YOUR VISION OF A BRIGHTER FUTURE CAN BEGIN IN 2020.

Providing Comprehensive Training Solutions since 1962

SHRM Approved Provider
HRCI Preferred Provider
Michigan Proprietary School
IACET Approved Provider

Course Guide
January - June 2020
Network, Share, and Learn with ASE

In addition to our training classes, roundtables, and other learning experiences, ASE hosts five major, “can’t miss” events each year. These events provide valuable insights on a wide range of topics and offer abundant networking, sharing, and learning opportunities.

**Annual HR Conference**
March 12, 2020
Suburban Collection Showplace
Novi, MI

**Keynotes**

**Kris Boesch - Social Super Glue: How to Create Emotional Intimacy in the Workplace**
Kris Boesch is the CEO and Founder of Choose People, a company that transforms company cultures, increases employee happiness, and boosts the bottom line.

**Tracy Butz - HOLY COW!® How to Create an Amazing Workplace that Steers Passion, Performance & Prosperity**
As a workplace culture expert and best-selling author, Tracy Butz is the infusion of an engaging, powerful, and poignant speaker with an interactive, results focused professional, who masterfully influences positive behavior change.

**Compensation & Benefits Conference**
June 9, 2020
Somerset Inn
Troy, MI

**Keynotes**

**Kevin Marrs and Jason Rowe – 2020 Pay Trends**
Kevin Marrs, ASE Vice President & Jason Rowe, Manager, ASE Survey Services, will discuss the pay trends revealed in the 2020 ASE Compensation Surveys.

**Ted Abernathy – The Current and Future Economic Landscape Affecting Employers**
Ted has 38 years of experience in directing local and regional economic development and workforce development programs and later as CEO of a leading economic policy thinktank.

Visit [www.aseonline.org](http://www.aseonline.org) for sponsorship and registration information for any of ASE’s exciting events.
More great ASE events…

**Future of Work Conference**  
*Formerly Talent Symposium*  
The work landscape is changing drastically. Join ASE for Michigan's premier Future of Work Conference as we help you navigate through some of these challenging issues that are changing the way we manage talent, technology, and future business success.  

**September 24, 2020**  
Management Education Center  
Troy, MI

**Annual Summit**  
Network with fellow Human Resource professionals during ASE’s 17th annual celebration of HR excellence. Join us as we honor the 2020 HR Executives of the Year – the most prestigious award in Michigan's HR community.  

**November 7, 2020**  
Detroit Athletic Club  
Detroit, Michigan

**HR Comply**  
ASE is excited to bring our Employment Law Conference and AA/EEO & Diversity Conference together into one great legal compliance event. This two-day conference will bring the best employment and labor law attorneys in Michigan together with the national level EEO and OFCCP officials and compliance experts into one great two-day program.  

**December 2 & 3, 2020**  
Management Education Center  
Troy, MI

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Visit [www.aseonline.org](http://www.aseonline.org) for sponsorship and registration information for any of ASE’s exciting events.
Greetings!

Welcome to the January-June 2020 edition of the ASE Course Guide. In addition to this catalog, you can find a complete list of upcoming courses on our website, www.aseonline.org. ASE offers a multitude of classes that allow your workforce to grow personally and professionally. I encourage you to peruse the catalog and share it with your team.

In 2020 classes will be offered in Livonia, Mt. Clemens, Saginaw, and Troy. As a reminder, all of the classes in this catalog can also be personalized and brought to your organization. If you don’t see a course in our catalog, please ask us. We work with a vast network of training providers and can customize a course to your needs.

ASE is the only pre-certified provider of HRCI credits in southeast Michigan. We work very closely with HRCI and can help you map out what courses you need to maintain your certification. All ASE courses also qualify for SHRM credits and professional CEUs.

As you consider your talent development investment for 2020, please know that ASE’s Talent Development team is here to help. Our goal is to help you develop your most important asset – your people.

Best Regards,

Mary E. Corrado
President and CEO
American Society of Employers
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* – New Course
ASE everythingpeople

Nowhere is that pledge more evident than in our Talent Development services. Let ASE help develop your most important asset, your people.

Contact the ASE Talent Development team at 248.223.8041 or email ASEtraining@aseonline.org for more information on the following services.

50+ YEARS
ASE’s Talent Development team has been providing quality learning experiences that enhance skills, knowledge, and performance for over 50 years! We know that our members care about their employees' ongoing development as much as we do. As your training partner, we work with you to assess your development needs, design and provide appropriate learning, and build a network to collaborate and share information with experts and peers.

Well-designed PROGRAMS to meet your needs:
• Developed around local employer needs and feedback
• Designed to support employee development and organizational success
• Delivered in a manner that builds student-to-student and instructor-to-student exchanges
• Attendees receive tools that are relevant and can be applied on the job
• Focused on critical skills for today’s workforce including:
  – communication
  – professionalism
  – leadership
  – creativity
  – strategy
  – motivation
  – customer service
  – organizational agility
  – interpersonal skills
  – conflict resolution
  – problem solving
  – managing change
  – critical thinking
  – teamwork
  – negotiation skills
  – delegation

CERTIFICATION CURRICULUMS
Four comprehensive Certification Curriculums – Administrative Assistant, Customer Service, HR Generalist, and Leadership – provide practical knowledge and critical skills that can be immediately applied in specific roles, resulting in increased effectiveness.

QUALITY CONTINUING EDUCATION PROGRAMS
All of ASE’s open-enrollment, instructor-led courses undergo extensive evaluation and are approved for IACET Continuing Education Unit (CEU) credits and many qualify for general or business HRCI credits and SHRM Professional Development Credits.

DEDICATED INSTRUCTORS
Our instructors, who reside and work in Michigan, average 10+ years of experience delivering ASE courses and are experts with real world business experience.

MULTIPLE LOCATIONS
Courses are offered at ASE headquarters in Livonia on a regular basis and other locations throughout the state including Mt. Clemens, Troy, and Saginaw. Do you have a place where you would like training? Let us know, and we will bring it to you!

ONLINE LEARNING
ASE has partnered with McLean & Company and MasteryTCN to offer flexible online solutions that are mobile friendly. The McLean Academy offers a series of online courses designed to further your HR team’s professional development and are available to ASE members through the McLean & Company portal on the ASE website. MasteryTCN provides ASE members access to e-learning content and will consult with you to ensure you are getting the right solution set.
Executive and Manager Coaching

Talent development is valuable to leadership too.
The demands of the workplace can often feel like swimming upstream – whether you’re new to leadership or a seasoned professional. Coaching provides the opportunity to climb on to the bank and study the currents with a skilled observer. ASE provides coaching to key employees of all levels from middle management to C-Suite executives.

ASE provides the coach based on the individual goals of the client. We have many skilled coaches and all session content remains confidential.

Contact us today to learn more about ASE’s coaching services
248-223-8039 • mburns@aseonline.org

Accreditation

HRCI Approved Provider
ASE is the only approved provider of recertification credit hours by the Human Resource Certification Institute (HRCI) in southeast Michigan. Many of ASE’s programs are pre-approved by HRCI for recertification credit toward your PHR, SPHR, or aPHR designation. The use of this seal is not an endorsement by HRCI of the quality of the program. It means that this program has met HRCI’s criteria to be pre-approved for recertification credit.

SHRM Preferred Provider
ASE is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCP. Many of ASE’s programs are pre-approved by SHRM for professional development credits toward your SHRM-CPSM or SHRM-SCP recertification.

Accredited IACET Provider
ASE is accredited by the International Association for Continuing Education and Training (IACET). ASE complies with the ANSI/IACET Standard, which is recognized internationally as a standard of excellence in instructional practices. As a result of this accreditation, ASE is authorized to issue the IACET CEU.

Michigan Proprietary School
ASE has been licensed as a Proprietary School through the Michigan Department of Licensing and Regulatory Affairs (LARA). LARA recognizes that ASE facilitates four certification programs that are clearly related to a trade, occupation, or vocation.

ASE’s Talent Development Team has the solutions for all your development needs!

Visit www.aseonline.org or contact Talent Development at asetraing@aseonline.org.

Michael J. Burns  
Executive Vice President  
248.223.8039  
mburns@aseonline.org

Lauren Zbranchik  
Coordinator  
248.223.8041  
lzbranchik@aseonline.org
ASE Certification Curriculums

• Four comprehensive Certification Curriculums to choose from:
  – Administrative Assistant
  – Customer Service
  – HR Generalist
  – Leadership

• Gain PRACTICAL knowledge and CRITICAL skills that can be immediately applied on the job resulting in increased effectiveness.

• Increase COMPETENCE, CONFIDENCE and COMMITMENT in your employees.

• Each ASE Certification Curriculum identifies required CORE COURSES and elective courses typically completed in 24 months (See following pages for course requirements for each curriculum). The mix of core courses and elective courses allows participants the FLEXIBILITY to CUSTOMIZE their learning experience to meet their needs.

• Each course is valued at one credit per full-day program and one-half credit per half-day program. Grading is based on attendance and participation. Credits will be issued once a course is completed.

• Attendees will receive 10% off the cost of the curriculum by pre-paying the entire Certification Curriculum course fees.

* ASE does not accept credit from non-ASE education or training programs to be applied towards completion of a certificate program. ASE does not offer placement assistance once a program is complete.

Administrative Assistant Certification Curriculum AA

<table>
<thead>
<tr>
<th>Core Class</th>
<th>Credits</th>
<th>ASE Member</th>
<th>Non-Member</th>
<th>Date(s)</th>
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<tbody>
<tr>
<td>Business Writing</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<tr>
<td>Communicate Confidently</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
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<tr>
<td>Influence without Authority</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<tr>
<td>Time and Priority Management</td>
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<td>$245</td>
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<tr>
<td>(4 credits required) Total Core</td>
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<th>Elective Class</th>
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<td>Attitude for Success</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<tr>
<td>Body Language: Non-verbal Communication</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<tr>
<td>Communicate Confidently</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<tr>
<td>Comprehending and Adapting to Behavioral Styles (DISC)</td>
<td>1</td>
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<td>Conducting Effective Meetings</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<tr>
<td>Conflict Prevention and Resolution Skills</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Customer Service: Beyond Excellence</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
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<tr>
<td>Dealing with Difficult Behavior</td>
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<td>$245</td>
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<tr>
<td>Dealing with Everyday Stress</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<tr>
<td>Delegating for Results</td>
<td>1</td>
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<td>$310</td>
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<tr>
<td>Emotional Intelligence</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
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<tr>
<td>Enhancing Your Professional Image and Personal Brand</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<td>Goal Setting</td>
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<tr>
<td>Negotiation Skills</td>
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<td>$265</td>
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<tr>
<td>Problem Solving</td>
<td>1</td>
<td>$245</td>
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<tr>
<td>Project Management Basics</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<tr>
<td>Working Under Pressure: Stay Calm and in Control</td>
<td>1</td>
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<td>(10 credits total required) Total Core and Electives</td>
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</table>

* By registering and pre-paying for all courses necessary to receive certification, you receive a 10% discount off the entire certification cost.
# Human Resources Generalist Certification Curriculum

## Core Class

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<tr>
<th>Course</th>
<th>Credits</th>
<th>ASE Member</th>
<th>Non-Member</th>
<th>Date(s)</th>
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<tr>
<td>Business Writing</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<tr>
<td>Designing Employee Handbooks</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
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<tr>
<td>Employment Law: Danger Zones</td>
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<td>$145</td>
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<tr>
<td>Essentials for HR Professionals</td>
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<tr>
<td>HR Recordkeeping</td>
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<tr>
<td>Job Analyses and Job Descriptions</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
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<tr>
<td>Performance Appraisals: Planning and Conducting</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<tr>
<td>Wage and Hour Law</td>
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<td>Wage and Salary Administration Overview</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<td>Win-Win Communication Skills</td>
<td>1</td>
<td>$245</td>
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(8 Credits required) Total Core

