



HUMAN RESOURCES CONSULTANTS
INVESTIGATIONS
TRAINING

...since 1987



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

TRAINING SERVICES 2017

**Workshops are presented in the P•A•S Training Center OR on-site at your location OR live online!
We can customize any workshop for your team. Register at Training4You@PASassociates.com**

Listed prices are per person per session. Registration may close 72 hours prior to a training session. Cancellations received up to 10 calendar days prior to the training session or beginning of the training series are refundable, less an administrative/materials fee. After that time, cancellations are subject to the registration fee.

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! Check out the testimonials on You Tube!



2017 Sessions Beginning:
1/18/17; 3/23/17; 9/19/17

Each Session consists of eight modules
(One module per week for eight weeks)

\$1,295 per person per session: 8am-12pm

Module 1: Moving from peer to supervisor; Understanding the role of management; Dealing with negativity and conflict; **Module 2:** Reviewing the basic principles of effective communication; Reaching shared understanding; Increasing listening capabilities; Building trust; **Module 3:** Understanding and working positively with different work styles; Creating positive work environments; Tapping the talent of the group; **Module 4:** Setting, reviewing and communicating performance objectives and minimum performance standards; Determining acceptable levels of performance; Documenting performance; Addressing generational differences regarding expectations and feedback; **Module 5:** Knowing what you can and cannot delegate; Time management; Prioritizing; **Module 6:** Conducting disciplinary conversations; Monitoring and coaching sub-standard performance; Dealing with the non- or low-performer; **Module 7:** Understanding how a profitable business operates; The basics of a profit and loss statement; Conducting effective meetings and handling their challenges and conflicts; **Module 8:** Effectively managing projects; Time management obstacles; Communicating project management concerns

Patrick Lencioni Programs

Five Behaviors of a Cohesive Team

Teamwork is the ultimate competitive advantage, and this program addresses the obstacles that prevent even the best teams from succeeding: absence of trust, fear of conflict, lack of commitment, avoidance of accountability, and inattention to results. Join this session for leaders to better understand what's expected of a cohesive team, measure the degree to which their team meets their expectations, take steps toward building trust and resolving conflict, and develop a plan to improve commitment, accountability and results. **8:30am-4:30pm: 2/27/17 or 9/21/17; \$495 Custom sessions available for intact teams**



Managing For Employee Engagement

This program helps managers get their arms around what causes job misery for their employees and provides them with simple but successful solutions for boosting job satisfaction, equating to higher productivity and profitability. This session helps managers find an effective way to successfully engage, motivate, and retain employees. **8:30am-4:30pm: 2/10/17 or 9/14/17; \$495**



Buy 2, receive a 3rd for half price*
*Materials fee may apply.

Look for this symbol to identify HRCI certified courses!

Let's Put a Stop to Harassment

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, including the new "anti-bullying" requirements, but assures your supervisors understand how to recognize and prevent sexual harassment in your workplace, limit liability for you and themselves, and effectively communicate such information to your employees.

Don't forget to retrain supervisors who have not been trained since 2015...

2017 Seminar Dates

\$95 per person per session:

February 7: 8-10am

May 2: 8-10am

November 1: 3-5pm

December 6: 8-10am

We also offer ONLINE ON-DEMAND sexual harassment training.

Retainer Clients 2-hour session: \$50

Non-retainer Clients 2-hour session: \$60

Ken Blanchard's Situational Leadership

SLII® Concepts

Situational Leadership® II (SLII®) is the world's most taught leadership model ... because it works! The foundation of SLII lies in teaching leaders to diagnose the needs of an individual or a team and then provide the appropriate leadership style to respond to the needs of the person or the team, and the situation. This one-half day session introduces participants to Blanchard's Situational Leadership model and the concepts of SLII, so they can try it in their own workplace and experience how well it works. **8am-12pm: 4/20/17 or 11/16/17; \$350**



