



Digital Course Guide

Offering both in-person and virtual courses

- 1 SHRM Approved Provider
- 2 HRCI Approved Provider
- 3 Michigan Proprietary School
- 4 IACET Approved Provider



Welcome to the ASE Digital Course Guide

“Employees feel valued when the company they work for is willing to invest in their education. In addition, studies show that 55% of employees say they need additional training to perform better in their roles.”



Mary E. Corrado
President and CEO



Everything HR



Train from Anywhere

With ASE's virtual course options, employees can train from anywhere. Have employees out of state? They can still easily attend most ASE courses! All courses in this catalog with the virtual course icon are available virtually.

Virtual Training:

In-Person Learning

ASE offers in-person instructor led courses at our offices in Troy, MI. Keep a lookout for other locations. All courses in this catalog with the in-person course icon are available in-person.

In-Person Training:

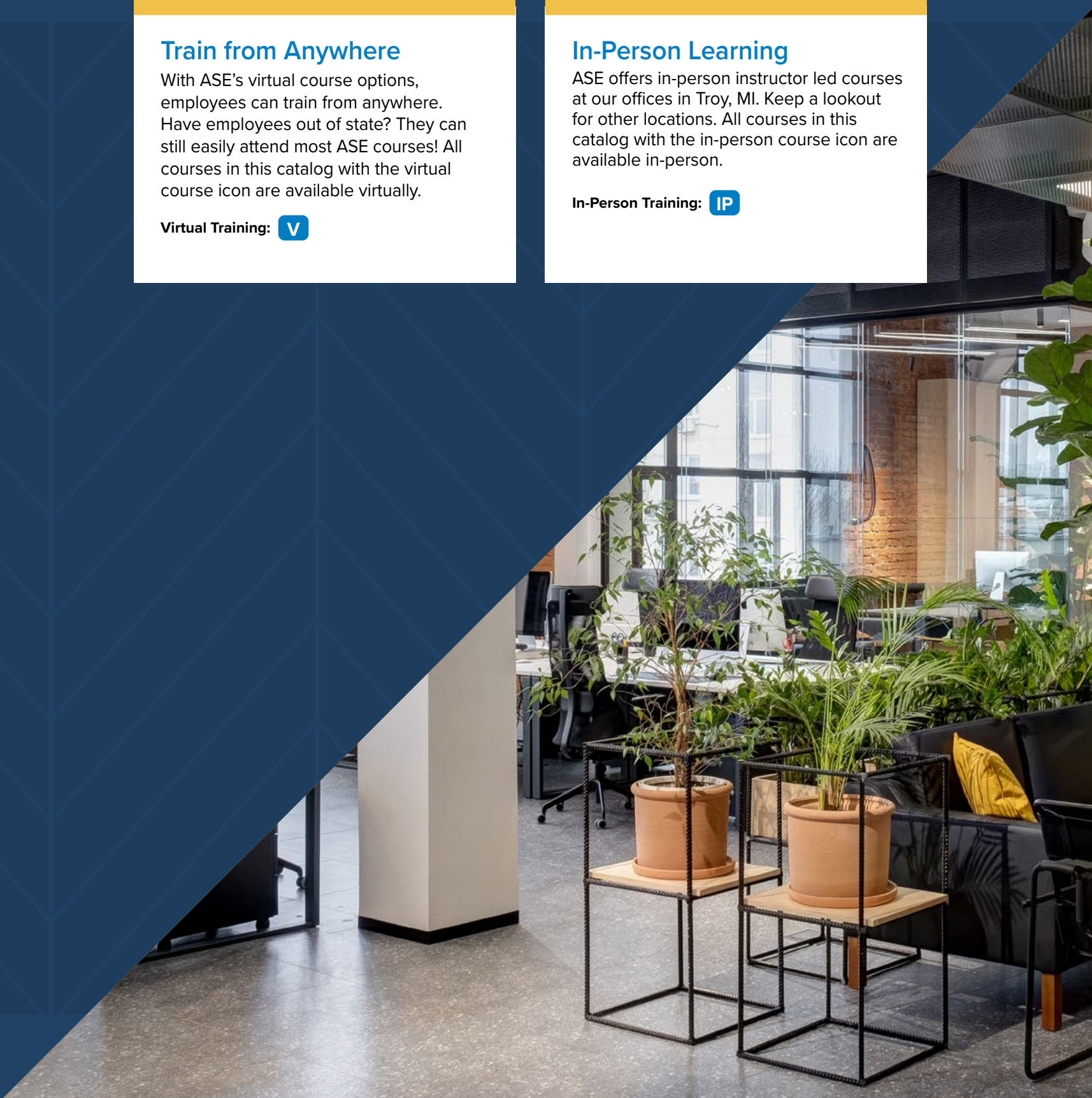
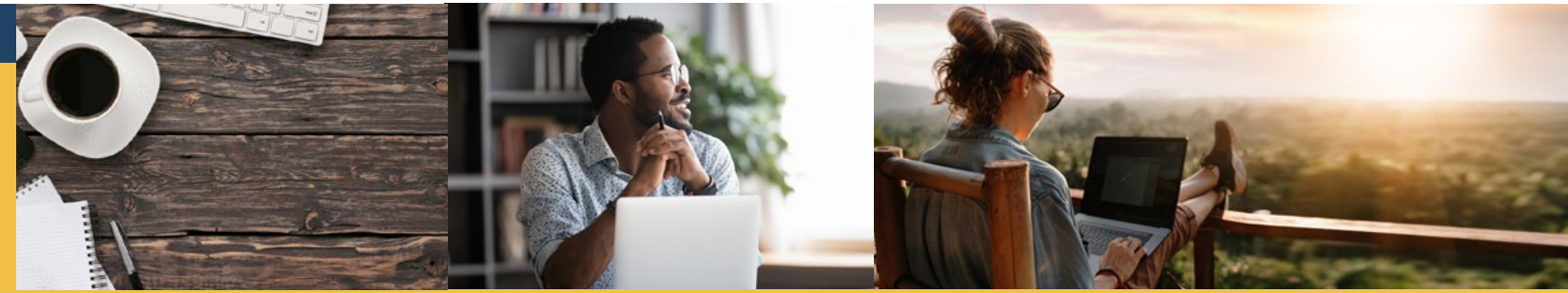


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Talent Development Services

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
- Focused on critical skills for today's workforce including:

communication	interpersonal skills
professionalism	conflict resolution
leadership	problem solving
creativity	managing change
strategy	critical thinking
motivation	teamwork
customer service	negotiation skills
organizational agility	delegation

Certification curriculums

Four comprehensive certifications – Administrative Assistant, Customer Service, HR Generalist, and Leadership – and three micro-certifications – Compensation, Employer Compliance, and Talent Acquisition – provide practical knowledge and critical skills in their related disciplines.