## Elective Class

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<td>Affirmative Action Plan Workshop</td>
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<td>Applicant Tracking Guidelines</td>
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<td>Coaching for Peak Performance</td>
<td>1</td>
<td>$245</td>
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<td>COBRA Compliance</td>
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<td>Compensation Program Development</td>
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<tr>
<td>Conducting Effective Meetings</td>
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<td>$245</td>
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<tr>
<td>Conflict Prevention and Resolution Skills</td>
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<td>$245</td>
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<tr>
<td>Cross-Cultural Communication</td>
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<td>Employee Development Planning</td>
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<td>Family and Medical Leave Act (FMLA)</td>
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<td>FMLA: Intermittent Leave</td>
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<td>Finance for Non-Finance People</td>
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<td>FLSA Changes and Working with Exempt/Non-exempt Classification Analysis</td>
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<td>Generations at Work: Bridging the Generation Gap</td>
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<td>Giving and Receiving Feedback</td>
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<td>Goal Setting</td>
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<td>Harassment Prevention</td>
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<tr>
<td>I-9 &amp; E-Verify: Everything You Need to Know</td>
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<td>$185</td>
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<td>Immigration Compliance</td>
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<td>Influencing Others (formerly Influence without Authority)</td>
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<td>Interview Skills</td>
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<td>Managing a Virtual Workforce</td>
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<td>Managing Leaves of Absence</td>
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<td>Managing Problem Employees</td>
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<td>$145</td>
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<tr>
<td>Market Pricing and Compensation Benchmarking</td>
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<tr>
<td>Mergers &amp; Acquisitions: The People Side</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
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<tr>
<td>Metrics for the HR Practitioner</td>
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<td>$310</td>
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<td>Negotiation Skills</td>
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<td>Strategic Thinking</td>
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<td>Succession Planning for Leadership Positions</td>
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<td>Team Collaboration</td>
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<td>Time and Priority Management</td>
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<td>Unemployment Compensation Overview</td>
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<td>Workers’ Compensation Law</td>
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</table>

(8 Credits required) Total Electives

(16 Credits required) Total Core and Electives

* By registering and pre-paying for all courses necessary to receive certification, you receive a 10% discount off the entire certification cost.*

*10% Pre-paid Discount

Grand Total
### Leadership Certification Curriculum

#### Core Class

<table>
<thead>
<tr>
<th>Course</th>
<th>Credits</th>
<th>ASE Member</th>
<th>Non-Member</th>
<th>Date(s)</th>
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<tbody>
<tr>
<td>Business Writing</td>
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<td>Principles and Practices of Supervision I</td>
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<tr>
<td>Principles and Practices of Supervision II</td>
<td>3</td>
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<tr>
<td>Win-Win Communication Skills</td>
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(8 credits required) Total Core

#### Elective Class

<table>
<thead>
<tr>
<th>Course</th>
<th>Credits</th>
<th>ASE Member</th>
<th>Non-Member</th>
<th>Date(s)</th>
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<tbody>
<tr>
<td>Attitude for Success</td>
<td>1</td>
<td>$245</td>
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<td>Body Language: Non-Verbal Communication</td>
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<tr>
<td>Coaching for Peak Performance</td>
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<td>Communicate Confidently</td>
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<td>Comprehending and Adapting to Behavioral Styles (DISC)</td>
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<td>Conducting Effective Meetings</td>
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<td>Conflict Prevention and Resolution Skills</td>
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<td>Dealing with Difficult Behavior</td>
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<tr>
<td>Dealing with Everyday Stress</td>
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<td>Delegating for Results</td>
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<td>Employee Development Planning</td>
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<td>Employment Law: Danger Zones</td>
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<td>Engage, Empower, Encourage Excellence!</td>
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<td>Generations at Work: Bridging the Generation Gap</td>
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<td>Giving and Receiving Feedback</td>
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<td>Goal Setting</td>
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<td>Harassment Prevention</td>
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<td>Influencing Others (formerly Influence without Authority)</td>
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<td>Interview Skills</td>
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<td>Managing Problem Employees</td>
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<td>Performance Appraisals: Planning and Conducting</td>
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<td>Problem Solving</td>
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<tr>
<td>Team Building</td>
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<td>Team Collaboration</td>
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<td>Time and Priority Management</td>
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<tr>
<td>Working Under Pressure: Stay Calm and in Control</td>
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<tr>
<td>Workplace Investigations</td>
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</table>

(16 credits total required) Total Core and Electives

*10% Pre-paid Discount

### Grand Total

*By registering and pre-paying for all courses necessary to receive certification, you receive a 10% discount off the entire certification cost.*
# Customer Service Certification Curriculum

## Core Class

<table>
<thead>
<tr>
<th>Course</th>
<th>Credits</th>
<th>ASE Member</th>
<th>Non-Member</th>
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<tbody>
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<td>Dealing with Difficult Behavior</td>
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<td>Win-Win Communication Skills</td>
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*(4 credits required) Total Core*

## Elective Class

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<td>Attitude for Success</td>
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<td>Body Language: Non-verbal Communication</td>
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<td>Communicate Confidently</td>
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<td>Comprehending and Adapting to Behavioral Styles (DISC)</td>
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<tr>
<td>Conflict Prevention and Resolution Skills</td>
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<td>Dealing with Everyday Stress</td>
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<td>Emotional Intelligence</td>
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<td>Enhancing Your Professional Image and Personal Brand</td>
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<td>Giving and Receiving Feedback</td>
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<td>Goal Setting</td>
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<td>Negotiation Skills</td>
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<td>Problem Solving</td>
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<tr>
<td>Team Building</td>
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<td>$245</td>
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<td>Team Collaboration</td>
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<td>Time and Priority Management</td>
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<tr>
<td>Working Under Pressure: Stay Calm and in Control</td>
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</table>

*(6 credits required) Total Electives*

*(10 credits total required) Total Core and Electives*

*10% Pre-paid Discount*  

Grand Total

*By registering and pre-paying for all courses necessary to receive certification, you receive a 10% discount off the entire certification cost.*
ASE and HRCI are committed to supporting HR career development and ongoing education and have partnered together. By virtue of your employment with an ASE member firm, the following benefits are available to you when obtaining or renewing your aPHR/PHR/SPHR/GPHR certifications:

- **Up to 12 Recertification Credits per renewal cycle**
- **$50 discount on the HRCI recertification exam**
- **HRCI Concierge to quickly resolve questions & issues**

ASE is the only pre-certified HRCI recertification credit provider in southeast Michigan.

Contact ASE's Talent Development team at **248.223.8041** or email **asetraining@aseonline.org** for more information.
Registration Information

Registration
ASE urges participants to register early due to limited class size. Confirmation email, along with a map/directions link, will be sent to registrants prior to the course date. There are no entrance requirements or additional costs to the participant beyond the tuition to attend an ASE course.

There are several options available to register for a course:
- Register online and pay by credit card at www.aseonline.org.
- E-mail your completed registration form to ASETraining@aseonline.org
- Call Talent Development at 248.223.8041

Payment
Payment is required at the time of registration. ASE accepts check, cash, or credit card (Visa/MasterCard/American Express). Payments can now be made online by visiting www.aseonline.org and clicking on the “Pay Invoice” link at the top of the page.

Affordable Pricing
ASE offers a 10% discount for:
- Pre-paying the registration of five or more participants in the same class
- Pre-paying the cost of a certification curriculum

Refund Policy
All tuition and fees paid by the participant shall be refunded if the participant is rejected by the school before enrollment. The school may retain an application fee of not more than $25 if the application is denied.

All tuition and fees paid by the participant shall be refunded if a written request is received within three business days after signing a contract with the school.

All refunds shall be returned within 30 days. Once three business days have passed the following refund policy will apply:

Cancellation Policy:
A full refund is available for written cancellations received by noon, seven days prior to the start of the program. **No refunds are available for cancellations received less than seven days before the program.** Participants with confirmed registrations who fail to attend are billed for the entire cost of the program. However, a substitute participant in place of the original registrant will be accepted without any additional cost.

(Example: cancellations will be accepted on Thursday, January 9 for classes scheduled on Thursday, January 16 at no charge – ASE will charge the full class fee for cancellations between January 10 and January 16.)

**ASE Course Modifications and Cancellations**
ASE reserves the right to cancel any class for which there is insufficient registration, inclement weather, an emergency condition, or an instructor illness or injury. Instructor substitutions are made only when necessary. Should weather conditions cause traffic problems, the normal starting time of a program may be delayed up to 30 minutes.

If a class must be cancelled due to inclement weather, a power outage, or another unforeseen occurrence, an email notification will be sent to each class attendee to the email address on file (if any). If a phone number is on file, ASE will also attempt to notify participants via phone. In addition, the cancellation will be communicated via the ASE website and a recorded message will be available on the phone line 248.223.8041. Should a program be cancelled, it will be rescheduled or individuals will receive a full refund.

**Our Guarantee**
When you attend any ASE event, your satisfaction is guaranteed. If for any reason you are not completely satisfied with an open-enrollment course, you can retake the class for free or receive a credit for your registration fee.
Administrative Information

Retention/Releasing of Training Program Participants’ CEU Records
ASE maintains confidential files of CEUs earned by class participants. ASE allows only the actual class participant or the primary contact of member organizations to access information regarding CEUs and/or request a release of CEU records. This request can be initiated by telephone, letter, or other communication method as defined by the member organization. ASE reserves the right to request additional information to confirm identity prior to transcript release.

Holidays
ASE offices will be closed on the following holidays: Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day after Thanksgiving, and Christmas Eve through New Year’s Day.

Intellectual Property Rights
ASE recognizes that all program materials are the property of each consultant or ASE. ASE maintains a file of “program masters,” retained solely for duplication purposes. These program masters are used to produce participant workbook manuals for training sessions conducted on behalf of ASE.

ASE does not, under any circumstances, allow the reproduction of any program materials. Use of any device to make an audio, video or photographic record of any person or portion of the class is prohibited.

Instructor’s Proprietary Interest
American Society of Employers strictly forbids any instructor to sell his or her product or service within the parameters of conducting a program on behalf of American Society of Employers, whether the program is conducted at an ASE site or at the client site.

ASE Professional Conduct Policy
ASE expects that all participants attending an ASE program behave in an appropriate manner. Attendees may be dismissed if they do not comply with proper business etiquette.

Attendance in class is critical to student academic success. To receive a certificate of completion for a course, participants must attend the training for the entire scheduled amount of time, i.e., neither late for class (tardy) nor leaving before the end of class (leave early), and adhere to lunch and break times.

ASE’s goal is to offer programs that are of value to all participants, and we greatly appreciate all feedback so we can continue to meet needs and exceed expectations.

ASE encourages participants to discuss any suggestions or concerns they have with the appropriate instructor or ASE staff. Suggestions or concerns should be directed to the appropriate individual as soon as possible to allow for early resolution.

If a concern has not been resolved satisfactorily after an informal discussion, participants should document complaints in writing and submit to ASE within five (5) business days. ASE shall further investigate the matter(s) and reply in writing within ten (10) business days.

If the participant is unable to resolve the complaint through ASE, the individual can file a complaint with the State of Michigan Department of Licensing and Regulatory Affairs, Corporations, Securities & Commercial Licensing Bureau (CSCL). Complaint forms can be accessed online at http://www.michigan.gov/pss. The CSCL complaint form can be located after clicking on the Post-Secondary Student Complaints link that is under the Consumer Information Section towards the bottom of the webpage. The Schools and Licensing Division phone number is 517-241-9221 and the fax number is 517-373-2162. Email can also be received by the division at: csclonline@michigan.gov.

Participant Accommodation
ASE is committed to providing accessible training to all individuals attending one of our programs. With this commitment in mind, we urge you to communicate to us any special needs you may have to participate in our program.

If your employees have special needs, please call ASE’s Talent Development Department at 248.223.8041.
True leaders are those who influence, inspire and motivate others to voluntarily perform at high levels of achievement.

The Leadership Academy, taught by MBC Training and Development, a long-standing partner of ASE, can help minimize damage to your organization by providing a proactive, comprehensive development approach that will maximize leadership abilities and realize organizational potential.

Offered over a period of 6-12 months, the Leadership Academy uses a practical, hands-on approach, with in-class application, skill practice and on-the-job implementation. Participants meet with their direct reports after each session to discuss practical department and individual application. This increases reinforcement and accountability and adds organizational value. Designed around a project that is aligned with company-wide strategic initiatives, the Leadership Academy culminates on the last day with participants presenting their results and Return on Investment to senior level leaders.

