Course Guide

July - December 2019

SHRM Approved Provider
HRCI Preferred Provider

Michigan Proprietary School
IACET Approved Provider

American Society of Employers
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.

**EMPLOYMENT LAW CONFERENCE • 2019**

**August 15, 2019**
VisTaTech Center/Schoolcraft College
Livonia, Michigan

Employment laws and regulations can baffle even the most seasoned HR professional. This exclusive, one-day ASE event is designed to help you go back to your job fully informed on a wide array of employment law topics. Get the latest from the best!

**everythingpeople.™ Annual Summit 2019**

**November 7, 2019**
Detroit Athletic Club
Detroit, Michigan

Network with fellow Human Resource professionals during ASE’s 16th annual celebration of HR excellence. Join us as we honor the 2019 HR Executives of the Year – the most prestigious award in Michigan’s HR community.

**AA/EEO & DIVERSITY CONFERENCE • 2019**

**December 12, 2019**
VisTaTech Center/Schoolcraft College
Livonia, Michigan

The AA/EEO & Diversity Conference will cover issues such as pay equity, wage and hour, diversity, bias, employment law, discrimination, LGBT rights, immigration, OFCCP, and FLSA. All HR professionals can benefit from this informative and timely conference that covers a wide range of compliance issues.

See the inside back cover for more exciting upcoming ASE events!
Greetings!

Welcome to the July-December 2019 edition of the ASE Course Guide. ASE offers a multitude of classes that allow employees and leaders to grow personally and professionally. I encourage you to peruse the catalog and share it with your employees.

ASE now offers online courses through the McLean Academy, a series of courses designed to further your HR team's professional development. Built around McLean's HR framework, the learning content in the Academy is practical, outcome-driven research delivered by experts in the field. These courses are available to ASE members through the McLean & Company portal via the ASE Member Dashboard and offer HRCI and SHRM credits.

As a reminder, we've also added several new course locations, including Mt. Clemens and Lansing, to better serve our members. And I'm excited to announce that we'll soon be offering courses in Troy.

As you consider your talent development investment for 2019, 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,

[Signature]

Mary E. Corrado
President and CEO
American Society of Employers
## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASE Talent Development Services</td>
<td>2</td>
</tr>
<tr>
<td>Accreditation</td>
<td>3</td>
</tr>
<tr>
<td>ASE Certification Curriculums</td>
<td>4</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>4</td>
</tr>
<tr>
<td>Human Resources Generalist</td>
<td>5</td>
</tr>
<tr>
<td>Leadership</td>
<td>6</td>
</tr>
<tr>
<td>Customer Service</td>
<td>7</td>
</tr>
<tr>
<td>HRCI Recertification Credits Available</td>
<td>8</td>
</tr>
<tr>
<td>Registration Information</td>
<td>9</td>
</tr>
<tr>
<td>Administrative Information</td>
<td>10</td>
</tr>
<tr>
<td>Leadership Academy</td>
<td>11</td>
</tr>
<tr>
<td>Principles and Practices of Supervision</td>
<td>12</td>
</tr>
<tr>
<td>On-site Training</td>
<td>13</td>
</tr>
<tr>
<td>McLean &amp; Company</td>
<td>14</td>
</tr>
<tr>
<td>Registration Form</td>
<td>15</td>
</tr>
<tr>
<td>Course Listings</td>
<td>16</td>
</tr>
<tr>
<td>Affirmative Action Plan Workshop</td>
<td>16</td>
</tr>
<tr>
<td>Americans with Disabilities Act</td>
<td>16</td>
</tr>
<tr>
<td>Applicant Tracking Guidelines: Who Counts</td>
<td>16</td>
</tr>
<tr>
<td>Attitude for Success: Building and Maintaining One</td>
<td>17</td>
</tr>
<tr>
<td>Body Language: Non-Verbal Communication</td>
<td>17</td>
</tr>
<tr>
<td>Business Writing</td>
<td>17</td>
</tr>
<tr>
<td>Coaching for Peak Performance</td>
<td>18</td>
</tr>
<tr>
<td>COBRA Compliance</td>
<td>18</td>
</tr>
<tr>
<td>Communicate Confidently</td>
<td>18</td>
</tr>
<tr>
<td>Compensation Program Development</td>
<td>19</td>
</tr>
<tr>
<td>Comprehending and Adapting to Behavioral Styles (DiSC)</td>
<td>19</td>
</tr>
<tr>
<td>Conducting Effective Meetings</td>
<td>19</td>
</tr>
<tr>
<td>Conflict Prevention and Resolution Skills</td>
<td>20</td>
</tr>
<tr>
<td>Contribution – Increasing Your Leadership Value</td>
<td>20</td>
</tr>
<tr>
<td>Cross-Cultural Communication</td>
<td>20</td>
</tr>
<tr>
<td>Customer Service: Beyond Excellence</td>
<td>21</td>
</tr>
<tr>
<td>Dealing with Difficult Behavior</td>
<td>21</td>
</tr>
<tr>
<td>Dealing with Everyday Stress</td>
<td>21</td>
</tr>
<tr>
<td>Delegating for Results</td>
<td>22</td>
</tr>
<tr>
<td>Designing Employee Handbooks</td>
<td>22</td>
</tr>
<tr>
<td>Emotional Intelligence</td>
<td>22</td>
</tr>
<tr>
<td>Employee Development Planning</td>
<td>23</td>
</tr>
<tr>
<td>Employment Law: Danger Zones</td>
<td>23</td>
</tr>
<tr>
<td>Engage, Empower, Encourage Excellence!</td>
<td>23</td>
</tr>
<tr>
<td>Enhancing Your Professional Image and Personal Brand</td>
<td>24</td>
</tr>
<tr>
<td>Essentials for HR Professionals</td>
<td>24</td>
</tr>
<tr>
<td>Family and Medical Leave Act (FMLA)</td>
<td>25</td>
</tr>
<tr>
<td>FMLA: Intermittent Leave</td>
<td>25</td>
</tr>
<tr>
<td>Finance for Non-Finance People</td>
<td>25</td>
</tr>
<tr>
<td>FLSA Changes and Working with</td>
<td>25</td>
</tr>
<tr>
<td>Exempt/Non-exempt Classification Analysis</td>
<td>25</td>
</tr>
<tr>
<td>Generations at Work: Bridging the Generation Gap</td>
<td>26</td>
</tr>
<tr>
<td>Giving and Receiving Feedback</td>
<td>26</td>
</tr>
<tr>
<td>Goal Setting</td>
<td>26</td>
</tr>
<tr>
<td>Harassment Prevention</td>
<td>27</td>
</tr>
<tr>
<td>Harness the Power of Leadership</td>
<td>27</td>
</tr>
<tr>
<td>HIPAA</td>
<td>27</td>
</tr>
<tr>
<td>HR Audit Basics</td>
<td>28</td>
</tr>
<tr>
<td>HR Challenges of Going Global</td>
<td>28</td>
</tr>
<tr>
<td>HR Recordkeeping</td>
<td>28</td>
</tr>
<tr>
<td>I-9 and E-Verify: Everything You Need to Know.</td>
<td>28</td>
</tr>
<tr>
<td>Immigration Compliance</td>
<td>29</td>
</tr>
<tr>
<td>Influence without Authority</td>
<td>29</td>
</tr>
<tr>
<td>Interview Skills</td>
<td>29</td>
</tr>
<tr>
<td>Job Analyses and Job Descriptions</td>
<td>30</td>
</tr>
<tr>
<td>Leadership Academy</td>
<td>30</td>
</tr>
<tr>
<td>Leadership Essentials</td>
<td>30</td>
</tr>
<tr>
<td>Managing Leaves of Absence</td>
<td>31</td>
</tr>
<tr>
<td>Managing Problem Employees</td>
<td>31</td>
</tr>
<tr>
<td>Market Pricing and Compensation Benchmarking</td>
<td>31</td>
</tr>
<tr>
<td>Mergers &amp; Acquisition: The People Side</td>
<td>32</td>
</tr>
<tr>
<td>Metrics for the HR Practitioner</td>
<td>32</td>
</tr>
<tr>
<td>Negotiation Skills</td>
<td>32</td>
</tr>
<tr>
<td>Onboarding Done Successfully</td>
<td>32</td>
</tr>
<tr>
<td>Performance Appraisals: Planning and Conducting</td>
<td>33</td>
</tr>
<tr>
<td>Presentation Skills Workshop</td>
<td>33</td>
</tr>
<tr>
<td>Principles and Practices of Supervision I</td>
<td>34</td>
</tr>
<tr>
<td>Principles and Practices of Supervision II</td>
<td>34</td>
</tr>
<tr>
<td>Problem Solving</td>
<td>34</td>
</tr>
<tr>
<td>Project Management Basics</td>
<td>35</td>
</tr>
<tr>
<td>Recruiting Fundamentals</td>
<td>35</td>
</tr>
<tr>
<td>Strategic Thinking</td>
<td>35</td>
</tr>
<tr>
<td>Succession Planning for Leadership Positions</td>
<td>36</td>
</tr>
<tr>
<td>Supervisory Survival Skills</td>
<td>36</td>
</tr>
<tr>
<td>Team Building</td>
<td>36</td>
</tr>
<tr>
<td>Team Collaboration</td>
<td>37</td>
</tr>
<tr>
<td>Time and Priority Management</td>
<td>37</td>
</tr>
<tr>
<td>Unemployment Compensation Overview</td>
<td>37</td>
</tr>
<tr>
<td>Wage and Hour Law</td>
<td>38</td>
</tr>
<tr>
<td>Wage and Salary Administration Overview</td>
<td>38</td>
</tr>
<tr>
<td>Win-Win Communication Skills</td>
<td>38</td>
</tr>
<tr>
<td>Workers’ Compensation Law</td>
<td>39</td>
</tr>
<tr>
<td>Working Under Pressure</td>
<td>39</td>
</tr>
<tr>
<td>Workplace Investigations</td>
<td>39</td>
</tr>
<tr>
<td><strong>Course Listing by Subject</strong></td>
<td>41-42</td>
</tr>
<tr>
<td><strong>Calendars</strong></td>
<td>43-48</td>
</tr>
<tr>
<td><strong>Talent Development Plans for 2019</strong></td>
<td>49-50</td>
</tr>
<tr>
<td><strong>Become a Part of ASE’s Knowledge Community</strong></td>
<td>51</td>
</tr>
</tbody>
</table>
ASE

