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Courses of Study

Human Resources:

- ◊ Leaves of Absence...What You Need to Know
- ◊ Payroll from an HR Perspective
- ◊ HR Boot Camp (4-Week Series)
- ◊ Boot Camp for Supervisors (2-Day Series)

Regulatory:

- ◊ Let's Put a Stop to Harassment
- ◊ Mid-Year Legal Update

Productivity:

(Choose any 3 from \$360)

- ◊ The Work/Life Equation
- ◊ Lean Process & Six Sigma
- ◊ If Only I Had More Time...I'd Be Organized!
- ◊ Turn Chaos Into Control: Master Your Focus and Productivity

Communication:

(Choose any 3 for \$360)

- ◊ Giving & Receiving Feedback
- ◊ Communication: Essential to Your Team's Success
- ◊ Conflict Resolution
- ◊ It's What You DON'T SAY That Counts! (Body Language Basics)
- ◊ Dynamic Interactions: Sharpening Your Interpersonal Skills

Business Development/Management:

- ◊ The Ins and Outs of Business Ethics
- ◊ What Happens After? (Business Succession Planning)
- ◊ Boot Camp for Supervisors (2-Day Series)

Leadership:

(Choose any 3 for \$360)

- ◊ Women in Leadership
- ◊ Earning the Coffee Mug: Being a Likeable Boss
- ◊ Taking the Reins: The Art of Leadership and Influence
- ◊ Dynamic Interactions: Sharpening Your Interpersonal Skills
- ◊ Giving & Receiving Feedback

Customer Service:

(Choose any 3 for \$360)

- ◊ Dynamic Interactions: Sharpening Your Interpersonal Skills
- ◊ Customer Service Essentials
- ◊ Business Etiquette: How-To's for the Professional Work Environment

Supervisory Development:

(Choose any 3 from \$360)

- ◊ Giving and Receiving Feedback
- ◊ You Can Do It!: Coaching and Mentoring for Success
- ◊ Conflict Resolution
- ◊ Delegating...A Supervisor's Role and Responsibility
- ◊ Care and Candor: Making Performance Appraisals Work

Wellness:

- ◊ Counting to Ten: Anger Management in the Workplace
- ◊ The Work/Life Equation

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- ◆ Registration may close 7 calendar days prior to a training session/series start date.
- ◆ 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.
- ◆ Listed prices are per person per session/series



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Training Services Spring 2018

- ◆ Quick Start for Supervisors™
- ◆ CA State-Mandated Sexual Harassment Prevention Training

NEW! Choose sessions to earn your Certificate of Completion in the following areas:

- ◊ Human Resource
- ◊ Regulatory
- ◊ Productivity
- ◊ Communication
- ◊ Leadership
- ◊ Wellness
- ◊ Supervisory Development
- ◊ Customer Service
- ◊ Business Development/Management



Training is presented in the P-A-S Training Center or on-site at your location!

We can customize any training session to meet your needs!

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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, & profitability. Once individuals complete this training program, they're off & running in their role as supervisor!



Spring 2018 Series Beginning:
Wednesday, 2/28/18

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



\$1,295 per person per series: 8:30am-12:30pm

Module 1: Moving from peer to supervisor •Understanding the role of management •Getting things done through people •Dealing with delicate situations •Strategies for dealing with negativity
Module 2: Reviewing the basic principles of effective communication •Reaching shared understanding •Increasing listening capabilities •Building trust
Module 3: Understanding & working positively with different work styles •Creating positive work environments •Tapping into the talents of the group
Module 4: Setting & reviewing performance objectives •Setting & reviewing minimum performance standards •Determining acceptable levels of performance •Documenting performance •Addressing generational differences regarding expectations & feedback
Module 5: Time management & prioritization •The obstacles associated with delegating •Knowing what you can & cannot delegate •Dealing with conflict
Module 6: Conducting disciplinary conversations •Monitoring & coaching sub-standard performance •Providing & receiving timely feedback •Dealing with the low- or non-performer
Module 7: Understanding how a profitable business operates •Basics of financial statements •Conducting effective meetings •Handling the challenges & conflicts of group meetings
Module 8: Effectively managing projects •Time management obstacles •Communicating project management concerns

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 2016...

Spring 2018 Dates

January 31: 8:30-10:30am May 22: 8:30-10:30am
\$95 per person per session

- Online, on-demand sessions available upon request -
Retainer Clients: \$50
Non-Retainer Clients: \$60

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Sessions in Alphabetical Order

[] 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 series will provide participants with the basics of the supervisory role from an HR perspective. We'll cover:

- Basic wage & hour compliance • New hire & termination paperwork • Communication • Leave of absence administration • Harassment & discrimination

Attendees will march away with a new appreciation of the importance of this aspect of their job. **8am-1pm: 2/13/18 & 2/14/18; \$425**

[] Business Etiquette: How-To's for the Professional Work Environment

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

8:30-11:30am: 3/15/18; \$145

[] Care and Candor: Making Performance Appraisals Work

Appraisal meetings are often dreaded by both the manager & the employee. However, when handled correctly, the appraisal meeting can be an invaluable opportunity to learn, grow, & increase motivation on both sides of the table. This exciting workshop demonstrates how to use the appraisal meeting to achieve the best results.