**AREAS OF FOCUS:**
- Leader, Team Member and Cross Functional Relationships
- Interpersonal Skills and Communicating Effectively
- Presentation Skills and Effective Meetings
- Productive Work Climates
- Internal Coaching, Giving Feedback and Problem Employees
- Staffing, Interviewing and Training
- Setting Goals and Performance Management
- Managing Yourself (Time and Stress Management; Decision-Making)
- Business Writing
- Project Management
- Building Teams
- Choices and Challenges of Leadership
- Leading into Tomorrow

**AUDIENCE:** “Next-level” leaders below executive/senior leaders, cascading to mid-level managers/leaders. Maximum of 16 participants.

**TIMEFRAME:** 11 full-days OR 18 half-days. Generally, sessions are scheduled 4-8 weeks apart.

Many ASE members have adopted the Leadership Academy as a core curriculum for leadership standards, competencies, and development. Contact ASE’s Talent Development team at 248.223.8041 or email ASEtraining@aseonline.org to bring Leadership Academy to your organization!
Principles and Practices of Supervision

If your actions inspire others to dream more, learn more, do more and become more, you are a leader.
– John Quincy Adams

Principles and Practices of Supervision I introduces the skills necessary to excel as a supervisor. Participants will learn practical tools and knowledge to use immediately on the job to be more effective.

Principles and Practices of Supervision II builds upon the knowledge and skills developed in P&P I by providing participants additional ways to effectively supervise their teams and overcome obstacles that might hinder success. Participants will gain insight into their unique leadership style and interpersonal style through the use of individual assessment tools.

FORMAT: Both Principles and Practices I and II are three-day programs delivered one day a week over three weeks, which allows skills practice between sessions. The interactive format, including individual and group activities and discussion, is integral in helping participants internalize skills for a long-term effect.

PRINCIPLES AND PRACTICES I:
The learner will be able to:
• Describe the role of the supervisor and the most critical tasks
• Explain how and why to build trust and strong relationships with team members
• Describe how leading by example and mindset are essential to success
• Explain how to communicate and prioritize work direction
• State how to successfully delegate tasks
• Describe the key factors that drive employee motivation and performance
• Identify and demonstrate effective communication skills
• Provide positive and corrective feedback

PRINCIPLES AND PRACTICES II:
The learner will be able to:
• Identify challenges associated with managing multiple generations
• Assess leadership styles and how to use them more effectively
• Assess basic interpersonal styles used in relationships with employees, colleagues and supervisors.
• Identify team development stages and encourage further development
• Describe team decision making challenges
• Identify obstacles associated with resistance to change and how to overcome them

AUDIENCE: Supervisors, managers, and team leaders who are responsible for directing the work of others.

SCHEDULE: Each class is three full days. Completion of Principles I is a prerequisite for participation in Principles II.

Many ASE members have opted to personalize these courses and offer them onsite as part of a core curriculum for their managers. Contact ASE’s Talent Development team at 248.223.8041 or email asetraining@aseonline.org for more information.

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
Do you have a large group that needs a class?

**LET US COME TO YOU!**

ASE can bring any course in the catalog to your location. Common courses taught onsite include: Leadership Academy, Harassment, Respectful Workplace, and Win-Win Communication Skills.

**Benefits include:**

- Class conducted at a date and time that work best for you
- Objectives focused on aspects that apply directly to your employees
- Opportunity for teammates to learn as a group
- Class can include real world examples from your workplace

“You did an outstanding job with our group last week. Everyone is still talking about it and some of the key phrases. Thanks again for the top notch job!”

– Darcyne Foldenauer
   Director of Program Management
   Dakkota Integrated Systems, LLC

Contact us today to learn more about scheduling an on-site class at your location.

**248-223-8041 • asetraining@aseonline.org**

For more information or to register, go to [www.aseonline.org](http://www.aseonline.org), call 248.223.8041 or email asetraining@aseonline.org.
Affirmative Action Plan Workshop

Objectives: This course will provide an overview of the workforce analysis and statistical data that is necessary to implement a compliant Affirmative Action Plan (AAP).

Who should attend: Individuals with the responsibility of developing, implementing, and monitoring Equal Employment and Affirmative Action Plans

Learning Outcomes:
Day 1: Workforce Analysis.
By participating in day 1, learners will be able to:
- Learn the laws, regulations and rules that impact Affirmative Action
- Develop and analyze workforce analysis
- Develop and analyze AAP job groups
- Understand and implement the components of availability analysis
- Identify external and internal availabilities to estimate utilization
- Determine placement goals

By participating in day 2, learners will be able to:
- Understand and implement the process of adverse impact analysis and results
- Evaluate compensation data using OFCCP’s statistical methodologies
- Learn how to organize an Affirmative Action Plan, including narratives
- Respond appropriately upon receipt of an OFCCP scheduling letter

Americans with Disabilities Act

Objectives: Participants will learn how to define a disability and identify a qualified individual. The course will review how to outline the essential functions of a job and reasonably accommodate an individual.

Who should attend: HR personnel, managers, and supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Define a “disability” under the ADA
- Identify a “qualified individual with a disability”
- Evaluate the “essential functions” of a job
- Recognize an employer’s duty under the ADA to “reasonably accommodate”
- Summarize the status of alcoholics and drug abusers under the ADA

Instructor: Jacqui Schulte, Esq.
Jacquelyn G. Schulte, PLC

Fees: $145 ASE members
$185 nonmembers

Time: 1:00 p.m. – 4:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: HR

Location/Dates:
Livonia: Wednesday, January 15, 2020
Wednesday, May 13, 2020
Saginaw: Tuesday, March 24, 2020

Applicant Tracking Guidelines: Who Counts

Objectives: Participants will gain a detailed understanding of the nuances involved in establishing compliant applicant tracking processes that will pass OFCCP compliance reviews. This course will focus on applicant flow data and techniques for refining data with appropriate use of disposition codes. Refinement of adverse impact analysis will occur throughout the session with group discussion on corrective actions required at the end of that process. Flowcharting techniques will be used throughout the course.

Who should attend: HR personnel

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Discuss the importance of having an applicant intake and tracking process
- Understand and implement the OFCCP Internet Applicant Rule
- Analyze adverse impact analysis and understand next steps
- Learn and implement record retention requirements

Instructor: Anthony Kaylin
American Society of Employers

Fees: $145 ASE members
$185 nonmembers

Time: 9:00 a.m. – 12:00 p.m.

CEUs: .30 (3.0 Clock Hrs)

Certification: HR

Location/Dates:
Livonia: Wednesday, March 4, 2020
Attitude for Success: Building and Maintaining One

Objectives: This course will provide participants with proven tools to build or maintain a winning attitude both at work and at home. Participants will learn practical approaches to improve self-management skills, effectiveness with others, and increase personal fulfillment in the workplace.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Assess attitudinal strengths
- Identify factors that shape and effect attitudes
- Explain the impact attitude has on thinking, feeling, behaving, and interacting with others
- Discuss proven formats to reinforce and improve responses/attitudes
- Explore areas where one can gain greater control and reduce stress
- List ways to make positive changes happen
- Create or refine a personal mission statement to support enthusiasm and a healthy future outlook
- Develop a plan with practical action steps to improve over time

Instructor: Productive Training Services, Inc
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 4:30 p.m.
CEUs: .70 (6.5 Clock Hrs)
Certification: AA CS L
Locations/Dates: Livonia: Tuesday, April 14, 2020

Body Language: Non-Verbal Communication

Objectives: This course will explore “non-verbal” language and how to use it to communicate more effectively. Participants will learn how their eyes, approachability, negative thoughts, and other body signals impact their communication efforts.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Explain how first impressions are formed
- List ten components of non-verbal communication
- Practice listening with the eyes, communicating likeability, and appearing approachable
- Recognize how people express negative thoughts non-verbally
- Identify eye signals and gaze behaviors
- List arm positions and barriers
- Explain the science of gestures, face language, and personal space
- Practice handshake etiquette and styles
- Demonstrate how to understand the wordless message and gain cooperation from other people

Instructor: Gaye Ann Weaver
Image Group Enterprises
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 4:00 p.m.
CEUs: .60 (6.0 Clock Hrs)
Certification: AA CS HR L
Locations/Dates: Livonia: Thursday, April 30, 2020

Business Writing

Objectives: This course will teach techniques to effectively communicate in writing. Participants will learn how to organize their message so the reader can easily follow it and condense it so the reader will not fall asleep trying to read it. This course will also cover the dos and don’ts of email etiquette, spelling and grammar review.

Who should attend: All individuals who write regularly as part of their job, but especially those whose writing is read by clients, customers, or the public

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Define the purpose for writing and who the audience is
- Identify ways to get the writing process started
- Discuss techniques to write clear, concise messages
- Describe ways to organize content to increase reader understanding
- Write in a grammatically correct way
- Explain how tone impacts the reader’s response to a message
- Practice using appropriate tone when writing

Instructor: Michigan Business Consultants
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 4:30 p.m.
CEUs: .70 (6.5 Clock Hrs)
Certification: AA CS HR L
Locations/Dates: Livonia: Wednesday, February 12, 2020
Wednesday, April 15, 2020

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
Coaching for Peak Performance

Objectives: Participants will learn techniques that improve employee performance and motivate employees to increase "discretionary effort" toward company goals. The course will discuss the importance of providing consistency in employee development.

Who should attend: Supervisors and managers

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Identify the "must haves" for the effective coach
- Identify what factors motivate and de-motivate employees
- Employ effective coaching styles to different employee needs
- Define different management/leadership styles
- Discuss ways to build trust and commitment
- Describe ways to increase employee engagement/self-motivation
- Apply model for corrective feedback that will redirect behavior rather than demotivate
- Conduct a one-on-one coaching session

Instructor: Productive Training Services, Inc.

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock hrs)

Certification: [HR]

Locations/Dates:
Livonia: Thursday, January 23, 2020

COBRA Compliance

Objectives: Participants will learn how to identify COBRA qualifying events and implement COBRA procedures.

Who should attend: HR personnel, insurance and benefit administrators

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Identify qualifying events
- Understand the various required notices, and implement notice procedures
- Identify important administration issues
- Recognize when health flexible spending accounts are subject to COBRA
- Measure COBRA premium costs

Instructor: Charles Russman
Clark Hill, PLC

Fees: $145 ASE members
$185 nonmembers

Time: 9:00 a.m. – 12:30 p.m.

CEUs: .30 (3.0 Clock Hrs)

Certification: [HR]

Locations/Dates:
Livonia: Thursday, April 23, 2020

Communicate Confidently

Objectives: This course will explore how to improve listening skills, stay in the moment, and deliver clear messages with confidence while maintaining support, respect, and rapport.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Stay focused in the moment and recognize essential information and how to utilize it
- Deliver credible messages that build on ideas and opportunities
- Differentiate between aggressive, passive, passive-aggressive, and assertive communication styles
- Maintain self-awareness and explore the difference between perception and reality
- Identify the impact body language and vocal attributes have on communication
- Establish a connection and confidently communicate with people of a different “status” from self
- Formulate the dreaded “No” message while preserving positive rapport

Instructor: Dann Sytsma
Improv Effects

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6.0 Clock Hrs)

Certification: [HR] [CS] [L]

Locations/Dates:
Livonia: Wednesday, January 29, 2020
Wednesday, June 10, 2020

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
Compensation Program Development

Objective: This course will provide participants with the essential knowledge to understand, evaluate, and develop or modify the various components and individual pay elements within a comprehensive total direct compensation program for their organization.