Quality continuing education programs

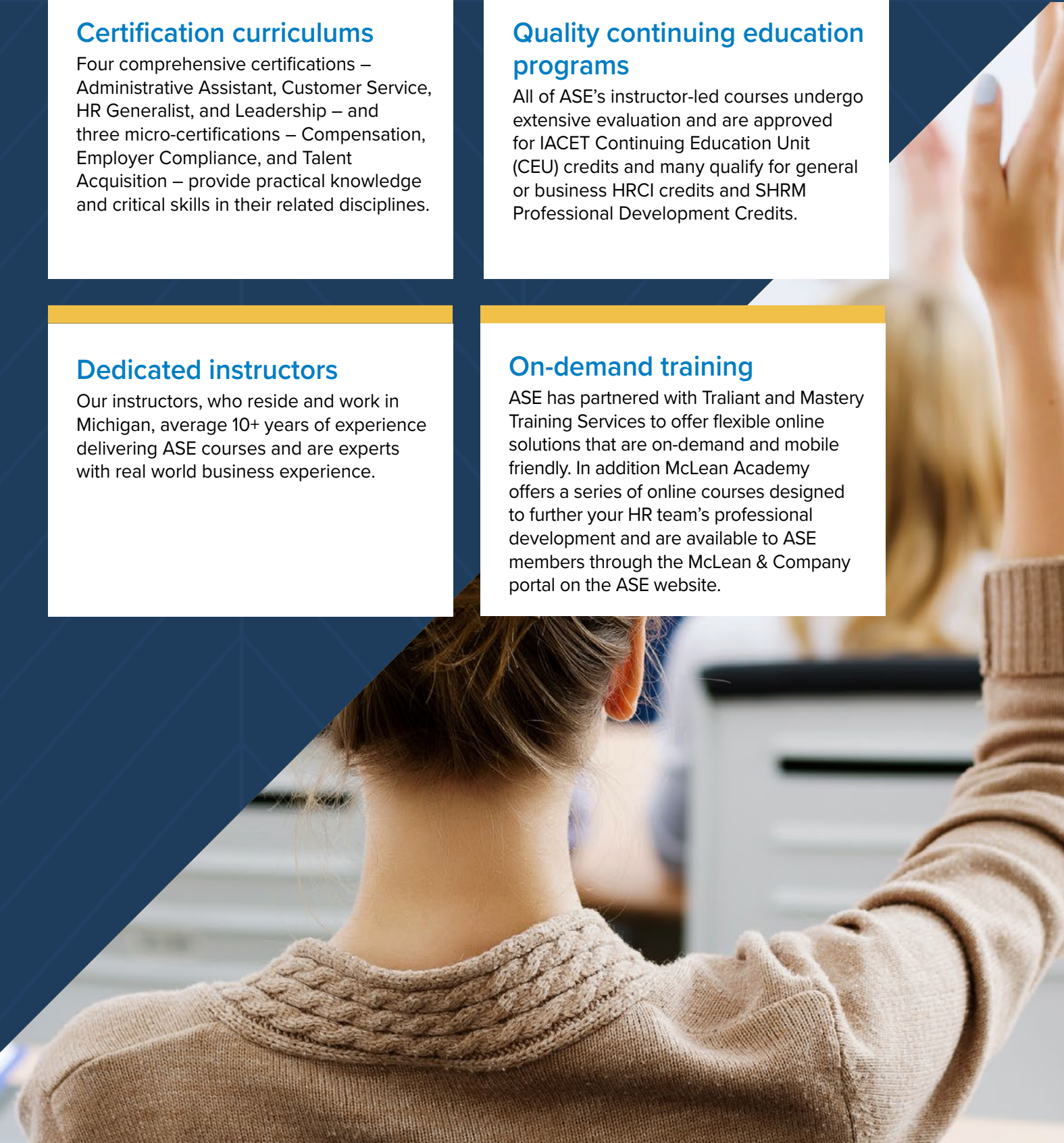
All of ASE's instructor-led courses undergo extensive evaluation and are approved for IACET Continuing Education Unit (CEU) credits and many qualify for general or business HRCI credits and SHRM Professional Development Credits.

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.

On-demand training

ASE has partnered with Traliant and Mastery Training Services to offer flexible online solutions that are on-demand and mobile friendly. In addition McLean Academy offers a series of online courses designed to further your HR team's professional development and are available to ASE members through the McLean & Company portal on the ASE website.



Accreditation Provider

HRCI Approved Provider

ASE is the only pre-approved provider of recertification credit hours by the Human Resource Certification Institute (HRCI) in southeast Michigan. Many of ASE's programs are pre-approved by HRCI for recertification credit toward your PHR, SPHR, or aPHR designation. The use of this seal is not an endorsement by 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 Approved 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.



Accredited IACET Provider

ASE is accredited by the International Association for Continuing Education and Training (IACET). ASE complies with the ANSI/IACET Standard, which is recognized internationally as a standard of excellence in instructional practices. As a result of this accreditation, ASE is authorized to issue the IACET CEU.



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 facilitates four certification programs that are clearly related to a trade, occupation, or vocation.

Certification Curriculums

ASE offers certification programs in seven disciplines critical to success in today's diverse, global workplace.

- Receive 10% off the cost of the curriculum by pre-paying for all courses necessary to receive certification.
- Employees will be awarded a deluxe personalized certificate upon completing the certification program.
- A digital badge from Credly will be earned upon completion of any ASE certification.
- Most courses are pre-approved for HRCI/SHRM recertification credits.

Micro-Certifications

ASE has developed smaller, micro-certifications in specialty areas such as compliance, compensation, and talent acquisition. These smaller certifications consist of 4-6 core courses and do not include electives. Courses taken for a micro-certification can be used toward one of ASE's larger, full certifications. Employees have up to one year to complete any of our micro-certifications.

- C** Compensation
- EC** Employer Compliance
- TA** Talent Acquisition

Full Certifications

Each of the four full certification curriculums are flexible, comprising a combination of core and elective courses. This enables your employees to select the topics most helpful for their job requirements. ASE can help you customize your curriculum with the appropriate electives based on the goals of the position and the organization. Employees have up to two years to complete a full certification curriculum.

- AA** Administrative Assistant
- CS** Customer Service
- HR** HR Generalist
- L** Leadership

To learn more or to enroll in a certification curriculum, contact ASE Training and Development at asetraining@aseonline.org or call 248-223-8041.

Certification Badges

ASE is committed to providing you with the tools necessary to achieve your professional goals and we understand that communicating your credentials in an ever-expanding online marketplace can be challenging. That is why we have partnered with Credly to provide you with a digital badge once you complete one of our certification or micro-certification curriculums. Digital badges can be used in email signatures or digital resumes, and on social media sites such as LinkedIn, Facebook, and Twitter. This digital image contains verified metadata that describes your qualifications and the process required to earn them.

Micro-Certification Badges



Full-Certification Badges



To learn more or about our certification badges, contact ASE Training and Development at asetraining@aseonline.org or call 248-223-8041.

Full Certification Symbols

- AA** Administrative Assistant
- CS** Customer Service
- HR** HR Generalist
- L** Leadership

Class Type Symbols

- IP** In-Person
- V** Virtual

Micro-Certification Symbols

- C** Compensation
- EC** Employer Compliance
- TA** Talent Acquisition



Administrative Assistant Certification Curriculum



Customer Service Certification Curriculum



Core Class	Credits	ASE Member	Non-Member	Virtual Class Option
Business Writing	1	\$299	\$395	●
Communicate Confidently	1	\$299	\$395	●
Influencing Others	1	\$299	\$395	●
Time and Priority Management	1	\$299	\$395	●
(4 Credits required) Total Core				
Elective Class	Credits	ASE Member	Non-Member	Virtual Class Option
Attitude for Success	1	\$299	\$395	●
Communicate Confidently	1	\$299	\$395	●
Comprehending and Adapting to Behavioral Styles (DISC)	1	\$299	\$395	●
Conflict Prevention and Resolution Skills	1	\$299	\$395	●
Customer Service: Beyond Excellence	1	\$299	\$395	●
Dealing with Difficult Behavior	1	\$299	\$395	●
Dealing with Everyday Stress	1	\$299	\$395	●
Delegating for Results	1	\$299	\$395	●
Emotional Intelligence	0.5	\$179	\$235	●
Enhancing Your Professional Image and Personal Brand	1	\$299	\$395	●
Goal Setting	1	\$299	\$395	●
Microsoft Excel – Pivot Tables	1	\$299	\$395	●
Microsoft Excel Simplified	1	\$299	\$395	●
Microsoft PowerPoint Simplified	1	\$299	\$395	●
Microsoft Word Simplified	1	\$299	\$395	●
Negotiation Skills	1	\$299	\$395	●
Problem Solving	1	\$299	\$395	●
Project Management Basics	1	\$299	\$395	●
Working Under Pressure: Stay Calm and in Control	1	\$299	\$395	●
(6 Credits required) Total Electives				
(10 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.

Core Class	Credits	ASE Member	Non-Member	Virtual Class Option
Business Writing	1	\$299	\$395	●
Customer Service Beyond Excellence	1	\$299	\$395	●
Dealing with Difficult Behavior	1	\$299	\$395	●
Win-Win Communication Skills	1	\$299	\$395	●
(4 Credits required) Total Core				
Elective Class	Credits	ASE Member	Non-Member	Virtual Class Option
Attitude for Success	1	\$299	\$395	●
Communicate Confidently	1	\$299	\$395	●
Comprehending and Adapting to Behavioral Styles (DISC)	1	\$299	\$395	●
Conflict Prevention and Resolution Skills	1	\$299	\$395	●
Dealing with Everyday Stress	1	\$299	\$395	●
Emotional Intelligence	0.5	\$179	\$235	●
Enhancing Your Professional Image and Personal Brand	1	\$299	\$395	●
Giving and Receiving Feedback	1	\$299	\$395	●
Goal Setting	1	\$299	\$395	●
Microsoft Excel – Pivot Tables	1	\$299	\$395	●
Microsoft Excel Simplified	1	\$299	\$395	●
Microsoft PowerPoint Simplified	1	\$299	\$395	●
Microsoft Word Simplified	1	\$299	\$395	●
Influencing Others	1	\$299	\$395	●
Negotiation Skills	1	\$299	\$395	●
Presentation Skills Workshop	2	\$555	\$736	●
Problem Solving	1	\$299	\$395	●
Team Building	1	\$299	\$395	●
Team Collaboration	1	\$299	\$395	●
Time and Priority Management	1	\$299	\$395	●
Working Under Pressure: Stay Calm and in Control	1	\$299	\$395	●
(6 Credits required) Total Electives				
(10 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.