8:30-11:30am: 5/15/18; \$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, & will provide tools to improve & fine-tune their listening skills.

8:30-11:30am: 3/6/18; \$145

[] Conflict Resolution **NEW!**

Wherever two or more people come together, there is bound to be conflict. This course will give participants a step-by-step conflict resolution process that they can use & modify to resolve conflict disputes of any size. Participants will also be provided a set of skills in solution building & finding common ground. If conflict is left unchecked or not resolved, it can lead to lost production, absences, attrition, & even lawsuits.

8:30-11:30am: 4/26/18; \$145

[] Counting to Ten: Anger Management in the Workplace **NEW!**

Controlling & limiting anger is important in every aspect of one's life. Anger can be an incredibly damaging force, costing people jobs & personal relationships. This workshop will show you the constructive approach to manage it effectively. Learn how to identify anger triggers, what to do when you get angry, & specific coping & planning techniques to turn anger into a positive tool.

8:30-11:30am: 5/2/18; \$145

[] Customer Service Essentials **NEW!**

Each & every one of us serves customers, whether we realize it or not. Whether on the front lines, serving the people who buy your products, behind the scenes serving the employees keeping the company running, or a company owner serving your staff & your customers. This workshop will look at all types of customers & how we can serve them better & improve ourselves in the process by providing a strong skill-set including in-person & over the phone techniques, dealing with difficult customers, & generating return business.

8:30-11:30am: 5/3/18; \$145

[] Delegating...A Supervisor's Role and Responsibility

We all have obstacles that keep us from delegating, & this session will not only help participants discover, address, & move beyond their obstacles, but help them learn when & what to delegate.

8:30am-12:30pm: 5/8/18; \$195

[] Dynamic Interactions: Sharpening Your Interpersonal Skills **NEW!**

We've all met that dynamic, charismatic person that just has a way with others, & has a way of being remembered. Participants will identify ways of creating a powerful introduction, remembering names, & managing situations when you've forgotten someone's name. Work towards being that unforgettable person by learning communication skills, negotiation techniques, & tips on making an impact.

8:30-11:30am: 3/1/18; \$145

[] Earning the Coffee Mug: Being a Likeable Boss **NEW!**

Being more likeable is a quality everyone can increase & improve. Being likeable & a figure of authority is where some challenging conflicts can arise. With this workshop, participants will recognize these possible areas of conflict & develop the skills & knowledge to overcome them. Learn how honesty & trust will be your biggest tools in fostering a better relationship with your employees. This workshop will put you on the right path to earning you that #1 Boss mug!

8:30-11:30am: 3/22/18; \$145

[] Giving and Receiving Feedback **NEW!**

Giving & receiving feedback can be extra challenging for anyone. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way. Feedback, if done correctly, will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors & develop well-rounded & productive employees.

8:30-11:30am: 2/15/18; \$145

[] 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 & hour compliance • Leave of absence administration • Harassment, discrimination, & retaliation requirements • The interview, new hire, & onboarding processes • Performance evaluations • Employee relations • Communication • Employee coaching & disciplinary action • Termination requirements

Attendees will leave knowing how to "step in time" with state & federal requirements surrounding their HR responsibilities.

8:30am-12:30pm: 5/2, 5/9, 5/16, & 5/23/18; \$695

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

This session helps participants take control of their time & 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," & identify ways to deal with distractions, eliminate interruptions, & set effective goals & priorities in terms of importance & urgency, scheduling tasks effectively.

8:30-11:30am: 4/12/18; \$195

[] It's What You DON'T SAY That Counts! **NEW!**

Did you know 55% of all communication is body language? In this workshop, you will be given a set of tools to use in the office & at home to better understand body language & provide you an advantage in your daily communications as well as a great set of skills to understand that what is *not* said is just as important as what is. It will also help you to see & understand how your own body language is being viewed & adjust & improve the way you communicate through non-verbal means.

8:30-11:30am: 5/17/18; \$145

[] Lean Process & Six Sigma **NEW!**

Six Sigma is a data-driven approach for eliminating defects & waste in any business process. You can compare Six Sigma with turning your water faucet & experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat, & pressure the water through the faucet. That is what Six Sigma does to business: it treats the processes in business so that they deliver their intended result.