Who Should Attend: HR and compensation professionals at all levels

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Develop a more comprehensive and detailed corporate total compensation strategy to ensure fair and fully competitive pay practices
- Understand how the job analysis and job description process enables accurate market pricing compensation analysis
- Establish competitive pay structures that directly reflect the compensation strategy and assist salary administration
- Refine existing base salary, annual incentive, and small and large group incentive programs to include industry ‘best practices’ in their design and operation
- Incorporate essential individual career development and competency concepts and career pathways within each job family’s pay progression plan
- Expand working knowledge of sales and executive compensation plans, principles, concepts, trends, and best practices, including long term incentives
- Develop pay administration policies to assist HR and operations managers address everyday work environment pay practice issues
- Incorporate or modify company’s communication culture for compensation issues for workforce understanding of pay strategy and practices

Instructor: Brian Walby, Ph.D., CCP
Walby and Associates, LLC

Fees:
- $245 ASE members
- $310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: AA

Locations/Dates:
Troy: Tuesday, May 12, 2020

Comprehending and Adapting to Behavioral Styles (DiSC)

Objective: Participants will learn how to identify the four DiSC styles and how they impact communication, collaboration, and overall performance. Participants will complete and review their DiSC assessment results. The course will teach strategies to capitalize on strengths and to work more effectively with different styles. Participants will be able to apply skills to team communications and improve relationships.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Discuss the strengths, limitations, and optimal environments of the four basic behavioral styles
- Identify individual behavior style and its effect on co-worker and customer attitudes, perceptions, and outcomes
- Recognize and appreciate different personalities, behaviors, and the strengths they bring to a team/organization
- Manage personal style by maximizing strengths and controlling limitations
- Practice proven strategies for successfully “adapting” individual style to work-related situations

Instructor:
Productive Training Services, Inc.

Fees:
- $255 ASE members
- $320 nonmembers

*Includes $10 material fee per participant

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: AA, CS, L

Locations/Dates:
Livonia: Wednesday, March 18, 2020
Wednesday, June 17, 2020

Conducting Effective Meetings

Objective: This course will teach participants practical tools and strategies to plan and conduct meetings that are more engaging, productive, and results-oriented. Leading effective meetings can help teams and organizations reduce frustration and optimize resources.

Who should attend: Managers, team leads, and individual contributors who lead meetings

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Name common meeting mistakes
- Identify reasons to have meetings and when to not meet
- Develop a clear goal and meeting agenda
- Determine who should attend
- Conduct productive and engaging meetings
- Determine how to handle difficult meeting situations
- Define follow up strategies
- Create an action plan

Instructor:
Michigan Business Consultants

Fees:
- $245 ASE members
- $310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: AA

Locations/Dates:
Livonia: Thursday, February 20, 2020

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
Conflict Prevention and Resolution Skills

**Objectives:** This course is designed to increase the participants' ability to recognize, utilize, or resolve conflict. Participants will learn what causes conflict, approaches to dealing with conflict, resolution choices, and proven options for successfully preventing or resolving conflict.

**Who should attend:** All individuals

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Define conflict and misperceptions of conflict
- Identify common sources of conflict
- Assess styles of responding or reacting to conflict situations
- Identify commonly used approaches to dealing with conflict
- Recall a past conflict situation and identify things done successfully and unsuccessfully
- Practice a proven process for responding to conflict

**Instructor:** Productive Training Services, Inc.

**Fees:**
- $245 ASE members
- $310 nonmembers

**Time:**
- 9:00 a.m. – 4:30 p.m.

**CEUs:** .70 (6.5 Clock Hrs)

**Locations/Dates:**
- Livonia: Wednesday, February 12, 2020
- Thursday, May 14, 2020

Contribution – Increasing Your Leadership Value

**Objectives:** The purpose of this training is to increase career progression, business results, and value to the organization by identifying and leveraging contribution value. Participants will complete a Myers-Briggs Type Indicator (MBTI) assessment prior to class date.

**Who should attend:** “Next-level” leaders below executive/senior leaders, cascading to mid-level managers/leaders

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Clarify what they can control and focus on in their career for greatest business impact
- Distinguish between irrelevant performance tasks and high-performance contributions that add value to business goals
- Define different development stages and how career contributions change from one stage to the next
- Analyze individual interests, strengths, value, and behavioral blind spots
- Identify tasks in current job that do not contribute to long-term goals and ways to minimize, eliminate, or delegate these tasks to develop others

**Instructor:** Liz Wiggins

**Transitions Training**

**Fees:**
- $280 ASE members
- $345 nonmembers

**Time:**
- 9:00 a.m. – 4:30 p.m.

**CEUs:** .70 (6.5 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
- Livonia: Thursday, February 27, 2020

Cross-Cultural Communication

**Objectives:** This course will discuss skills and techniques that will enable individuals to increase the effectiveness of their interactions with all colleagues. Participants will become aware of their personal communication style, their own cultural influences, and explore the communication styles and cultural mentalities of their diverse counterparts.

**Who should attend:** Managers working with people from different cultures, in person or virtually

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Define culture and explain how it influences communication and interaction
- Identify cultural differences between their home cultures and people from the cultures they work with
- Understand what the cultural differences mean in terms of interaction behaviors and be capable of creating a behavioral plan for how to bridge the gaps
- Analyze a situation from more than one cultural point of view
- Enact behaviors that support constructive and successful interactions with people from other cultures

**Instructor:** Karen DeCuir-DiNicola

**Fees:**
- $245 ASE members
- $310 nonmembers

**Time:**
- 9:00 a.m. – 4:30 p.m.

**CEUs:** .70 (6.5 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
- Livonia: Thursday, April 30, 2020

For more information or to register, go to [www.aseonline.org](http://www.aseonline.org), call 248.223.8041 or email [asetraining@aseonline.org](mailto:asetraining@aseonline.org).
Customer Service: Beyond Excellence

Objectives: Participants will learn how to make a good first impression and how to handle complaints effectively. The course will discuss how to give customers what they want and create mutual respect.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Discuss the importance of first impressions
- Assess customer needs and objectives
- Prioritize problems, wants, and needs
- Use proven techniques to solve problems
- Communicate with customers effectively
- Respond to complaints effectively and know what words to use and to avoid
- Develop ways to create mutual respect
- Handle challenging calls

Instructor: Michigan Business Consultants

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: AA CS

Locations/Dates:
Livonia: Tuesday, March 10, 2020

Dealing with Difficult Behavior

Objectives: This course is designed to provide strategies and tools for those who work with people who present “difficult behaviors.” Participants will learn the special skills and diplomacy to use in their day-to-day interactions with others. They will learn how to assess the different types of difficult behaviors and what solutions can lead to optimal outcomes.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Differentiate between labeling behavior and describing behavior
- Understand how to uncover the underlying reasons for the difficult behavior
- Assess the resulting impact of the behavior
- Describe difficult behavior to the person in order to confront the problem and solve it
- Create awareness about contribution to the difficult behavior
- Respond appropriately to difficult behaviors
- Identify the major types of difficult behaviors
- Identify the key points for dealing with arrogant behavior

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6.0 Clock Hrs)

Certification: AA CS L

Locations/Dates:
Livonia: Thursday, April 16, 2020

Dealing with Everyday Stress

Objectives: This course teaches how to become more effective in handling everyday pressures. It will assist participants in gaining insights and developing strategies to cope with stress factors at work and home.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Cope with personal and workplace stress
- Identify and defeat the symptoms of stress
- Recover faster from trauma and stressful events
- Identify the progressive stages of stress
- Recognize the causes of job-related stress
- Interpret stress assessments
- Assess the physical, mental, and emotional effects of stress
- Use relaxation skills to re-energize and revitalize

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: AA CS L

Locations/Dates:
Livonia: Tuesday, February 11, 2020
Tuesday, June 23, 2020
Delegating for Results

**Objectives:** This course will increase productivity, improve relationships, enhance satisfaction, and build stronger work teams. Participants will learn about tools needed to better manage employees' strengths, improve their weaknesses, and make optimal use of talents and interests.

**Who should attend:** Supervisors, managers, project or team leaders

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Identify the delegator from the delegate
- Define delegation styles
- Identify tasks
- Recognize employees' strengths and readiness to accept delegated work
- Assign tasks
- Monitor and manage delegated tasks

**Instructor:** Michigan Business Consultants

**Fees:** $245 ASE members
$310 nonmembers

**Time:** 9:00 a.m. – 4:30 p.m.

**CEUs:** .70 (6.5 Clock Hrs)

**Certification:**

**Locations/Dates:**
Livonia: Wednesday, January 29, 2020
Thursday, May 21, 2020

Designing Employee Handbooks

**Objectives:** Participants will receive instruction on standard and optional policies to include in an employee handbook. The course will discuss layout tips that will keep update work to a minimum.

**Who should attend:** HR managers and administrators

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- List legal statements that every handbook must contain
- Define the purpose of each policy statement in the handbook
- Develop content and layout
- Compare how policies relate to one another
- Organize policies into sections that are easy for the reader to find

**Instructor:** Michael Burns
American Society of Employers

**Fees:** $145 ASE members
$185 nonmembers

**Time:** 1:00 p.m. – 4:30 p.m.

**CEUs:** 40 (3.5 Clock Hrs)

**Certification:**

**Locations/Dates:**
Livonia: Thursday, February 6, 2020
Saginaw: Wednesday, June 3, 2020

Emotional Intelligence

**Objectives:** This course will increase participants understanding of the relevance and importance of Emotional Intelligence (EQ). It will explore ways to improve participants EQ and develop an action plan in order to be more successful in the workplace.

**Who should attend:** Individuals interested in improving relationships

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Define Emotional Intelligence (EQ) and Intelligence Quotient (IQ) and how they influence success in the workplace
- Discuss EQ history and development
- Describe an EQ Framework Model
- Learn steps to increase self-awareness and self-management
- Create a relationship strategy action plan to improve challenging relationships

**Instructor:** Michele Ruppal
HR Strategies & Solutions

**Fees:** $145 ASE members
$185 nonmembers

**Time:** 9:00 a.m. – 12:30 p.m

**CEUs:** 40 (3.5 Clock Hrs)

**Certification:**

**Locations/Dates/Time:**
Livonia: Tuesday, March 3, 2020

For more information or to register, go to [www.aseonline.org](http://www.aseonline.org), call 248.223.8041 or email asetraining@aseonline.org.
Employee Development Planning

Objectives: This course will examine the importance of ongoing employee development. Participants will explore the development planning cycle, the manager’s role in the process, and the implementation of progressive approaches.

Who should attend: Managers

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify differences between employee development and employee training
- Describe the development planning cycle
- Explain individual roles and responsibilities
- Create developmental goals
- Discuss different types of development and their benefits
- Engage employees in productive career development conversations

Instructor: Liz Wiggins
Transitions Training

Fees: $145 ASE members
$185 nonmembers

Time: 9:00 a.m. – 12:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: [HR L]

Locations/Dates:
Livonia: Thursday, February 13, 2020

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Employment Law: Danger Zones

Objectives: This course will provide a solid understanding of various employment laws that affect every workplace every day. Participants will learn how to prevent litigation to promote a positive and harmonious work environment.

Who should attend: Managers and supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Recognize the “red flags” of potential employment law liability
- Explain how to address such situations in an efficient and effective manner
- Summarize easy guidelines to help their organization prevent employment litigation
- Outline the laws governing equal employment opportunity and discrimination
- Define illegal employment discrimination

Instructor: Jacqui Schulte, Esq.
Jacquelyn G. Schulte, PLC

Fees: $145 ASE members
$185 nonmembers

Time: 12:30 p.m. – 4:30 p.m.

CEUs: .40 (4.0 Clock Hrs)

Certification: [HR L]

Locations/Dates:
Livonia: Wednesday, May 27, 2020
Mt. Clemens: Tuesday, April 21, 2020

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Engage, Empower, Encourage Excellence!

Objectives: This course will make the case for empowering employees. Participants will discuss the factors that determine when empowerment is appropriate and learn how to empower and support their employees.

Who should attend: Managers and supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define empowerment and engagement
- Recognize the influence empowerment has on employee engagement
- List the benefits of engaged employees
- Discuss factors that affect empowerment
- Identify responsibilities and boundaries to ensure employees are empowered appropriately
- Describe the different roles individuals play in empowering employees

Instructor: Liz Wiggins
Transitions Training

Fees: $145 ASE members
$185 nonmembers

Time: 1:00 p.m. – 4:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: [L]

Locations/Dates/Time:
Livonia: Thursday, February 13, 2020

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Employee Development Planning

Objectives: This course will examine the importance of ongoing employee development. Participants will explore the development planning cycle, the manager’s role in the process, and the implementation of progressive approaches.