Human Resources Generalist Certification Curriculum



Core Class	Credits	ASE Member	Non-Member	Virtual Class Option
Business Writing	1	\$299	\$395	●
Compensation 101: Introduction to Compensation Administration	1	\$299	\$395	●
Designing Employee Handbooks	0.5	\$179	\$235	●
Employment Law: Danger Zones	0.5	\$179	\$199	●
Essentials for HR Professionals	1	\$299	\$395	●
HR Recordkeeping	1	\$299	\$395	●
Job Analyses and Job Descriptions	0.5	\$179	\$235	●
Performance Appraisals: Planning and Conducting	1	\$299	\$395	●
Wage and Hour Law	0.5	\$179	\$235	●
Win-Win Communication Skills	1	\$299	\$395	●
(8 Credits required) Total Core				

Elective Class	Credits	ASE Member	Non-Member	Virtual Class Option
Affirmative Action Plan Workshop	2	\$525	\$680	
Americans with Disabilities Act	0.5	\$179	\$235	●
Applicant Tracking Guidelines	0.5	\$179	\$235	●
Coaching for Peak Performance	1	\$299	\$395	●
COBRA Compliance	0.5	\$179	\$235	●
Compensation 102	1	\$299	\$395	●
Conducting Effective Meetings	1	\$299	\$395	●
Conflict Prevention and Resolution Skills	1	\$299	\$395	●
Courageous Conversations that Impact Employee Performance	1	\$299	\$395	●
Creating a Detailed Diversity Program & Measuring It's Effectiveness	0.5	\$179	\$235	●
Cross-Cultural Communication	1	\$299	\$395	●
DEI Foundations: The Why, The What & Things to Avoid in Diversity Programs	0.5	\$179	\$235	●
Employee Development Planning	0.5	\$179	\$235	●
Ethics and Integrity in Business	1	\$299	\$395	●
Family and Medical Leave Act (FMLA)	0.5	\$179	\$235	●
FMLA: Intermittent Leave	0.5	\$179	\$235	●

Elective Class	Credits	ASE Member	Non-Member	Virtual Class Option
Finance for Non-Finance People	1	\$299	\$395	●
FLSA Changes and Working with Exempt/Non-exempt Classification Analysis	0.5	\$159	\$235	●
Generations at Work: Bridging the Generation Gap	1	\$299	\$395	
Giving and Receiving Feedback	1	\$299	\$395	●
Goal Setting	1	\$299	\$395	●
Harassment Prevention	0.5	\$179	\$235	●
HIPAA	0.5	\$179	\$235	●
HR Audit Basics	0.5	\$179	\$235	●
I-9 & E-Verify: Everything You Need to Know	0.5	\$179	\$235	●
Immigration Compliance	1	\$299	\$395	●
Influencing Others	1	\$299	\$395	●
Interview Skills	1	\$299	\$395	●
Managing Remote Teams	1	\$299	\$395	●
Managing Leaves of Absence	0.5	\$179	\$235	●
Managing Problem Employees	0.5	\$179	\$235	●
Market Pricing and Compensation Benchmarking	0.5	\$179	\$235	●
Microsoft Excel – Pivot Tables	1	\$299	\$395	●
Microsoft Excel Simplified	1	\$299	\$395	●
Microsoft PowerPoint Simplified	1	\$299	\$395	●
Microsoft Word Simplified	1	\$299	\$395	●
Negotiation Skills	1	\$299	\$395	●
Onboarding Done Successfully	0.5	\$179	\$235	●
Payroll 1.0: Basic Payroll	0.5	\$179	\$235	●
Recruiting Fundamentals	1	\$299	\$395	●
Strategic Thinking	1	\$299	\$395	●
Succession Planning	1	\$299	\$395	●
Team Building	1	\$299	\$395	●
Team Collaboration	1	\$299	\$395	●
Time and Priority Management	1	\$299	\$395	●
Unemployment Compensation Overview	1	\$299	\$395	●
Workers' Compensation Law	1	\$299	\$395	●
Workplace Investigations	0.5	\$179	\$235	●
(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.

Leadership Certification Curriculum



Core Class	Credits	ASE Member	Non-Member	Virtual Class Option
Business Writing	1	\$299	\$395	●
Principles and Practices of Supervision I	3	\$799	\$1,049	●
Principles and Practices of Supervision II	3	\$799	\$1,049	●
Win-Win Communication Skills	1	\$299	\$395	●
(8 Credits required) Total Core				

Elective Class	Credits	ASE Member	Non-Member	Virtual Class Option
Attitude for Success	1	\$299	\$395	●
Coaching for Peak Performance	1	\$299	\$395	●
Communicate Confidently	1	\$299	\$395	●
Comprehending and Adapting to Behavioral Styles (DiSC)	1	\$299	\$395	●
Conflict Prevention and Resolution Skills	1	\$299	\$395	●
Contribution – Increasing Your Leadership Value	1	\$299	\$360	
Courageous Conversations that Impact Employee Performance	1	\$299	\$395	●
Creating a Detailed Diversity Program & Measuring It's Effectiveness	0.5	\$179	\$235	●
Cross-Cultural Communication	1	\$299	\$395	●
DEI Foundations: The Why, The What & Things to Avoid in Diversity Programs	0.5	\$179	\$235	●
Dealing with Difficult Behavior	1	\$299	\$395	●
Dealing with Everyday Stress	1	\$299	\$395	●
Delegating for Results	1	\$299	\$395	●
Emotional Intelligence	0.5	\$179	\$235	●
Employee Development Planning	0.5	\$179	\$235	●
Employment Law: Danger Zones	0.5	\$179	\$235	●
Engage, Empower, Encourage Excellence!	0.5	\$179	\$235	●
Ethics and Integrity in Business	1	\$299	\$395	●
Generations at Work: Bridging the Generation Gap	1	\$299	\$395	●

Elective Class	Credits	ASE Member	Non-Member	Virtual Class Option
Giving and Receiving Feedback	1	\$299	\$395	●
Goal Setting	1	\$299	\$395	●
Harassment Prevention	0.5	\$179	\$235	●
Influencing Others	1	\$299	\$395	●
Interview Skills	1	\$299	\$395	●
Leadership Essentials	1	\$299	\$395	●
Managing Remote Teams	1	\$299	\$395	●
Managing Problem Employees	0.5	\$179	\$235	●
Microsoft Excel – Pivot Tables	1	\$299	\$395	●
Microsoft Excel Simplified	1	\$299	\$395	●
Microsoft PowerPoint Simplified	1	\$299	\$395	●
Microsoft Word Simplified	1	\$299	\$395	●
Negotiation Skills	1	\$299	\$395	
Performance Appraisals: Planning and Conducting	1	\$299	\$395	●
Presentation Skills Workshop	2	\$555	\$736	●
Problem Solving	1	\$299	\$395	●
Project Management Basics	1	\$299	\$395	●
Recruiting Fundamentals	1	\$299	\$395	●
Strategic Thinking	1	\$299	\$395	●
Supervise with Success	1	\$299	\$395	●
Team Building	1	\$299	\$395	●
Team Collaboration	1	\$299	\$395	●
Time and Priority Management	1	\$299	\$395	●
Working Under Pressure: Stay Calm and in Control	1	\$299	\$395	●
Workplace Investigations	0.5	\$179	\$235	●
(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.