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 our two newest locations in Lansing and Mt. Clemens. Look for classes in Troy coming soon. 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 an Approved Provider of recertification credit hours by the Human Resource Certification Institute (HRCI). Many of ASE’s programs are pre-approved by HRCI for recertification credit toward your PHR or SPHR designation. The use of this seal is not an endorsement by the 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-SCPSM. Many of ASE’s programs are pre-approved by SHRM for professional development credits toward your SHRM-CPSM or SHRM-SCPSM 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 asetraining@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.

**Administrative Assistant Certification Curriculum**

<table>
<thead>
<tr>
<th>Core Class</th>
<th>Credits</th>
<th>ASE Member</th>
<th>Non-Member</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Writing</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Communicate Confidently</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Influence without Authority</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Time and Priority Management</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
</tbody>
</table>

(4 credits required) Total Core

<table>
<thead>
<tr>
<th>Elective Class</th>
<th>Credits</th>
<th>ASE Member</th>
<th>Non-Member</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attitude for Success</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Body Language: Non-verbal Communication</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Communicate Confidently</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Comprehending and Adapting to Behavioral Styles (DISC)</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Conducting Effective Meetings</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<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>
</tr>
<tr>
<td>Dealing with Difficult Behavior</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Dealing with Everyday Stress</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Delegating for Results</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Emotional Intelligence</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Enhancing Your Professional Image and Personal Brand</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Goal Setting</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Negotiation Skills</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Problem Solving</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Project Management Basics</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Working Under Pressure: Stay Calm and in Control</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
</tbody>
</table>

(6 credits required) Total Electives

(10 credits total 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.
## Human Resources Generalist Certification Curriculum