Who should attend: Managers

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify differences between employee development and employee training
- Describe the development planning cycle
- Explain individual roles and responsibilities
- Create developmental goals
- Discuss different types of development and their benefits
- Engage employees in productive career development conversations

Instructor: Liz Wiggins
Transitions Training

Fees: $145 ASE members
$185 nonmembers

Time: 9:00 a.m. – 12:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: [HR L]

Locations/Dates:
Livonia: Thursday, February 13, 2020

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Who should attend: Managers and supervisors

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- Recognize the “red flags” of potential employment law liability
- Explain how to address such situations in an efficient and effective manner
- Summarize easy guidelines to help their organization prevent employment litigation
- Outline the laws governing equal employment opportunity and discrimination
- Define illegal employment discrimination

Instructor: Jacqui Schulte, Esq.
Jacquelyn G. Schulte, PLC

Fees: $145 ASE members
$185 nonmembers

Time: 12:30 p.m. – 4:30 p.m.

CEUs: .40 (4.0 Clock Hrs)

Certification: [HR L]

Locations/Dates:
Livonia: Wednesday, May 27, 2020
Mt. Clemens: Tuesday, April 21, 2020

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Engage, Empower, Encourage Excellence!

Objectives: This course will make the case for empowering employees. Participants will discuss the factors that determine when empowerment is appropriate and learn how to empower and support their employees.

Who should attend: Managers and supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Define empowerment and engagement
- Recognize the influence empowerment has on employee engagement
- List the benefits of engaged employees
- Discuss factors that affect empowerment
- Identify responsibilities and boundaries to ensure employees are empowered appropriately
- Describe the different roles individuals play in empowering employees

Instructor: Liz Wiggins
Transitions Training

Fees: $145 ASE members
$185 nonmembers

Time: 1:00 p.m. – 4:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: [L]

Locations/Dates/Time:
Livonia: Thursday, February 13, 2020

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
Enhancing Your Professional Image and Personal Brand

Objectives: This course will redefine professionalism and teach a new approach to image building and personal branding. Participants will explore a range of skills, techniques, and activities with a goal to strengthen their credibility and create a stronger positive impact with clients and colleagues.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
• Grow to a higher level of awareness and status
• Define their professional purpose
• Maintain control over other people’s perception
• Develop strategies to communicate the desired image
• Identify the principles of image building
• Convey a stronger image verbally and non-verbally
• Recognize the professional language of dress
• Discuss tips on maintaining credibility in the workplace
• Understand keys to projecting a powerful presence in meetings
• Identify ways to increase visibility and get recognized

Instructor: Gaye Ann Weaver
Image Group Enterprises

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6.0 Clock Hrs)

Certification: AA CS

Locations/Dates:
Livonia: Thursday, March 26, 2020
Thursday, May 28, 2020

Essentials for HR Professionals

Objectives: Participants will gain a working understanding of how a Human Resource department functions and the basic compliance responsibilities of a Human Resource professional. This course will give participants a working understanding of the laws affecting the employer-employee relationship and how they impact day-to-day operations.

Who should attend: Any individual new to the field of HR

Learning Outcomes: Upon completion of this course, the learner will be able to:
• Identify major aspects of the HR job function
• Describe important provisions of Michigan and federal employment laws
• Define basic record keeping and compliance requirements
• Apply HR knowledge to manage day-to-day situations

Instructor: Kristen Cifolelli
American Society of Employers

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: HR

Locations/Dates:
Livonia: Wednesday, January 22, 2020
Wednesday, June 3, 2020
Saginaw: Tuesday, April 28, 2020

Family and Medical Leave Act (FMLA)

Objectives: This course will provide guidance on how to recognize FMLA notice and administer the law. Participants will discuss how to update company policy and answer employee questions relating to the Family Medical Leave Act (FMLA).

Who should attend: HR personnel

Learning Outcomes: Upon completion of this course, the learner will be able to:
• State the “fundamentals of FMLA”
• Recognize FMLA notice
• Teach supervisors and managers legal rights and obligations under FMLA
• Administer FMLA for every employee situation including intermittent leaves
• Explain FMLA to employees, including employee rights and responsibilities
• Identify and avoid administrative and employee pitfalls
• Identify and address possible FMLA abuse

Instructor: Jacqui Schulte, Esq.
Jacqulyn G. Schulte, PLC

Fees: $145 ASE members
$185 nonmembers

Time: 9:00 a.m. – 12:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: HR

Locations/Dates:
Livonia: Wednesday, January 15, 2020
Wednesday, May 13, 2020
Mt. Clemens: Tuesday, April 21, 2020
Saginaw: Tuesday, March 24, 2020
Finance for Non-Finance People

**Objectives:** This course will introduce and explain the basic finance terms, concepts, and tools. Participants will explore how to speak the language of finance as well as read and understand the typical reports used by the finance and business leaders in the company.

**Who should attend:** All individuals with experience working in a business environment

**Learning Outcomes:** Upon completion of this course, the learner will be able to:

- Define the purpose of the Income Statement, the Balance Sheet, and the standard entries on these reports
- Examine the critical nature of cash flow in the organization and how it is often not well represented in the Income Statement and Balance Sheet
- Compare and contrast the operation of privately held and publicly held companies, including the ways in which each is financed
- Discuss the potential business impact that comes from investing in programs because of inflation, market conditions, and overall risk
- Identify methods and considerations associated with tracking the costs of employment (wage and salary costs, benefits costs, and indirect costs)
- Estimate the return on the investment made in programs and projects in terms that appeal to the CFO

**Instructor:** James A. Lewis
J. Lewis Consulting Group, LLC

**Fees:** $245 ASE members
$310 nonmembers

**Time:** 9:00 a.m. – 4:00 p.m.

**CEUs:** .70 (6.5 Clock Hrs)

**Certification:** CE

**Locations/Dates:**
Livonia: Tuesday, March 3, 2020
Troy: Thursday, June 4, 2020

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FLSA Changes and Working with Exempt/Non-exempt Classification Analysis

**Objectives:** Participants will take a hands-on approach to determine the test specifications for Executive, Professional, Administrative, Computer Professional, and Outside Sales exemptions. This course will teach participants how to identify what information needs to be collected and validated to correctly assign exempt or non-exempt status to the employee.

**Who should attend:** HR managers, professionals, specialists, and others who have a basic understanding of the FLSA concepts. Participants are invited to bring job descriptions of the positions they would like to review.

**Learning Outcomes:** Upon completion of this course, the learner will be able to:

- Define methodology for conducting job analysis for FLSA audits
- Discuss impact of new regulations on employers
- Describe changes to the wage and hour exempt classification tests and legal requirements for a job to be exempt from overtime payments
- Apply proper wage and hour classification tests to positions
- Discuss complex exemption situations and key differentiators in classifying positions

**Instructor:**
Michael Burns and Kevin Marrs
American Society of Employers

**Fees:** $145 ASE members
$185 nonmembers

**Time:** 1:00 p.m. – 4:30 p.m. (Livonia)
9:00 a.m. - 12:30 p.m. (Saginaw)

**CEUs:** .40 (3.5 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
Livonia: Wednesday, April 15, 2020
Saginaw: Wednesday, June 3, 2020

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FMLA: Intermittent Leaves

**Objectives:** After minimal review of FMLA recognition and basics, participants will learn the provisions specific to intermittent FMLA leave and how FMLA balances employee and employer rights and obligations. Learn tools and strategies employers and managers can use to maintain (or regain) control of their work environment when employees take FMLA-protected leaves will be stressed. Participants will also learn employers’ legal rights and processes for addressing and stopping intermittent FMLA abuse.

**Who should attend:** HR professionals, supervisors, and managers who have solid and current experience administering FMLA in a legally-compliant manner. This class is not for persons new to FMLA. Prior participation in Basic FMLA course and at least three months of successful FMLA administration experience are highly recommended.

**Learning Outcomes:** Upon completion of this course, the learner will be able to:

- Define intermittent FMLA and its specific rights and responsibilities
- Prepare for critical conversations with the employee regarding their intermittent FMLA leave
- Recognize potential abuse of intermittent leave and the legal process for challenging potential employee abuse

**Instructor:** Jacqui Schulte, Esq.
Jacquelyn G. Schulte, PLC

**Fees:** $145 ASE members
$185 nonmembers

**Time:** 1:00 p.m. – 4:30 p.m.

**CEUs:** .40 (3.5 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
Livonia: Wednesday, February 5, 2020
Wednesday, June 10, 2020
Saginaw: Tuesday, April 14, 2020

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For more information or to register, go to [www.aseonline.org](http://www.aseonline.org), call 248.223.8041 or email asetraining@aseonline.org.
Generations at Work: Bridging the Generation Gap

Objectives: This course will provide a better understanding of the generational differences in the workplace. Participants will learn how to maximize relationships and build on strengths across generations to optimize effectiveness and productivity.

Who should attend: Managers, team leads, supervisors, and individual contributors

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Define the different generations
- Identify differences in generation communication styles
- Deliver messages “they” want to hear
- Build strong relationships
- Practice behaviors and interactions that overcome generational differences
- Discuss best practices for employee retention

Instructor: Michigan Business Consultants
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 4:30 p.m.
CEUs: .70 (6.5 Clock Hrs)
Certification: HR L
Locations/Dates: Livonia: Tuesday, May 12, 2020

Giving and Receiving Feedback

Objectives: This course is designed to provide attendees with the skills and confidence to give and receive feedback effectively in a range of challenging work situations. Participants will learn a constructive approach and practical tools for giving and receiving feedback that is fair and valid without becoming emotional.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Identify the different types of feedback
- Explain how effective feedback fits into the communication process
- Describe the difference between reinforcing and redirecting feedback
- Name ways to handle feedback assertively
- Distinguish how to disagree with feedback without becoming argumentative
- Formulate an action plan for giving feedback

Instructor: Gaye Ann Weaver
Image Group Enterprises
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 4:00 p.m.
CEUs: .60 (6.0 Clock Hrs)
Certification: CS HR L
Locations/Dates: Livonia: Wednesday, April 8, 2020

Goal Setting

Objectives: This course will help participants identify priorities and set goals. This is an interactive program where participants will engage in several activities that will enhance effectiveness, productivity, and success professionally and personally. Participants will learn the power of properly written goals.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Define different types of goals
- Identify the characteristics of goals
- Use a model to compose meaningful goals
- Write effective goals and objectives to plan for implementation

Instructor: Michele Ruppal
HR Strategies & Solutions
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 4:30 p.m.
CEUs: .70 (6.5 Clock Hrs)
Certification: AA CS HR L
Locations/Dates: Livonia: Tuesday, February 18, 2020

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
Harassment Prevention

Objectives: This course will define various types of harassment in the workplace with a special focus on sexual harassment. Participants will learn the legal definition of harassment and the various types of situations that could be perceived as harassment. The course will also identify proactive preventive measures that could and should be undertaken by organizations. Various tools will be used from case studies to video vignettes.

Who should attend: HR personnel

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Identify the direct and indirect costs of harassment
- Define what is and what is not illegal harassment
- Recognize situations that could lead to potential perceived harassment
- Identify how an organization can legally protect itself from harassment claims
- Describe the complaint investigative process

Instructor: Jacqui Schulte, Esq.
Jacquelyn G. Schulte, PLC

Fees: $145 ASE members
$185 nonmembers

Time: 9:00 a.m. – 12:00 p.m.

CEUs: .30 (3.0 Clock Hrs)

Certification: HR

Locations/Dates:
Livonia: Tuesday, January 21, 2020
Wednesday, March 25, 2020
Troy: Thursday, May 7, 2020

HIPAA

Objectives: This course will provide guidance on HIPAA, generally, and how it applies to employers. Participants will learn about HIPAA's application, when protected health information may be used and disclosed, and what safeguards must be in place to protect against unintentional uses and disclosures of protected health information.

Who should attend: HR personnel, privacy officers, supervisors, managers

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Explain HIPAA, what it means, and its general requirements
- Identify general exceptions to HIPAA’s prohibition on the disclosure of protected health information
- Identify safeguards that must be in place to protect against unintentional uses and disclosures of protected health information
- Define “breach” and understand the steps that must be taken if a breach occurs
- List the documents that are required for a HIPAA-compliant organization

Instructor: Clark Hill, PLC

Fees: $145 ASE members
$185 nonmembers

Time: 1:00 p.m. – 4:30 p.m.

CEUs: .40 (3.5 Clock Hrs)

Certification: HR

Locations/Dates:
Livonia: Thursday, April 23, 2020

HR Audit Basics

Objectives: Participants will learn how to establish processes and procedures to conduct a self-audit of key HR areas impacting employers.

