to assess your development needs, design and provide appropriate learning and build a network to collaborate and share information with experts and peers.

Well-designed PROGRAMS to meet your needs:

- Developed around local employer needs and feedback
- Designed to support employee development and organizational success
- Delivered in a manner that builds student-to-student and instructor-to-student exchanges
- Attendees receive tools that are relevant and can be applied on the job
- Focusing on critical skills for today's workforce including:
 - communication
 - professionalism
 - leadership
 - creativity
 - strategy
 - motivation
 - customer service
 - organizational agility
 - interpersonal skills
 - conflict resolution
 - problem solving
 - managing change
 - critical thinking
 - teamwork
 - negotiation skills
 - delegation

CERTIFICATION Curriculums

Four comprehensive Certification Curriculums – Administrative Assistant, HR Generalist, Supervisor and Customer Service – provide practical knowledge and critical skills that can be immediately applied in specific roles, resulting in increased effectiveness.

Quality CONTINUING EDUCATION Programs

All of ASE's open-enrollment, instructor-led courses undergo extensive evaluation and are approved for IACET Continuing Education Unit (CEU) credits and many qualify for general or business HRCI credits and SHRM Professional Development Credits

Dedicated INSTRUCTORS

Our instructors who reside and work in Michigan average 10+ years of experience delivering ASE courses, and are experts with real world business experience.

Multiple LOCATIONS

Courses are offered at ASE headquarters in Livonia and at training centers in the Saginaw, Cadillac, Traverse City, and Battle Creek areas. Have a place you would like training at? Let us know, and we will bring it to you!

ONLINE Training

ASE has partnered with Harvard Manage Mentor and MasteryTech to offer affordable and flexible online solutions that are mobile friendly. Our partners provide ASE members discounted rates and access to e-learning consultation to ensure you are getting the right solution set.

ASE's Talent Development Team has the solutions for all your learning and development needs!

Visit www.aseonline.org or contact the Talent Development Department.

Ed Holinski

Director

248.223.8017

eholinski@aseonline.org

Linda Yesh-McMaster

Manager

248.223.8002

lyeshmcm@aseonline.org

Cheryl Kuch

Senior Consultant

248.223.8014

ckuch@aseonline.org

Lauren Zbranchik

Coordinator

248.223.8041

lzbranchik@aseonline.org

Leadership Development Programs

ASE provides a full suite of relevant leadership development programs, including Individual Development, Team Learning and Online Programs. These are designed for executives, leaders, managers and supervisors. Any of the offerings can be customized to meet the current needs of teams and organizations.

Principles and Practices of Supervision I and II (P&P)

P&P I and II are ASE's flagship programs for those who have the responsibility for directing the work of others. It is offered as an open-enrollment option for members that want to send participants to sessions to interact with supervisors from other organizations. This program teaches the fundamentals of management for anyone who has an interest in becoming a better manager. It can also be delivered onsite and customized to fit the specific needs of the member organization. ASE recently developed a companion offering that prepares the executives and managers to support participants who complete the program.

Leadership Academy

The ASE Leadership Academy has been refined and modularized over the last few years to provide a system for taking leaders and managers through learning together. Participants engage in sessions and activities together over the course of a year to provide opportunities to learn from each other. This has a few benefits. First, it helps to align management in its approaches. Next, it helps leadership team to become more cohesive by learning and applying together. Finally, this program addresses real business problems by focusing teams on trying new approaches to high-impact business problems.

Executive and Manager Coaching

Many companies are again utilizing individualized coaching as the preferred method to develop executives and key managers, including high-potentials. Investing in this personalized approach to development can have a multiplier effect in organizations as executive and management performance improves. ASE recently retooled its coaching practice and added several highly-accomplished coaches with a broad range of experiences and successes. If you have select leaders or managers who could use help taking their performance and leadership to the next level, consider this solution.

Contact **Ed Holinski**, *Director, Talent Development*
at **248.223.8017** or eholinski@aseonline.org
to learn more about these high-impact approaches.

Table of Contents

Welcome from Mary E. Corrado	1	Harassment Prevention	20
ASE Can Help Meet Your Learning and Development Needs	2	HR Audit Basics	21
Leadership Development Program	3	HR Recordkeeping	21
Table of Contents	4	★ I-9 and E-Verify: Everything You Need to Know	21
ASE Certification Curriculums	5	Immigration Compliance	22
Administrative Assistant	5	Interview Skills	22
Human Resources Generalist	6	Job Analyses and Job Descriptions	22
Supervisor	7	Leadership Essentials	23
Customer Service	8	Managing Change	23
Registration and Administrative Information	9	Managing Leaves of Absence	23
Accreditation	10	Managing Problem Employees	24
Registration Form	11	Market Pricing and Compensation Benchmarking	24
Course Listings	12	Metrics for the HR Practitioner	24
Affirmative Action Plan Workshop	12	Negotiation Skills	25
Americans with Disabilities Act	12	Onboarding Done Successfully	25
Applicant Tracking Guidelines: Who Counts	12	Performance Appraisals: Planning and Conducting	25
Attitude for Success: Building and Maintaining One	13	Presentation Skills Workshop	26
Body Language: Non-Verbal Communication	13	Principles and Practices of Supervision I	26
Business Writing	13	Principles and Practices of Supervision II	26
Coaching for Peak Performance	14	Problem Solving	27
COBRA Compliance	14	Project Management Basics	27
Communicate with Confidence: Assertive Advantage	14	Recruiting Fundamentals	27
Communication Strategies: Winning with People (DiSC)	15	★ Sales Negotiation	28
Compensation Plan Design	15	Social Media: Legal Issues in the Workplace	28
Conflict Prevention and Resolution Skills	15	Strategic Thinking	28
★ Cultural Difference: Working Across Borders	16	Supervisory Survival Skills	29
Customer Service: Beyond Excellence	16	Team Building I: Creating a High Performance Team	29
Dealing with Difficult Behavior	16	Team Building II: Keeping Your Team Motivated	29
Dealing with Everyday Stress	17	Telephone Techniques	30
Delegating for Results	17	Time and Priority Management	30
Designing Employee Handbooks	17	Unemployment Compensation Overview	30
★ Employee Development Planning	18	Wage and Hour Law	31
Employment Law: Danger Zones	18	Wage and Salary Administration Overview	31
★ Engagement Through Empowerment	18	Win-Win Communication Skills	31
Enhancing Your Professional Image and Personal Brand	19	Workers' Compensation Law	32
Essentials for HR Professionals	19	Working Under Pressure: Stay Calm and in Control	32
Family and Medical Leave Act (FMLA)	19	Workplace Investigations	32
Giving and Receiving Feedback	20	Course Listing by Subject	33-34
Goal Setting	20	Calendars	35-40

ASE Certification Curriculums

- Four comprehensive Certification Curriculums to choose from:
 - Administrative Assistant
 - HR Generalist
 - Supervisor
 - Customer Service
- Gain PRACTICAL knowledge and CRITICAL skills that can be immediately applied on the job resulting in increased effectiveness
- Increase COMPETENCE, CONFIDENCE and COMMITMENT in your employees.
- Each ASE Certification Curriculum identifies required CORE COURSES and elective courses typically completed in twenty-four months (*See following pages for course requirements for each curriculum*). The mix of core courses and elective courses allows participants the FLEXIBILITY to CUSTOMIZE their learning experience to meet their needs.
- Each course is valued at one credit per full-day program and one-half credit per half-day program. Grading is based on attendance and participation. Credits will be issued once a course is completed.
- Attendees will receive 10% off the cost of the curriculum by pre-paying the entire Certification Curriculum course fees.

Curriculum Symbols

- AA** Administrative Assistant
- HR** HR Generalist
- SP** Supervisor
- CS** Customer Service

* ASE does not accept credit from non-ASE education or training programs to be applied towards completion of a certificate program. ASE does not offer placement assistance once a program is complete.

Administrative Assistant Certification Curriculum **AA**

Core Class	Credits	ASE Member	Non-Member	Date(s)
Business Writing	1	\$225	\$285	
Telephone Techniques	1	\$225	\$285	
Time and Priority Management	1	\$225	\$285	
Win-Win Communication Skills	1	\$225	\$285	
(4 credits required) Total Core				
Elective Class	Credits	ASE Member	Non-Member	Date(s)
Attitude for Success	1	\$225	\$285	
Body Language: Non-verbal Communication	1	\$225	\$285	
Communicate with Confidence: Assertive Advantage	1	\$225	\$285	
Communication Strategies: Winning with People (DiSC)	1	\$225	\$285	
Conflict Prevention and Resolution Skills	1	\$225	\$285	
Customer Service	1	\$225	\$285	
Dealing with Difficult Behavior	1	\$225	\$285	
Dealing with Everyday Stress	1	\$225	\$285	
Enhancing Your Professional Image and Personal Brand				
Goal Setting	1	\$225	\$285	
Negotiation Skills	1	\$225	\$285	
Problem Solving	1	\$225	\$285	
Project Management Basics	1	\$225	\$285	
Time and Priority Management	1	\$225	\$285	
Working Under Pressure: Stay Calm and in Control	1	\$225	\$285	
(6 credits required) Total Electives				
(10 credits total required) Total Core and Electives				
		*10% Pre-paid Discount		
		Grand Total		

*By registering and pre-paying for all courses necessary to receive certification, you receive a 10% discount off the entire certification cost.

Human Resources Generalist Certification Curriculum **HR**

Core Class	Credits	ASE Member	Non-Member	Date(s)
Business Writing	1	\$225	\$285	
Designing Employee Handbooks	0.5	\$125	\$165	
Employment Law: Danger Zones	0.5	\$125	\$165	
Essentials for HR Professionals	1	\$225	\$285	
HR Recordkeeping	1	\$225	\$285	
Job Analyses and Job Descriptions	0.5	\$125	\$165	
Performance Appraisals: Planning and Conducting	1	\$225	\$285	
Wage and Hour Law	0.5	\$125	\$165	
Wage and Salary Administration Overview	1	\$225	\$285	
Win-Win Communication Skills	1	\$225	\$285	

(8 Credits required) Total Core

Elective Class	Credits	ASE Member	Non-Member	Date(s)
Affirmative Action Plan Workshop	2	\$395	\$455	
Americans with Disabilities Act	0.5	\$125	\$165	
Applicant Tracking Guidelines	0.5	\$125	\$165	
Coaching for Peak Performance	1	\$225	\$285	
COBRA Compliance	0.5	\$125	\$165	
Compensation Plan Design	1	\$225	\$285	
Conflict Prevention and Resolution Skills	1	\$225	\$285	
Cultural Differences: Working Across Borders	1	\$225	\$285	
Employee Development Planning	0.5	\$125	\$165	
Family and Medical Leave Act (FMLA)	0.5	\$125	\$165	
Giving and Receiving Feedback	1	\$225	\$285	
Goal Setting	1	\$225	\$285	
Harassment Prevention	0.5	\$125	\$165	
HR Audit Basics	0.5	\$125	\$165	
I-9 & E-Verify -Everything You Need to Know	0.5	\$125	\$165	
Immigration Compliance	1	\$225	\$285	
Interview Skills	1	\$225	\$285	
Managing Change	1	\$225	\$285	
Managing Leaves of Absence	0.5	\$125	\$165	
Managing Problem Employees	0.5	\$125	\$165	
Market Pricing and Compensation Benchmarking	0.5	\$125	\$165	
Metrics for the HR Practitioner	1	\$225	\$285	
Negotiation Skills	1	\$225	\$285	
Onboarding Done Successfully	0.5	\$125	\$165	
Recruiting Fundamentals	1	\$225	\$285	
Social Media: Legal Issues in the Workplace	0.5	\$125	\$165	
Strategic Thinking	0.5	\$125	\$165	
Team Building I: Creating a High Performance Team	1	\$225	\$285	
Team Building II: Keeping Your Team Motivated	1	\$225	\$285	
Time and Priority Management	1	\$225	\$285	
Unemployment Compensation Overview	1	\$225	\$285	
Workers' Compensation Law	1	\$225	\$285	
Workplace Investigations	0.5	\$125	\$165	

(8 Credits required) Total Electives

(16 Credits required) Total Core and Electives

*10% Pre-paid Discount

Grand Total

* By registering and pre-paying for all courses necessary to receive certification, you receive a 10% discount off the entire certification cost.

