

Quick Start for Supervisors®

Module 1

Moving from peer to supervisor • Understanding the role of management • Dealing with negativity

Module 2

Reviewing the basic principles of communication • Reaching shared understanding • Increasing listening capabilities

Module 3

Understanding and working positively with different work styles • Creating positive work environments • Tapping the talent of the group

Module 4

Setting and reviewing performance objectives • Setting and reviewing minimum performance standards • Determining acceptable levels of performance • Communicating performance standards and providing instruction

Module 5

The obstacles associated with delegating • Knowing what you can and cannot delegate • The supervisor's role in delegated work • Dealing with conflict

Module 6

Conducting disciplinary conversations • Monitoring and coaching sub-standard performance • Providing and receiving timely feedback • Dealing with the non- or low-performer

Module 7

Conducting effective meetings • The necessary elements of a good meeting • Making meetings beneficial for everyone • Handling group meetings, challenges and conflicts

Module 8

Understanding how a profitable business operates • The basics of a profit and loss statement • How the supervisor affects the bottom line

Module 9

Effectively managing projects • Time management obstacles • Communicating project management concerns

Situational Frontline Leadership (SFL)

This 24-hour training is a revision of the award-winning program, Leadership Training for Supervisors (SLII®), which is designed to increase team member productivity and engagement.

The SFL process follows a behavior-modeling format, with an emphasis on key communication skills. SFL provides the SLII® competitive edge and the skills that leaders need to have a Partnering for Performance conversation with employees at each of the four development levels. The communication skills taught are specified for each development level, so supervisors will learn how to listen and respond to employees based on the employee's needs.

After completing this course, participants will be able to:

- Take responsibility in developing their direct reports
- Diagnose employees' development needs and adapt their leadership style to meet those needs
- Partner by creating a side-by-side relationship where both parties are mutually influential
- Understand how effective leadership can provide high levels of performance and employee satisfaction
- Transfer newly learned skills to partner with their people on a journey that can transform basic beginners into Self-Reliant Achievers

Session G Begins March 27, 2009
Session H Begins October 12, 2009
Each Session consists of six modules (one module per week for six weeks)

SFL Refresher Available Upon Request
Single session only

Time: 8am-12pm
Location: P•A•S Training Center
1401 19th Street, Suite 110



HUMAN RESOURCES CONSULTANTS

2009 Training Services

- Supervisory Development Workshops
- Quick Start for Supervisors®
- State-Mandated Sexual Harassment
- Situational Frontline Leadership
- Employee Development Workshops



Our priority is people. Our product is service.

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Quick Start for Supervisors®

Quick Start for Supervisors® equips participants to handle the role of supervisor more effectively, increasing morale, productivity and profitability. Once individuals complete this training program, they're off and running in their role as supervisor!



"Often in business, people are elevated to manager because they are good at doing their job, but they lack the necessary skills of a supervisor. Thankfully, we found the solution to this problem with the Quick Start Program by P•A•S. We have sent all of our managers through this program and it has become an integral part of our transition into management."

—Tim Terrio, Terrio Therapy-Fitness, Inc.

- Session P** Begins January 13
 - Session Q** Begins January 15
 - Session R** Begins March 17
 - Session S** Begins March 19
 - Session T** Begins August 18
 - Session U** Begins August 20
 - Session V** Begins October 21
- Each Session consists of nine modules (one module per week for nine weeks)*

- Quick Start Refresher** March 23, 2009
- Quick Start Refresher** May 11, 2009
- Quick Start Refresher** December 18, 2009
Single session only

Time: 8am-11:30am
Location: P•A•S Training Center
1401 19th Street, Suite 110

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.

Harassment: The Real Scene

The State of California has mandated two hours of bi-annual sexual harassment training and education for all supervisors who work for companies with 50 or more individuals operating on the work premises (including temporary workers and independent contractors).

In an effort to assist companies in meeting this requirement, P•A•S Associates is providing harassment training on the dates noted below. This interactive session will not only meet State requirements, but assures your supervisors understand how to recognize and prevent sexual harassment in your workplace, limit liability, and effectively communicate such information to your employees.

Don't forget to retrain supervisors who have not been trained since 2007...