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

(8 Credits required) Total Core

<table>
<thead>
<tr>
<th>Elective Class</th>
<th>Credits</th>
<th>ASE Member</th>
<th>Non-Member</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affirmative Action Plan Workshop</td>
<td>2</td>
<td>$475</td>
<td>$595</td>
<td></td>
</tr>
<tr>
<td>Americans with Disabilities Act</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Applicant Tracking Guidelines</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Coaching for Peak Performance</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>COBRA Compliance</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Compensation Program Development</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Conducting Effective Meetings</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Conflict Prevention and Resolution Skills</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Cross-Cultural Communication</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Employee Development Planning</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Family and Medical Leave Act (FMLA)</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>FMLA Intermittent Leave</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Finance for Non-Finance People</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>FLSA Changes and Working with Exempt/Non-exempt Classification Analysis</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Generations at Work: Bridging the Generation Gap</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Giving and Receiving Feedback</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Goal Setting</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Harassment Prevention</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>HIPAA</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>HR Audit Basics</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>I-9 &amp; E-Verify: Everything You Need to Know</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Immigration Compliance</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Influence without Authority</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Interview Skills</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Managing Leaves of Absence</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Managing Problem Employees</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Market Pricing and Compensation Benchmarking</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Mergers &amp; Acquisitions: The People Side</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Metrics for the HR Practitioner</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Negotiation Skills</td>
<td>1</td>
<td>$265</td>
<td>$330</td>
<td></td>
</tr>
<tr>
<td>Onboarding Done Successfully</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Recruiting Fundamentals</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Strategic Thinking</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Succession Planning for Leadership Positions</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Team Building</td>
<td>1</td>
<td>$255</td>
<td>$315</td>
<td></td>
</tr>
<tr>
<td>Team Collaboration</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Time and Priority Management</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Unemployment Compensation Overview</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Workers’ Compensation Law</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Workplace Investigations</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
</tbody>
</table>

(8 Credits required) Total Electives

**Grand Total**

* By registering and pre-paying for all courses necessary to receive certification, you receive a 10% discount off the entire certification cost.
### 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>
</tr>
</thead>
<tbody>
<tr>
<td>Business Writing</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Principles and Practices of Supervision I</td>
<td>3</td>
<td>$625</td>
<td>$780</td>
<td></td>
</tr>
<tr>
<td>Principles and Practices of Supervision II</td>
<td>3</td>
<td>$625</td>
<td>$780</td>
<td></td>
</tr>
<tr>
<td>Win-Win Communication Skills</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
</tbody>
</table>

(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>
</tr>
</thead>
<tbody>
<tr>
<td>Attitude for Success</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Body Language: Non-Verbal Communication</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Coaching for Peak Performance</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Communicate Confidently</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Comprehending and Adapting to Behavioral Styles (DISC)</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Conducting Effective Meetings</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Conflict Prevention and Resolution Skills</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Contribution – Increasing Your Leadership Value</td>
<td>1</td>
<td>$280</td>
<td>$345</td>
<td></td>
</tr>
<tr>
<td>Cross-Cultural Communication</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Dealing with Difficult Behavior</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Dealing with Everyday Stress</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Delegating for Results</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Emotional Intelligence</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Employee Development Planning</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Employment Law: Danger Zones</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Engage, Empower, Encourage Excellence!</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Generations at Work: Bridging the Generation Gap</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Giving and Receiving Feedback</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Goal Setting</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Harassment Prevention</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Influence without Authority</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Interview Skills</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Leadership Essentials</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Managing Problem Employees</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Negotiation Skills</td>
<td>1</td>
<td>$265</td>
<td>$330</td>
<td></td>
</tr>
<tr>
<td>Performance Appraisals: Planning and Conducting</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Presentation Skills Workshop</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Project Management Basics</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Recruiting Fundamentals</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Strategic Thinking</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Supervisory Survival Skills</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Team Building</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Team Collaboration</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Time and Priority Management</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Working Under Pressure: Stay Calm and in Control</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Workplace Investigations</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
</tbody>
</table>

(8 credits required) Total Electives

(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.
# ASE Course Guide

## Customer Service Certification Curriculum

<table>
<thead>
<tr>
<th>Core Class</th>
<th>Credits</th>
<th>ASE Member</th>
<th>Non-Member</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Writing</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Dealing with Difficult Behavior</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Win-Win Communication Skills</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td><strong>(4 credits required) Total Core</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Elective Class</th>
<th>Credits</th>
<th>ASE Member</th>
<th>Non-Member</th>
<th>Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attitude for Success</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Body Language: Non-verbal Communication</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Communicate Confidently</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Comprehending and Adapting to Behavioral Styles (DISC)</td>
<td>1</td>
<td>$255</td>
<td>$320</td>
<td></td>
</tr>
<tr>
<td>Conflict Prevention and Resolution Skills</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Dealing with Everyday Stress</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Emotional Intelligence</td>
<td>0.5</td>
<td>$145</td>
<td>$185</td>
<td></td>
</tr>
<tr>
<td>Enhancing Your Professional Image and Personal Brand</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Giving and Receiving Feedback</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Goal Setting</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Influence without Authority</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Negotiation Skills</td>
<td>1</td>
<td>$265</td>
<td>$330</td>
<td></td>
</tr>
<tr>
<td>Presentation Skills Workshop</td>
<td>2</td>
<td>$485</td>
<td>$605</td>
<td></td>
</tr>
<tr>
<td>Problem Solving</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Team Building</td>
<td>1</td>
<td>$255</td>
<td>$315</td>
<td></td>
</tr>
<tr>
<td>Team Collaboration</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Time and Priority Management</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td>Working Under Pressure: Stay Calm and in Control</td>
<td>1</td>
<td>$245</td>
<td>$310</td>
<td></td>
</tr>
<tr>
<td><strong>(6 credits required) Total Electives</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>(10 credits total required) Total Core and Electives</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*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

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
- Fax your registration form to ASE at 734.402.0462

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 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, July 11 for classes scheduled on Thursday, July 18 at no charge – ASE will charge the full class fee for cancellations between July 11 and July 18.)

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.
Leadership Academy

True leaders are those who influence, inspire and motivate others to voluntarily perform at high levels of achievement.

Many leaders are promoted into management and leadership positions based on technical expertise. They may create organizational damage as they learn along the way what works and what doesn’t work.

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.

The many benefits ASE members have reported as a result of the Leadership Academy include improved communication, increased employee satisfaction with leaders, enhanced inter-departmental teamwork, increased cross-functional working relationships, higher level organizational thinking and significant savings/earnings from the group project outcomes.

AGENDA:
- 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: 1 day orientation 9 days training sessions 1 day follow up session (6-9 months later)
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!
Anyone responsible for directing the work of others needs good foundational skills to excel at the many critical tasks required to manage others. ASE’s flagship Principles and Practices of Supervision series is designed to provide the “nuts and bolts” practical skills needed to make an immediate and lasting impact on individuals, teams and organization outcomes.