Supervisor Certification Curriculum



Core Class	Credits	ASE Member	Non-Member	Date(s)
Business Writing	1	\$225	\$285	
Principles and Practices of Supervision I	3	\$595	\$745	
Principles and Practices of Supervision II	3	\$595	\$745	
Win-Win Communication Skills	1	\$225	\$285	
(8 credits required) Total Core				
Elective Class	Credits	ASE Member	Non-Member	Date(s)
Attitude for Success	1	\$225	\$285	
Body Language: Non-Verbal Communication	1	\$225	\$285	
Coaching for Peak Performance	1	\$225	\$285	
Communicate with Confidence: Assertive Advantage	1	\$225	\$285	
Communication Strategies: Winning with People (DiSC)	1	\$225	\$285	
Conflict Prevention and Resolution Skills	1	\$225	\$285	
Cultural Differences: Working Across Borders	1	\$225	\$285	
Dealing with Difficult Behavior	1	\$225	\$285	
Dealing with Everyday Stress	1	\$225	\$285	
Delegating for Results	1	\$225	\$285	
Employee Development Planning	0.5	\$125	\$165	
Employment Law: Danger Zones	0.5	\$125	\$165	
Engagement through Empowerment	0.5	\$125	\$165	
Giving and Receiving Feedback	1	\$225	\$285	
Goal Setting	1	\$225	\$285	
Harassment Prevention	0.5	\$125	\$165	
Interview Skills	1	\$225	\$285	
Leadership Essentials	1	\$225	\$285	
Managing Change	1	\$225	\$285	
Managing Problem Employees	0.5	\$125	\$165	
Negotiation Skills	1	\$225	\$285	
Performance Appraisals: Planning and Conducting	1	\$225	\$285	
Presentation Skills Workshop	2	\$450	\$570	
Problem Solving	1	\$225	\$285	
Project Management Basics	1	\$225	\$285	
Recruiting Fundamentals	1	\$225	\$285	
Strategic Thinking	0.5	\$125	\$165	
Supervisory Survival Skills	1	\$225	\$285	
Team Building I: Creating High Performance Teams	1	\$225	\$285	
Team Building II: Inspiring Growth and Motivation	1	\$225	\$285	
Time and Priority Management	1	\$225	\$285	
Working Under Pressure: Stay Calm and in Control	1	\$225	\$285	
Workplace Investigations	0.5	\$125	\$165	
(8 credits required) Total Electives				
(16 credits total required) Total Core and Electives				
*10% Pre-paid Discount				
Grand Total				

*By registering and pre-paying for all courses necessary to receive certification, you receive a 10% discount off the entire certification cost.

Customer Service Certification Curriculum



Core Class	Credits	ASE Member	Non-Member	Date(s)
Business Writing	1	\$225	\$285	
Customer Service	1	\$225	\$285	
Telephone Techniques	1	\$225	\$285	
Win-Win Communication Skills	1	\$225	\$285	
(4 credits required) Total Core				
Elective Class	Credits	ASE Member	Non-Member	Date(s)
Attitude for Success	1	\$225	\$285	
Body Language: Non-verbal Communication	1	\$225	\$285	
Communicate with Confidence: Assertive Advantage	1	\$225	\$285	
Communication Strategies: Winning with People (DiSC)	1	\$225	\$285	
Conflict Prevention and Resolution Skills	1	\$225	\$285	
Dealing with Difficult Behavior	1	\$225	\$285	
Dealing with Everyday Stress	1	\$225	\$285	
Enhancing Your Professional Image and Personal Brand	1	\$225	\$285	
Giving and Receiving Feedback	1	\$225	\$285	
Goal Setting	1	\$225	\$285	
Managing Change	1	\$225	\$285	
Negotiation Skills	1	\$225	\$285	
Presentation Skills Workshop	2	\$450	\$570	
Problem Solving	1	\$225	\$285	
Team Building I: Creating a High Performance Team	1	\$225	\$285	
Team Building II: Keeping Your Team Motivated	1	\$225	\$285	
Time and Priority Management	1	\$225	\$285	
Working Under Pressure: Stay Calm and in Control	1	\$225	\$285	
(6 credits required) Total Electives				
(10 credits total required) Total Core and Electives				
*10% Pre-paid Discount				
Grand Total				

*By registering and pre-paying for all courses necessary to receive certification, you receive a 10% discount off the entire certification cost.



Registration Information

Registration

ASE urges participants to register early due to limited class size. For your convenience, you can register online at ASE's website. Confirmation letters, along with a map/directions link, will be sent to registrants prior to the course date.

There are no entrance requirements or additional costs to the student beyond the tuition to attend an ASE course.

There are several options available to register for a course:

- Register online and pay by credit card at www.aseonline.org.
- E-mail your completed registration form to ASETraining@aseonline.org
- Call Talent Development at 248.223.8041
- Fax your registration form to ASE at 734.402.0462

Payment

Payment is accepted any time before the scheduled day of the course. ASE accepts check, cash, or credit card (Visa/ MasterCard/American Express).

Affordable Pricing

ASE offers a 10% discount for:

- pre-paying the registration of five or more participants in the same class
- pre-paying the cost of a certification curriculum

Michigan Proprietary School 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 if the application is denied.

All tuition and fees paid by the applicant shall be refunded if a written request is received within three business days after signing a contract with the school. All refunds shall be returned within 30 days. Once three business days have passed the following refund policy will apply:

A full refund is available for written cancellations received by noon seven days prior to the start of the program.

No refunds are available for cancellations received less than seven 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, July 9 for classes scheduled on Thursday, July 16 at no charge – ASE will charge the full class fee for cancellations between July 10 and July 16.)

ASE Course Modifications and Cancellations

ASE reserves the right to cancel any class for which there is insufficient registration, inclement weather, an emergency condition, or in the event of an instructor illness or injury. Instructor substitutions are made only when necessary.

Administrative Information

Participant Accommodation

The American Society of Employers is committed to providing accessible training to all individuals attending one 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 Talent Development Department at 248.223.8041.

Retention/Releasing 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 access

information regarding CEUs and/or 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 confirming 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 consultant or ASE. ASE maintains a file of “program masters,” retained solely for duplication purposes. These program 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 of any program materials.

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 through New Year’s Day.

Inclement Weather Policy

ASE programs are rarely cancelled 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 cancelling or postponing a program, ASE will post the information on our website and will have a recorded message for participants on the phone line 248-223-8041. Otherwise, all programs will be conducted as scheduled. Should the program be cancelled, it will be rescheduled or individuals will receive a full refund.

ASE Code of Conduct

We expect that all students attending an ASE program behave in an appropriate manner. Students may be dismissed if they do not comply with proper business etiquette.

Accreditation

HRCI Approved Provider



ASE is an Approved Provider of recertification credit hours by the Human Resource Certification Institute (HRCI). Many of ASE’s programs are pre-approved by HRCI for recertification credit toward your PHR or SPHR designation. The use

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

SHRM Preferred Provider



ASE is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM. Many of ASE’s programs are pre-approved by SHRM for professional development credits toward your SHRM-CPSM or SHRM-SCPSM recertification.

Authorized IACET Provider



ASE has been accredited 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 Standard which is recognized internationally as a standard of good practice. As a result of their Authorized Provider accreditation status, ASE is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.

Michigan Proprietary School

ASE has been licensed as a Proprietary School through the Michigan Department of Licensing and Regulatory Affairs (LARA). LARA recognizes that ASE teaches four certification programs that are clearly related to a trade, occupation or vocation.

Our Guarantee

When you attend any ASE event, your satisfaction is guaranteed. If for any reason you are not completely satisfied with an open-enrollment course, you can retake the class for free or receive a credit for your registration fee.

ASE – Educational Foundation Registration Form

Company Name		Member? yes no Other Association _____	
Mailing Address			
City		State	Zip
Individual Registering	Phone ()		Email
Please register the following employee(s) at the following location (please check ONE) Livonia Saginaw Other _____			
Class Participant	Participant Email Address	Participant Title	Course Name
Send copy of confirmation to:			
This registration is part of a grant: yes no unsure			
Payment will be made by: Enclosed Check <i>(Please see below for payment information)</i>			
Invoice Company – P.O. Number _____ <i>(Please provide purchase order number only if required)</i>			
MasterCard VISA American Express			
Credit Card Number <i>(Please Print Clearly)</i>			
Security Code: Visa/MasterCard _____ <i>(3 digit code on back of card)</i>		Security Code: American Express _____ <i>(4 digit code on front of card)</i>	
Credit Card Holder Name			Expiration Date
Billing Address			
City	State	Zip	Daytime Phone Number ()
Total Amount: \$	Authorized Signature		
Do you require a receipt? No Yes, fax number or email address:			

Please email this form to:
ASETraining@aseonline.org

OR Mail to:
ASE-Education Foundation
19575 Victor Parkway
Suite 100
Livonia, MI 48152

OR Fax to:
Fax: 734.402.0462

Please make checks payable to:
ASE-Education Foundation
Department 238901
P.O. Box 67000
Detroit, MI 48267-2389

NOTE: If you do NOT receive a confirmation letter prior to class or for more information call 248.223.8041

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 if the application is denied. All tuition and fees paid by the applicant shall be refunded if requested within three business days after signing a contract with the school. All refunds shall be returned within 30 days. Once the three business days have passed the following refund policy will apply: A full refund is available for cancellations received by noon seven days prior to the start of the program. No refunds are available for cancellations received less than seven 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 an additional cost. We reserve the right to cancel any class for which there is insufficient registration. If registering within one week of the date of the class, please fax registration form to 734.402.0462 to ensure receipt of confirmation. You may also register at our website: www.aseonline.org.

Affirmative Action Plan Workshop

Objectives: This course will provide an overview of the workforce analysis and statistical data that is necessary to implement a compliant Affirmative Action Plan (AAP).

Who should attend: Individuals with the responsibility of developing, implementing and monitoring Equal Employment and Affirmative Action Plans

Learning Outcomes: *Day 1: Workforce Analysis.* By participating in day 1, learners will be able to:

- Learn the laws, regulations and rules that impact Affirmative Action
- Develop and analyze workforce analysis
- Develop and analyze AAP job groups
- Understand and implement the components of availability analysis
- Identify external and internal availabilities to estimate utilization
- Determine placement goals

Day 2: AAP Development Statistical Analysis. By participating in day 2, learners will be able to:

- Understand and implement the process of adverse impact analysis and results
- Evaluate compensation data using OFCCP's statistical methodologies
- Learn how to organize an Affirmative Action Plan, including narratives
- Respond appropriately upon receipt of an OFCCP scheduling letter

Instructor: Tony Kaylin
American Society of Employers

Fees: \$395 ASE members
\$455 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

Length: Two days

CEUs: 1.3 (13 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: December 15 & 16, 2015



Americans With Disabilities Act

Objectives: Participants will learn how to define a disability and identify a qualified individual. The course will review how to outline the essential functions of a job and reasonably accommodate an individual.

Who should attend: HR personnel, managers, and supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:

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

Instructor: Jacqui Schulte, Esq. (Livonia)
Braun Kendrick Finkbeiner, P.L.C. (Saginaw)

Fees: \$125 ASE members
\$165 nonmembers

Time: 1:00 p.m. – 4:00 p.m.