Seminar Dates

February 11, 2009.....	8-10 am
March 11, 2009.....	8-10 am
April 29, 2009.....	8-10 am
May 27, 2009.....	8-10 am
June 16, 2009.....	8-10 am
July 9, 2009.....	8-10 am
August 14, 2009.....	8-10 am
September 2, 2009.....	8-10 am
October 7, 2009.....	8-10 am
October 20, 2009.....	3-5 pm
November 5, 2009.....	8-10 am
November 17, 2009.....	3-5 pm
December 1, 2009.....	8-10 am
December 4, 2009.....	8-10 am
December 10, 2009.....	3-5 pm

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

Registration and continental breakfast begin 30 minutes prior to class start time.
Fee: \$85 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.

Supervisory Development Workshops

Legal Update and HR Pitfalls for 2009

With Dan Klingenberger, Esq., of Dowling, Aaron and Keeler. 2009 brings new laws, regulations, and court decision information. You can make this year the most informed and protected by attending this workshop and gathering information to assure your company is in compliance! **1/21/09**

Hire Tough, Manage Easy

Hiring the right people for the right position the first time is one of the most important roles an organizational leader plays. This session specifically addresses the "how-to's" behind this tough assignment. **3/4/09 or 10/9/09**

NEW Care and Candor: Making Performance Appraisals Work

Appraisal meetings are often dreaded by both the manager and the employee. However, handled correctly, the appraisal meeting can be an invaluable opportunity to learn, grow, and increase motivation on both sides of the table. This exciting new workshop demonstrates the importance of making a caring attitude and honest feedback the foundation of the appraisal meeting in order to achieve the best results.

3/13/09 or 9/25/09

Managing Workplace Conflict

Conflict is so common, and every leader needs to develop the skills necessary to manage conflict productively and confidently. This session will develop those skills. **4/8/09 or 9/11/09**

Courage To Coach

This workshop is designed to help you with the single biggest fear supervisors face -- coaching employees when they don't want to be coached!! The tools you'll learn will give you a clear, no-nonsense, proven approach for coaching your employees that will work in any employee performance situation. Once you have the tools, the courage will come naturally!

5/15/09 or 11/10/09

NEW Managing People Through Change

This session helps managers with insights they need to help people deal with change in the workplace and change in their personal lives which impinge on work. By understanding the stages of change and how people progress through them, participants learn how to support and understand the behavior and feelings of the people they manage.

6/12/09 or 11/19/09

Leadership Secrets of Santa Claus

It's not easy being Santa, and we know it's not easy being a manager or supervisor either! Learn how you can apply the successful Leadership Secrets from Santa's workshop in your workshop all year long! **12/8/09**

8am-11am • \$95 per person per session
P•A•S Training Center 1401 19th St., Ste. 110

Employee Development Workshops

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. **1/23/09 or 10/27/09**

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. **2/4/09 or 11/3/09**

If Only I Had More Time!

Do you need to take control of your time and increase your productivity? This workshop will give you the tools to prioritize major projects into "do-able" tasks, minimize "time robbers", and identify ways to deal with distractions, eliminate interruptions and set effective goals and priorities. **2/25/09 or 8/19/09**

I Just Can't Get Organized!

Are you suffering from a few deadly organization sins?? This workshop will help you organize tasks into active and reactive groups, establish priorities in terms of importance and urgency, and schedule tasks effectively. **3/18/09 or 9/4/09**

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.

3/25/09 or 9/30/09

NEW 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. **5/13/09 or 10/2/09**

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! **5/22/09 or 10/29/09**

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. **5/29/09 or 10/22/09**

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. **6/5/09 or 10/5/09**

8am-11am • \$95 per person per session
P•A•S Training Center 1401 19th St., Ste. 110

Full-Day Development Workshops

NEW 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. **4/1/09 or 9/16/09**

NEW 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. **5/20/09 or 11/13/09**

8:30am-4:30pm • \$255 per person per session
P•A•S Training Center 1401 19th St., Ste. 110

Additional Workshops Available

- Analytical Thinking...The Key To Success
- DiSC Leadership and Teambuilding
- Managing Leaves of Absence
- A Peacock in the Land of Penguins
- Performance Appraisals: Looking Forward
- Recognizing Controlled Substance Use in the Workplace
- The Termination Process

Retainer clients receive complimentary admission for two participants to any development workshop.

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.