**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.
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.

**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**
Bringing you the latest in Talent Development Research

ASE’s member-exclusive online research tool, McLean & Company, provides cutting edge project plans, tools, templates, and background research to help you complete your Talent Development Projects faster and in the best way.

POPULAR TOPICS INCLUDE:
• Develop a Comprehensive Onboarding Plan
• Optimize the Mentoring Program
• Formalize a Learning & Development Strategy

Ready-to-use Manager Training Decks

McLean & Company gives you access to over 30 manager training decks, complete with facilitator instructions, speakers’ notes, and slide content. ASE members can completely rebrand this content to make it their own.

Popular titles include:
• Mastering Difficult Conversations
• Train Managers to Coach for High Performance
• Train Managers on Compensation Philosophy & Effective Pay Communication

Powerful and Flexible 360 Degree Feedback for Development

ASE members can purchase annual access to the affordable McLean & Company 360 Degree Feedback Platform. This automated platform allows HR, or employees themselves, to launch competency-based 360-Degree Feedback requests at any time throughout the year and to quickly receive comprehensive reports.

This platform will allow you to:
• Develop a Competency Framework tailored to your organization
• Design a 360 Degree Feedback Program that meets your organizational and employee needs
• Deploy an easy-to-use, digital, tailored platform for giving and receiving 360 Degree Feedback

To access the McLean & Company portal simply login at www.aseonline.org and go to the McLean & Company tab in your dashboard under My Resources.

For assistance or more information on McLean & Company or the 360 Degree Feedback program, please contact us at 248.223.8019 or email gbrown@aseonline.org.
# ASE Course Guide

## ASE – Educational Foundation

### Registration Form

**Company Name**

**Mailing Address**

**City**

**State**

**Zip**

**Individual Registering**

**Phone ( )**

**Email**

Please register the following employee(s) at the following location (please check ONE):

- [ ] Lansing
- [ ] Livonia
- [ ] Mt. Clemens
- [ ] Saginaw
- [ ] Other __________________

<table>
<thead>
<tr>
<th>Class Participant</th>
<th>Participant Email Address</th>
<th>Participant Title</th>
<th>Course Name</th>
<th>Course Date(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Send copy of registration confirmation to:

This registration is part of a grant:  
- [ ] yes  
- [ ] no  
- [ ] unsure

Payment will be made by:

- [ ] Enclosed Check *(Please see below for payment information)*
- [ ] Invoice Company – P.O. Number ____________________ *(Please provide purchase order number only if required)*
- [ ] MasterCard  
- [ ] VISA  
- [ ] American Express

**Credit Card Number** *(Please Print Clearly)*

**Security Code: Visa/MasterCard ________ ________ ________ (3 digit code on back of card)*

**Security Code: American Express ________ ________ ________ ________ (4 digit code on front of card)*

**Credit Card Holder Name**

**Expiration Date**

**Billing Address**

**City**

**State**

**Zip**

**Daytime Phone Number ( )**

**Total Amount: $**

**Authorized Signature**

**Do you require a receipt?**

- [ ] No
- [ ] Yes, fax number or email address:

**Please email this form to:** ASETraining@aseonline.org

**OR Mail to:**

ASE-Education Foundation  
19575 Victor Parkway  
Suite 100  
Livonia, MI 48152

**OR Fax to:**

Fax: 734.402.0462

**Please make checks payable to:**

ASE Educational Foundation  
Department 238901  
PO Box 639663  
Cincinnati, OH 45263-9663

---

**NOTE:** If you do NOT receive a confirmation email prior to class or for more information call 248.223.8041

---

**Refund Policy:** All tuition and fees paid by the applicant 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 requested within three business days after signing a contract with the school. All refunds shall be returned within 30 days. Once the three business days have passed the following refund policy will apply: A full refund is available for 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 an additional cost. We reserve the right to cancel any class for which there is insufficient registration. If registering within one week of the date of the class, please fax registration form to 734.402.0462 to ensure receipt of confirmation. You may also register at our website: www.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

*Day 2: AAP Development Statistical Analysis.*

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

**Instructor:** Anthony Kaylin
American Society of Employers

**Fees:** $475 ASE members  
$595 nonmembers

**Time:** 9:00 a.m. – 4:30 p.m.

**Length:** Two days

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

**Certification:** HR

**Location/Dates:** Livonia: October 15 & 16, 2019

---

**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: Thursday, September 26, 2019

---

**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: Tuesday, December 17, 2019

---

For more information or to register, visit www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
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: Thursday, July 18, 2019

---

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:** CS L AA

**Locations/Dates:** Livonia: Tuesday, July 30, 2019

---

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:** CS HR L AA

**Locations/Dates:** Livonia: Thursday, July 11, 2019
- Wednesday, October 23, 2019
- Tuesday, November 5, 2019
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:** LR

**Locations/Dates:**
Livonia: Thursday, September 26, 2019

---

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:** LR

**Locations/Dates:**
Livonia: Thursday, August 22, 2019

---

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 and 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:** LR

**Locations/Dates:**
Livonia: Thursday, August 6, 2019
Thursday, October 24, 2019
Compensation Program Development

**Objectives:** This course will provide participants with background and theory to design, develop, and implement robust compensation plans/structures for employees.

**Who should attend:** HR and compensation professionals

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Summarize the theory and philosophy behind compensation plans
- Discuss the design and management of base pay programs
- Describe the concept and significance of variable pay plans in attracting and retaining talent
- State the prerequisites to building a compensation strategy
- Design a simple compensation plan

**Instructor:** Brian Walby, Ph.D., CCP

**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, October 2, 2019

---

Comprehending and Adapting to Behavioral Styles (DiSC)

**Objectives:** Participants will learn how to identify the 4 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 behavioral 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: Thursday, October 24, 2019

---

Conducting Effective Meetings

**Objectives:** 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:**
- 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 HR L

**Locations/Dates:**
- Livonia: Wednesday, September 25, 2019

---

Compensation Program Development

**Objectives:** This course will provide participants with background and theory to design, develop, and implement robust compensation plans/structures for employees.