CEUs: .30 (3 Clock Hrs)

Certification: **HR**

Location/Dates:

Livonia: October 28, 2015

Saginaw: Call for information



Applicant Tracking Guidelines: Who Counts

Objectives: 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 personnel

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Discuss the importance of having an applicant intake and tracking process
- Understand and implement the OFCCP Internet Applicant Rule
- Analyze adverse impact analysis and understand next steps
- Learn and implement record retention requirements

Instructor: Tony Kaylin
American Society of Employers

Fees: \$125 ASE members
\$165 nonmembers

Time: 9:00 a.m. – 12:00 p.m.

CEUs: .30 (3 Clock Hrs)

Certification: **HR**

Location/Dates:

Livonia: December 8, 2015



Attitude for Success: Building and Maintaining One

Objectives: This course will provide participants with proven tools to build or maintain a winning attitude both at work and at home. Participants will learn practical approaches to improve self-management skills, effectiveness with others, and increase personal fulfillment in the workplace.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Assess attitudinal strengths
- Identify factors that shape and effect attitudes
- Explain the impact attitude has on thinking, feeling, behaving and interacting with others
- Discuss proven formats to reinforce and improve responses/attitudes
- Explore ways to can gain greater control and reduce stress
- List ways to make positive changes happen
- Create or refine a personal mission statement to support enthusiasm and a healthy future outlook
- Develop a plan with practical action steps to improve over time

Instructor:

Productive Training Services, Inc

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **AA** **CS** **SP**

Locations/Dates:

Livonia: July 30, 2015
November 17, 2015

Body Language: Non-Verbal Communication

Objectives: This course will explore “non-verbal” language and how to use it to communicate more effectively. Participants will learn how their eyes, approachability, negative thoughts, and other body signals impact their communication efforts.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Explain how first impressions are formed
- List ten components of non-verbal communication
- Practice listening with the eyes, communicating likeability and appearing approachable
- Recognize how people express negative thoughts non-verbally
- Identify eye signals and gaze behaviors
- List six arm positions and barriers
- Explain the science of gestures, face language and personal space
- Practice handshake etiquette and styles
- Demonstrate how to understand the wordless message and gain cooperation from other people

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 Clock Hrs)

Certifications: **AA** **CS** **SP**

Location/Dates:

Livonia: July 7, 2015
November 19, 2015

*“The most important thing
in communication is
hearing what isn’t said.”
— Peter Drucker*

Business Writing

Objectives: This course will teach techniques to effectively communicate in writing. Participants will learn how to organize their message so the reader can easily follow it and condense it so the reader will not fall asleep trying to read it. This course will also cover the dos and don’ts of email etiquette, spelling and grammar review.

Who should attend: All individuals who write regularly as part of their job, but especially those whose writing is read by clients, customers or the public

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define the purpose for writing and who the audience is
- Identify ways to get the writing process started
- Discuss techniques to write clear, concise messages
- Describe ways to organize content to increase reader understanding
- Write in a grammatically correct way
- Explain how tone impacts the reader’s response to a message
- Practice using appropriate tone when writing

Instructor: Rosemary Riley- Mondro
Michigan Business Consultants

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **AA** **CS** **HR** **SP**

Locations/Dates:

Livonia: July 15, 2015
October 6, 2015
Saginaw: August 5, 2015

Curriculum Symbols

- AA** Administrative Assistant
- HR** HR Generalist
- SP** Supervisor
- CS** Customer Service

Coaching for Peak Performance

Objectives: Participants will learn techniques that improve employee performance and motivate employees to increase “discretionary effort” toward company goals. The course will discuss the importance of providing consistency in employee development.

Who should attend: Supervisors and managers

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify the “must haves” for the effective coach
- Identify what factors motivate and de-motivate employees
- Employ effective coaching styles to different employee needs
- Define different management/leadership styles
- Discuss ways to build trust and commitment
- Describe ways to increase employee engagement/self-motivation
- Use a three-step process for giving positive/reinforcing feedback
- Apply an eight-step model for corrective feedback that will redirect behavior rather than demotivate
- Conduct a one-on-one coaching session

Instructor:

Productive Training Services, Inc.

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Course Hrs)

Certification: **HR** **SP**

Locations/Dates:

Livonia: September 15, 2015



COBRA Compliance

Objectives: Participants will learn how to identify COBRA qualifying events and implement COBRA procedures.

Who should attend: HR personnel, insurance and benefit administrators

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify qualifying events
- Understand the various required notices, and implement notice procedures
- Identify important administration issues
- Recognize when health flexible spending accounts are subject to COBRA
- Measure COBRA premium costs

Instructor: Butzel Long

Fees: \$125 ASE members
\$165 nonmembers

Time: 1:00 p.m. - 4:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: August 4, 2015



Communicate with Confidence: Assertive Advantage

Objectives: This course will teach vital communication strategies that prepare participants for difficult conversations and enable them to communicate with authority and confidence. Participants will also learn techniques for being assertive and dealing with people who are passive, passive-aggressive, or aggressive.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- List the five key rules of assertive communication
- Describe the three misconceptions of assertiveness
- Demonstrate how to assert without being pushy
- Differentiate between cognitive, verbal, and nonverbal patterns of behavior
- Evaluate common passive and aggressive traits that interfere with effectiveness

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 Clock Hrs)

Certification: **AA** **CS** **SP**

Locations/Dates:

Livonia: September 30, 2015
December 8, 2015
Saginaw: October 21, 2015



Communication Strategies: Winning with People (DiSC)

Objectives: Participants will learn how to identify the 4 DiSC styles and how they impact communication, collaboration and overall performance. Participants will complete and review their DiSC assessment results. The course will teach strategies to capitalize on strengths and to work more effectively with different styles. Participants will be able to apply skills to team communications and improve relationships.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Discuss the strengths, limitations and optimal environments of the four basic behavioral styles
- Identify individual behavioral style and its effect on co-worker and customer attitudes, perceptions and outcomes
- Recognize and appreciate different personalities, behaviors and the strengths they bring to a team/ organization
- Manage personal style by maximizing strengths and controlling limitations
- Practice proven strategies for successfully “adapting” individual style to work-related situations

Instructor:

Productive Training Services, Inc.

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **AA CS SP**

Locations/Dates:

Livonia: August 13, 2015
December 3, 2015



Compensation Plan Design

Objectives: This course will provide participants with background and theory to design develop and implement robust compensation plans/structures for employees.

Who should attend: HR and compensation professionals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Summarize the theory and philosophy behind compensation plans
- Discuss the design and management of base pay programs
- Describe the concept and significance of variable pay plans in attracting and retaining talent
- State the prerequisites to building a compensation strategy
- Design a simple compensation plan

Instructor: Brian Walby, Ph.D., CCP
Walby and Associates, LLC

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: October 21, 2015
Saginaw: September 15, 2015



Conflict Prevention and Resolution Skills

Objectives: This course is designed to increase the participants’ ability to recognize, utilize or resolve conflict. Participants will learn what causes conflict, approaches to dealing with conflict, resolution choices and proven options for successfully preventing or resolving conflict.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define conflict and misperceptions of conflict
- Identify common sources of conflict
- Assess styles of responding or reacting to conflict situations
- Identify five commonly used approaches to dealing with conflict
- Recall a past conflict situation and identify things done successfully and unsuccessfully
- Practice a proven four-step process for responding to conflict

Instructor:

Productive Training Services, Inc.

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **AA CS HR SP**

Locations/Dates:

Livonia: September 22, 2015



Cultural Differences: NEW Working Across Borders

Objectives: This course will discuss skills and techniques that will enable individuals to increase the effectiveness of their interactions with global colleagues. Participants will become aware of their personal communication style, their own cultural influences and explore the communication styles and cultural mentalities of their diverse counterparts.

Who should attend: Managers working either with people from different cultures, in person or virtually.

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define culture and explain how it influences communication and interaction
- Map the cultural differences between their home cultures and people from the cultures they work with
- Understand what the cultural differences mean in terms of interaction behaviors and be capable of creating a behavioral plan for how to bridge the gaps
- Analyze a situation from more than one cultural point of view
- Enact behaviors that support constructive and successful interactions with people from other cultures

Instructor: Barbara Boldt
Dynamic Global Communication, LLC

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: HR SP

Locations/Dates:

Livonia: August 25, 2015
December 1, 2015

Curriculum Symbols

- AA Administrative Assistant
- HR HR Generalist
- SP Supervisor
- CS Customer Service

Customer Service: Beyond Excellence

Objectives: Participants will learn how to make a good first impression and how to handle complaints effectively. The course will discuss how to give customers what they want and create mutual respect.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Discuss the importance of first impressions
- Identify job burnout and its threat to customer satisfaction
- Prioritize problems, wants and needs
- Use proven techniques to solve problems
- Communicate with customers effectively
- Respond to complaints effectively and know what words to use and to avoid
- Develop ways to create mutual respect

Instructor: Tina Fleming
Michigan Business Consultants

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: AA CS

Locations/Dates:

Livonia: August 20, 2015
November 5, 2015

Dealing with Difficult Behavior

Objectives: This course is designed to provide strategies and tools for those who work with people who present “difficult behaviors.” Participants will learn the special skills and diplomacy to use in their day-to-day interactions with others. They will learn how to assess the different types of difficult behaviors and what solutions can lead to optimal outcomes.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Differentiate between labeling behavior and describing behavior
- Understand how to uncover the underlying reasons for the difficult behavior
- Assess the resulting impact of the behavior
- Describe difficult behavior to the person in order to confront the problem and solve it
- Create awareness about contribution to the difficult behavior
- Respond appropriately to difficult behaviors
- Identify the six major types of difficult behaviors
- Identify the key points for dealing with arrogant behavior

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6.0 Clock Hrs)

Certification: AA CS SP

Locations/Dates:

Livonia: July 14, 2015
October 15, 2015
Saginaw: October 14, 2015

Dealing with Everyday Stress

Objectives: This course teaches how to become more effective in handling everyday pressures. It will assist participants in gaining insights and developing strategies to cope with stress factors at work and home.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Cope with personal and workplace stress
- Identify and defeat the symptoms of stress
- Recover faster from trauma and stressful events
- Identify the four progressive stages of stress
- Recognize the causes of job-related stress
- Interpret stress assessments
- Assess the physical, mental and emotional effects of stress
- Use relaxation skills to re-energize and revitalize

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 Clock Hrs)

Certification: AA CS SP

Locations/Dates:

Livonia: December 17, 2015

Delegating for Results

Objectives: This course will increase productivity, improve relationships, enhance satisfaction and build stronger work teams. Participants will learn about tools needed to better manage employees' strengths, improve their weaknesses, and make optimal use of talents and interests.

Who should attend: Supervisors, managers, project or team leaders

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify the delegator from the delegate
- Define delegation styles
- Identify tasks
- Recognize employees' strengths and readiness to accept delegated work
- Assign tasks
- Monitor and manage delegated tasks

Instructor: Rosemary Riley-Mondro
Michigan Business Consultants

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: SP

Locations/Dates:

Livonia: September 23, 2015

Designing Employee Handbooks

Objectives: Participants will receive instruction on standard and optional policies to include in an employee handbook. The course will discuss layout tips that will keep update work to a minimum.

Who should attend: HR managers and administrators

Learning Outcomes: Upon completion of this course, the learner will be able to:

- List legal statements that every handbook must contain
- Define the purpose of each policy statement in the handbook
- Develop content and layout
- Compare how policies relate to one another
- Organize policies into sections that are easy for the reader to find

Instructor: Mike Burns
American Society of Employers

Fees: \$125 ASE members
\$165 nonmembers

Time: 1:00 p.m. – 4:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: HR

Locations/Dates:

Livonia: September 15, 2015

Saginaw: September 24, 2015



Employee Development Planning

NEW

Objectives: This course will examine the importance of ongoing employee development. Participants will explore the development planning cycle, the manager's role in the process and the implementation of progressive approaches.