Compensation Micro-Certification Curriculum



Core Class	Credits	ASE Member	Non-Member	Virtual Class Option
Completion of 2 full day classes and 3 half day classes for 3.5 hours of CEU's and eligible for HRCI and SHRM Credit.				
Compensation 101: Introduction to Compensation Administration	1	\$299	\$395	●
Compensation 102	1	\$299	\$395	●
Wage and Hour Law	.5	\$179	\$235	●
FLSA Changes and Working with Exempt/Non-exempt Classification	.5	\$179	\$235	●
Job Analyses and Job Descriptions	.5	\$179	\$235	●
(3.5 Credits required) Total Core				

Talent Acquisition Micro-Certification Curriculum



Core Class	Credits	ASE Member	Non-Member	Virtual Class Option
Completion of 2 full day classes and 2 half day classes for 3 hours of CEU's and eligible for HRCI and SHRM Credit.				
Applicant Tracking Guidelines: Who Counts	1	\$299	\$395	●
Onboarding Done Successfully	.5	\$179	\$235	●
Interview Skills	1	\$299	\$395	●
Recruiting Fundamentals	.5	\$179	\$235	●
(3 Credits required) Total Core				

Employer Compliance Micro-Certification Curriculum



Core Class	Credits	ASE Member	Non-Member	Virtual Class Option
Completion of 5 half day classes for 2.5 hours of CEU's and eligible for HRCI and SHRM Credit.				
Americans with Disabilities Act	.5	\$179	\$235	●
Workplace Investigations	.5	\$179	\$235	●
Harassment Prevention	.5	\$179	\$235	●
Family and Medical Leave Act	.5	\$179	\$235	●
Employment Law Danger Zones	.5	\$179	\$235	●
(2.5 Credits required) Total Core				

Affirmative Action Plan Development

Certification: **HR**

Class Type: **IP**

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

- 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

- 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: Anthony Kaylin, ASE
Fees: \$509 ASE members
 \$629 nonmembers
CEUs: 1.0 (10.0 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Americans with Disabilities Act

Certification: **HR**

Class Type: **IP V**

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

- 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.
 Jacquelyn G. Schulte, PLC
Fees: \$179 ASE members
 \$235 nonmembers
CEUs: .40 (3.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER
 Virtual REGISTER

Applicant Tracking Guidelines: Who Counts

Certification: **HR**

Class Type: **IP V**

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:

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

Instructor: Anthony Kaylin
 ASE
Fees: \$179 ASE Members
 \$235 nonmembers
CEUs: .30 (3.0 Clock Hrs)
Accreditation: HRCI , SHRM

In-Person REGISTER
 Virtual REGISTER

Attitude for Success

Certification: **AA CS L**

Class Type: **IP V**

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

- 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 areas where one 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: Joe Tabers
 Productive Training Services, Inc
Fees: \$299 ASE members
 \$395 nonmembers
CEUs: .70 (6.5 Clock Hrs)

In-Person REGISTER
 Virtual REGISTER

Business Writing

Certification: **AA CS HR L**

Class Type: **IP V**

Objectives: This course will teach techniques to effectively communicate in writing. Participants will learn how to organize their message so the reader is engaged. 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

- 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: Michigan Business Consultants
Fees: \$299 ASE members
 \$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

In-Person REGISTER
 Virtual REGISTER

Coaching for Peak Performance

Certification: **HR L**

Class Type: **IP V**

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

- 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
- Apply model for corrective feedback that will redirect behavior rather than demotivate
- Conduct a one-on-one coaching session

Instructor: Joe Tabers
 Productive Training Services, Inc.
Fees: \$299 ASE members
 \$395 nonmembers
CEUs: .70 (6.5 Clock hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER
 Virtual REGISTER

COBRA Compliance

Certification: **HR**

Class Type: **V**

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

- 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: Michelle Bartlett
Clark Hill, PLC
Fees: \$179 ASE members
\$235 nonmembers
CEUs: .30 (3.0 Clock Hrs)

Virtual REGISTER

Communicate Confidently

Certification: **AA CS L**

Class Type: **IP V**

Objectives: This course will explore how to improve listening skills, stay in the moment, and deliver clear messages with confidence while maintaining support, respect, and rapport.

Who should attend: All individuals

Learning Outcomes

- Stay focused in the moment and recognize essential information and how to utilize it
- Deliver credible messages that build on ideas and opportunities
- Differentiate between aggressive, passive, passive-aggressive, and assertive communication styles
- Maintain self-awareness and explore the difference between perception and reality
- Identify the impact body language and vocal attributes have on communication
- Establish a connection and confidently communicate with people of a different “status” from self
- Formulate the dreaded “No” message while preserving positive rapport

Instructor: Dann Sytsma
Improve Effects
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

In-Person REGISTER
Virtual REGISTER

Compensation 101: Introduction to Compensation Administration

Certification: **HR C**

Class Type: **IP V**

Objectives: This class will educate participants on the basic purpose and content of compensation administration, policy and practice. Participants will be able to understand and apply the basic principles and components of a compensation program.

Who should attend: HR Administrators, Professionals and Managers

Learning Outcomes

- Understand and explain the basic principles and concepts of compensation administration
- Understand the steps involved in developing and implementing a compensation program
- Understand the role and be able to perform job analysis in compensation administration
- Learn how to conduct market surveys and price jobs
- Understand the design and implementation of salary structures
- Learn how to design and administer incentive plans
- Understand the legal and ethical considerations related to compensation administration

Instructor: ASE Staff
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

In-Person REGISTER
Virtual REGISTER

Compensation 102

Certification: **HR C**

Class Type: **IP V**

Objectives: This class will educate participants on the basic purpose and content of compensation administration, policy, and practice. Participants will be able to understand and apply the basic principles and components of a compensation program.

Who should attend: HR Administrators, Professionals and Managers

Learning Outcomes

- Understand and explain the basic principles and concepts of compensation administration
- Understand the steps involved in developing and implementing a compensation program
- Understand the role and be able to perform job analysis in compensation administration
- Learn how to conduct market surveys and price jobs
- Understand the design and implementation of salary structures
- Learn how to design and administer incentive plans
- Understand the legal and ethical considerations related to compensation administration

Instructor: Joe Tabers
Productive Training Services, Inc.
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER
Virtual REGISTER

Comprehending and Adapting to Behavioral Styles (DiSC)

Certification: **AA CS L**

Class Type: **IP V**

Objectives: Participants will learn how to identify the four DiSC styles and how they impact communication, collaboration, and overall performance. Participants will complete and review their DiSC assessment results.

Who should attend: All individuals

Learning Outcomes

- 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: Joe Tabers
Productive Training Services, Inc.
Fees: \$299 ASE members
\$395 nonmembers
Includes \$10 material fee per participant
CEUs: .70 (6.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER
Virtual REGISTER

Conflict Prevention and Resolution Skills

Certification: **AA CS HR L**

Class Type: **IP V**

Objectives: This course is designed to increase the participants’ ability to recognize, utilize, and 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

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

Instructor: Joe Tabers
Productive Training Services, Inc.
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .70 (6.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER
Virtual REGISTER

Contribution—Increasing Your Leadership Value

Certification: **L**

Class Type: **IP**

Objectives: This class will assist leaders in growth and development by clarifying areas they can control and influence, exploring career stages, and identifying personal strengths/opportunities.

Who should attend: “Next-level” leaders below executive/senior leaders, cascading to mid-level managers/leaders

Learning Outcomes

- Distinguish between irrelevant performance tasks and high-performance contributions that add value and positively influence business goals
- Clarify what they can control and focus on in their career for greatest business impact
- Define different development stages and how career contributions change from one stage to the next
- Analyze their comprehensive personalized report and pinpoint behavioral blind spots in each of the competencies
- Identify tasks in current job that do not contribute to long-term goals and ways to minimize, eliminate or delegate these tasks to develop others

Instructor: Lizabeth M. Wiggins, MS, LLP, CPC
Transitions Training
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .70 (6.5 Clock Hrs)

In-Person REGISTER

Courageous Conversations That Impact Employee Performance

Certification: **HR L**

Class Type: **V**

Objectives: Having courageous conversations with others defines your leadership ability and success in influencing and motivating. Leaders should focus on effectively listening to what others are really saying, asking the right questions without judgment to get others to be open-minded, and viewing options with clarity. This course teaches leaders how to provide encouragement and developmental feedback to reinforce and guide successful employee performance.