**Who should attend:** HR and compensation professionals

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Summarize the theory and philosophy behind compensation plans
- Discuss the design and management of base pay programs
- Describe the concept and significance of variable pay plans in attracting and retaining talent
- State the prerequisites to building a compensation strategy
- Design a simple compensation plan

**Instructor:** Brian Walby, Ph.D., CCP

**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, October 2, 2019

---

Comprehending and Adapting to Behavioral Styles (DiSC)

**Objectives:** Participants will learn how to identify the 4 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 behavioral 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: Thursday, October 24, 2019

---

Conducting Effective Meetings

**Objectives:** 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:**
- 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 HR L

**Locations/Dates:**
- Livonia: Wednesday, September 25, 2019
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)
Certification: AA CS HR L
Locations/Dates:
Livonia: Tuesday, August 27, 2019
Tuesday, November 12, 2019

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: L
Locations/Dates:
Livonia: Wednesday, October 16, 2019

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 either, 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 L
Locations/Dates:
Livonia: Tuesday, October 29, 2019
**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:** 0.70 (6.5 Clock Hrs)

**Certification:** AA CS

**Locations/Dates:**
- Livonia: Tuesday, August 20, 2019
  Thursday, November 14, 2019
- Lansing: Wednesday, November 6, 2019

---

**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:** 0.60 (6.0 Clock Hrs)

**Certification:** AA CS L

**Locations/Dates:**
- Livonia: Tuesday, August 13, 2019
  Tuesday, November 12, 2019
- Lansing: Wednesday, November 6, 2019

---

**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:
- Develop ways to create mutual respect
- Handle challenging calls

**Instructor:** Michigan Business Consultants

**Fees:** $245 ASE members

$310 nonmembers

**Time:** 9:00 a.m. – 4:00 p.m.

**CEUs:** 0.70 (6.5 Clock Hrs)

**Certification:** AA CS

**Locations/Dates:**
- Livonia: Tuesday, August 20, 2019
  Thursday, November 14, 2019
- Lansing: Wednesday, November 6, 2019

---

**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. – 4:00 p.m.

**CEUs:** 0.60 (6.0 Clock Hrs)

**Certification:** AA CS L

**Locations/Dates:**
- Livonia: Tuesday, October 22, 2019
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: AA L
Locations/Dates: Livonia: Thursday, December 5, 2019

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: HR
Locations/Dates: Livonia: Wednesday, October 23, 2019

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: AA CS L
Locations/Dates/Time: Livonia: Wednesday, August 7, 2019

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: Tuesday, November 5, 2019

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. Jacqulyn 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, November 13, 2019

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: Tuesday, November 5, 2019
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
- 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:** 6.60 (6.0 Clock Hrs)

**Certification:**

**Locations/Dates:**
Livonia: Wednesday, October 9, 2019

---

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:** 6.50 (6.0 Clock Hrs)

**Certification:**

**Locations/Dates:**
Livonia: Wednesday, July 31, 2019
Thursday, November 21, 2019

---

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:** 3.50 (3.5 Clock Hrs)

**Certification:**

**Locations/Dates:**
Livonia: Thursday, September 26, 2019
Saginaw: Thursday, September 19, 2019
Mt. Clemens: Thursday, October 31, 2019

---

Curriculum Symbols

- **AA** Administrative Assistant
- **CS** Customer Service
- **HR** HR Generalist
- **L** Leadership

www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
ASE Course Guide

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/Date:
Livonia: Thursday, July 18, 2019

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: HR
Locations/Date:
Livonia: Wednesday, August 7, 2019

This class qualifies for Business Credit

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.
CEUs: .40 (3.5 Clock Hrs)
Certification: HR
Locations/Date:
Livonia: Thursday, September 19, 2019

For more information or to register for any of the above courses go to...
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

**Locations/Dates:**
- Saginaw: Thursday, September 12, 2019
- Livonia: Thursday, October 3, 2019

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:**

**Locations/Dates:**
- Livonia: Wednesday, August 21, 2019
- Livonia: Wednesday, November 6, 2019

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:**

**Locations/Dates:**
- Livonia: Wednesday, November 6, 2019

---

**Curriculum Symbols**

- **AA:** Administrative Assistant
- **CS:** Customer Service
- **HR:** HR Generalist
- **L:** Leadership
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.
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: Tuesday, October 22, 2019

Harness the Power of Leadership

**Objectives:** Participants will be put through a number of activities, including blindfolded walks with Leader Dogs, so they can practice and learn lessons presented throughout the day, including: the value of trust; pushback vs. intelligent disobedience; strategic planning; and feedback and recognition.

**Who Should Attend:** This course is ideal for any entry- or mid-level leaders.

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Describe the Harness the Power of Leadership Model and the working tools of meaningful guidance, hyper-value recognition, and introspective clarification
- Identify ways to apply the Harness the Power of Leadership Model in their work environment.

**Instructor:** Leader Dogs for the Blind

**Fees:** $300 ASE Members
$375 nonmembers

**Time:** 9:00 a.m. – 4:30 p.m.

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

**Locations/Dates:**
Rochester Hills: Thursday, October 3, 2019

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:** Charles Russman
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, August 22, 2019
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:**
- ASE members: $145
- Nonmembers: $185

**Time:** 9:00 a.m. – 12:00 p.m.

**CEUs:** 0.30 (3.0 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
Livonia: Thursday, September 19, 2019

---

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:**
- ASE members: $245
- Nonmembers: $310

**Time:** 9:00 a.m. – 4:30 p.m.

**CEUs:** 0.70 (6.5 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
Livonia: Tuesday, July 23, 2019

---

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:**
- ASE members: $145
- Nonmembers: $185

**Time:** 1:00 p.m. – 4:30 p.m.

**CEUs:** 0.40 (3.5 Clock Hrs)

**Certification:** HR

**Locations/Dates:**
Livonia: Wednesday, September 11, 2019
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, December 4, 2019

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: HR CS AA
Locations/Dates:
Livonia: Tuesday, October 29, 2019

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 CS AA
Locations/Dates:
Livonia: Thursday, September 5, 2019
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: Tuesday, November 19, 2019

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: Wednesday, July 31, 2019
Saginaw: Tuesday, September 24, 2019

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: Thursday, July 18, 2019

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, November 13, 2019
Lansing: Thursday, September 12, 2019

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.