Who should attend: Any individual who is new to the field of HR

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Communicate why HR audits are important
- Identify basic record keeping requirements
- Implement the steps and processes involved in conducting an HR audit
- Determine which policies found in most employer handbooks are needed
- Conduct an HR audit

Instructor: Kristen Cifolelli
American Society of Employers

Fees: $145 ASE members
$185 nonmembers

Time: 9:00 a.m. – 12:00 p.m.

CEUs: .30 (3.0 Clock Hrs)

Certification: HR

Locations/Dates:
Livonia: Wednesday, April 15, 2020

Curriculum Symbols

AA Administrative Assistant
CS Customer Service
HR HR Generalist
L Leadership

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
**HR Recordkeeping**

**Objectives:** This course will cover how to create, maintain, and utilize critical employment documents. Participants will discuss record retention and the importance of personnel records for organization policy, planning purposes, personnel decisions, and regulatory compliance.

**Who should attend:** HR personnel and other individuals responsible for personnel records

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Prepare, maintain, and utilize critical employment documents, including employment applications, job descriptions, personnel files, FMLA paperwork, and disciplinary documentation
- Design procedures for safe and secure records maintenance
- Recognize the influence of regulations (federal and state) on personnel policies
- Create policies and procedures for access and disclosure of information
- Differentiate medical files from other personnel files
- Define when to discard records
- Arrange to audit personnel records

**Instructor:** Clark Hill, PLC

**Fees:**
- $245 ASE members
- $310 nonmembers

**Time:** 9:00 a.m. – 4:30 p.m.

**CEUs:** .70 (6.5 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
- Livonia: Wednesday, April 8, 2020
- Saginaw: Wednesday, June 24, 2020

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**I-9 and E-Verify: Everything You Need to Know**

**Objectives:** Participants will learn how to properly complete the Form I-9, how to conduct internal Form I-9 audits, and how to respond to an agency audit or raid. This course will explore how the United States Immigration and Customs Enforcement (ICE) has significantly increased the number of audits, raids and investigations it performs on employers for Form I-9 compliance and issues related to the possible employment of unauthorized foreign workers.

**Who should attend:** HR personnel, managers, and compliance officers

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Complete an Employment Eligibility Verification Form I-9
- Explain how and why employers should perform an audit of their Form I-9s
- Respond effectively to an Immigration and Customs Enforcement Audit/Raid
- Discuss the Department of Homeland Security’s E-Verify Program

**Instructor:** Clark Hill, PLC

**Fees:**
- $145 ASE members
- $185 nonmembers

**Time:** 9:00 a.m. – 12:30 p.m.

**CEUs:** .40 (3.5 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
- Livonia: Wednesday, April 22, 2020

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**Immigration Compliance**

**Objectives:** Participants will learn about the variety of visas which will permit foreign individuals to work in the United States. This course will provide an overview of the difference between temporary and permanent employment-based visas. It will also cover the three principle areas of immigration compliance – employment eligibility verification, H-1B labor condition applications, and export control.

**Who should attend:** HR and law department personnel, supervisors, and managers

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Recognize participant roles and basic concepts in the US work visa process
- Understand the difference between temporary and permanent visas
- Identify the qualifications and process for common temporary visas
- Understand the employer-sponsored permanent residence process
- Identify the steps for I-9 and H-1B compliance and recordkeeping and common errors and best practices to avoid liability
- Explain what a Homeland Security immigration audit entails
- Understand the role of export control compliance in the immigration process

**Instructor:** Fragomen, Del Rey, Bernsen & Loewy, LLP

**Fees:**
- $245 ASE members
- $310 nonmembers

**Time:** 9:00 a.m. – 4:00 p.m.

**CEUs:** .60 (6 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
- Livonia: Wednesday, January 22, 2020
- Thursday, May 7, 2020

For more information or to register, go to [www.aseonline.org](http://www.aseonline.org), call 248.223.8041 or email [asetraining@aseonline.org](mailto:asetraining@aseonline.org).
Influencing Others (formerly Influence without Authority)

Objectives: This course will identify ways individuals without direct authority over others can use skills to connect with others, gain cooperation, and influence interactions to achieve outcomes.

Who should attend: Individuals who rely on influence rather than authority to achieve goals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Identify methods to foster collaboration and gain buy-in
- Discuss ways to enhance trust, credibility, and rapport
- Practice communicating clearly and transparently
- Explore ways to work across organizational lines to get the job done
- Use knowledge and competence to increase credibility
- Recognize how to be a positive, powerful advocate
- Build cooperation with colleagues

Instructor: Michigan Business Consultants
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 4:30 p.m.
CEUs: .70 (6.5 Clock Hrs)
Certification: AA CS HR L
Locations/Dates:
Livonia: Thursday, January 23, 2020
Tuesday, June 2, 2020

Interview Skills

Objectives: This course will provide a process for participants to prepare and conduct an effective and legally defensible behavioral based interview. Participants will learn what to do before, during, and after the interview.

Who should attend: All individuals who conduct job interviews

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Distinguish between behavioral and traditional interviewing
- Identify the steps required to prepare for an interview
- Analyze a current posting or job description to identify key elements including knowledge, skills, abilities, and key success behaviors
- Compose open-ended behavioral interview questions
- Describe what is and isn't permissible to ask in an interview
- Explain when and how to probe for more information

Instructor: Liz Wiggins
Transitions Training
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 4:30 p.m.
CEUs: .70 (6.5 Clock Hrs)
Certification: HR L
Locations/Dates:
Livonia: Wednesday, January 8, 2020
Wednesday, June 17, 2020

Job Analyses and Job Descriptions

Objectives: This course will teach participants how to conduct job analyses and develop job descriptions that can support and defend pay decisions. Participants will learn what a job analysis is, what it can be used for, and the legal implications of job analysis. The course will also provide an in-depth explanation of how to write a job description.

Who should attend: Any HR personnel, compensation specialists, supervisors, or managers who are responsible for compensation decisions

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Define job analyses
- Review the laws and EEO Statutes and their implications on identifying essential job functions
- Discuss the steps to conducting a job analysis
- Identify key components of the job analysis interview
- Define what is included in a job description
- Identify essential functions of a job
- Identify and describe competencies
- Write a well-constructed job description

Instructor: Kevin Marrs
American Society of Employers
Fees: $145 ASE members
$185 nonmembers
Time: 9:00 a.m. – 12:30 p.m.
CEUs: .40 (3.5 Clock Hrs)
Certification: HR
Locations/Dates:
Livonia: Wednesday, February 26, 2020
Wednesday, June 17, 2020

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
Leadership Academy

Objectives: This course will maximize leadership abilities. Participants will discover how to improve communication, increase employee satisfaction with leaders, enhance inter-departmental teamwork, increase cross-functional working relationships, and increase the level of organizational thinking.

Who should attend: Next-level leaders below executive senior leaders, cascading to mid-level managers/leaders. Maximum of 16 participants.

Learning Outcomes: Upon completion of this course, the participant will be able to:
• Build and maintain mutually rewarding relationships with employees
• Identify factors that improve communication and motivation
• Set reasonable and consistent authority lines to create a productive work environment
• Employ delegating and coaching skills
• Develop self-management skills including goal setting, prioritizing, and decision making
• Practice human relations skills

Instructor: Michigan Business Consultants

Length: 11 full-days: 1 full-day orientation; 9 full-day training sessions; 1 full-day follow-up session. Generally sessions are scheduled 4-8 weeks apart.

Call 248.223.8041 for more details and to schedule this course.

Leadership Essentials

Objectives: Participants will learn about the principles of leadership and how they can be used in any organization to foster integrity and create positive change.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
• Define leadership
• Describe the levels of leadership development
• Conduct a leadership assessment
• Distinguish the types of leadership power
• Distinguish between leadership and management
• Develop people
• Formulate accurate assumptions about people
• Recognize what motivates people

Instructor: Gaye Ann Weaver

Image Group Enterprises

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6.0 Clock Hrs)

Certification: L

Locations/Dates:
Livonia: Tuesday, March 24, 2020
Tuesday, May 19, 2020

Managing A Virtual Workforce

Objectives: This course will educate participants on the basics of managing a virtual team. Participants will learn the benefits and challenges of virtual work and the benefits to employers and employees. The importance of strong, engaged management will be discussed along with effective management practices to assure successful virtual teams.

Who should attend: Anyone interested in learning about the benefits of virtual work, how to plan for it, and how to effectively and proactively manage a virtual team will benefit from attending this course.

Learning Outcomes: Upon completion of this course, the learner will be able to:
• Explain the implications of virtual work in business
• Understand the benefit of remote work to employees and employers
• Identify and effectively manage the challenges of leading virtual teams
• Create a plan for adopting effective management practices and setting clear expectations with virtual teams
• Identify the elements of effective IT tools for virtual teams
• Create an action plan to increase their effectiveness in managing virtual teams

Instructor: Karen D. DeCuir-DiNicola

WaitWell

Fees: $245 ASE Members
$310 nonmembers

Time: 9:00 am – 4:30 pm

CEU: .70 (6.5 Clock Hrs)

Certification: HR L

Locations/Dates:
Livonia: Wednesday, March 4, 2020
Saginaw: Wednesday, May 6, 2020

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
Managing Leaves of Absence

**Objectives:** Participants will learn which leave situations may trigger FMLA, ADA, or Workers’ Compensation. The course will identify where these laws overlap and where they differ.

**Who should attend:** HR personnel, managers, and supervisors

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Identify absences that may trigger FMLA, ADA, HIPAA, COBRA, Workers’ Compensation, and other protections
- Compare and contrast rights, responsibilities, and administrative procedures
- Administer these laws and relate them to other leaves of absence policies
- Describe how to use drug-testing policies and substance abuse rules to protect against leave claims
- Write a comprehensive workplace policy on absences to comply with these laws

**Instructor:** Jacqui Schulte, Esq.
Jacqulyn G. Schulte, PLC

**Fees:** $145 ASE members
$185 nonmembers

**Time:** 9:00 a.m. – 12:30 p.m.

**CEUs:** .40 (3.5 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
- Livonia: Wednesday, February 5, 2020
- Wednesday, June 10, 2020
- Saginaw: Tuesday, April 14, 2020

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Managing Problem Employees

**Objectives:** Participants will hear why problem employees need to be managed carefully. This course will help identify problem employees, introduce strategies necessary for effective management, and review documentation techniques that will both support termination and prevent against arbitration issues and legal liability.

**Who should attend:** HR personnel, managers, and supervisors

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Identify different types of problem employees
- Develop, communicate, and enforce performance expectations
- Use tools to properly document performance issues and discipline
- Identify strategies for communicating “negative” information
- Utilize “due process” for both represented and at-will employees
- Prepare for, document, and communicate disciplinary action, performance improvement plans, performance evaluations, and terminations
- Discuss best practice fundamentals and common disciplinary mistakes
- Define federal and state laws that protect employees and employers

**Instructor:** Jacqui Schulte, Esq.
Jacqulyn G. Schulte, PLC

**Fees:** $145 ASE members
$185 nonmembers

**Time:** 9:00 a.m. – 12:00 p.m.

**CEUs:** .30 (3.0 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
- Livonia: Wednesday, May 27, 2020

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Market Pricing and Compensation Benchmarking

**Objectives:** This course will describe the core principles and approaches of market pricing and benchmarking in compensation. Discussions will include methods to collect and analyze compensation data so one can effectively evaluate and price jobs in the market place.

**Who should attend:** Individuals new to the compensation field and/or HR personnel

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Define key concepts in market pricing and the connection to business strategy
- Discuss how to plan and prepare for a market pricing project
- Use and analyze salary surveys and compensation data to evaluate organization pay rates
- Compare organization pay rates to the competitive marketplace
- Evaluate internal and external equity issues

**Instructor:** Kevin Marrs
American Society of Employers

**Fees:** $145 ASE members
$185 nonmembers

**Time:** 1:00 p.m. – 4:30 p.m.

**CEUs:** .40 (3.5 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
- Livonia: Wednesday, June 17, 2020
Mergers & Acquisitions: The People Side

Objectives: Participants will explore the two “people aspects” of M&A work — the due diligence process and the post-close integration. The course is taught from the viewpoint of the acquiring company in a transaction.