Who should attend: Supervisors and managers

Learning Outcomes

- Discuss how conversations impact employees
- Identify how to improve listening skills
- Formulate non-judgemental questions
- Recognized the value of giving encouraging feedback
- Develop a framework for giving developmental feedback

Instructor: Michigan Business Consultants
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .70 (6 Clock Hrs)
Accreditation: HRCI, SHRM

Virtual REGISTER

Cross-Cultural Communication

Certification: **HR L**

Class Type: **V**

Objectives: This course will discuss skills and techniques that will enable individuals to increase the effectiveness of their interactions with all 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 with people from different cultures, in person or virtually

Learning Outcomes

- Define culture and explain how it influences communication and interaction
- Identify 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: Brandon Wilkins
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)
Accreditation: HRCI, SHRM

Virtual REGISTER

Customer Service: Beyond Excellence

Certification: **AA CS**

Class Type: **IP V**

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

- Discuss the importance of first impressions
- Assess customer needs and objectives
- 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
- Handle challenging calls

Instructor: Michigan Business Consultants
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .70 (6.5 Clock Hrs)

In-Person REGISTER

Virtual REGISTER

Dealing with Difficult Behavior

Certification: **AA CS L**

Class Type: **IP V**

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

- 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 major types of difficult behaviors
- Identify the key points for dealing with arrogant behavior

Instructor: Michigan Business Consultants
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

In-Person REGISTER

Virtual REGISTER

Dealing with Everyday Stress

Certification: **AA CS L**

Class Type: **V**

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

- Cope with personal and workplace stress
- Identify and defeat the symptoms of stress
- Recover faster from trauma and stressful events
- Identify the 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: Michigan Business Consultants
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

Virtual REGISTER

Delegating for Results

Certification: **AA** **L**

Class Type: **V**

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:

- 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: Michigan Business Consultants

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .60 (5.5 Clock Hrs)

Virtual REGISTER

Designing and Updating Employee Handbooks

Certification: **HR**

Class Type: **IP** **V**

Objectives: Participants will receive instruction on necessary compliance policies, and 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 Outcome:

- 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: Michael Burns ASE

Fees: \$179 ASE members
\$235 nonmembers

CEUs: .40 (3.5 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Emotional Intelligence

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

Class Type: **IP** **V**

Objectives: This course will increase participants understanding of the relevance and importance of Emotional Intelligence (EQ). It will explore ways to improve participants EQ and develop an action plan in order to be more successful in the workplace.

Who should attend: Individuals interested in improving relationships

Learning Outcomes

- Define Emotional Intelligence (EQ) and Intelligence Quotient (IQ) and how they influence success in the workplace
- Discuss EQ history and development
- Describe an EQ Framework Model
- Learn steps to increase self-awareness and self-management
- Create a relationship strategy action plan to improve challenging relationships

Instructor: Michele Ruppall HR Strategies & Solutions

Fees: \$179 ASE members
\$235 nonmembers

CEUs: .40 (3.5 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Employee Development Planning

Certification: **HR** **L**

Class Type: **IP** **V**

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

- 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: Brandon Wilkins

Fees: \$179 ASE members
\$235 nonmembers

CEUs: .40 (3.5 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Employment Law: Danger Zones

Certification: **HR** **L**

Class Type: **IP** **V**

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: Managers and supervisors

Learning Outcomes

- 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. Jacquelyn G. Schulte, PLC

Fees: \$179 ASE members
\$235 nonmembers

CEUs: .40 (3.5 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Engage, Empower, Encourage Excellence!

Certification: **L**

Class Type: **IP** **V**

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

- Define empowerment and engagement
- Recognize the influence empowerment has on employee 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: Brandon Wilkins

Fees: \$179 ASE members
\$235 nonmembers

CEUs: .40 (3.5 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Enhancing Your Professional Image and Personal Brand

Certification: **AA CS**
 Class Type: **IP V**

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

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

Instructor: Michigan Business Consultants
Fees: \$299 ASE members
 \$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

In-Person REGISTER

Virtual REGISTER

Essentials for HR Professionals

Certification: **HR**
 Class Type: **IP V**

Objectives: Participants will gain a working understanding of how a Human Resource department functions and the basic compliance 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

- 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: Michael Burns ASE
Fees: \$299 ASE members
 \$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

In-Person REGISTER

Virtual REGISTER

Family and Medical Leave Act (FMLA)

Certification: **HR**
 Class Type: **V**

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

- State the "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. Jacquelyn G. Schulte, PLC
Fees: \$179 ASE members
 \$235 nonmembers
CEUs: .40 (3.5 Clock Hrs)
Accreditation: HRCI, SHRM

Virtual REGISTER

Finance for Non-Finance People

Certification: **HR**
 Class Type: **IP V**

Objectives: This course introduces and explains the basic finance terms, concepts, and tools. Participants will explore how to speak the language of finance as well as read and understand typical reports used by finance and business leaders in the company.

Who should attend: All individuals

Learning Outcomes

- Define the purpose of the Income Statement, the Balance Sheet, and the standard entries on these reports
- Examine the critical nature of cash flow in the organization and how it is often not well represented in the Income Statement and Balance Sheet
- Compare and contrast the operation of privately held and publicly held companies
- Discuss the potential business impact that comes from investing in programs because of inflation, market conditions, and overall risk
- Identify methods and considerations associated with tracking the costs of employment
- Estimate the return on the investment for programs and projects

Instructor: Tracy Neil ASE
Fees: \$299 ASE members
 \$395 nonmembers
CEUs: .70 (6.0 Clock Hrs)

Accreditation: HRCI, SHRM
This class qualifies for HRCI Business Credit

In-Person REGISTER

Virtual REGISTER

FLSA Changes and Working with Exempt/Non-exempt Classification Analysis

Certification: **HR**
 Class Type: **IP V**

Objectives: Participants will take a hands-on approach to determine the test specifications for exemptions. This course will teach participants how to identify what information needs to be collected and validated to correctly assign exempt or non-exempt status to the employee.

Who should attend: Anyone that has a basic understanding of the FLSA concepts. Participants are invited to bring job descriptions of the positions they would like to review.

Learning Outcomes

- Define methodology for conducting job analysis for FLSA audits
- Discuss impact of new regulations on employers
- Describe changes to the wage and hour exempt classification tests and legal requirements for a job to be exempt from overtime payments
- Apply proper wage and hour classification tests to positions
- Discuss complex exemption situations and key differentiators in classifying positions

Instructor: Michael Burns ASE
Fees: \$179 ASE members
 \$235 nonmembers
CEUs: .40 (3.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

FMLA: Intermittent Leaves

Certification: **HR**
 Class Type: **IP V**

Objectives: Participants will learn the provisions specific to intermittent FMLA leave and how FMLA balances employee and employer rights and obligations. Participants will learn employers' legal rights and processes for addressing and stopping intermittent FMLA abuse.

Who should attend: HR professionals, supervisors, and managers who have solid and current experience administering FMLA in a legally-compliant manner.

This class is not for persons new to FMLA. Prior participation in Basic FMLA course and at least three months of successful FMLA administration experience are highly recommended.

Learning Outcomes

- Define intermittent FMLA and its specific rights and responsibilities
- Prepare for critical conversations with the employee regarding their intermittent FMLA leave
- Recognize potential abuse of intermittent leave and the legal process for challenging potential employee abuse

Instructor: Jacqui Schulte, Esq. Jacquelyn G. Schulte, PLC
Fees: \$179 ASE members
 \$235 nonmembers
CEUs: .40 (3.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Generations at Work: Bridging the Gap

Certification: **HR L**

Class Type: **V**

Objectives: This course will provide a better understanding of the generational differences in the workplace. Participants will learn how to maximize relationships and build strengths across generations to optimize effectiveness and productivity.

Who should attend: Managers, team leaders, supervisors and individual contributors

Learning Outcomes

- Define the different generations
- Identify difference in generations communication styles
- Deliver messages “they” want to hear
- Build strong relationships
- Practice behaviors and interactions that overcome generational differences
- Discuss best practices for employee retention

Instructor: Michigan Business Consultants

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .60 (5.5 Clock Hrs)

Virtual REGISTER

Giving and Receiving Feedback

Certification: **CS HR L**

Class Type: **IP V**

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

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

Instructor: Michigan Business Consultants

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .60 (6.0 Clock Hrs)

Accreditation: SHRM

In-Person REGISTER
Virtual REGISTER

Goal Setting

Certification: **AA CS HR L**

Class Type: **IP V**

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

- Define different types of goals
- Identify the characteristics of goals
- Use a model to compose meaningful goals
- Write effective goals and objectives to plan for implementation

Instructor: Michele Ruppel
HR Strategies & Solutions

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .70 (6.0 Clock Hrs)

In-Person REGISTER
Virtual REGISTER

Harassment Prevention

Certification: **HR L**

Class Type: **IP V**

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: All individuals

Learning Outcomes

- 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.
Jacquelyn G. Schulte, PLC

Fees: \$179 ASE members
\$235 nonmembers

CEUs: .30 (3.0 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER
Virtual REGISTER

HIPAA

Certification: **HR**

Class Type: **IP V**

Objectives: This course will provide guidance on HIPAA, generally, and how it applies to employers. Participants will learn about HIPAA’s application, when protected health information may be used and disclosed, and what safeguards must be in place to protect against unintentional uses and disclosures of protected health information.