SLII® Experience™

The goal of a Situational Leader is to help others develop competence, motivation, and confidence. Situational Leadership® II (SLII®) boosts the effectiveness, impact, and dedication of leaders and teaches them to behave in alignment with their good intentions and with what their people need. This two-day session, with online pre and post-work, is the gold standard of Situational Leadership training from the Blanchard organization. State-of-the-art Hollywood-produced videos, online on-demand challenges after the training to keep participants engaged and learning even after our time together, and an all-new format is why people are raving about this SLII Experience. **\$1,050; Scheduled upon request**



Ken Blanchard Supplemental Workshops

The Blanchard Approach to Building Trust

Trust is core to how people work together, listen to one another, and build effective relationships. This program creates awareness around which behaviors erode trust and which build and sustain trust. **8-11am: 5/22/17 or 10/4/17; \$395**



Giving Feedback the Blanchard Way

It happens to everyone. You try to give constructive feedback, but your comments are misconstrued and now someone is unhappy. In this session, participants learn to know when and how to give feedback. **8:30am-2:30pm: 3/6/17 or 8/8/17; \$495**



Listening ... A Key to Successful Leadership

People need to feel heard. In any relationship, effective listening may be the most important skill for building trust and creating a strong connection. This program will develop your skills as an effective listener, helping examine and expand your repertoire of what you listen for and helping you learn to listen with the intent of being influenced. **8am-12pm: 3/14/17 or 12/12/17; \$395**



Challenging Conversations

Communicating honestly with a focus on desired results can be tough at times. However, navigating your way through these situations is what this session's all about. **8:30am-2:30pm: 1/31/17 or 9/12/17; \$495**



Servant Leadership

Servant Leadership is a unique exploration of the time-tested leadership principles of one of the world's most notable leadership development experts: Blanchard. This program's highly personalized curriculum gives participants an in-depth assessment of their current strengths and weaknesses and presents executives with actionable data and experiences to help participants lead their team or organization. **9am-3pm: 4/12/17 or 8/31/17; \$395**



NEW! Blanchard's First-Time Manager

You've been made a manager for the first time...now what? Becoming a first-time manager is one of the most challenging and critical career transitions, and the failure rates are daunting. Based on Blanchard's #1 best seller, *The New One Minute Manager*, participants are introduced to the three secrets of successful managers: Goal Setting, Praising, and Redirecting. Add in Wrapping Up, and you have everything you need to help first-time managers succeed. **8:30am-4:30pm: 3/28/17 or 9/28/17; \$495**



Additional Workshops Available

- Dynamic Decision Making—HRCI Certified Course
- Creative Problem Solving—HRCI Certified Course
- Finding the UP in Upheaval—HRCI Certified Course
- Analytical Thinking...The Key to Success
- Managing Leaves of Absence—HRCI Certified Course
- Succeeding In a Diverse World
- Terminating Effectively In a Litigious Society—HRCI Certified Course
- Lead Like Jesus—HRCI Certified Course
- Stereotypes Hurts—HRCI Certified Course
- Working With You is Killing Me!—HRCI Certified Course

Don't see the topic you want here? Call us! (661) 631-2165 or e-mail us at Training4you@PASassociates.com

Supervisory Development Workshops

Legal Update and HR Pitfalls for 2017

With Dan Klingenberger, Esq., of LeBeau Thelen 2017 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! **8-11am: 1/12/17 and Mid-Year Update on 6/8/17; \$115**



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. **8-11am: 3/10/17 or 8/17/17; \$145**



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! **8-11am: 3/16/17 or 11/14/17; \$145**



Communication: Essential to Your Team's Success

Every work team has the same struggle - communicating effectively! This workshop will help participants understand the general principles of communication, the how-to's of listening effectively and provide tools to improve and fine-tune their listening skills. **8-11am: 2/24/17 or 8/24/17; \$145**



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. **8-11am: 1/19/17 or 10/26/17; \$145**



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. **8-11am: 4/25/17 or 8/15/17; \$145**



Coaching For Success

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! Join us to learn the tools you need to coach your team more effectively. **8-11am: 5/16/17 or 9/7/17; \$145**



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. **8am-11am: 5/25/17 or 10/12/17; \$145**



