

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...

Fall 2017 Dates

November 1: 3-5pm December 6: 8-10am
\$95 per person per session

- Spanish sessions available upon request -

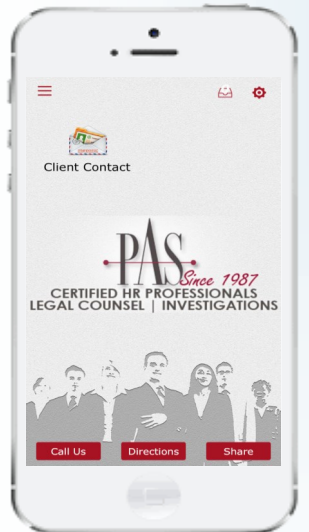
We also offer ONLINE ON-DEMAND 2-hour CA Managers Sexual Harassment training! (English and Spanish)

Retainer Clients: \$50
Non-retainer Clients: \$60

If you would like to register one or more participants for any of our training sessions, please contact our office at (661) 631-2165 or email us at Training4You@PASassociates.com

- 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.
- Listed prices are per person per session

To register, call (661) 631-2165 or email us at Training4You@PASassociates.com



- Send us questions 24/7 directly from the app
- Request a quote for services
- Access training audio and e-books following your training session
- Retainer Clients, access your Employee Policy Handbook right on your phone
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- Register for training at any time
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Available through iTunes or Google Play
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To access exclusive Client Features, call (661) 631-2165 or email us at Training4You@PASassociates.com to receive your customized invitation to download!



Training Services Fall 2017

- Supervisory Development
- Employee Development
- Quick Start for Supervisors™
- Human Resources Development
- CA State-Mandated Sexual Harassment Prevention Training



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!

Our priority is people. Our product is service.

1401 19th Street, Suite 235 • Bakersfield, CA 93301
Phone: (661) 631-2165 • Email: Training4You@PASassociates.com
www.PASassociates.com

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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!



Fall 2017 Series Beginning:
Tuesday, 9/19/17

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

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



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 and working positively with different work styles • Creating positive work environments • Tapping into the talents of the group
Module 4: Setting and reviewing performance objectives • Setting and reviewing minimum performance standards • Determining acceptable levels of performance • Documenting performance
Module 5: Addressing generational differences regarding expectations and feedback
Module 6: Time management and prioritization • The obstacles associated with delegating • Knowing what you can and cannot delegate • Dealing with conflict
Module 7: Conducting disciplinary conversations • Monitoring and coaching sub-standard performance • Providing and receiving timely feedback • Dealing with the low- or non-performer
Module 8: Understanding how a profitable business operates • Basics of financial statements • Conducting effective meetings • Handling the challenges and conflicts of group meetings
Module 8: Effectively managing projects • Time management obstacles • Communicating project management concerns

Here's What Past Participants Have to Say:

- Module 1:** "The first class has made me excited for the rest of the course and what I will learn. I believe I will come out of this benefiting. It's been inspiring."
- Module 2:** "Reveals insights about myself and understand ways to improve."
- Module 3:** "DISC® was very interesting. To know myself and how to understand others. Very useful information. Very well taught."
- Module 4:** "I like that we can give personal examples of our own jobs & it is explained through the curriculum to assist us with ways to solve it."
- Module 5:** "Great at helping me understand all the details of becoming a better manager."
- Module 6:** "I like the role-playing and problem-solving scenarios."
- Module 7:** "I found the week about accounting very helpful. I appreciate how easy the break down was. [It was] easy to understand and interesting. Really appreciate the practices."
- Module 8:** "Great practices! Great class! Wonderful staff! I love the personal touches! Thank you!!"

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Human Resources Development

[] **Legal Update and HR Pitfalls for 2018 NEW!**
 With Dan Klingenberger, Esq., of LeBeau Thelen 2018 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; 12/12/17; \$115

[] **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 and hour compliance
- ◆ Leave of absence administration
- ◆ Harassment and discrimination
- ◆ New hire and termination paperwork
- ◆ Communication

Attendees will march away with a new appreciation of the importance of this aspect of their job.
8am-1pm: 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 how to "step in time" with state and federal requirements surrounding their HR responsibilities.
8am-12pm: 9/14/17, 9/21/17, 9/28/17, 9/28/17 & 10/5/17; \$695

[] **Payroll from an HR Perspective NEW!**
 The payroll process is more than just entering hours and crunching numbers to produce paychecks. From an HR standpoint, there are a multitude of laws, regulations, and 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 and many more questions in this workshop!
8-11am: 11/29/17; \$145

[] **Leaves of Absence...What You Need to Know NEW!**
 With the smorgasbord of Leave of Absence options available through both State and Federal laws, it can be tricky navigating through and 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 and 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 brand new workshop!
8-11am: 10/4/17; \$145

Supervisory Development

[] **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'll need to coach your team more effectively.
8-11am: 9/7/17; \$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 done effectively. Remember...if it's not documented, it's like it never happened!
8-11am: 11/14/17; \$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 their obstacles, but help them learn when and what to delegate.
8am-12pm: 9/14/17; \$195

[] **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: 9/28/17; \$145

[] **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: 12/13/17; \$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: 8/15/17; \$145

Communication

[] **Care and Candor: Making Performance Appraisals Work**
 Appraisal meetings are often dreaded by both the manager and the employee. However, when 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: 8/17/17; \$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 will provide tools to improve and fine-tune their listening skills.
8-11am: 8/24/17; \$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.
8-11am: 10/12/17; \$145

Employee Development

[] **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 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: 12/7/17; \$145

[] **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 and exercise your ethical muscle.
8-11am: 11/30/17; \$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: 11/16/17; \$195

[] **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: 12/14/17; \$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: 11/2/17; \$145

Customer Service

[] **Dealing With the Difficult and Inate 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: 10/19/17; \$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: 11/9/17; \$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: 8/31/17; \$145

Custom Sessions 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
- ◆ Succeeding in a Diverse World
- ◆ Stereotypes Hurt—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 send us an email at Training4You@PASassociates.com

We can customize any training session to meet your needs!