Who should attend: Managers

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify differences between employee development and employee training
- Describe the development planning cycle
- Explain individual roles and responsibilities
- Create developmental goals
- Discuss different types of development and their benefits
- Engage employees in productive career development conversations

Instructor:

American Society of Employers

Fees: \$125 ASE members
\$165 nonmembers

Time: 9:00 a.m. – 12:00 p.m.

CEUs: .30 (3 Clock Hrs)

Certification: **HR** **SP**

Locations/Dates:

Livonia: October 22, 2015

Employment Law: Danger Zones

Objectives: This course will provide a solid understanding of various employment laws that affect every workplace every day. Participants will learn how to prevent litigation to promote a positive and harmonious work environment.

Who should attend: HR personnel, managers and supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Recognize the “red flags” of potential employment law liability
- Explain how to address such situations in an efficient and effective manner
- Summarize easy guidelines to help their organization prevent employment litigation
- Outline the laws governing equal employment opportunity and discrimination
- Define illegal employment discrimination

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members
\$165 nonmembers

Time: 12:30 p.m. – 4:30 p.m.

CEUs: .40 (4 Clock Hrs)

Certification: **HR** **SP**

Locations/Dates:

Livonia: September 16, 2015



Engagement Through Empowerment

NEW

Objectives: This course will make the case for empowering employees. Participants will discuss the factors that determine when empowerment is appropriate and learn how to empower and support their employees.

Who should attend: Managers and supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define empowerment
- Recognize the impact empowerment has on engagement
- List the benefits of engaged employees
- Discuss factors that affect empowerment
- Identify responsibilities and boundaries to ensure employees are empowered appropriately
- Describe the different roles individuals play in empowering employees

Instructor: Cheryl Kuch
American Society of Employers

Fees: \$125 ASE members
\$165 nonmembers

Time: 1:00 p.m. – 4:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: **SP**

Locations/Dates:

Livonia: July 22, 2015



Enhancing Your Professional Image and Personal Brand

Objectives: This course will redefine professionalism and teach a new approach to image building and personal branding. Participants will explore a range of skills, techniques and activities with a goal to strengthen their credibility and create a stronger positive impact with clients and colleagues.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Grow to a higher level of awareness and status
- Define their professional purpose
- Maintain control over other people's perception
- Develop strategies to communicate the desired image
- Identify the principles of image building
- Convey a stronger image verbally and non-verbally
- Recognize the professional language of dress
- Discuss twenty tips on maintaining credibility in the work place
- Understand keys to projecting a powerful presence in meetings
- Identify five ways to increase visibility and get recognized

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 Clock Hrs)

Certification: **AA** **CS**

Locations/Dates:

Livonia: August 5, 2015

Essentials for HR Professionals

Objectives: Participants will gain a working understanding of how a Human Resource department functions and the basic responsibilities of a Human Resource professional. This course will give participants a working understanding of the laws affecting the employer-employee relationship and how they impact day-to-day operations.

Who should attend: Any individual new to the field of HR

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify major aspects of the HR job function
- Describe important provisions of Michigan and federal employment laws
- Define basic record keeping and compliance requirements
- Apply HR knowledge to manage day-to-day situations

Instructor: Kris Cifolelli
American Society of Employers

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: July 9, 2015

October 6, 2015

Saginaw: October 8, 2015

Family and Medical Leave Act (FMLA)

Objectives: This course will provide guidance on how to recognize FMLA notice and administer the law. Participants will discuss how to update company policy and answer employee questions relating to the Family Medical Leave Act (FMLA).

Who should attend: HR personnel

Learning Outcomes: Upon completion of this course, the learner will be able to:

- State the “four fundamentals of FMLA”
- Recognize FMLA notice
- Teach supervisors and managers legal rights and obligations under FMLA
- Administer FMLA for every employee situation including intermittent leaves
- Explain FMLA to employees, including employee rights and responsibilities
- Identify and avoid administrative and employee pitfalls
- Identify and address possible FMLA abuse

Instructor:

Jacqui Schulte, Esq. (Livonia)
Braun Kendrick Finkbeiner, P.L.C.
(Saginaw)

Fees: \$125 ASE members
\$165 nonmembers

Time: 9:00 a.m. – 12:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: October 28, 2015

Saginaw: Call for information



Giving and Receiving Feedback

Objectives: This course is designed to provide attendees with the skills and confidence to give and receive feedback effectively in a range of challenging work situations. Participants will learn a constructive approach and practical tools for giving and receiving feedback that is fair and valid without becoming emotional.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify three types of feedback
- Explain how effective feedback fits into the communication process
- Describe the difference between reinforcing and redirecting feedback
- Name five ways to handle feedback assertively
- Distinguish how to disagree with feedback without becoming argumentative
- Formulate an action plan for giving feedback

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 clock hours)

Certifications: **CS** **HR** **SP**

Locations/Dates:

Livonia: August 11, 2015
November 10, 2015



Goal Setting

Objectives: This course will help participants identify priorities and set goals. This is an interactive program where participants will engage in several activities that will enhance effectiveness, productivity, and success professionally and personally. Participants will learn the power of properly written goals.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define three types of goals
- Identify the ten characteristics of goals
- Use the six step model to compose meaningful goals
- Write effective goals and objectives to plan for implementation

Instructor: Michele Ruppal
HR Strategies & Solutions

Time: 9:00 a.m. – 4:30 p.m.

Fees: \$225 ASE members
\$285 nonmembers

CEUs: .70 (6.5 Clock Hrs)

Certification: **AA** **CS** **HR** **SP**

Locations/Dates:

Livonia: November 11, 2015
Saginaw: November 5, 2015

“A goal without a plan
is just a wish.”

— Antoine de Saint Exupery

Harassment Prevention

Objectives: This course will define various types of harassment in the workplace with a special focus on sexual harassment. Participants will learn the legal definition of harassment and the various types of situations that could be perceived as harassment. The course 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: HR personnel

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify the direct and indirect costs of harassment
- Define what is and what is not illegal harassment
- Recognize situations that could lead to potential perceived harassment
- Identify how an organization can legally protect itself from harassment claims
- Describe the complaint investigative process

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members
\$165 nonmembers

Time: 9:00 a.m. – 12:00 p.m.

CEUs: .30 (3 Clock Hrs)

Certification: **HR** **SP**

Locations/Dates:

Livonia: November 18, 2015



HR Audit Basics

Objectives: Participants will learn how to establish processes and procedures to conduct a self-audit of key HR areas impacting employers.

Who should attend: Any individual who is new to the field of HR or serves in a generalist capacity

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Communicate why HR audits are important
- Identify which audits should be done on an annual basis
- Implement the steps and processes involved in conducting an HR audit
- Determine which policies found in most employer handbooks are needed
- Conduct an HR audit

Instructor: Kris Cifolelli
American Society of Employers

Fees: \$125 ASE members
\$165 nonmembers

Time: 1:00 p.m. – 4:00 p.m.

CEUs: .30 (3 Clock Hrs)

Certification: 

Locations/Dates:
Livonia: November 5, 2015
Saginaw: November 3, 2015

HR Recordkeeping

Objectives: This course will cover how to create, maintain, and utilize critical employment documents. Participants will discuss record retention and the importance of personnel records for organization policy, planning purposes, personnel decisions, and regulatory compliance.

Who should attend: HR personnel and other individuals responsible for personnel records

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Prepare, maintain and utilize critical employment documents, including employment applications, job descriptions, personnel files, FMLA paperwork, and disciplinary documentation
- Design procedures for safe and secure records maintenance
- Recognize the influence of regulations (federal and state) on personnel policies
- Create policies and procedures for access and disclosure of information
- Differentiate medical files from other personnel files
- Define when to discard records
- Arrange to audit personnel records

Instructor:
Clark Hill, PLC (Livonia)
Braun Kendrick Finkbeiner, P.L.C.
(Saginaw)

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: 

Locations/Dates:
Livonia: July 15, 2015
November 12, 2015
Saginaw: Call for information



I-9 and E-Verify: Everything You Need to Know

NEW

Objectives: Participants will learn how to properly complete the Form I-9, how to conduct internal Form I-9 audits, and how to respond to an agency audit or raid. This course will explore how the United States Immigration and Customs Enforcement (ICE) has significantly increased the number of audits, raids and investigations it performs on employers for Form I-9 compliance and issues related to the possible employment of unauthorized foreign workers.

Who should attend: HR personnel, managers and compliance officers

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Complete an Employment Eligibility Verification Form I-9
- Explain how and why employers should perform an audit of their Form I-9s
- Respond effectively to an Immigration and Customs Enforcement Audit/Raid.
- Discuss the Department of Homeland Security's E-Verify Program

Instructor: Clark Hill PLC

Fees: \$125 ASE members
\$165 nonmembers





Time: 9:00 a.m. – 12:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: 

Locations/Dates:
Livonia: August 26, 2015

Curriculum Symbols

-  Administrative Assistant
-  HR Generalist
-  Supervisor
-  Customer Service

Immigration Compliance

Objectives: Participants will learn about the variety of visas which will permit foreign individuals to work in the United States. The course will provide an overview of the difference between temporary and permanent employment-based visas. This course will also cover the three principle areas of immigration compliance – employment eligibility verification, H-1B labor condition applications, and export control.

Who should attend: HR and law department personnel, supervisors, and managers, as well as those seeking GPHR certification

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Recognize participant roles in the US work visa process
- Define the terms, documents and process for obtaining US work visas
- Understand the difference between temporary and permanent visas
- Identify the qualifications and process for H-1B, L-1, TN and other nonimmigrant workers
- Identify the steps for I-9 and H1-B compliance and common errors and best practices
- Identify record keeping requirements for immigration purposes and the potential liabilities for failing to maintain documentation
- Explain what a Homeland Security immigration audit entails and how it is conducted

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

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: October 7, 2015

Saginaw: October 1, 2015



Interview Skills

Objectives: This course will provide a process for participants to prepare and conduct an effective and legally defensible behavioral based interview. Participants will learn what to do before, during and after the interview.

Who should attend: All individuals who conduct job interviews

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Distinguish between behavioral and traditional interviewing
- Identify the steps required to prepare for an interview
- Analyze a current posting or job description to identify key elements including knowledge, skills, abilities and key success behaviors
- Compose open-ended behavioral interview questions
- Describe what is and isn't permissible to ask in an interview
- Explain when and how to probe for more information

Instructor: Cheryl Kuch
American Society of Employers

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Course Hrs)

Certification: **HR SP**

Locations/Dates:

Livonia: July 9, 2015

October 1, 2015



Job Analyses and Job Descriptions

Objectives: This course will teach participants how to conduct job analyses and develop job descriptions that can support and defend pay decisions. Participants will learn what a job analysis is, what it can be used for and the legal implications of job analysis. The course will also provide an in-depth explanation of how to write a job description.