CEU: .40 (3.5 Clock Hrs)

Certification: HR

Locations/Dates:
Livonia: Tuesday, November 19, 2019
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: Wednesday, November 20, 2019

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:
Saginaw: Tuesday, November 5, 2019
Livonia: Thursday, December 12, 2019

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: HR, CS
Locations/Dates:
Livonia: Tuesday, November 19, 2019

This class qualifies for Business Credit
**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:** 4.0 (3.5 Clock Hrs)

**Certification:** [HR]

**Locations/Dates:**  
Livonia: Wednesday, October 23, 2019

---

**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

**Pre-requisite:** 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: Wednesday, July 10, 2019  
Tuesday, December 18, 2019

---

**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: December 9 & 10, 2019
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: Tuesday, July 16, 23, & 30, 2019
  - Tuesday, August 6, 13, & 20, 2019
  - Wednesday, September 11, 18, & 25, 2019
  - Tuesday, October 1, 8, & 15, 2019
  - Wednesday, October 30, 2019
  - Wednesday, November 6 & 13, 2019
  - Tuesday, December 3, 10, & 17, 2019

- Saginaw: Thursday, August 1, 8, & 15, 2019

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: Tuesday, September 10, 17, & 24, 2019
  - Wednesday, December 4, 11, & 18, 2019

- Saginaw: Wednesday, July 10, 17, & 24, 2019
  - Thursday, October 3, 10 & 17, 2019

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, November 26, 2019

www.aseonline.org, call 248.223.8041 or email asetraining@aseonline.org.
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)

**Locations/Dates:**
Livonia: Thursday, August 1, 2019

---

Recruiting Fundamentals

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

**Who should attend:** Newer recruiters or HR practitioners who have been assigned recruitment responsibilities, or those 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:** TBD

**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, November 26, 2019

---

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 L

**Locations/Dates:**
Livonia: Wednesday, August 21, 2019

---

This class qualifies for Business Credit

---

Curriculum Symbols

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA</td>
<td>Administrative Assistant</td>
</tr>
<tr>
<td>CS</td>
<td>Customer Service</td>
</tr>
<tr>
<td>HR</td>
<td>HR Generalist</td>
</tr>
<tr>
<td>L</td>
<td>Leadership</td>
</tr>
</tbody>
</table>
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: HR

Locations/Dates:
Livonia: Tuesday, September 24, 2019

---

Supervisory Survival Skills

Objectives: This course will define the role and responsibilities of a supervisor. Participants will practice techniques to develop relationships, deliver feedback, delegate, make decisions, and conduct effective meetings.

Who should attend: Individuals who are new to the field of supervision

Learning Outcomes: Upon completion of this course, the learner will be able to:
- Define the role of a supervisor
- Develop goal-orientated relationships with employees
- Practice giving developmental feedback
- Define the different levels of delegation
- Apply effective decision making skills and techniques
- 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: L

Locations/Dates:
Livonia: Thursday, December 12, 2019
Mt. Clemens: Thursday, September 26, 2019

---

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, September 10, 2019
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: L

Locations/Dates:
Livonia: Tuesday, December 3, 2019

---

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: AA CS HR L

Locations/Dates:
Livonia: Thursday, August 8, 2019
Wednesday, November 20, 2019
Mt. Clemens: Thursday, July 25, 2019

---

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, October 31, 2019

---

For more information or to register for any of the above courses go to
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: Anne-Marie Vercruysse Welch
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: Tuesday, July 9, 2019

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, August 1, 2019

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 on 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: .50 (5.0 Clock Hrs)

Certification: [HR]

Locations/Dates:
Livonia: Tuesday, July 9, 2019
    Thursday, September 19, 2019
    Thursday, December 19, 2019

Lansing: Thursday, October 31, 2019

Mt. Clemens: Thursday, November 21, 2019

Saginaw: Thursday, November 14, 2019

Curriculum Symbols

AA: Administrative Assistant
CS: Customer Service
HR: HR Generalist
L: Leadership
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: Thursday, November 14, 2019

---

Working Under Pressure

**Objectives:** This course will teach the participant how to maintain self-discipline and control in order to avoid overreacting emotionally, which often leads to damaged relationships. Learning to manage behavior is one of the most important skills one can develop to improve performance and relationships.

**Who should attend:** All individuals

**Learning Outcomes:** Upon completion of this course, the learner will be able to:
- Develop emotional intelligence
- Gain insight into understanding feelings
- Identify constructive and destructive emotions
- Describe how irrational thinking affects experiences
- Take control of “hot buttons”
- Reinterpret events that would normally cause one to "lose it"
- Apply strategies to think and act appropriately when under pressure

**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

**Locations/Date:** Livonia: Tuesday, September 17, 2019
  Wednesday, December 11, 2019

---

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.

Jacqulyn 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/Date:**
- Livonia: Tuesday, October 22, 2019
- Saginaw: Thursday, September 19, 2019
What people are **saying** about ASE courses…

“I send our employee workforce to a lot of the different ASE training programs, particularly leadership development, customer service, and communication skills. The feedback I get from my employees is overwhelmingly positive. I can see the fruits of that in the workplace.”

- Marilyn Elliot
  Stahl’s Inc.

“We have sent many of our people for training at ASE. We even had an on-site training where an ASE trainer came to our facility and trained our employees – always HR related. We really appreciate what they offer in their training portfolio.”

- Frank Homann
  Hirschmann Car Communication, Inc.

“Thank you! For the superb quality of your talent development activities. To mention one in particular, although many deserve mention - thank you for the content, delivery, and professionalism of the trainers of the Principles and Practices of Supervision I training. This has become the go-to training for our supervisors. I have literally just signed yet another approval for this talked about training and I am delighted that our people see the value and the practical application in the ASE training and development offerings. We will continue to use and recommend the ASE open enrolment courses for staff and of course the Conferences for HR, throughout 2018.”

- John Masek
  Bearing Services, Inc.

Throughout the years we have had many employees that have done the supervisory certification. We believe strongly in their education.