Who should attend: HR personnel, privacy officers, supervisors, managers

Learning Outcomes

- Explain HIPAA, what it means, and its general requirements
- Identify general exceptions to HIPAA’s prohibition on the disclosure of protected health information
- Identify safeguards that must be in place to protect against unintentional uses and disclosures of protected health information
- Define “breach” and understand the steps that must be taken if a breach occurs
- List the documents that are required for a HIPAA-compliant organization

Instructor: Michelle Bartlett
Clark Hill, PLC

Fees: \$179 ASE members
\$235 nonmembers

CEUs: .40 (3.5 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER
Virtual REGISTER

HR Audit Basics

Certification: **HR**

Class Type: **IP V**

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

Learning Outcomes

- Communicate why HR audits are important
- Identify basic record keeping requirements
- 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: Michael Burns, ASE
Fees: \$179 ASE members
\$235 nonmembers
CEUs: .30 (3.0 Clock Hrs)

In-Person REGISTER
Virtual REGISTER

HR Recordkeeping

Certification: **HR**

Class Type: **IP V**

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

- 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: Kristin Baker
Clark Hill, PLC
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

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

Certification: **HR**

Class Type: **V**

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

- 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: Karen Kett
Clark Hill, PLC
Fees: \$179 ASE members
\$235 nonmembers
CEUs: .40 (3.5 Clock Hrs)
Accreditation: HRCI, SHRM

Virtual REGISTER

Immigration Compliance for Employers

Certification: **HR**

Class Type: **IP**

Objectives: Participants will learn about the variety of visas which will permit foreign individuals to work in the U.S. This course will provide an overview of the difference between temporary and permanent employment-based visas and 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

Learning Outcomes

- Recognize participant roles and basic concepts in the U.S. work visa process
- Understand the difference between temporary and permanent visas
- Identify the qualifications and process for common temporary visas
- Understand the employer-sponsored permanent residence process
- Identify the steps for I-9 and H-1B compliance and recordkeeping
- Explain what a Homeland Security immigration audit entails
- Understand the role of export control compliance in the immigration process

Instructor: Alexandra LaCombe
Jackson Lewis PC
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .70 (6.0 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Influencing Others

Certification: **AA CS HR L**

Class Type: **IP V**

Objectives: This course will identify ways individuals without direct authority over others can use skills to connect with others, gain cooperation, and influence interactions to achieve outcomes.

Who should attend: Individuals who rely on influence rather than authority to achieve goals

Learning Outcomes

- Identify methods to foster collaboration and gain buy-in
- Discuss ways to enhance trust, credibility, and rapport
- Practice communicating clearly and transparently
- Explore ways to work across organizational lines to get the job done
- Use knowledge and competence to increase credibility
- Recognize how to be a positive, powerful advocate
- Build cooperation with colleagues

Instructor: Michigan Business Consultants
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

In-Person REGISTER

Virtual REGISTER

Interview Skills

Certification: **HR L**

Class Type: **V**

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

- 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: ASE
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.0 Clock Hrs)
Accreditation: HRCI, SHRM

Virtual REGISTER

Job Analyses and Job Descriptions

Certification: **HR**

Class Type: **IP V**

Objectives: This course will teach participants how to conduct job analyses and develop job descriptions that 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.

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

Learning Outcomes

- 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,
ASE
Fees: \$179 ASE members
\$235 nonmembers
CEUs: .60 (5.0 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Leadership Essentials

Certification: **L**

Class Type: **IP V**

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

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

Instructor: Michigan Business Consultants

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .60 (5.5 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Managing Leaves of Absence

Certification: **HR**

Class Type: **IP V**

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

- 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. Jacquelyn G. Schulte, PLC

Fees: \$179 ASE members
\$235 nonmembers

CEUs: .40 (3.5 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Managing Problem Employees

Certification:

Class Type: **IP V**

Objectives: This program 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

- Identify different types of problem employees
- Develop 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. Jacqueline G. Schulte, PLC

Fees: \$179 ASE Members
\$235 nonmembers

CEU: .30 (3 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Managing Remote Teams

Certification: **HR L**

Class Type: **V**

Objectives: This course will educate participants on the basics of managing a remote team. Participants will learn the benefits and challenges of remote work and the benefits to employers and employees. The importance of strong, engaged management will be discussed along with effective management practices to assure successful remote teams.

Who should attend: Managers of remote teams.

Learning Outcomes

- Explain the implications of remote work in business
- Understand the benefit of remote work to employees and employers
- Identify and effectively manage the challenges of leading remote teams
- Create a plan for adopting effective management practices and setting clear expectations with remote teams
- Identify the elements of effective IT tools for remote teams
- Create an action plan to increase their effectiveness in managing remote teams

Instructor: Brandon Wilkins

Fees: \$299 ASE Members
\$395 nonmembers

CEU: .60 (5.5 Clock Hrs)

Accreditation: HRCI, SHRM

Virtual REGISTER

Microsoft Excel – Pivot Tables

Certification: **HR**

Class Type: **V**

Objectives: Participants will learn how to create Pivot Tables using a large data set, apply filters in a Pivot Table, use field and report filters on a Pivot Table, create calculated fields in a Pivot Table, create logical tests using basic IF functions, evaluate when to use the AND & OR functions with IF functions, and create nested IF statements.

Who should attend: Anyone that would like to learn how to use pivot tables to understand and summarize their data.

Learning Outcomes

- Create, organize, and format a pivot table
- Change how values in your pivot table are displayed
- Filter, Slice, and Group the Pivot Table data
- Create calculations in your Pivot table
- Create different types of Pivot Charts to visually represent the data
- Use the VLOOKUP and HLOOKUP to look up values arranged in a vertical or horizontal layout
- Review and use the IF function to evaluate a scenario
- Learn how to create nested IFs
- Learn the how to setup and use the AND, IF, OR, INDEX and MATCH lookup functions

Instructor: Marilyn Adolph ASE

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .60 (5.5 Clock Hrs)

Virtual REGISTER

Microsoft Excel Simplified

Certification: **HR**

Class Type: **V**

Objectives: Participants will learn how to set up an Excel worksheet, create formulas, and enhance the appearance of the worksheet using various formatting techniques. Students will also learn how to use Average, Count, Counta, Max and Min, and Sum.

Who should attend: Anyone new to Excel or is looking to improve how they use Microsoft Excel.

Learning Outcomes

- Create a worksheet
- Use the Series feature to fill in dates
- Create basic formulas using addition, subtraction, multiplication, and division
- Use statistical functions like Average, Count, Max, and Min to determine things like your average, largest, or smallest value in a range
- Create range names
- Use Help or the Tell Me feature to learn how to do various tasks in Excel
- Use formatting techniques to improve the appearance of text, numbers, and dates
- Use Themes and Table Designs to create visual appeal
- Add headers and footers to create a recurring worksheet title and insert page numbers
- Sort columns of data
- Use Page Layout options to better format your worksheet

Instructor: Marilyn Adolph ASE

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .60 (5.5 Clock Hrs)

Virtual REGISTER

Microsoft PowerPoint Simplified

Certification: **HR**

Class Type: **V**

Objectives: Participants will create a PowerPoint presentation from beginning to end, including applying designs, inserting graphics, adding animations, and inserting videos and sound.

Who should attend: Anyone that would like to learn how use PowerPoint to make their presentation engaging and attractive.

This course is compatible with versions: 2016, 2021 and Office 365.

Learning Outcomes

- Creating a basic presentation with succinct slides
- Utilize the various slide layouts to enhance your slides
- Apply a design theme for a consistent presentation
- Use imagery to help convey your message
- Apply special effects like transitions and animations
- Create graphs and tables
- Add timing to your presentation
- Insert videos

Instructor: Marilyn Adolph ASE
Fees: \$299 ASE members \$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

Virtual REGISTER

Microsoft Word Simplified

Certification: **HR**

Class Type: **V**

Objectives: Participants will learn how to create a Microsoft Word document, edit a document, apply character, and paragraph level formatting, use and customize pre-built styles and design themes, insert page numbers and repeating text, insert and format images, and create columns and tabular columns.

Who should attend: Anyone that would like to learn how to make professional documents.

Learning Outcomes

- Apply character and paragraph formatting
- Use borders and shading to highlight blocks of text
- Use templates
- Use preformatted headers and footers
- Insert images and apply styling
- Use the spell check, grammar check, and thesaurus
- Apply styles for quick formatting
- Use bullets, numbering, and outline styles
- Set up columns of text using tables
- Insert page breaks, section breaks, and column breaks
- Use the Review feature to collaborate on documents with others

Instructor: Marilyn Adolph ASE
Fees: \$299 ASE members \$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

Virtual REGISTER

National Labor Relations Act Overview

Certification: **HR L**

Class Type: **IP V**

Objectives: Participants will learn what the National Labor Relations Act (“NLRA”) is, common issues that arise in the workplace that involve the NLRA, best practices for complying with the NLRA, and other aspects of the NLRA that employers need to know.