Who should attend: Any HR personnel, compensation specialists, supervisors, managers who are responsible for compensation decisions

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define job analyses
- Review the laws and EEO Statutes and their implications on identifying essential job functions
- Discuss the steps to conducting a job analysis
- Identify key components of the job analysis interview
- Define what is included in a job description
- Identify essential functions of a job
- Identify and describe competencies
- Write a well-constructed job description

Instructor: Kevin Marrs
American Society of Employers

Fees: \$125 ASE members
\$165 nonmembers

Time: 1:00 p.m. – 4:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: August 25, 2015

Saginaw: October 13, 2015



Leadership Essentials

Objectives: Participants will learn about the principles of leadership and how they can be used in any organization to foster integrity, and create positive change.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define leadership
- Describe the four levels of leadership development
- Conduct a leadership assessment
- Distinguish three types of leadership power
- Distinguish between leadership and management
- Develop people
- Formulate accurate assumptions about people
- Recognize what motivates people

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 Clock Hrs)

Certification: **SP**

Locations/Dates:

Livonia: November 24, 2015



Managing Change

Objectives: This course will discuss the impact of one's attitude toward change and how it makes the difference between success and failure. Participants will learn practical tools and strategies to manage change positively.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Describe the principles of managing change
- List the five stages of change readiness
- Discuss the impact of behaviors and attitudes on change
- Identify tools and processes to help implement change
- Identify the positive aspects of change
- Discuss how to manage the three levels of change

Instructor: Kathleen Wheelihan
Michigan Business Consultants

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 Clock Hrs)

Certifications: **CS HR SP**

Locations/Dates:

Livonia: October 7, 2015

Saginaw: December 15, 2015



Managing Leaves of Absence

Objectives: Participants will learn which leave situations may trigger FMLA, ADA or Workers' Compensation. The course will identify where these laws overlap and where they differ.

Who should attend: HR personnel, managers and supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify absences that may trigger FMLA, ADA, HIPAA, COBRA, Workers' Compensation and other protections
- Compare and contrast rights, responsibilities and administrative procedures
- Administer these laws and relate them to other leaves of absence policies
- Describe how to use drug-testing policies and substance abuse rules to protect against leave claims
- Write a comprehensive workplace policy on absences to comply with these laws

Instructor:

Jacqui Schulte, Esq. (Livonia)
Braun Kendrick Finkbeiner, P.L.C.
(Saginaw)

Fees: \$125 ASE members
\$165 nonmembers

Time: 9:00 a.m. – 12:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: August 5, 2015

Saginaw: Call for information



Managing Problem Employees

Objectives: Participants will hear why problem employees need to be managed carefully. This course will help identify problem employees, introduce strategies necessary for effective management, and review documentation techniques that will both support termination and prevent against arbitration issues and legal liability.

Who should attend: HR personnel, managers and supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify different types of problem employees
- Develop, communicate and enforce performance expectations
- Use tools to properly document performance issues and discipline
- Identify strategies for communicating “negative” information
- Utilize “Due Process” for both represented and at-will employees
- Prepare for, document and communicate disciplinary action, performance improvement plans, performance evaluations, and terminations
- Discuss best practice fundamentals and common disciplinary mistakes
- Define federal and state laws that protect employees and employers

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members
\$165 nonmembers

Time: 9:00 a.m. – 12:00 p.m.

CEUs: .30 (3 Clock Hrs)

Certification: **HR** **SP**

Locations/Dates:

Livonia: September 16, 2015



Market Pricing and Compensation Benchmarking

Objectives: This course will describe the core principles and approaches of market pricing and benchmarking in compensation. Discussions will include methods to collect and analyze compensation data so one can effectively evaluate and price jobs in the market place.

Who should attend: Individuals new to the compensation field and/or Human Resource professionals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define key concepts in market pricing and the connection to business strategy
- Discuss how to plan and prepare for a market pricing project
- Use and analyze salary surveys and compensation data to evaluate organization pay rates
- Compare organization pay rates to the competitive marketplace
- Evaluate internal and external equity issues

Instructor: Kevin Marrs
American Society of Employers

Fees: \$125 ASE members
\$165 nonmembers

Time: 9:00 a.m. – 12:30 p.m.

CEU: .40 (3.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: September 15, 2015

Saginaw: October 13, 2015



Metrics for the HR Practitioner

Objectives: Participants will learn the components of HR metrics. The course will discuss when to use metrics, how to make them effective and how to calculate metrics to support business decisions.

Who should attend: HR professional

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define HR metrics components
- Describe how to choose data and sources to use
- Apply basic math and statistical principles
- Calculate metrics for absentee rates, cost of workplace accidents, cost per hire, overtime and more
- Discuss the ROI in creating metrics
- Analyze data and use metrics in company dashboards

Instructor: Jack Schutzbach
Fives

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: November 3, 2015



“However beautiful the strategy, you should occasionally look at the results.”

— Winston Churchill

Negotiation Skills

Objectives: Participants will assess “negotiating” styles and examine the impact that styles have in negotiation. Participants will have an opportunity to practice negotiating in a risk-free environment.

Who should attend: Individuals who conduct or contribute to negotiations

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify negotiating styles through the use of an assessment tool
- Describe five common negotiating styles
- Discuss the 3 stages of negotiations
- Identify skills that are relevant to professional negotiations
- State six rules to successful negotiation
- Name four key negotiating skill areas when dealing with tough negotiators
- Practice using skills with interactive activities
- Develop an action plan to enhance outcomes

Instructor: Michele Ruppal
HR Strategies & Solutions

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **AA CS HR SP**

Locations/Dates:

Livonia: September 16, 2015



Onboarding Done Successfully

Objectives: This course will provide an overview of orientation programs, the historical perspective and current day reality. Participants will compare and contrast sample programs and will walk away with useful tips to develop and administer employee orientation programs.

Who should attend: HR personnel and program administrators

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Discuss the importance of new employees’ first impressions and assimilation
- Identify key components in an onboarding program
- Compare and contrast sample programs
- Create a comprehensive orientation program and present to the group
- Administer employee orientation programs

Instructor: Cheryl Kuch
American Society of Employers

Fees: \$125 ASE members
\$165 nonmembers

Time: 9:00 a.m. – 12:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: August 25, 2015

December 1, 2015

Performance Appraisals: Planning and Conducting

Objectives: This interactive program will review how to manage employee performance and development through the use of performance appraisals.

Who should attend: HR personnel, managers, supervisors, coaches, team leaders who participate and evaluate employee performance

Pre-requisite: Participants should bring current performance appraisal tools to class.

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Discuss the performance appraisal process
- Apply the organization’s mission and vision to performance reviews
- Define the role of performance appraisals in the Cycle of Performance Management Systems
- Identify the best method of assessment and providing feedback
- Employ the best methods for planning and executing performance
- Prepare, evaluate fairly, and conduct an effective performance appraisal meeting
- Compare various motivators for recognition

Instructor: Michele Ruppal
HR Strategies & Solutions

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certifications: **HR SP**

Location/Dates:

Livonia: October 20, 2015

Saginaw: Call for information



“The way you see people is the way you treat them, and the way you treat them is what they become.”

— Johann Wolfgang von Goeth

Presentation Skills Workshop

Objectives: Participants will learn the key components of good organization, confidence building and effective delivery skills. The course will identify the benefits of being an effective presenter, sound delivery practices, and improve participant's presentation skills and confidence.

Who should attend: All individuals

Learning Outcomes: By participating in this course, learners will be able to:

- Identify the benefits of improving presentation skills
- Practice an easy way to organize thoughts and content for high impact
- Explore methods for confidence building and overcoming nervousness
- Use effective voice and body language practices that command audience attention
- Increase confidence and practice for speaking to small and large groups
- Utilize strategies that allow you to project a convincing presence and message
- Accelerate improvement with helpful three-way, skill-building feedback and video
- Review and practice handling questions and issues effectively
- Create a plan to transfer skills and techniques to future presentations

Instructor:

Productive Training Services, Inc.

Fees: \$450 ASE members
\$570 nonmembers

Note: This course has a maximum participant size of 12.

Time: 9:00 a.m. – 4:30 p.m.

Length: Two days

CEUs: 1.3 (13 Clock Hrs)

Certification:  

Livonia: July 15 & 16, 2015

November 11 & 12, 2015

Saginaw: October 6 & 7, 2015



Principles and Practices of Supervision I

Objectives: This course will teach the skills necessary to excel as a supervisor and provide practical tools and knowledge that can have an immediate positive impact on individuals, teams and business outcomes.

Who should attend: Individuals who have responsibility for directing the work of others including supervisors, managers, team leaders.

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Describe the role of the supervisor and the ten most critical tasks
- Explain how and why to build trust and strong relationships with team members
- Describe how leading by example and mindset are essential to success
- Explain how to communicate and prioritize work direction
- State how to successfully delegate tasks
- Describe the key factors that drive employee motivation and performance
- Identify how to effectively communicate using three key skills
- Provide positive and corrective feedback

Instructor: Cheryl Kuch
American Society of Employers

Fees: \$595 ASE members
\$745 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

Length: Three days

CEUs: 2.0 (19.5 Clock Hrs)

Certification: 

Locations/Dates:

Kalamazoo: October 15, 22 & 29, 2015

Livonia: July 16, 23 & 30, 2015

August 4, 11 & 18 2015;

September 10, 17 & 24, 2015;

October 13, 20 & 27, 2015;

November 3, 10 & 17, 2015;

December 3, 10 & 17 2015

Saginaw: July 14, 21 & 28, 2015

November 5, 12 & 19, 2015



Principles and Practices of Supervision II

Objectives: This course will provide participants additional ways to effectively supervise teams and overcome obstacles that might hinder success. Participants will gain insight into their unique leadership styles and interpersonal styles through the use of individual assessment tools.

Who should attend: Individuals who have attended and completed Principles and Practices of Supervision I

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify challenges associated with managing multiple generations
- Describe 12 factors that drive employee engagement
- Assess leadership styles and how to use them more effectively
- Assess basic interpersonal styles used in relationships with employees, colleagues and supervisors
- Identify team development stages and encourage further development
- Describe team decision making challenges
- Identify obstacles associated with resistance to change and strategies to overcome them

Instructor: Cheryl Kuch
American Society of Employers

Fees: \$595 ASE members
\$745 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

Length: Three days

CEUs: 2.0 (19.5 Clock Hrs)

Certification: 

Locations/Dates:

Livonia: August 6, 13 & 20, 2015;

December 2, 9 & 16, 2015

Saginaw: October 14, 21 & 28, 2015



Problem Solving

Objectives: This course will focus on using creativity and innovation as strategies to improve business and solve problems. Participants will have the opportunity to practice the techniques discussed.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Use creative thinking to turn problems into opportunities
- Discuss idea-generation techniques
- Apply an eight-step creative problem solving model
- Generate possible solutions
- Identify innovation and out-of-the-box thinking in the workplace
- Discuss ways to develop rather than diminish a creative environment
- Recognize barriers that impact problem solving
- Recognize three different learning styles and apply them to problem solving
- Discuss how whole brain thinking can enhance the ability to be innovative

Instructor: Jeffrey Drake, Ph.D.
AchieveMax, Inc.

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: AA CS SP

Locations/Dates:

Livonia: September 30, 2015

Project Management Basics

Objectives: This course provides an introduction to the basic tools and knowledge an individual needs to plan, manage, and deliver projects on time and within budget.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define project management
- Describe parameters that measure the success or failure of projects
- Identify project management skills and development opportunities
- Name the phases of the project life cycle
- Design a project plan that includes a work breakdown structure, quality standards, milestones, timeline, costs, roles and responsibilities
- Practice estimating time using a mathematical formula
- Use project scheduling tools to keep projects on track
- Create project status reports, checklists, evaluations
- Manage multiple projects

Instructor: Jeffrey Drake, Ph.D.
AchieveMax, Inc.

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: AA SP

Locations/Dates:

Livonia: September 22, 2015

Saginaw: October 15, 2015

Recruiting Fundamentals

Objectives: This course provides an introduction to the basics of recruiting. Covers the major areas of the recruitment lifecycle, including strategy development, candidate engagement, identification, job posting, screening, assessment, and negotiation

Who should attend: Newer recruiters, HR practitioners who have been assigned recruitment responsibilities, or those seeking a refresher on the basics and latest techniques used in recruiting.