- Gordon A. Thompson
  Kawasaki Robotics (USA), Inc.
Course Listing by Subject

Communication Skills

Body Language: Non-Verbal Communication ............ 17
Business Writing ........................................ 17
Communicate Confidently ................................ 17
Comprehending and Adapting to
Behavioral Styles (DiSC) ............................... 19
Cross-Cultural Communication ....................... 20
Generations at Work:
Bridging the Generation Gap ........................... 26
Giving and Receiving Feedback ......................... 26
Negotiation Skills .......................................... 32
Presentation Skills Workshop ........................... 33
Win-Win Communication Skills ....................... 38

Employee Development

Attitude for Success:
Building and Maintaining One ......................... 17
Conducting Effective Meetings ......................... 19
Conflict Prevention and Resolution Skills ................ 20
Customer Service: Beyond Excellence ................ 21
Dealing with Difficult Behavior ........................ 21
Dealing with Everyday Stress ........................... 21
Emotional Intelligence .................................... 22
Enhancing Your Professional Image
and Personal Brand ........................................ 24
Influence without Authority ............................. 29
Problem Solving .......................................... 34
Project Management Basics ............................. 35
Team Building ............................................. 36
Team Collaboration ........................................ 37
Time and Priority Management ........................ 37
Working Under Pressure .................................. 39

Employment Law

Americans with Disabilities Act .......................... 16
COBRA Compliance ....................................... 18
Family and Medical Leave Act (FMLA) ................ 25
FMLA: Intermittent Leave ............................... 25
FLSA Changes and Working with
Exempt/Non-exempt Classification Analysis .............. 25
Harassment Prevention .................................... 27
Harness the Power of Leadership ......................... 27
HIPAA ......................................................... 27
I-9 & E-Verify - Everything You Need to Know ........... 28
Immigration Compliance for Employers ................ 29
Managing Leaves of Absence ............................ 31
Managing Problem Employees ......................... 31
Unemployment Compensation Overview ................. 37
Wage and Hour Law ........................................ 38
Workers’ Compensation Law ............................. 39
Workplace Investigations .................................. 39

Federal Contract Compliance

Affirmative Action Plan Workshop ....................... 16
Applicant Tracking Guidelines: Who Counts ............. 16

General HR

Designing Employee Handbooks ....................... 22
Essentials for HR Professionals ........................ 24
HR Audit Basics .......................................... 28
HR Recordkeeping ........................................ 28

HR Strategies

Finance for Non-Finance People ......................... 25
HR Challenges of Going Global ......................... 28
Mergers and Acquisitions: The People Side .............. 32
Metrics for the HR Practitioner ......................... 32
Strategic Thinking .......................................... 35
Course Listing by Subject continued

**Leadership**
- Coaching for Peak Performance .................................................. 18
- Contribution – Increasing Your Leadership Value .............................. 20
- Delegating for Results ..................................................................... 22
- Employment Law: Danger Zones .................................................... 23
- Leadership Academy ...................................................................... 30
- Leadership Essentials .................................................................... 30
- Principles and Practices of Supervision I .......................................... 34
- Principles and Practices of Supervision II ......................................... 34
- Supervisory Survival Skills ............................................................... 36

**Talent Management and Development**
- Employee Development Planning ...................................................... 23
- Engage, Empower, Encourage Excellence! ........................................ 23
- Goal Setting .................................................................................... 26
- Performance Appraisals:
  - Planning and Conducting ............................................................. 33
- Succession Planning for Leadership Positions .................................... 36

**Talent Acquisition**
- Interview Skills ............................................................................... 29
- Onboarding Done Successfully .......................................................... 32
- Recruiting Fundamentals ................................................................ 35

**Total Rewards**
- Compensation Program Development ................................................ 19
- Job Analyses and Job Descriptions ..................................................... 29
- Market Pricing and Compensation Benchmarking ............................ 31
- Wage and Salary Administration Overview ......................................... 38

“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
<table>
<thead>
<tr>
<th>Day</th>
<th>Livonia:</th>
<th>Saginaw:</th>
<th>Mt. Clemens:</th>
</tr>
</thead>
<tbody>
<tr>
<td>MONDAY</td>
<td>- Wage and Hour Law – see page 38</td>
<td>- Business Writing: Productive Email, Letters and Memos – see page 17</td>
<td></td>
</tr>
<tr>
<td>TUESDAY</td>
<td>- Win-Win Communication Skills – see page 38</td>
<td>- Principles and Practices of Supervision II (day 1) – see page 34</td>
<td>- Time &amp; Priority Management – see page 37</td>
</tr>
<tr>
<td>WEDNESDAY</td>
<td>- Performance Appraisals: Planning &amp; Conducting – see page 33</td>
<td>- Principles and Practices of Supervision II (day 2) – see page 34</td>
<td></td>
</tr>
<tr>
<td>THURSDAY</td>
<td>- Principles and Practices of Supervision I (day 1) – see page 34</td>
<td>- Principles and Practices of Supervision II (day 3) – see page 34</td>
<td></td>
</tr>
<tr>
<td>FRIDAY</td>
<td>- Performance Appraisals: Planning &amp; Conducting – see page 33</td>
<td>- FMLA: Intermittent Leaves – see page 25</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- HR Recordkeeping – see page 28</td>
<td>- Managing Leaves of Absence – see page 31</td>
<td>- Leadership Essentials – see page 30</td>
</tr>
<tr>
<td></td>
<td>- Body Language: Non-Verbal Communication – see page 17</td>
<td>- Attitude for Success – see page 17</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Essentials for HR Professionals – see page 24</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Managing Leaves of Absence – see page 31</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Leadership Essentials – see page 30</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For more information or to register for any of the above courses go to
### Livonia:
- **Time and Priority Management** – see page 34
- **COBRA Compliance** – see page 18
- **HIPAA** – see page 27
- **Wage and Salary Admin Overview** – see page 38
- **Project Management Basics** – see page 35
- **Principles and Practices of Supervision I (day 1)** – see page 34
- **Emotional Intelligence Now** – see page 22
- **Finance for Non-Finance People** – see page 25
- **Dealing with Difficult Behavior** – see page 21
- **Strategic Thinking** – see page 35
- **Giving and Receiving Feedback** – see page 26
- **Conflict Prevention and Resolution Skills** – see page 20

### Saginaw:
- **Principles and Practices of Supervision I (day 1)** – see page 34
- **Principles and Practices of Supervision I (day 2)** – see page 34
- **Principles and Practices of Supervision I (day 3)** – see page 34

### Livonia:
- **Communicate Confidently** – see page 18
- **Customer Service: Beyond Excellence** – see page 21

### Employment Law Conference
VisTaTech Center, Schoolcraft College
Livonia, MI

### August 2019 Calendar

<table>
<thead>
<tr>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Livonia:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Wage and Salary Admin Overview – see page 38</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Project Management Basics – see page 35</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Saginaw:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Principles and Practices of Supervision I (day 1) – see page 34</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Livonia:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Principles and Practices of Supervision I (day 1) – see page 34</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Principles and Practices of Supervision I (day 2) – see page 34</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Principles and Practices of Supervision I (day 3) – see page 34</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Livonia:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Principles and Practices of Supervision I (day 2) – see page 34</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Principles and Practices of Supervision I (day 3) – see page 34</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Livonia:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Principles and Practices of Supervision I (day 3) – see page 34</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Strategic Thinking – see page 35</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Giving and Receiving Feedback – see page 26</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Livonia:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Conflict Prevention and Resolution Skills – see page 20</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Livonia:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• COBRA Compliance – see page 18</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• HIPAA – see page 27</td>
<td></td>
</tr>
</tbody>
</table>
## September 2019