Who should attend: Human Resources professionals and individuals in a supervisory/managerial role

Learning Outcomes

- Understand what the National Labor Relations Act is and how it impacts both union and non-union workplaces
- Identify what protected concerted activity is and is not
- Analyze whether their policies, procedures, and handbooks comply with the current rules and regulations
- Understand what an unfair labor practice is and how to respond to one if it is filed against your company
- Know what to do if you suspect that a union is attempting to organize your workplace

Instructor: Brian D. Shekell Clark Hill PLC
Fees: \$179 ASE Members \$235 nonmembers
CEUs: .40 (3.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER
 Virtual REGISTER

Negotiation Skills

Certification: **AA CS HR L**

Class Type: **IP**

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

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

Instructor: Michele Ruppall HR Strategies & Solutions
Fees: \$299 ASE members \$395 nonmembers
 *Includes \$20 for materials
CEUs: .70 (6.5 Clock Hrs)

In-Person REGISTER

Onboarding Done Successfully

Certification: **HR**

Class Type: **V**

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 their employee orientation programs.

Who should attend: HR personnel and program administrators.

Learning Outcomes

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

Instructor: ASE
Fees: \$179 ASE members \$235 nonmembers
CEUs: .40 (3.5 Clock Hrs)

Virtual REGISTER

Payroll 1.0 – Basic Payroll Processing

Certification: **HR**

Class Type: **V**

Objectives: Students will learn the key elements of payroll processing, understand the impact that payroll has on the functionality and moral of the company, and identify common challenges to properly process payroll.

Who should attend: Business owners, Payroll Processors, HR partners.

Learning Outcomes

- Identify key elements to payroll processing
- Identify their role in the payroll process
- Identify any problem areas in their own company
- Give a general overview of payroll tax.
- Garnish steps they need to implement to be compliant

Instructor: Christina Russell
Fees: \$179 ASE members \$235 nonmembers
CEUs: .40 (3.5 Clock Hrs)

Virtual REGISTER

Performance Appraisals: Planning and Conducting

Certification: **HR L**
 Class Type: **IP V**

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, or team leaders who participate in evaluating employee performance

**** Participants should bring current performance appraisal tools to class.**

Learning Outcomes

- 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 Ruppel
 HR Strategies & Solutions
Fees: \$299 ASE members
 \$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

In-Person REGISTER

Virtual REGISTER

Presentation Skills Workshop

Certification: **CS L**
 Class Type: **IP**

Objectives: Participants will learn the key components of good organization, confidence building, and effective delivery skills. The course will identify and improve participant’s presentation skills and confidence.

Who should attend: All individuals

Learning Outcomes

- 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 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
- Review and practice handling questions and issues effectively
- Create a plan to transfer skills and techniques to future presentations

Instructor: Joe Tabers
 Productive Training Services, Inc.
Fees: \$509 ASE members
 \$629 nonmembers
 *Includes \$10 for materials
CEUs: 1.0 (10.0 Clock Hrs)
Accreditation: HRCI, SHRM
This course has a maximum participant size of 10.

In-Person REGISTER

Principles and Practices of Supervision I

Certification: **L**
 Class Type: **IP V**

Objectives: This course introduces the skills necessary to excel as a supervisor. Participants will learn practical tools and knowledge to use immediately on the job to be more effective.

Who should attend: Individuals who have responsibility for directing the work of others including supervisors, managers, and team leaders as well as those who are soon-to-be-promoted to supervisor roles.

Learning Outcomes

- Describe the role of the supervisor and the 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 and demonstrate effective communication skills
- Provide positive and corrective feedback

Instructor: ASE
Fees: \$799 ASE members
 \$1,049 nonmembers
Length: Virtual – 6 Days
 In-Person – 3 Days
CEUs: 2.0 (19.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Principles and Practices of Supervision II

Certification: **L**
 Class Type: **IP V**

Objectives: This course builds upon the knowledge and skills developed in P&P I by providing participants additional ways to effectively supervise their teams and overcome obstacles that might hinder success. Participants will gain insight into their unique leadership style and interpersonal style through the use of individual assessment tools.

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

Learning Outcomes

- Identify challenges associated with managing multiple generations
- 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 how to overcome them

Instructor: ASE
Fees: \$799 ASE members
 \$1,049 nonmembers
Length: Virtual – 6 Days
 In-Person – 3 Days
CEUs: 2.0 (19.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Problem Solving

Certification: **AA CS L**
 Class Type: **IP V**

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

- Apply creative thinking to turn problems into opportunities
- Discuss idea-generation techniques
- Use 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 different learning styles and apply them to problem solving
- Discuss how whole brain thinking can enhance the ability to be innovative

Instructor: Ken Woodside
 The Luminous Group LLC
Fees: \$299 ASE members
 \$395 nonmembers
CEUs: .70 (6.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Process Improvement Essentials

Certification:
 Class Type: **IP V**

Objectives: Participants of this course will learn and be prepared to practice process improvement methods including process mapping, 5S workplace organization, identification and elimination of waste, error-proofing, standardization of work, and process verification.

Who should attend: All individuals

Learning Outcomes

- Understand the importance and value of continuous improvement
- Frame process improvement initiatives including the scope, methods, and desired outcomes
- Work with people close to the existing process and highlight recommendations to improve results and reduce effort
- Begin practice with fundamental tools for process improvement including: Process mapping, 5S, identification of waste, and standardization of work
- Integrate tools learned into initiatives related to work instructions problem solving, and continuous improvement
- *Learning Materials will be provided to participants in advance to use during the session.*

Instructor: Ken Woodside
 The Luminous Group, LLC
Fees: \$299 ASE members
 \$395 nonmembers
CEUs: .70 (6.5 Clock Hrs.)
Accreditation: HRCI, SHRM
This class qualifies for HRCI Business Credit

In-Person REGISTER

Virtual REGISTER

Project Management Basics

Certification: **AA** **L**

Class Type: **IP** **V**

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: Individuals new to managing projects

Learning Outcomes

- 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: Ken Woodside
The Luminous Group, LLC
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .70 (6.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Recruiting Fundamentals

Certification: **HR** **L**

Class Type: **V**

Objectives: This course provides an introduction to the basics of recruiting and will cover 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 who have recruited in the past and are seeking a refresher on the basics and latest techniques used in recruiting

Learning Outcomes

- 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: ASE
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)
Accreditation: HRCI, SHRM

Virtual REGISTER

Resilience—Developing a Mindset of Adaptability

Certification: **HR**

Class Type: **V**

Objectives: In this program participants will learn tactics and strategies to overcome any kind of business stagnation. This will allow their organization to adapt, survive, and thrive in a constantly changing business climate.

Who should attend: Leadership, Management, and their teams

Learning Outcomes

- Identify 3 reasons why an organization’s ability to adapt is critical to survive and thrive in a constantly changing world.
- Uncover hidden roadblocks to individual and organizational adaptability that are sabotaging efforts to move the organization forward.
- Learn how to recognize and identify areas where organizational inertia and stagnation have taken hold.
- Learn new methods to eliminate outdated thinking and inflexibility within your organization.
- Demonstrate the process of how to develop a mindset of adaptability and resilience.
- Develop the ability to creatively adjust to new situations.
- Create effective solutions to resolve the problems that your company faces.
- Learn new strategies to move your organization ahead of your competitors.

Instructor: Tom Borg, CHDA, MA
Tom Borg Consulting, LLC
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)

Virtual REGISTER

Strategic Thinking

Certification: **HR** **L**

Class Type: **IP** **V**

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

- Challenge conventional thinking using several methods
- Review the current state of 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 Ruppel
HR Strategies & Solutions, LLC
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)
Accreditation: HRCI, SHRM
This class qualifies for Business Credit

In-Person REGISTER

Virtual REGISTER

Supervise with Success

Certification: **L**

Class Type: **IP** **V**

Objectives: This course will define the role and responsibilities of a supervisor. Participants will practice techniques and practical skills to develop relationships and deliver feedback and learn how to document both. Delegation, time management, and meeting skills will be taught for greater effectiveness.