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Conduct an initial needs assessment with hiring managers
- Create a recruitment strategy
- Apply a variety of candidate identification techniques
- Write job postings for advertisement
- Conduct candidate interviews
- Discuss candidate salary expectations
- Leverage social media as a recruitment tool
- Understand the dynamics of hiring manager partnerships

Instructor: Dan Van Slambrook
American Society of Employers

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: HR SP

Livonia: October 29, 2015



Curriculum Symbols

- AA Administrative Assistant
- HR HR Generalist
- SP Supervisor
- CS Customer Service

Sales Negotiation

NEW

Objectives: This interactive, two-day course is designed to provide a practical overview of the theory that underlies business negotiations. Participants will gain self-awareness of their “natural” negotiating style and will practice the skills that can make them a more effective negotiator.

Who should attend: Sales professionals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Explain the difference between integrative and distributive negotiating strategy and when one or the other should be employed
- Distinguish the style of negotiating that she or he is most comfortable with, and understand the applications and limitations of that style
- Describe and enact the skills of integrative negotiating
- Incorporate the importance of building and maintaining trust during the process of negotiation
- Enact and control the process of negotiation in order to reach business goals

Instructor: Barbara Boldt
Dynamic Global Communications, LLC

Fees: \$450 ASE members
\$570 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

Length: Two days

CEUs: 1.3 (13 Clock Hrs)

Livonia: August 27-28, 2015

Social Media: Legal Issues in the Workplace

Objectives: This course will address Human Resources issues arising out of social media use in the workplace.

Who should attend: HR professionals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Recognize social media issues and benefits
- Identify risks in using social media for recruiting and investigating employees and applicants
- Explain the Internet Privacy Protection Act
- Outline an employer’s right to control and monitor the use of social media in the workplace
- Explain social media activities which may violate the National Labor Relations Act
- Define who owns property rights to material posted online
- Write a social media policy

Instructor:
Butzel Long

Fees: \$125 ASE members
\$165 nonmembers

Time: 9:00 a.m. – 12:00 p.m.

CEUs: .30 (3 clock Hrs)

Certification: **HR**

Livonia: August 4, 2015



Strategic Thinking

Objectives: This course will assist leaders in unlocking their potential to think strategically for ultimate performance. Participants will learn how to create a strategic plan and use the appropriate means to observe and measure plan progress. There will be opportunity to practice techniques in this hands-on class.

Who should attend: Managers, supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Challenge conventional thinking using several methods
- Review the business and environment
- Identify obstacles that challenge strategic thinking
- Expand effective decision making skills
- Develop a strategic fit working with analysis tools
- Know when to embrace necessary risk
- Apply brainstorming techniques to advance strategic thinking
- Implement strategies through practical goals and priorities

Instructor: Michele Ruppall
HR Strategies & Solutions, LLC

Fees: \$125 ASE members
\$165 nonmembers

Time: 9:00 a.m. – 12:30 p.m.

CEUs: .30 (3.5 Clock Hrs)

Certification: **HR SP**

Locations/Dates:

Livonia: December 9, 2015



Supervisory Survival Skills

Objectives: This course will define the role and responsibilities of a supervisor. Participants will practice techniques to develop relationships, deliver feedback, delegate, make decisions and conduct effective meetings.

Who should attend: Individuals who are new to the field of supervision

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define the role of a supervisor
- Develop goal-orientated relationships with employees
- Practice giving developmental feedback
- Define the six levels of delegation
- Apply effective decision making skills and techniques
- Prepare and conduct productive meetings

Instructor: Tina Fleming
Michigan Business Consultants

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **SP**

Locations/Dates:

Livonia: October 27, 2015
Saginaw: November 17, 2015

Team Building I: Creating a High Performance Team

Objectives: This course will guide participants step by step through the crucial issues of team performance. Participants will learn how to build the framework that transforms groups of people into highly motivated teams. Discussion includes key issues like team roles, problem solving, decision making, and other competencies that are needed to succeed.

Who should attend: All individuals including team leaders and members

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify the four stages of team development
- Recognize cohesiveness, competition and strained relationships among team members
- Explain the theories of group development
- Assess team member roles
- Differentiate task and process roles
- Name the nine types of task roles
- Differentiate between problem solving and decision making
- Identify four types of decisions teams make

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 Clock Hrs)

Certification: **CS HR SP**

Locations/Dates:

Livonia: July 29, 2015
December 10, 2015
Saginaw: Call for information



Team Building II: Keeping Your Team Motivated

Objectives: This course is the follow-up class to Team Building I and provides a deeper exploration of the functions of a team and how to build pride, morale and team engagement.

Who should attend: All individuals including team leaders and members

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Explain how to build strong relationships among team members
- Define what drives and motivates individual team members
- Create an environment in which each member feels valued
- Summarize ways to minimize personality clashes and mistrust
- Identify the major cause of low morale

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 Clock Hrs)

Certification: **CS HR SP**

Locations/Dates:

Livonia: October 29, 2015
Saginaw: Call for information



*“Coming together
is a beginning;
keeping together
is progress;
working together
is success.”*

— Henry Ford

Telephone Techniques

Objectives: Participants will learn the basics of effective telephone communication. The course will teach how to take control of the call, from start to finish, and leave a powerful impression with every caller.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Name five ways to make a positive first impression
- Explain the power of rapport
- Identify three keys to improve telephone style
- Assess the caller needs and objectives
- Use powerful vocabulary
- Demonstrate how to handle challenging callers
- Give examples of how to close a conversation

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 clock Hrs)

Certification: **AA** **CS**

Locations/Dates:

Livonia: Call for information

Time and Priority Management

Objectives: This course will teach effective prioritization skills and methods to manage situations that impact time and productivity. Individuals will learn how to prioritize, effectively delegate, say “no”, and beat procrastination. Participants will develop a daily action plan that encourages self-discipline and sustained improvements to assure they are scheduling their time effectively.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Recognize when to prioritize tasks
- Assess organizational skills
- Identify four ways to create more time
- Explain how interruptions affect productivity
- Identify four steps to effective delegation
- Practice the best way to say “no”
- Demonstrate how to handle people who insist their priorities are more important
- Discuss how to handle the challenges of working for multiple bosses
- Identify reasons people procrastinate and list strategies to get moving

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6 Clock Hrs)

Certification: **AA** **CS** **HR** **SP**

Locations/Dates:

Livonia: August 18, 2015
December 15, 2015
Saginaw: August 26, 2015

Unemployment Compensation Overview

Objectives: This course will discuss how to manage the basics of the Wage Record System. Participants will learn how to complete forms, file protests and prepare for administrative hearings.

Who should attend: Individuals responsible for responding to Unemployment Insurance Agency (UIA) forms and/or handling unemployment insurance issues

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define the basics of the Wage Record System – eligibility, qualifications, benefit duration, and weekly benefit amount
- Complete common UIA forms
- File effective protests and appeals
- Prepare burden of proof in a “misconduct” case as defined by the courts
- Identify the information needed to win an Administrative Hearing
- Compute how much one maximum claim can raise tax rate and who gets charged for benefits paid
- Identify other UI cost control tips

Instructor: Marlene Jobe

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: September 24, 2015
Saginaw: September 22, 2015



Curriculum Symbols

- AA** Administrative Assistant
- HR** HR Generalist
- SP** Supervisor
- CS** Customer Service

Wage and Hour Law

Objectives: This course will provide guidance on the wage and hour laws and recordkeeping obligations of the employer. Participants will learn about various exemptions, payment guidelines and restrictions, and how to calculate overtime payments.

Who should attend: HR personnel, payroll personnel, supervisors, managers

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Explain Michigan's Minimum Wage Act and overtime provisions
- Define FLSA and who is an employee
- Identify exemptions based on salary level, salary basis, and job duties
- Define proper and improper wage deductions
- Practice valid payroll practices
- State the recordkeeping requirements of an employer
- Calculate regular rate of pay, overtime, compensable hours worked and time off

Instructors: Clark Hill, PLC (Livonia)
Braun Kendrick Finkbeiner, P.L.C.
(Saginaw)

Fees: \$125 ASE members
\$165 nonmembers

Time: 9:00 a.m. – 12:00 p.m.

CEUs: .30 (3 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: September 23, 2015

Saginaw: Call for information



Wage and Salary Administration Overview

Objectives: This course will discuss the role of compensation systems and total rewards in an organization. Participants will discuss salary administration principles, compensation strategies, and related laws.

Who should attend: HR personnel, compensation personnel, supervisors, managers

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Describe compensation systems
- Define Total Rewards
- Discuss key elements of a compensation strategy
- Recognize the importance of conducting job analysis and job evaluations
- Apply survey data effectively when developing a pay structure
- Review wage and hour laws and a company's legal obligations

Instructor: Mike Burns
American Society of Employers

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: July 28, 2015

Saginaw: August 18, 2015



Win-Win Communication Skills

Objectives: Participants will strengthen communication skills by identifying techniques that help communicate with greater impact and clarity. This course will provide opportunities to identify the purposes of communication and what can impede or enhance one's message.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Develop strengths that improve communication
- Identify barriers that create communication breakdowns
- Discuss the four purposes of communication
- Describe impact of communication cues, attitudes, and delivery style on the message
- Practice communicating factual messages
- Use effective questioning to gain greater cooperation and understanding
- Practice a proven format for inviting cooperation
- Develop a personal action plan to improve communication

Instructor:
Productive Training Services

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **AA CS HR SP**

Locations/Dates:

Livonia: July 14, 2015

October 13, 2015

Saginaw: December 10, 2015

Workers' Compensation Law

Objectives: This course will guide participants through Michigan's workers' compensation laws and how to handle a workers' compensation hearing.

Who should attend: Individuals involved in workers' compensation claim handling and/or decision making

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define workers' compensation
- 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
- Explain how to negotiate and settle a workers' compensation case
- Define a redemption agreement
- Discuss the trials and appeals process
- Assess medical cost containment

Instructor: Curtis Kirkland

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: **HR**

Locations/Dates:

Livonia: July 29, 2015



Working Under Pressure: Stay Calm and in Control

Objectives: This course will teach the participant how to maintain self-discipline and control in order to avoid overreacting emotionally, which often leads to damaged relationships. Learning to manage behavior is one of the most important skills one can develop to improve performance and relationships.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Develop emotional intelligence
- Gain insight into understanding feelings
- Identify constructive and destructive emotions
- Describe how irrational thinking affects experiences
- Take control of "hot buttons"
- Reinterpret events that would normally cause one to "lose it"
- Apply strategies to think and act appropriately when under pressure

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: \$225 ASE members
\$285 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6.5 Clock Hrs)

Certification: **AA CS SP**

Locations/Dates:

Livonia: July 22, 2015

October 22, 2015

Saginaw: October 8, 2015

Workplace Investigations

Objectives: Participants will learn how to recognize notice of a complaint, how to conduct an efficient and legally compliant workplace investigation, how to follow through with discipline that may result, how to deal with "he-said-she-said" situations and how to help affected staff move forward after the matter.

Who should attend: HR personnel, managers and supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Recognize legal notice of a complaint
- Recognize when a workplace investigation may be needed
- State the legal implications of not conducting an investigation when one is warranted, or of conducting an inadequate investigation
- Explain the benefits of conducting a legally-compliant and effective investigation
- Conduct a workplace investigation
- Apply the results of the investigation
- Identify how to help the department and affected staff "move on" following an investigation
- Respond to EEO complaints and investigations in the workplace

Instructor: Jacqui Schulte, Esq.

Fees: \$125 ASE members
\$165 nonmembers

Time: 1:00 p.m. – 4:00 p.m.

