

Employee Development Workshops

If Only I Had More Time...I'd Be Organized!

This session helps participants take control of their time and increase their productivity, using the DiSC "Time Mastery Profile" for individual customization. It provides the tools to prioritize major projects into "doable" tasks, minimize "time robbers," and identify ways to deal with distractions, eliminate interruptions, and set effective goals and priorities in terms of importance and urgency, scheduling tasks effectively. **2/2/12 or 10/10/12**



Business Etiquette: How-to's for the Professional Work Environment

This seminar will help you develop your employees in the area of professional emailing, cubical behavior, cell phone conversations, dressing appropriately, the necessity of giving and receiving compliments graciously, "owning up" when they've done something wrong, and how to keep a conversation flowing...just to name a few. **2/17/12 or 11/2/12**

Dealing With The Difficult and Irate Customer

In this workshop you will learn simple communication techniques that will help you feel more confident and more comfortable when "the heat is on"...leading you to serve customers more effectively. **2/22/12 or 10/26/12**

Managing Stress: The Road to Resiliency

Few skills are more important to a career than the ability to stand strong and calm under pressure, stress, and chaos. This workshop delivers the all-important techniques and strategies that help employees come across as level-headed and confident...even if their emotions are tugging away inside. **2/29/12 or 9/25/12**

Telephone Courtesies Pays Off! **NEW!**

This session provides basic telephone etiquette skills, such as courteously putting a caller on hold, effectively using voicemail, saying "no", and handling language differences, complaint calls, and angry customers. **3/30/12 or 9/28/12**

Four Generations: The Greatest Potential **NEW!**

With four generations in today's workplace, differences in attitudes, values, and communication can create misunderstandings and trigger conflicts that reduce morale, teamwork, and productivity. This session helps employees understand colleagues from a different generation, reduce and resolve conflicts and communication problems, facilitate better teamwork, increase productivity, and recognize and respect each other's value and input. **4/19/12 or 11/29/12**

Finding the UP in Upheaval

This workshop is designed to assist companies dealing with mergers, acquisitions, downsizing, reorganization, growth and relocation -- the most common causes of organizational upheaval. This session will help employees develop the skills needed to face change and handle it in a positive, productive manner. **4/26/12 or 10/5/12**

Ethical Muscle...A Responsibility of Leadership

Ethics has quickly become one of today's most critical business concerns, and the ethical make-up of every business begins with its employees. The actions you take, the decisions you make, and the daily behaviors you exhibit are ultimately how your organization will be judged. Join us to learn how to know what's right, do what's right, and exercise your ethical muscle. **5/1/12 or 10/9/12**



Working With You is Killing Me!!

Is there someone at work driving you crazy?? Do you have a chaotic coworker, an unruly employee, or an impossible client? This workshop will help you "unhook" from emotional pitfalls in the office and show you how to manage difficult personalities on the job. **5/17/12 or 10/18/12**



Give 'Em The Pickle

This is the customer service program everyone is talking about! Serving the customer is a noble profession, but how do you get your team to understand that? Bring them to this workshop and let us show them how the four Key Principles will keep customers coming back to you! **5/23/12 or 10/16/12**



Register
**2 employees for
any training,
get 1
FREE!***

*Materials fee may apply.

FULL-DAY DEVELOPMENT WORKSHOPS

8:30am-4:30pm • \$275 per person per session

Boot Camp for Supervisors

"Boot Camp" is known in military circles as a time when newly enlisted recruits learn the basics of functioning in their military profession. Although there will be no harassment or intimidation by the trainers (certified HR professionals and legal counsel), this session will provide participants with the basics of the supervisory role from an HR perspective. We'll cover basic wage and hour compliance, leave of absence administration, harassment, discrimination, new hire and termination paperwork...and communication. Attendees will march away with a new appreciation of the importance of this aspect of their job. **3/22/12, 5/24/12 or 9/12/12**

Creative Problem Solving

Course participants will learn how to integrate creativity with analytic thinking for effective problem solving, and to develop critical thinking skills. Creative problem solving is a valuable skill for today's fast-changing world. The concept of 'innovation' and how it relates to the bottom line will also be emphasized. An innovative mindset not only identifies and evaluates great ideas for the marketplace; it also focuses on solving customer problems. **3/8/12 or 9/18/12**

Everything DiSC Management

This sessions teaches managers how to bring out the best in each employee. It's the most in-depth management training solution available. *Everything DiSC Management* increases effectiveness using personalized learning to help managers develop their management styles, improve communication and increase employee engagement. **3/13/12 or 8/31/12**

Dynamic Decision Making

Using a case study approach, this course offers a straightforward, easy-to-follow process designed to improve the way you make business decisions or any decision that can help you reach your goal. Our decisions and choices shape our professional and personal lives. Sadly, decision-making is seldom taught as a skill in its own right. This course will present a clear process and user-friendly techniques for making smart choices. **5/15/12 or 11/8/12**



Time: 8am-11am

Location: P•A•S Training Center
1401 19th Street, Suite 110

Fee: \$95 per person per session

If you would like to register one or more participants for these sessions, please contact our office at (661) 631-2165 or email us at Michelle@PASassociates.com.



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