Who should attend: HR Managers or above

Learning Outcomes: Upon completion of this course, the learner will be able to:
• Identify the types of document requirements for the data room
• Analyze data room content and document concerns
• Explain what to do when all the required documents are not available
• Define critical aspects in key-employee contracts
• Recognize the important differences when the target company is cross-border
• Minimize the risk of conflict associated with post-close earn-outs
• Discuss the elements of a successful integration plan
• Plan for the day of close, 30, 60, 90, and 180 days after close
• Recognize common people issues in M&A transactions

Instructor: James A. Lewis
J. Lewis Consulting Group, LLC

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6.0 Clock Hrs)

Certification: HR

Locations/Dates:
Livonia: Thursday, February 27, 2020
Thursday, May 7, 2020

Metrics for the HR Practitioner

Objectives: Participants will learn the components of HR metrics. The course will discuss when to use metrics, how to make them effective, and how to calculate metrics to support business decisions.

Who should attend: HR personnel

Learning Outcomes: Upon completion of this course, the learner will be able to:
• Define HR metrics components
• Describe how to choose data and sources to use
• Apply basic math and statistical principles
• Calculate metrics for absentee rates, cost of workplace accidents, cost per hire, overtime, and more
• Discuss the ROI in creating metrics
• Analyze data and use metrics in company dashboards

Instructor: James A. Lewis
J. Lewis Consulting Group, LLC

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: HR

Locations/Dates:
Livonia: Wednesday, June 24, 2020

Negotiation Skills

Objectives: Participants will assess negotiating styles and examine the impact that styles have in negotiation. Participants will have an opportunity to practice negotiating in a risk-free environment.

Who should attend: Individuals who conduct or contribute to negotiations

Learning Outcomes: Upon completion of this course, the learner will be able to:
• Identify negotiating styles through the use of an assessment tool
• Describe common negotiating styles
• Discuss the stages of negotiations
• Identify skills that are relevant to professional negotiations
• State the rules to successful negotiation
• Name key negotiating skill areas when dealing with tough negotiators
• Practice using skills with interactive activities
• Develop an action plan to enhance outcomes

Instructor: Michele Ruppal
HR Strategies & Solutions

Fees: $265 ASE members
$330 nonmembers

*Includes $20 for materials

Time: 9:00 a.m. – 4:30 p.m.

CEUs: 70 (6.5 Clock Hrs)

Certification: AA CS HR L

Locations/Dates:
Livonia: Wednesday, May 20, 2020

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetrainging@aseonline.org.
Onboarding Done Successfully

**Objectives:** This course will provide an overview of orientation programs, the historical perspective, and current day reality. Participants will walk away with useful tips to develop and administer employee orientation programs.

**Who should attend:** HR personnel and program administrators

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Discuss the importance of new employees’ first impressions and assimilation
- Identify key components in an onboarding program
- Administer employee orientation programs

**Instructor:** Liz Wiggins
Transitions Training

**Fees:**
- $145 ASE members
- $185 nonmembers

**Time:** 9:00 a.m. – 12:30 p.m.

**CEUs:** .40 (3.5 Clock Hrs)

**Certification:** [HR]

**Locations/Dates:**
Livonia: Wednesday, February 19, 2020

Performance Appraisals: Planning and Conducting

**Objectives:** This interactive program will review how to manage employee performance and development through the use of performance appraisals.

**Who should attend:** HR personnel, managers, supervisors, coaches, or team leaders who participate in evaluating employee performance

****Participants should bring current performance appraisal tools to class.

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Discuss the performance appraisal process
- Apply the organization’s mission and vision to performance reviews
- Define the role of performance appraisals in the Cycle of Performance Management Systems
- Identify the best method of assessment and providing feedback
- Employ the best methods for planning and executing performance
- Prepare, evaluate fairly, and conduct an effective performance appraisal meeting
- Compare various motivators for recognition

**Instructor:** Michele Ruppal
HR Strategies & Solutions

**Fees:**
- $245 ASE members
- $310 nonmembers

**Time:** 9:00 a.m. – 4:30 p.m.

**CEUs:** .70 (6.5 Clock Hrs)

**Certification:** [HR] [L]

**Locations/Dates:**
Livonia: Tuesday, June 2, 2020

Presentation Skills Workshop

**Objectives:** Participants will learn the key components of good organization, confidence building, and effective delivery skills. The course will identify and improve participant’s presentation skills and confidence.

**Who should attend:** All individuals

**Learning Outcomes:** By participating in this course, learners will be able to:
- Identify the benefits of improving presentation skills
- Practice an easy way to organize thoughts and content for high impact
- Explore methods for confidence building and overcoming nervousness
- Use effective voice and body language practices that command audience attention
- Increase confidence and practice for speaking to small and large groups
- Utilize strategies that allow you to project a convincing presence and message
- Accelerate improvement with helpful three-way, skill-building feedback and video
- Review and practice handling questions and issues effectively
- Create a plan to transfer skills and techniques to future presentations

**Instructor:**
Productive Training Services, Inc.

**Fees:**
- $485 ASE members
- $605 nonmembers
  *Includes $10 for materials

**Note:** This course has a maximum participant size of 12.

**Time:** 9:00 a.m. – 4:30 p.m.

**Length:** Two days

**CEUs:** 1.3 (13.0 Clock Hrs)

**Certification:** [CS] [L]

**Locations/ Dates:**
Livonia: Thursday & Friday, March 5 & 6, 2020
Principles and Practices of Supervision I

Objectives: This course introduces the skills necessary to excel as a supervisor. Participants will learn practical tools and knowledge to use immediately on the job to be more effective.

Who should attend: Individuals who have responsibility for directing the work of others including supervisors, managers, and team leaders as well as those who are soon-to-be-promoted to supervisor roles.

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Describe the role of the supervisor and the most critical tasks
- Explain how and why to build trust and strong relationships with team members
- Describe how leading by example and mindset are essential to success
- Explain how to communicate and prioritize work direction
- State how to successfully delegate tasks
- Describe the key factors that drive employee motivation and performance
- Identify and demonstrate effective communication skills
- Provide positive and corrective feedback

Instructor:
Liz Wiggins/Larry Kasmirowski

Fees:
- $625 ASE members
- $780 nonmembers

Time: 9:00 a.m. – 4:30 p.m.
Length: Three days
CEUs: 2.0 (19.5 Clock Hrs)

Certification: L

Locations/Dates:
Livonia: Tuesdays, January 14, 21 & 28, 2020
- Tuesdays, February 4, 11 & 18, 2020
- Tuesdays, April 7, 14 & 21, 2020
- Tuesdays, May 5, 12 & 19, 2020
- Tuesdays, June 9, 16 & 23, 2020

Saginaw: Wednesdays, March 11, 18 & 25, 2020

Troy: Tuesdays, March 3, 10 & 17, 2020

Principles and Practices of Supervision II

Objectives: This course builds upon the knowledge and skills developed in P&P I by providing participants additional ways to effectively supervise their teams and overcome obstacles that might hinder success. Participants will gain insight into their unique leadership style and interpersonal style through the use of individual assessment tools.

Who should attend: Individuals who have attended and completed Principles and Practices of Supervision I.

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Identify challenges associated with managing multiple generations
- Assess leadership styles and how to use them more effectively
- Assess basic interpersonal styles used in relationships with employees, colleagues, and supervisors
- Identify team development stages and encourage further development
- Describe team decision making challenges
- Identify obstacles associated with resistance to change and how to overcome them

Instructor:
Liz Wiggins/Larry Kasmirowski

Fees:
- $625 ASE members
- $780 nonmembers

Time: 9:00 a.m. – 4:30 p.m.
Length: Three days
CEUs: 2.0 (19.5 Clock Hrs)

Certification: L

Locations/Dates:
Livonia: Thursdays, April 9, 16 & 23, 2020
- Thursdays, June 4, 11 & 18, 2020

Problem Solving

Objectives: This course will focus on using creativity and innovation as strategies to improve business and solve problems. Participants will have the opportunity to practice the techniques discussed.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Apply creative thinking to turn problems into opportunities
- Discuss idea-generation techniques
- Use creative problem solving model
- Generate possible solutions
- Identify innovation and out-of-the-box thinking in the workplace
- Discuss ways to develop rather than diminish a creative environment
- Recognize barriers that impact problem solving
- Recognize different learning styles and apply them to problem solving
- Discuss how whole brain thinking can enhance the ability to be innovative

Instructor:
The Luminous Group LLC

Fees:
- $245 ASE members
- $310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: CS

Locations/Dates:
Livonia: Tuesday, March 31, 2020
Project Management Basics

Objectives: This course provides an introduction to the basic tools and knowledge an individual needs to plan, manage, and deliver projects on time and within budget.

Who should attend: Individuals new to managing projects

Learning Outcomes: Upon completion of this course, the learner will be able to:
• Define project management
• Describe parameters that measure the success or failure of projects
• Identify project management skills and development opportunities
• Name the phases of the project life cycle
• Design a project plan that includes a work breakdown structure, quality standards, milestones, timeline, costs, roles, and responsibilities
• Practice estimating time using a mathematical formula
• Use project scheduling tools to keep projects on track
• Create project status reports, checklists, evaluations
• Manage multiple projects

Instructor: The Luminous Group

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: Administrative Assistant

Locations/Dates: Livonia: Thursday, February 6, 2020

Recruiting Fundamentals

Objectives: This course provides an introduction to the basics of recruiting and will cover the major areas of the recruitment lifecycle, including strategy development, candidate engagement, identification, job posting, screening, assessment, and negotiation.

Who should attend: Newer recruiters, HR practitioners who have been assigned recruitment responsibilities, or those who have recruited in the past and are seeking a refresher on the basics and latest techniques used in recruiting.

Learning Outcomes: Upon completion of this course, the learner will be able to:
• Conduct an initial needs assessment with hiring managers
• Create a recruitment strategy
• Apply a variety of candidate identification techniques
• Write job postings for advertisement
• Conduct candidate interviews
• Discuss candidate salary expectations
• Leverage social media as a recruitment tool
• Understand the dynamics of hiring manager partnerships

Instructor: Karen DeCuir-DiNicola
WaitWell

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: HR

Locations/Dates: Livonia: Tuesday, April 7, 2020

Strategic Thinking

Objectives: This course will assist leaders in unlocking their potential to think strategically for ultimate performance. Participants will learn how to create a strategic plan and use the appropriate means to observe and measure plan progress. There will be opportunity to practice techniques in this hands-on class.

Who should attend: Managers, supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:
• Challenge conventional thinking using several methods
• Review the current state of the business and environment
• Identify obstacles that challenge strategic thinking
• Expand effective decision making skills
• Develop a strategic fit working with analysis tools
• Know when to embrace necessary risk
• Apply brainstorming techniques to advance strategic thinking
• Implement strategies through practical goals and priorities

Instructor: Michele Ruppal
HR Strategies & Solutions, LLC

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: HR

Locations/Dates: Livonia: Wednesday, April 1, 2020

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
Substance Abuse Reasonable Suspicion Training

Objectives: This course identifies the signs, symptoms, and behaviors of alcohol and drug abuse in the workplace. Participants will learn how to handle the situation from the first onset through the final test result and discusses the necessary components of a drug and alcohol policy.

Who should attend: Human resource professionals, safety and health professionals, supervisors and managers that oversee staff.

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Recognize behavior (signs and symptoms) indicative of an individual being under the influence of alcohol or substance abuse
- Document actions or behaviors that indicate substance abuse or being under the influence
- Understand what information alcohol and drug testing provides

Instructor: Lori Barresi
Allied Safety

Fees: $100 ASE members
$140 nonmembers

Time: 9:00 a.m. – 11:00 a.m.

CEUs: .20 (2.0 Clock Hrs)

Locations/Dates:
Livonia: Thursday, March 19, 2020
Saginaw: Thursday, June 18, 2020

Succession Planning for Leadership Positions

Objectives: Participants will learn the important steps and receive tools that can be adapted to their workplace to create a documented approach for creating the leaders of tomorrow.