CEUs: .30 (3 Clock Hrs)

Certification: **HR SP**

Locations/Dates:

Livonia: November 18, 2015



Course Listing by Subject

Business Skills

Business Writing	13
Communicate with Confidence: Assertive Advantage	14
Communication Strategies: Winning with People (DiSC)	15
Conflict Prevention and Resolution Skills	15
Customer Service: Beyond Excellence	16
Dealing with Difficult Behavior	16
Enhancing Your Professional Image and Personal Brand	19
Giving and Receiving Feedback	20
Goal Setting	20
Negotiation Skills	25
Presentation Skills Workshop	26
Problem Solving	27
Project Management Basics	27
Sales Negotiation	28
Strategic Thinking	28
Telephone Techniques	30
Time and Priority Management	30
Win-Win Communication Skills	31

Communication Skills

Body Language: Non-Verbal Communication	13
Business Writing	13
Communicate with Confidence: Assertive Advantage	14
Communication Strategies: Winning with People (DiSC)	15
Conflict Prevention and Resolution Skills	15
Customer Service: Beyond Excellence	16
Dealing with Difficult Behavior	16
Giving and Receiving Feedback	20
Presentation Skills Workshop	26
Telephone Techniques	30
Win-Win Communication Skills	31

Compensation & Benefits

COBRA Compliance	14
Compensation Plan Design	15
Family and Medical Leave Act	19
Job Analyses and Job Descriptions	22
Market Pricing and Compensation	

Benchmarking	24
Metrics for the HR Practitioner	24
Unemployment Compensation Overview	30
Wage and Hour Law	31
Wage and Salary Administration Overview	31
Workers' Compensation Law	32

Employment Law

Americans with Disabilities Act	12
Applicant Tracking Guidelines: Who Counts	12
COBRA Compliance	14
Employment Law: Danger Zones	18
Family and Medical Leave Act	19
Harassment Prevention	20
I-9 & E-Verify -Everything You Need to Know	21
Immigration Compliance	22
Managing Leaves of Absence	23
Social Media: Legal Issues in the Workplace	28
Unemployment Compensation Overview	30
Wage and Hour Law	31
Workers' Compensation Law	32
Workplace Investigations	32

Human Resources

Affirmative Action Plan Workshop	12
Americans with Disabilities Act	12
Applicant Tracking Guidelines: Who Counts	12
Coaching for Peak Performance	14
COBRA Compliance	14
Compensation Plan Design	15
Cultural Differences: Working Across Borders	16
Dealing with Difficult Behavior	16
Designing Employee Handbooks	17
Employee Development Planning	18
Employment Law: Danger Zones	18
Essentials for HR Professionals	19
Family and Medical Leave Act	19
Giving and Receiving Feedback	20
Goal Setting	20
Harassment Prevention	20
HR Audit Basics	21
HR Recordkeeping	21

– continued on page 34

Course Listing by Subject continued

I-9 & E-Verify -Everything You Need to Know	21
Immigration Compliance	22
Interview Skills.	22
Job Analyses and Job Descriptions	22
Managing Change	23
Managing Leaves of Absence.	23
Managing Problem Employees	24
Market Pricing and Compensation Benchmarking.	24
Metrics for the HR Practitioner.	24
Negotiation Skills	25
Onboarding Done Successfully	25
Performance Appraisals: Planning and Conducting	25
Recruiting Fundamentals	27
Social Media: Legal Issues in the Workplace	28
Team Building I: Creating a High Performance Team	29
Team Building II: Keeping Your Team Motivated	29
Time and Priority Management	30
Unemployment Compensation Overview	30
Wage and Hour Law.	31
Wage and Salary Administration Overview.	31
Workers' Compensation Law	32
Workplace Investigations	32

Management & Supervision

Coaching for Peak Performance.	14
Communication Strategies: Winning with People (DiSC)	15
Conflict Prevention and Resolution Skills	15
Cultural Differences: Working Across Borders	16
Dealing with Difficult Behavior	16
Delegating for Results	17
Employee Development Planning	18
Engagement through Empowerment.	18
Giving and Receiving Feedback	20
Goal Setting	20
Interview Skills.	22
Job Analyses and Job Descriptions	22
Leadership Essentials	23
Managing Change	23

Managing Problem Employees.	24
Negotiation Skills	25
Performance Appraisals: Planning and Conducting	25
Principles and Practices of Supervision I	26
Principles and Practices of Supervision II	26
Problem Solving	27
Project Management Basics	27
Strategic Thinking.	28
Supervisory Survival Skills.	29
Team Building I: Creating a High Performance Team	29
Team Building II: Keeping Your Team Motivated	29
Time and Priority Management	30
Working Under Pressure: Stay Calm and in Control	32

Personal Development

Attitude for Success: Building and Maintaining One	13
Body Language: Non-Verbal Communication	13
Communicate with Confidence: Assertive Advantage.	14
Conflict Prevention and Resolution Skills	15
Dealing with Difficult Behavior.	16
Dealing with Everyday Stress	16
Enhancing Your Professional Image and Personal Brand.	19
Giving and Receiving Feedback.	20
Managing Change	24
Problem Solving	27
Strategic Thinking.	28
Time and Priority Management	30
Win-Win Communication Skills.	31
Working Under Pressure: Stay Calm and in Control	32

Problem Solving

Conflict Prevention and Resolution Skills	15
Problem Solving	27
Strategic Thinking.	28

Project Management

Project Management Basics	27
-------------------------------------	----

July 2015

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
		1	2	3
6	7 Livonia: <ul style="list-style-type: none"> • Body Language: Non-Verbal Communication – see page 13 	8	9 Livonia: <ul style="list-style-type: none"> • Essentials for HR Professional – see page 19 • Interview Skills – see page 22 	10
13	14 Livonia: <ul style="list-style-type: none"> • Dealing With Difficult Behavior – see page 16 • Win-Win Communication Skills – see page 31 Saginaw: <ul style="list-style-type: none"> • Principles and Practices of Supervision II (Day 1) – see page 26 	15 Livonia: <ul style="list-style-type: none"> • Business Writing: Productive Email, Letters and Memos – see page 13 • HR Recordkeeping – see page 21 • Presentation Skills Workshop (Day 1) – see page 26 	16 Livonia: <ul style="list-style-type: none"> • Presentation Skills Workshop (Day 2) – see page 26 • Principles and Practices of Supervision I (Day 1) – see page 26 	17
20	21 Saginaw: <ul style="list-style-type: none"> • Principles and Practices of Supervision II (Day 2) – see page 26 	22 Livonia: <ul style="list-style-type: none"> • Engagement Through Empowerment – see page 18 • Working Under Pressure: Stay Calm and in Control – see page 32 	23 Livonia: <ul style="list-style-type: none"> • Principles and Practices of Supervision I (Day 2) – see page 26 	24
27	28 Livonia: <ul style="list-style-type: none"> • Wage and Salary Administration Overview – see page 31 Saginaw: <ul style="list-style-type: none"> • Principles and Practices of Supervision II (Day 3) – see page 26 	29 Livonia: <ul style="list-style-type: none"> • Team Building I: Creating a High Performance Team – see page 29 • Workers' Compensation Law – see page 32 	30 Livonia: <ul style="list-style-type: none"> • Attitude for Success – see page 13 • Principles and Practices of Supervision I (Day 3) – see page 26 	31

August 2015

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
3	<p>4</p> <p>Livonia:</p> <ul style="list-style-type: none"> • COBRA Compliance – see page 14 • Principles and Practices of Supervision I (Day 1) – see page 26 • Social Media: Legal Issues in the Workplace – see page 28 	<p>5</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Enhancing Your Professional Image and Personal Brand – see page 19 • Managing Leaves of Absence – see page 23 <p>Saginaw:</p> <ul style="list-style-type: none"> • Business Writing: Productive Email, Letters and Memos – see page 13 	<p>6</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Principles and Practices of Supervision II (Day 1) – see page 26 	7
10	<p>11</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Giving and Receiving Feedback – see page 20 • Principles and Practices of Supervision I (Day 2) – see page 26 	12	<p>13</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Communication Strategies: Winning with People (DiSC) – see page 15 • Principles and Practices of Supervision II (Day 2) – see page 26 	14
17	<p>18</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Principles and Practices of Supervision I (Day 3) – see page 26 • Time and Priority Management – see page 30 <p>Saginaw:</p> <ul style="list-style-type: none"> • Wage and Salary Administration Overview – see page 31 	<p>19</p> <p>Dearborn:</p> <ul style="list-style-type: none"> • GLOBAL HR CONFERENCE <i>University of Michigan Dearborn</i> 	<p>20</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Customer Service: Beyond Excellence – see page 16 • Principles and Practices of Supervision II (Day 3) – see page 26 	21
24	<p>25</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Cultural Differences: Working Across Borders – see page 16 • Job Analyses and Job Descriptions – see page 22 • Onboarding Done Successfully – see page 25 	<p>26</p> <p>Livonia:</p> <ul style="list-style-type: none"> • I-9 and E-Verify: Everything You Need to Know – see page 21 <p>Saginaw:</p> <ul style="list-style-type: none"> • Time and Priority Management – see page 30 	<p>27</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Sales Negotiation (Day 1) – see page 28 	<p>28</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Sales Negotiation (Day 2) – see page 28

September 2015

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	1	2	3	4
7	8	9	10 Livonia: <ul style="list-style-type: none"> Principles and Practices of Supervision I (Day 1) – see page 26 	11
14	15 Livonia: <ul style="list-style-type: none"> Coaching for Peak Performance – see page 14 Designing Employee Handbooks – see page 17 Market Pricing and Compensation Benchmarking – see page 24 Saginaw: <ul style="list-style-type: none"> Compensation Plan Design – see page 15 	16 Livonia: <ul style="list-style-type: none"> Employment Law: Danger Zones – see page 18 Managing Problem Employees – see page 24 Negotiation Skills – see page 25 	17 Livonia: <ul style="list-style-type: none"> EMPLOYMENT LAW WORKSHOP VisTaTech Center Schoolcraft College Principles and Practices of Supervision I (Day 2) – see page 26 	18
21	22 Livonia: <ul style="list-style-type: none"> Conflict Prevention and Resolution Skills – see page 15 Project Management Basics – see page 27 Saginaw: <ul style="list-style-type: none"> Unemployment Compensation Overview – see page 30 	23 Livonia: <ul style="list-style-type: none"> Delegating for Results – see page 17 Wage and Hour Law – see page 31 	24 Livonia: <ul style="list-style-type: none"> Principles and Practices of Supervision I (Day 3) – see page 26 Unemployment Compensation Overview – see page 30 Saginaw: <ul style="list-style-type: none"> Designing Employee Handbooks – see page 17 	25
28	29 Troy: <ul style="list-style-type: none"> TALENT SYMPOSIUM Management Education Center 	30 Livonia: <ul style="list-style-type: none"> Communicate with Confidence: Assertive Advantage – see page 14 Problem Solving – see page 27 		