Who should attend: Individuals who are new to supervision

Learning Outcomes

- Define the role of a supervisor
- Develop goal-oriented relationships with employees
- Practice giving encouragement feedback and developmental feedback
- Define the different levels of delegation
- Apply time management skills to increase effectiveness
- Prepare and conduct productive meetings

Instructor: Michigan Business Consultants
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Succession Planning

Certification: **HR**

Class Type: **IP** **V**

Objectives: Participants will learn the important steps and receive tools that can be adapted to their workplace to create a documented approach for creating the leaders of tomorrow.

Who should attend: HR managers

Learning Outcomes

- Build a Succession Planning Framework.
- Discuss the importance of a Succession Planning timeline
- Identify critical positions, competencies and high-potential employees
- Assess high-potential employees
- Develop and implement succession plans
- Evaluate program effectiveness
- Define the critical roles in the Succession Planning process and who plays them

Instructor: Sara Orwig
Fees: \$299 ASE members
\$395 nonmembers
CEUs: .60 (5.5 Clock Hrs)
Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Team Building

Certification: **CS** **HR** **L**

Class Type: **IP** **V**

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 must be developed in order to succeed.

Who should attend: Team leaders and members

Learning Outcomes

- 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: Michigan Business Consultants

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .60 (5.5 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Team Collaboration

Certification: **L**

Class Type: **V**

Objectives: This course will provide an interactive experience with takeaways for motivating and inspiring teams. Participants will apply tools that build better relationships, create positive energy, and inspire new action in their teams.

Who should attend: All individuals

Learning Outcomes

- Define common purpose and shared vision for team
- Create a supportive atmosphere where all members feel accepted and relevant
- Build strong relationships using language of trust and levels of rapport
- Suspend judgment and explore opportunities
- Identify actions and responsibilities for achieving team vision
- Recognize ways to motivate individuals and catalyze action
- Measure team contribution and success

Instructor: Dann Systma Improv Effects

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .60 (6 Clock Hrs)

Virtual REGISTER

Time and Priority Management

Certification: **AA** **CS** **HR** **L**

Class Type: **IP** **V**

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

- Recognize when to prioritize tasks
- Assess organizational skills
- Identify ways to create more time
- Explain how interruptions affect productivity
- Identify 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: Michigan Business Consultants

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .70 (6.5 Clock Hrs)

In-Person REGISTER

Virtual REGISTER

Unemployment Compensation Overview

Certification: **HR**

Class Type: **IP** **V**

Objectives: This course will discuss how to manage the basics of the Wage and 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

- Define the basics of the Wage and Record System – eligibility, qualifications, benefit duration, and weekly benefit amount
- Complete common UIA forms: what information is required and why
- File effective protests and appeals
- Prepare burden of proof in a “misconduct” case as defined by the courts
- Identify the information needed to win and Administrative Hearing
- Identify other UI cost control tips

Instructor: Brian Gmerick

Fees: \$299 ASE members
\$395 nonmembers

CEU: .70 (5.5 Clock hrs.)

Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Union Avoidance: Recognizing and Handling Unionization Attempts

Certification: **HR** **L**

Class Type: **V**

Objectives: Participants will learn steps companies can take to avoid unions from organizing their workforce, the signs typically associated with a union organizing campaign, ways to prevail in union organizing campaigns, and the laws and rules regarding what companies can and cannot do during a union organizing campaign and election.

Who should attend: Human Resources professionals and individuals in a supervisory/managerial role

Learning Outcomes

- Understand basic laws and protections related to union organizing
- Identify ways to prevent a union from organizing their company
- Know what to do if you suspect that a union is attempting to organize your workplace
- Understand the dos and don'ts during a union organizing campaign
- Know how to prevail in a union election

Instructor: Brian D. Shekell Clark Hill PLC

Fees: \$179 ASE members
\$235 nonmembers

Accreditations: HRCI/SHRM

Virtual REGISTER

Wage and Hour Law

Certification: **HR**

Class Type: **IP** **V**

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

- 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

Instructor: Stephanie Romeo Clark Hill, PLC

Fees: \$179 ASE members
\$235 nonmembers

CEUs: .30 (3.0 Clock Hrs)

Accreditation: HRCI, SHRM

In-Person REGISTER

Virtual REGISTER

Win-Win Communication Skills

Certification: CS HR L

Class Type: IP V

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

- Develop strengths that improve communication
- Identify barriers that create communication breakdowns
- Discuss the purposes of communication
- Describe impact of communication cues, attitudes, and delivery style of 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: Joe Tabers
Productive Training Services

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .70 (6.5 Clock Hrs)

In-Person REGISTER

Virtual REGISTER

Workers’ Compensation Law

Certification: HR

Class Type: IP V

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

- 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: George Henry

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .50 (5.0 Clock Hrs)

In-Person REGISTER

Virtual REGISTER

Working Under Pressure

Certification: AA CS L

Class Type: IP V

Objectives: This course teaches 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

- 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: Michigan Business Consultants

Fees: \$299 ASE members
\$395 nonmembers

CEUs: .60 (5.5 Clock Hrs)

Accreditation: HRCI, SHRM

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Workplace Investigations

Certification: HR L

Class Type: IP V

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 is addressed.

Who should attend: HR personnel, managers, and supervisors

Learning Outcomes

- 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
- 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.
Jacquelyn G. Schulte, PLC

Fees: \$179 ASE members
\$235 nonmembers

CEUs: .30 (3 Clock Hrs)

Accreditation: HRCI, SHRM

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Registration Information

Registration

ASE urges participants to register early due to limited class size. Confirmation email, 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 participant 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 aseonline.org.
- Call Talent Development at 248.223.8041

Payment

Payment is required at the time of registration. ASE accepts check, cash, or credit card (Visa/MasterCard/American Express). Payments can now be made online by visiting aseonline.org and clicking on the “Pay Invoice” link at the top of the page.

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

Refund Policy

All tuition and fees paid by the participant shall be refunded if the participant 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 participant 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:

Cancellation Policy

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 participant in place of the original registrant will be accepted without any additional cost. (Example: cancellations will be accepted on Thursday, January 9 for classes scheduled on Thursday, January 16 at no charge – ASE will charge the full class fee for cancellations between January 10 and January 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 an instructor illness or injury. Instructor substitutions are made only when necessary. Should weather conditions cause traffic problems, the normal starting time of a program may be delayed up to 30 minutes.

If a class must be canceled due to inclement weather, a power outage, or another unforeseen occurrence, an email notification will be sent to each class attendee to the email address on file (if any). If a phone number is on file, ASE will also attempt to notify participants via phone. In addition, the cancellation will be communicated via the ASE website and a recorded message will be available on the phone line 248.223.8041. Should a program be canceled, it will be rescheduled or individuals will receive a full refund.

Administrative Information

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 information to confirm identity prior to transcript release.

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. Use of any device to make an audio, video or photographic record of any person or portion of the class is prohibited.

Instructor's Proprietary Interest

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

ASE Professional Conduct Policy

ASE expects that all participants attending an ASE program behave in an appropriate manner. Attendees may be dismissed if they do not comply with proper business etiquette.

Attendance in class is critical to student academic success. To receive a certificate of completion for a course, participants must attend the training for

the entire scheduled amount of time, i.e., neither late for class (tardy) nor leaving before the end of class (leave early), and adhere to lunch and break times.

ASE's goal is to offer programs that are of value to all participants, and we greatly appreciate all feedback so we can continue to meet needs and exceed expectations.

ASE encourages participants to discuss any suggestions or concerns they have with the appropriate instructor or ASE staff. Suggestions or concerns should be directed to the appropriate individual as soon as possible to allow for early resolution.

If a concern has not been resolved satisfactorily after an informal discussion, participants should document complaints in writing and submit to ASE within five (5) business days. ASE shall further investigate the matter(s) and reply in writing within ten (10) business days.

If the participant is unable to resolve the complaint through ASE, the individual can file a complaint with the State of Michigan Department of Licensing and Regulatory Affairs, Corporations, Securities & Commercial Licensing Bureau (CSCL). Complaint forms can be accessed online at <http://www.michigan.gov/pss>. The CSCL complaint form can be located after clicking on the Post-Secondary Student Complaints link that is under the Consumer Information Section towards the bottom of the webpage. The Schools and Licensing Division phone number is 517-241-9221 and the fax number is 517-373-2162. Email can also be received by the division at: csclonline@michigan.gov.

Participant Accommodation

ASE 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.

Contact us Today!

ASE Talent Development Team

 248.223.8041

 asetraining@aseonline.org

 5505 Corporate Dr.
Troy, MI 48098

 aseonline.org