Who should attend: HR managers

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Build a succession planning framework
- Discuss the importance of a succession planning timeline
- Identify critical positions, competencies, and high-potential employees
- Assess high-potential employees
- Develop and implement succession plans
- Evaluate program effectiveness
- Define the critical roles in the succession planning process and who plays them

Instructor: James A. Lewis
J. Lewis Consulting Group, LLC

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:00 p.m.

CEUs: .60 (6.0 Clock Hrs)

Certification: L

Locations/Dates:
Livonia: Wednesday, May 6, 2020
Mt. Clemens: Tuesday, March 31, 2020
Troy: Thursday, February 4, 2020

Supervise with Success
(formerly Supervisory Survival Skills)

Objectives: This course will define the role and responsibilities of a supervisor. Participants will practice techniques and practical skills to develop relationships and deliver feedback and learn how to document both. Delegation, time management, and meeting skills will be taught for greater effectiveness.

Who should attend: Individuals who are new to supervision

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Define the role of a supervisor
- Develop goal-oriented relationships with employees
- Practice giving encouragement feedback and developmental feedback
- Define the different levels of delegation
- Apply time management skills to increase effectiveness
- Prepare and conduct productive meetings

Instructor: Michigan Business Consultants

Fees: $245 ASE members
$310 nonmembers

Time: 9:00 a.m. – 4:30 p.m.

CEUs: .70 (6.5 Clock Hrs)

Certification: HR

Locations/Dates:
Livonia: Wednesday, March 25, 2020
Mt. Clemens: Thursday, February 13, 2020
Troy: Thursday, June 25, 2020

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
### Team Building

**Objectives:** This course will guide participants step by step through the crucial issues of team performance. Participants will learn how to build the framework that transforms groups of people into highly motivated teams. Discussion includes key issues like team roles, problem solving, decision making, and other competencies that are needed to succeed.

**Who should attend:** Team leaders and members

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Identify the stages of team development
- Recognize cohesiveness, competition, and strained relationships among team members
- Explain the theories of group development
- Assess team member roles
- Differentiate task and process roles
- Name the types of task roles
- Differentiate between problem solving and decision making
- Identify types of decisions teams make

**Instructor:** Gaye Ann Weaver  
**Image Group Enterprises**

**Fees:**  
- $255 ASE members  
- $315 nonmembers  
  *Includes $10 for materials

**Time:** 9:00 a.m. – 4:00 p.m.

**CEUs:** .60 (6.0 Clock Hrs)

**Certification:**  
- CS  
- HR  
- L

**Locations/Dates:**  
- Livonia: Tuesday, April 28, 2020

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### Team Collaboration

**Objectives:** This course will provide an interactive experience with takeaways for motivating and inspiring teams. Participants will apply tools that build better relationships, create positive energy, and inspire new action in their teams.

**Who should attend:** All individuals

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Define common purpose and shared vision for team
- Create a supportive atmosphere where all members feel accepted and relevant
- Build strong relationships using language of trust and levels of rapport
- Suspend judgment and explore opportunities
- Identify actions and responsibilities for achieving team vision
- Recognize ways to motivate individuals and catalyze action
- Measure team contribution and success

**Instructor:** Dann Sytsma  
**Improv Effects**

**Fees:**  
- $245 ASE members  
- $310 nonmembers

**Time:** 9:00 a.m. – 4:00 p.m.

**CEUs:** .60 (6.0 Clock Hrs)

**Certification:**  
- CS  
- HR  
- L

**Locations/Dates:**  
- Livonia: Thursday, May 14, 2020

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### Time and Priority Management

**Objectives:** This course will teach effective prioritization skills and methods to manage situations that impact time and productivity. Individuals will learn how to prioritize, effectively delegate, say “no”, and beat procrastination. Participants will develop a daily action plan that encourages self-discipline and sustained improvements to assure they are scheduling their time effectively.

**Who should attend:** All individuals

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Recognize when to prioritize tasks
- Assess organizational skills
- Identify ways to create more time
- Explain how interruptions affect productivity
- Identify steps to effective delegation
- Practice the best way to say “no”
- Demonstrate how to handle people who insist their priorities are more important
- Discuss how to handle the challenges of working for multiple bosses
- Identify reasons people procrastinate and list strategies to get moving

**Instructor:** Gaye Ann Weaver  
**Image Group Enterprises**

**Fees:**  
- $245 ASE members  
- $310 nonmembers

**Time:** 9:00 a.m. – 4:00 p.m.

**CEUs:** .60 (6.0 Clock Hrs)

**Certification:**  
- CS  
- HR  
- L

**Locations/Dates:**  
- Livonia: Wednesday, April 1, 2020
- Troy: Thursday, June 11, 2020
Unemployment Compensation Overview

**Objectives:** This course will discuss how to manage the basics of the Wage Record System. Participants will learn how to complete forms, file protests, and prepare for administrative hearings.

**Who should attend:** Individuals responsible for responding to Unemployment Insurance Agency (UIA) forms and/or handling unemployment insurance issues

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Define the basics of the Wage Record System — eligibility, qualifications, benefit duration, and weekly benefit amount
- Complete common UIA forms
- File effective protests and appeals
- Prepare burden of proof in a “misconduct” case as defined by the courts
- Identify the information needed to win an Administrative Hearing
- Identify other UI cost control tips

**Instructor:** Brian Gmerick  
F.A.R. Management, Inc.

**Fees:** $245 ASE members  
$310 nonmembers

**Time:** 9:00 a.m. – 4:30 p.m.

**CEUs:** .70 (6.5 Clock Hrs)

**Certification:** **HR**

**Locations/Dates:**  
Livonia: Thursday, March 19, 2020

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Wage and Hour Law

**Objectives:** This course will provide guidance on the wage and hour laws and recordkeeping obligations of the employer. Participants will learn about various exemptions, payment guidelines and restrictions, and how to calculate overtime payments.

**Who should attend:** HR personnel, payroll personnel, supervisors, managers

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Explain Michigan’s Minimum Wage Act and overtime provisions
- Define FLSA and who is an employee
- Identify exemptions based on salary level, salary basis, and job duties
- Define proper and improper wage deductions
- Practice valid payroll practices
- State the recordkeeping requirements of an employer
- Calculate regular rate of pay, overtime, compensable hours worked and time off

**Instructor:** Clark Hill, PLC

**Fees:** $145 ASE members  
$185 nonmembers

**Time:** 9:00 a.m. – 12:00 p.m.

**CEUs:** .30 (3.0 Clock Hrs)

**Certification:** **HR**

**Locations/Dates:**  
Livonia: Wednesday, February 19, 2020

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Wage and Salary Administration Overview

**Objectives:** This course will discuss the role of compensation systems and total rewards in an organization. Participants will discuss salary administration principles, compensation strategies, and related laws.

**Who should attend:** HR personnel, compensation personnel, supervisors, managers

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Describe compensation systems
- Define Total Rewards
- Discuss key elements of a compensation strategy
- Recognize the importance of conducting job analysis and job evaluations
- Apply survey data effectively when developing a pay structure
- Review wage and hour laws and a company’s legal obligations

**Instructor:** Michael Burns  
American Society of Employers

**Fees:** $245 ASE members  
$310 nonmembers

**Time:** 9:00 a.m. – 4:30 p.m.

**CEUs:** .70 (6.5 Clock Hrs)

**Certification:** **HR**

**Locations/Dates:**  
Livonia: Thursday, January 16, 2020  
Wednesday, May 13, 2019

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For more information or to register, go to [www.aseonline.org](http://www.aseonline.org), call 248.223.8041 or email [asetraining@aseonline.org](mailto:asetraining@aseonline.org).
Win-Win Communication Skills

Objectives: Participants will strengthen communication skills by identifying techniques that help communicate with greater impact and clarity. This course will provide opportunities to identify the purposes of communication and what can impede or enhance one’s message.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Develop strengths that improve communication
- Identify barriers that create communication breakdowns
- Discuss the purposes of communication
- Describe impact of communication cues, attitudes, and delivery style of the message
- Practice communicating factual messages
- Use effective questioning to gain greater cooperation and understanding
- Practice a proven format for inviting cooperation
- Develop a personal action plan to improve communication

Instructor: Productive Training Services
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 4:30 p.m.
CEUs: .70 (6.5 Clock Hrs)
Certification: CS HR L
Locations/Dates:
Livonia: Tuesday, January 7, 2020
Tuesday, May 5, 2020

Workers’ Compensation Law

Objectives: This course will guide participants through Michigan’s workers’ compensation laws and how to handle a workers’ compensation hearing.

Who should attend: Individuals involved in workers’ compensation claim handling and/or decision making

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Define workers’ compensation
- Determine which employers and employees are covered
- Define “exclusive remedy”
- Identify the benefits of:
  - Weekly wage loss calculation
  - Medical
  - Vocational rehabilitation
  - Death benefits
- Administer the proper procedures and forms
- Implement alternative dispute resolution, mediation, and arbitration methods
- Explain how to negotiate and settle a workers’ compensation case
- Define a redemption agreement
- Discuss the trials and appeals process
- Assess medical cost containment

Instructor: Curtis Kirkland
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 3:00 p.m.
CEUs: .50 (5.0 Clock Hrs)
Certification: HR
Locations/Dates:
Livonia: Tuesday, April 21, 2020

Win-Win Communication Skills

Objectives: Participants will strengthen communication skills by identifying techniques that help communicate with greater impact and clarity. This course will provide opportunities to identify the purposes of communication and what can impede or enhance one’s message.

Who should attend: All individuals

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Develop strengths that improve communication
- Identify barriers that create communication breakdowns
- Discuss the purposes of communication
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- Use effective questioning to gain greater cooperation and understanding
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- Develop a personal action plan to improve communication

Instructor: Productive Training Services
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 4:30 p.m.
CEUs: .70 (6.5 Clock Hrs)
Certification: CS HR L
Locations/Dates:
Livonia: Tuesday, January 7, 2020
Tuesday, May 5, 2020

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- Explain how to negotiate and settle a workers’ compensation case
- Define a redemption agreement
- Discuss the trials and appeals process
- Assess medical cost containment

Instructor: Curtis Kirkland
Fees: $245 ASE members
$310 nonmembers
Time: 9:00 a.m. – 3:00 p.m.
CEUs: .50 (5.0 Clock Hrs)
Certification: HR
Locations/Dates:
Livonia: Tuesday, April 21, 2020

Workplace Investigations

Objectives: Participants will learn how to recognize notice of a complaint, how to conduct an efficient and legally compliant workplace investigation, how to follow through with discipline that may result, how to deal with “he-said-she-said” situations, and how to help affected staff move forward after the matter.

Who should attend: HR personnel, managers, and supervisors

Learning Outcomes: Upon completion of this course, the learner will be able to:

- Recognize legal notice of a complaint
- Recognize when a workplace investigation may be needed
- State the legal implications of not conducting an investigation when one is warranted, or of conducting an inadequate investigation
- Explain the benefits of conducting a legally-compliant and effective investigation
- Conduct a workplace investigation
- Apply the results of the investigation
- Identify how to help the department and affected staff “move on” following an investigation
- Respond to EEO complaints and investigations in the workplace

Instructor: Jacqui Schulte, Esq. Jacquelyn G. Schulte, PLC

Fees: $145 ASE members
$185 nonmembers

Time: Livonia: 1:00 p.m. – 4:00 p.m.
CEUs: .30 (3 Clock Hrs)

Certification: [HR]

Locations/Dates:
Livonia: Tuesday, January 21, 2020
   Wednesday, March 25, 2020
Troy: Thursday, May 7, 2020

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
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For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
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“Being that I will soon be promoted to a leadership role, I was looking for a supervisor curriculum that would build upon my tool kit with skills that will guide me to be the best supervisor that I could be. The American Society of Employers Supervisor Certification program seemed to be the best fit for what I was looking for. All of the instructors are well versed in their course topics. They provided real life experiences from companies that they have worked with which I found to be beneficial as I could relate their examples to situations that I have encountered in the past and will encounter in the future. I thoroughly enjoyed the interaction with other business professionals during the courses as I was able to learn from their experiences in a supervisor role. I highly recommend the Leadership Certification program for any individuals looking to add to their professional tool boxes. You will not be disappointed!”

Katelyn Moore
Merrill Technologies Group

For more information or to register, go to www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
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# Compensation & Benefits Conference

**Somerset Inn**  
**Troy, MI**

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