October 2015

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
			1 Livonia: <ul style="list-style-type: none"> • Interview Skills – see page 22 Saginaw: <ul style="list-style-type: none"> • Immigration Compliance for Employers – see page 22 	2
5	6 Livonia: <ul style="list-style-type: none"> • Business Writing: Productive Email, Letters and Memos – see page 13 • Essentials for HR Professional – see page 19 Saginaw: <ul style="list-style-type: none"> • Presentation Skills Workshop (Day 1) – see page 26 	7 Livonia: <ul style="list-style-type: none"> • Immigration Compliance for Employers – see page 22 • Managing Change – see page 23 Saginaw: <ul style="list-style-type: none"> • Presentation Skills Workshop (Day 2) – see page 26 	8 Saginaw: <ul style="list-style-type: none"> • Essentials for HR Professional – see page 19 • Working Under Pressure: Stay Calm and in Control – see page 32 	9
12	13 Livonia: <ul style="list-style-type: none"> • Principles and Practices of Supervision I (Day 1) – see page 26 • Win-Win Communication Skills – see page 31 Saginaw: <ul style="list-style-type: none"> • Job Analyses and Job Descriptions – see page 22 • Market Pricing and Compensation Benchmarking – see page 24 	14 Saginaw: <ul style="list-style-type: none"> • Dealing With Difficult Behavior – see page 16 • Principles and Practices of Supervision II (Day 1) – see page 26 	15 Kalamazoo: <ul style="list-style-type: none"> • Principles and Practices of Supervision I (Day 1) – see page 26 Livonia: <ul style="list-style-type: none"> • Dealing With Difficult Behavior – see page 16 Saginaw: <ul style="list-style-type: none"> • Project Management Basics – see page 27 	16
19	20 Livonia: <ul style="list-style-type: none"> • Performance Appraisals: Planning and Conducting – see page 25 • Principles and Practices of Supervision I (Day 2) – see page 26 	21 Livonia: <ul style="list-style-type: none"> • Compensation Plan Design – see page 15 Saginaw: <ul style="list-style-type: none"> • Communicate with Confidence: Assertive Advantage – see page 14 • Principles and Practices of Supervision II (Day 2) – see page 26 	22 Kalamazoo: <ul style="list-style-type: none"> • Principles and Practices of Supervision I (Day 2) – see page 26 Livonia: <ul style="list-style-type: none"> • Employee Development Planning – see page 18 • Working Under Pressure: Stay Calm and in Control – see page 32 	23
26	27 Livonia: <ul style="list-style-type: none"> • Principles and Practices of Supervision I (Day 3) – see page 26 • Supervisory Survival Skills – see page 29 	28 Livonia: <ul style="list-style-type: none"> • Americans With Disabilities Act – see page 12 • Family Medical Leave Act (FMLA) – see page 19 Saginaw: <ul style="list-style-type: none"> • Principles and Practices of Supervision II (Day 3) – see page 26 	29 Kalamazoo: <ul style="list-style-type: none"> • Principles and Practices of Supervision I (Day 3) – see page 26 Livonia: <ul style="list-style-type: none"> • Recruiting Fundamentals – see page 27 • Team Building II: Keeping Your Team Motivated – see page 29 	30

November 2015

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
2	3 Livonia: <ul style="list-style-type: none"> • Metrics for the HR Practitioner – see page 24 • Principles and Practices of Supervision I (Day 1) – see page 26 Saginaw: <ul style="list-style-type: none"> • HR Audit Basics – see page 21 	4 Detroit: <ul style="list-style-type: none"> • ANNUAL SUMMIT Michigan HR Executive of the Year Awards Detroit Athletic Club 	5 Livonia: <ul style="list-style-type: none"> • Customer Service: Beyond Excellence – see page 16 • HR Audit Basics – see page 21 Saginaw: <ul style="list-style-type: none"> • Goal Setting – see page 20 • Principles and Practices of Supervision I (Day 1) – see page 26 	6
9	10 Livonia: <ul style="list-style-type: none"> • Giving and Receiving Feedback – see page 20 • Principles and Practices of Supervision I (Day 2) – see page 26 	11 Livonia: <ul style="list-style-type: none"> • Goal Setting – see page 20 • Presentation Skills Workshop (Day 1) – see page 26 	12 Livonia: <ul style="list-style-type: none"> • HR Recordkeeping – see page 21 • Presentation Skills Workshop (Day 2) – see page 26 Saginaw: <ul style="list-style-type: none"> • Principles and Practices of Supervision I (Day 2) – see page 26 	13
16	17 Livonia: <ul style="list-style-type: none"> • Attitude for Success – see page 13 • Principles and Practices of Supervision I (Day 3) – see page 26 Saginaw: <ul style="list-style-type: none"> • Supervisory Survival Skills – see page 29 	18 Livonia: <ul style="list-style-type: none"> • Harassment Prevention – see page 20 • Workplace Investigations – see page 32 	19 Livonia: <ul style="list-style-type: none"> • Body Language: Non-Verbal Communication – see page 13 Saginaw: <ul style="list-style-type: none"> • Principles and Practices of Supervision I (Day 3) – see page 26 	20
23	24 Livonia: <ul style="list-style-type: none"> • Leadership Essentials – see page 23 	25	26	27
30				

December 2015

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	<p>1</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Cultural Differences: Working Across Borders – see page 16 • Onboarding Done Successfully – see page 25 	<p>2</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Principles and Practices of Supervision II (Day 1) – see page 26 	<p>3</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Communication Strategies: Winning with People (DiSC) – see page 15 • Principles and Practices of Supervision I (Day 1) – see page 26 	<p>4</p>
<p>7</p>	<p>8</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Applicant Tracking Guidelines: Who Counts – see page 12 • Communicate with Confidence: Assertive Advantage – see page 14 	<p>9</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Principles and Practices of Supervision II (Day 2) – see page 26 • Strategic Thinking – see page 28 	<p>10</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Principles and Practices of Supervision I (Day 2) – see page 26 • Team Building I: Creating a High Performance Team – see page 29 <p>Saginaw:</p> <ul style="list-style-type: none"> • Win-Win Communication Skills – see page 31 	<p>11</p>
<p>14</p>	<p>15</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Affirmative Action Plan Workshop (Day 1) – see page 12 • Time and Priority Management – see page 30 <p>Saginaw:</p> <ul style="list-style-type: none"> • Managing Change – see page 23 	<p>16</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Affirmative Action Plan Workshop (Day 2) – see page 12 • Principles and Practices of Supervision II (Day 3) – see page 26 	<p>17</p> <p>Livonia:</p> <ul style="list-style-type: none"> • Dealing with Everyday Stress – see page 17 • Principles and Practices of Supervision I (Day 3) – see page 26 	<p>18</p>
<p>21</p>	<p>22</p>	<p>23</p>	<p>24</p>	<p>25</p>
<p>28</p>	<p>29</p>	<p>30</p>	<p>31</p>	

Network, Share and Learn with ASE

In addition to our training classes, roundtables, and other learning experiences, ASE hosts six major, "can't miss" events each year. These events provide valuable insights on a wide range of topics and offer abundant networking, sharing, and learning opportunities.

GLOBAL HR CONFERENCE • 2015

August 19, 2015

University of Michigan-Dearborn

Join us for this comprehensive one-day Global HR seminar focused on understanding the complexities of designing and implementing a global mobility package (both short and long term). Subject matter experts will share their in-depth knowledge of the full-spectrum of Global Mobility issues.

EMPLOYMENT LAW

LAW

Workshop • 2015

September 17, 2015

VisTaTech Center/Schoolcraft College- Livonia

Employment laws and regulations can baffle even the most seasoned HR professional. This exclusive, one-day ASE event is designed to help you go back to your job fully informed on a wide array of employment law topics. Get the latest from the best!

TALENT SYMPOSIUM 2015

September 29, 2015

Management Education Center - Troy

ASE's first Talent Symposium will deliver innovative insights as it showcases progressive talent management practices. Participants will receive guidance on how to implement effective talent management practices along with tools to use in the process.

everythingpeople.™ Annual Summit 2015

November 4, 2015

Detroit Athletic Club - Detroit



Network with fellow Human Resource professionals during ASE's 12th annual celebration of HR excellence. Join us as we honor the 2015 HR Executives of the Year – the most prestigious award in Michigan's HR community.

Visit www.aseonline.org for sponsorship and registration information for any of ASE's exciting events.

More great ASE events...



March 16, 2016



It is well-known that leaders are made, not born. In fact it may be argued that the true job of HR is to unleash the leadership potential in all the people it serves. The People, Profit, Progress Conference and Workshops will deliver the tools that HR professionals need to further the work of developing their organizations' most important asset: their people.



June 2016

VisTaTech Center/Schoolcraft College – Livonia

ASE's annual Compensation and Benefits Conference is Michigan's premier total rewards event. This fast-paced, half-day program will provide the valuable insights you need to meet the important challenges facing total rewards professionals today!

Other ASE networking and sharing opportunities...

■ **Member-Exclusive Roundtables**

ASE members have the opportunity to share ideas, information, suggestions and concerns in our 90-minute, member-exclusive Roundtables. Each session involves a round-robin dialog with a small peer group of other HR professionals, facilitated by an ASE staff member.

■ **Hot Button Briefings**

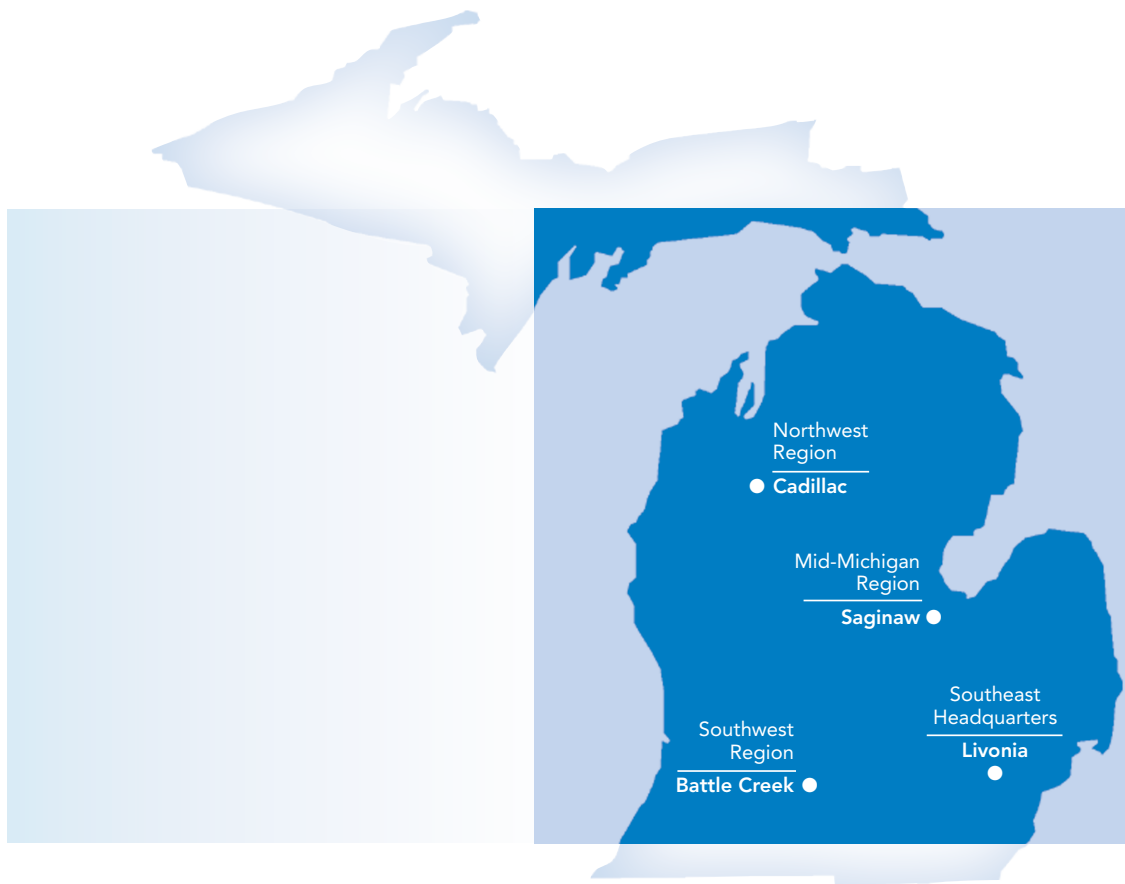
ASE offers its members timely, one-hour Hot Button Briefings. These briefings provide an understanding of proposed law or regulatory change, as well as opportunity to ask the expert and get up-to-date information.

■ **Selected Insight Series**

ASE hosts presentations devoted to topics of interest to the Human Resource and/or general business community. The subject matter is always timely, relevant, and presented by a recognized Subject Matter Expert on current trends, regulations and practices in HR.

Visit www.aseonline.org for sponsorship and registration information for any of ASE's exciting events.

ASE TRAINING LOCATIONS



AMERICAN SOCIETY OF EMPLOYERS
Victor Park West
19575 Victor Parkway, Suite 100
Livonia, Michigan 48152
(248) 353-4500

www.aseonline.org