Delegating ... A Supervisor's Role and Responsibility

We all have obstacles that keep us from delegating, and this session will not only help participants discover, address and move beyond theirs, but know when and what to delegate. **8am-12pm: 4/18/17 or 9/5/17; \$195**



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! **8-11am: 12/5/17; \$145**



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. **8-11am: 1/27/17 or 10/19/17; \$145**

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. **8-11am: 3/21/17 or 12/7/17; \$145**



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. **8-11am: 2/14/17 or 11/28/17; \$195**

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. **8-11am: 5/3/17 or 11/2/17; \$145**

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. **8-11am: 3/3/17 or 8/30/17; \$145**

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! **8-11am: 4/4/17 or 11/9/17; \$145**



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. **8am-12pm: 5/24/17 or 11/16/17; \$195**



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. **8-11am: 5/10/17 or 11/30/17; \$145**



HR 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, 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. **8am-1pm: 3/29/17 & 3/31/17 or 10/18/17 & 10/20/17; \$425**



HR Boot Camp

If you're working in an HR role but have had little to no HR training, this is the Boot Camp for you! This session will provide participants with 16 hours of intense training in the areas of wage and hour compliance; leave of absence administration; harassment, discrimination, and retaliation requirements; the interview, new hire and onboarding processes; performance evaluations; employee relations; communication; employee coaching and disciplinary action; termination requirements. Attendees will leave knowing what they need to do to "step in time" with state and federal requirements surrounding their HR responsibilities. **8am-12pm: 4/26/17, 5/3/17, 5/10/17 & 5/17/17 or 9/14/17, 9/21/17, 9/28/17 & 10/5/17; \$695**



Everything DiSC

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. **8:30am-4:30pm: 5/9/17 or 8/21/17; \$395**



Everything DiSC Workplace

This session is great for increasing team cohesiveness, productivity, and effectiveness! Participants learn to better understand themselves and appreciate the styles of the people they work with. This assessment and material can be used with everyone in an organization, regardless of title or role, to improve the quality of the workplace. Although classroom training, this session uses online pre-work, engaging facilitation with contemporary video, and online follow-up, which together creates a personalized learning experience. Check out www.BuildATeamThatWorks.com for sample reports and videos from this training. **8am-12pm: 5/17/17 or 10/6/17; \$295**



Everything DiSC Sales

Everything DiSC Sales teaches sales teams to connect better with their customers by learning to read another person's preferred communication style, and as a result, close more sales. Check out www.BuildATeamThatWorks.com for sample reports and videos to learn how this session can help you sell products, ideas, and concepts more effectively. **8:30am-4:30pm: 5/23/17 or 12/14/17; \$395**

Customer Service

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!



Blanchard's Legendary Service

This one-day program is all about helping people provide Legendary Service to their customers so they keep coming back! Participants will recognize the importance of ideal service and its value to the organization, develop a personal service vision, identify their internal and external customers, develop skills to communicate more effectively, expand their sources of empowerment, and create an action plan for delivering Legendary Service to those they serve.

Emotional Intelligence

Mastering Emotional Intelligence Level 1

Emotional intelligence (EQ) is the ability to recognize, understand, and use your emotions effectively. Unlike regular intelligence (IQ), EQ is a skill that can be improved through increased awareness, practice, and a commitment to change. The skills measured by the Emotional Intelligence Appraisal include Overall EQ and the four core skills: Self-Awareness, Self-Management, Social Awareness, and Relationship Management. **9am-4:30pm: 1/26/17 or 8/29/17; \$395**



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. **8am-12pm: 5/24/17 or 11/2/17; \$195**



Mastering Emotional Intelligence Level 2

This session is intended for those participants who have completed the Mastering Emotional Intelligence Level 1 workshop and are ready to dive deep into learning how to master the emotions that negatively influence their decisions and actions. In this time together, participants will practice high-EQ responses to scenarios that challenge them most, that help them tune into their emotions before and during conflict, and can help them resolve their challenges in these areas. **9am-4:30pm: 4/18/17 or 12/7/17; \$395. \$650 when combined with Mastering Emotional Intelligence Level 1 workshop**