

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 • Addressing generational differences regarding performance expectations and feedback

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.

Session begins. October 30, 2012
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

Lead Like Jesus Leadership Encounter

No matter what kind of leader you are... business leader, ministry leader, emerging leader...you have the opportunity to serve and glorify God through your leadership. We'd like to help equip you to lead at the highest level...to glorify God.



Facilitated by Holly Culhane and Maria Paine

March 9, 2012
May 31, 2012
October 12, 2012
December 6, 2012



Time: 8am – 5pm
Location: P•A•S Training Center
1401 19th Street, Suite 110

Need more info? Call (661) 631-2628



HUMAN RESOURCES CONSULTANTS
INVESTIGATIONS

...since 1987

2012 Training Services

- Supervisory Development Workshops
- Quick Start for Supervisors™
- Boot Camp for Supervisors
- State-Mandated Sexual Harassment
- Situational Frontline Leadership
- Employee Development Workshops
- Leadership Encounters
- Over 99 hours in HRCI certified trainings!



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

*Materials fee may apply. Lead Like Jesus Leadership Encounter not included in offer.

Our priority is people. Our product is service.

1401 19th Street, Suite 235 • Bakersfield, CA 93301
Phone: (661) 631-2165 • Fax: (661) 631-2841
www.PASassociates.com

Contact Michelle Spitzer to register!
Michelle@PASassociates.com

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!

Hear from Quick Start graduates...

"Quick Start is understandable and so thorough; it's covered every aspect of supervising!"

"This had made my job easier and more efficient. Everyone is working better!"

"This gave me what I need to know in detail, not just a quick glance. Spreading out in nine sessions really helped."

"After 20 years of managing employees based on what I'd learned from others and through formal education, this gave me a whole new positive perception of how to manage."

Sessions Beginning:

January 10, 2012 August 16, 2012
March 14, 2012 October 17, 2012

Each Session consists of nine modules
(one module per week for nine weeks)

Quick Start Refresher June 21, 2012

Quick Start Refresher. October 23, 2012
Single session only

Time: 8am-11:45am
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: A New Look



The State of California has mandated **two hours of bi-annual sexual harassment training and education for all supervisors who work for companies that engage or employ 50 or more individuals** (including temporary workers, independent contractors, and employees outside of California).

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 2010...

Seminar Dates

February 15, 2012.....8-10 am
March 29, 2012.....8-10 am
May 3, 2012.....8-10 am
June 19, 2012.....8-10 am
August 8, 2012.....3-5 pm
September 11, 2012.....8-10 am
October 25, 2012.....3-5 pm
December 11, 2012.....8-10 am

We also offer ONLINE sexual harassment training.

Retainer Clients 2-hour session: \$30

Non-retainer Clients 2-hour session: \$40

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

Supervisory Development Workshops

All Supervisor Developmental Workshops:

8am-11am • \$95 per person per session

P•A•S Training Center 1401 19th St., Ste. 110

Legal Update and HR Pitfalls for 2012

With Dan Klingenberg, Esq., of Dowling, Aaron and Keeler. 2012 brings even more 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! **1/25/12 or 6/6/12**



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 workshop demonstrates how to use the appraisal meeting to achieve the best results. **2/1/12 or 9/19/12**



Document, Document, Document!!!

Does documenting employee situations seem like just another headache to complicate your job? Do you avoid confronting employees so you don't have to hassle with documenting the issue? Then come and learn the value of documenting effectively, what should be included in documentation of employee issues and how documentation can come back to haunt you if not done effectively. Remember...if it's not documented, it's like it never happened! **3/15/12 or 11/1/12**

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. **4/10/12 or 9/26/12**



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. **4/17/12 or 8/29/12**



Brains! The Power of Emotional Intelligence

The Brains! approach to emotional intelligence will help your entire organization increase productivity, employee morale, and achieve better results! The link between emotional intelligence and job performance is undeniable. The challenge is teaching people how to take action and learn this fluid skill. **6/8/12 or 8/15/12**

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! **5/4/12 or 11/9/12**



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. **5/25/12 or 9/14/12**



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! **12/13/12**

Employee Development Workshops

All Employee Developmental Workshops:

8am-11am • \$95 per person per session

P•A•S Training Center 1401 19th St., Ste. 110

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 "do-able" 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 andirate 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**

NEW! Telephone Courtesy Pays Off!

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**

NEW! Four Generations: The Greatest Potential

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**



Additional Workshops Available

- Combating Drugs in the Workplace
- Analytical Thinking...The Key To Success
- Teambuilding/Better Understanding of Self and Others
- Managing Leaves of Absence—**HRCI Certified Course**
- Succeeding In a Diverse World
- Performance Appraisals: Looking Forward—**HRCI Certified Course**
- Terminating Effectively In a Litigious Society—**HRCI Certified Course**



*Materials fee may apply. Lead Like Jesus Leadership Encounter not included in offer.



Look for this symbol to identify HRCI certified courses!

Ken Blanchard Supplemental Workshops

Challenging Conversations

Communicating honestly with a focus on desired results can be tough at times – particularly when you need to deliver a difficult message, give performance feedback, or confront challenging behavior. It's especially hard to deal with anger, silence, or tension. However, navigating your way through these situations is what this session's all about. **5/11/12 or 11/15/12**

8:30am-2:30pm • \$275 per person per session

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Core Leadership Skills

This Ken Blanchard program is loaded with essential and practical leadership skills. New managers, supervisors, team leaders, coaches, or mentors will get a good start at leading, influencing, and building more positive relationships in the workplace by learning how to earn trust, listen, set goals, redirect, reprimand, and praise. Experienced leaders will benefit by the reminder of how to guide and inspire others to high performance. Never underestimate the wisdom of fundamentals!

3/16/12 or 8/24/12

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

P•A•S Training Center 1401 19th St., Ste. 110



Full-Day Development Workshops

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, 6/5/12 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. **6/13/12 or 11/8/12**



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