8:30-11:30am: 3/8/18; \$145

[] Leaves of Absence...What You Need to Know

With the smorgasbord of Leave of Absence options available through both State & Federal laws, it can be tricky navigating through & deciding which ones are applicable to your situation. What steps need to be taken to stay within the guidelines for different types of leave? Which types of leave are paid & by whom? What happens when an employee doesn't return from leave? Let us guide you through the maze of Leaves of Absence with this workshop!

8:30-11:30am: 3/15/18; \$145

[] Legal Update and HR Pitfalls for 2018

With Dan Klingenberger, Esq., of LeBeau Thelen

2018 brings even more new laws, regulations, & court decision information. You can make this year the most informed & protected by attending this workshop & gathering information to assure your company is in compliance!

8:30-11:30am; 6/7/18; \$115

[] Payroll from an HR Perspective

The payroll process is more than just entering hours & crunching numbers to produce paychecks. From an HR standpoint, there are a multitude of laws, regulations, & guidelines that every payroll department needs to follow and they are constantly changing...are you up to date? This workshop will address...

- ◆ What payroll documentation is required when hiring a new employee?
- ◆ How do we handle overtime for Exempt vs. Non-Exempt?
- ◆ How will the new CA Minimum Wage increase apply to my company?
- ◆ What do I need to do when an employee is terminated?

Find out the answers to these & many more questions in this workshop! **8:30-11:30am: 3/20/18; \$145**

[] Taking the Reins: The Art of Leadership and Influence **NEW!**

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, everyday people who have never had a leadership role will stand up & take the lead when a situation they care about requires it. With this workshop, you will be able to build the confidence it takes to take the lead in a variety of situations.

8:30-11:30am: 5/10/18; \$145

[] The Ins and Outs of Business Ethics **NEW!**

Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture & increase profitability. A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc., & the influence goes both ways, which makes understanding ethics a very important part of doing business today, especially since news can now spread faster & farther than ever before.

8:30-11:30am: 1/25/18; \$145

[] The Work/Life Equation **NEW!**

Having a balance between work & personal life can be a challenge, but this challenge yields rewards when it is done successfully. By balancing the two, it will provide benefits in each environment. You will become healthier, mentally & physically, & you will be able to produce more career-wise. This workshop will show how to focus on the important things, set accurate & achievable goals, & communicate better with your peers at work & your family at home.

8:30-11:30am: 2/22/18; \$145

[] Turn Chaos Into Control: Master Your Focus and Productivity **NEW!**

A distracted employee is a less effective employee. Employees who do not pay attention can waste valuable time & make careless mistakes. With the help of this workshop, participants will be more efficient at their jobs, make fewer mistakes, & be more productive overall by honing focus.

8:30-11:30am: 5/23/18; \$145

[] What Happens After? **NEW!**

Business succession planning is all about being prepared. The loss of valuable leadership can cripple even the strongest of companies, making succession planning an essential component to the survival & growth of any business. Whether it is grooming employees to become leaders, or preparing for an employee's retirement, participants will identify common obstacles & how to overcome them. This workshop will show you the differences between succession planning & mere replacement planning.

8:30-11:30am: 4/18/18; \$145

[] Women in Leadership **NEW!**

Often, people who have never had a leadership role will stand up & take the lead when a situation they care about requires it. Participants will be able to recognize these events & take control with more confidence. This workshop touches on understanding the leadership gap, vital leadership traits, & how to overcome various barriers, as well as how women are changing the workforce.

8:30-11:30am: 2/8/18; \$145

[] You Can Do It!: Coaching and Mentoring for Success **NEW!**

You are in your office looking over your performance report & it happened again. Your low performing employee failed to meet quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude & you know they can do better. You just do not know how to motivate them to reach the goal. This workshop focuses on how to better coach your employees to higher performance through positive motivation, relationship building, and setting goals.

8:30-11:30am: 4/5/18; \$145

Custom Sessions Available

- ◆ Document, Document, Document—HRCI Certified Course
- ◆ Hire Tough, Manage Easy—HRCI Certified Course
- ◆ Managing People Through Change—HRCI Certified Course
- ◆ Everything DISC (Management, Sales, & Workplace)—HRCI Certified Course
- ◆ Four Generations: The Greatest Potential—HRCI Certified Course
- ◆ Managing Stress: The Road to Resiliency
- ◆ Give 'Em the Pickle—HRCI Certified Course
- ◆ Telephone Courtesy Pays Off!
- ◆ 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
- ◆ Succeeding in a Diverse World
- ◆ Ouch! That Stereotype Hurts—HRCI Certified Course
- ◆ Working With You is Killing Me!—HRCI Certified Course

Online Registration Now Available!
www.PASassociates.com/training-opportunities.html