<table>
<thead>
<tr>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Livonia:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Principles and Practices of Supervision II (day 1) – see page 34</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Team Building – see page 36</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Livonia:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Principles and Practices of Supervision I (day 1) – see page 34</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• I-9 and E-Verify: Everything You Need to Know – see page 28</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td>Livonia:</td>
<td></td>
<td>Lansing:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Principles and Practices of Supervision II (day 2) – see page 34</td>
<td></td>
<td>• Managing Problem Employees – see page 31</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Working Under Pressure – see page 39</td>
<td></td>
<td>Saginaw:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
</tr>
<tr>
<td>Livonia:</td>
<td></td>
<td></td>
<td>Livonia:</td>
<td></td>
</tr>
<tr>
<td>• Principles and Practices of Supervision I (day 2) – see page 34</td>
<td></td>
<td>• FLSA Changes and Working with Exempt/Non-exempt Classification Analysis – see page 25</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• HR Audit Basics – see page 28</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Win-Win Communications Skills – see page 38</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Saginaw:</td>
<td></td>
</tr>
<tr>
<td>• Family Medical Leave Act (FMLA) – see page 24</td>
<td></td>
<td>• Generations at Work: Bridging the Generation Gap – see page 26</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
</tr>
<tr>
<td>Livonia:</td>
<td></td>
<td>Livonia:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Principles and Practices of Supervision II (day 3) – see page 34</td>
<td></td>
<td>• Americans with Disabilities Act – see page 16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Succession Planning for Leadership Positions – see page 36</td>
<td></td>
<td>• FMLA – see page 25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Conducting Effective Meetings – see page 19</td>
<td></td>
<td>• Coaching for Peak Performance – see page 25</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Saginaw:</td>
<td></td>
<td>Mt. Clemens:</td>
</tr>
<tr>
<td>• Leadership Essentials – see page 30</td>
<td></td>
<td>• Supervisory Survival Skills – see page 36</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MONDAY</td>
<td>TUESDAY</td>
<td>WEDNESDAY</td>
<td>THURSDAY</td>
<td>FRIDAY</td>
</tr>
<tr>
<td>--------</td>
<td>---------</td>
<td>-----------</td>
<td>----------</td>
<td>--------</td>
</tr>
</tbody>
</table>
| Livonia:  
- Principles and Practices of Supervision II (day 1)  
- see page 34 | Livonia:  
- Compensation Plan Design  
- see page 19 | Saginaw:  
- Principles and Practices of Supervision II (day 1)  
- see page 34  
- Rochester Hills:  
- Harness the Power of Leadership  
- see page 27  
- Livonia:  
- Generations at Work: Bridging the Generation Gap  
- see page 26 | | |
| Livonia:  
- Principles and Practices of Supervision II (day 2)  
- see page 34 | Livonia:  
- Enhancing Your Professional Image and Personal Brand  
- see page 24 | Saginaw:  
- Principles and Practices of Supervision II (day 2)  
- see page 34 | | |
| Livonia:  
- Principles and Practices of Supervision II (day 3)  
- see page 34  
- Affirmative Action Plan (day 1)  
- see page 16  
- Cross-Cultural Communication  
- see page 20  
- Influence without Authority  
- see page 29  
Saginaw:  
- Leadership Essentials  
- see page 30 | Livonia:  
- Affirmative Action Plan (day 2)  
- see page 16  
- Contribution—Increasing Your Leadership Value  
- see page 20  
- Communicate Confidently  
- see page 18  
- Comprehending and Adapting to Behavioral Styles – see page 19 | Saginaw:  
- Principles and Practices of Supervision II (day 3)  
- see page 34 | | |
| Livonia:  
- Dealing with Everyday Stress  
- see page 21  
- Harassment Prevention  
- see page 27  
- Workplace Investigations  
- see page 39 | Livonia:  
- Designing Employee Handbooks  
- see page 22  
- Business Writing: Productive Email, Letters and Memos  
- see page 17  
- Onboarding Done Successfully  
- see page 32 | Livonia:  
- Unemployment Compensation Overview  
- see page 37  
- Mt. Clemens  
- Family and Medical Leave Act (FMLA)  
- see page 25  
- Lansing:  
- Win-Win Communication Skills – see page 34 | | |
### Livonia:
- **November 4**: Business Writing: Productive Email, Letters – see page 17
- **November 5**: Principles and Practices of Supervision I (day 2)
  - see page 34
  - Goal Setting
  - see page 26
- **November 8**: Employment Law: Danger Zones
  - see page 23
- **November 11**: Conflict Prevention and Resolution Skills
  - see page 20
- **November 12**: Principles and Practices of Supervision I (day 3)
  - see page 34
- **November 15**: Employment Law: Danger Zones
  - see page 23
- **November 18**: Job Analyses and Job Descriptions
  - see page 30
- **November 19**: Time & Priority Management
  - see page 37
- **November 22**: Essentials for HR Professionals
  - see page 24
- **November 25**: Recruiting Fundamentals
  - see page 35
- **November 26**: Problem Solving
  - see page 34

### Saginaw:
- **November 6**: Metrics for the HR Practitioner – see page 32
- **November 14**: Win-Win Communication Skills
  - see page 38
- **November 18**: Market Pricing and Compensation Benchmarking
  - see page 31
- **November 19**: Mergers & Acquisitions: the People Side
  - see page 32

### Lansing:
- **November 7**: Customer Service: Beyond Excellence
  - see page 21
- **November 21**: Win-Win Communication Skills
  - see page 38

### Mt. Clemens:
- **November 21**: Win-Win Communication Skills
  - see page 38
<table>
<thead>
<tr>
<th>MONDAY</th>
<th>TUESDAY</th>
<th>WEDNESDAY</th>
<th>THURSDAY</th>
<th>FRIDAY</th>
</tr>
</thead>
</table>
| 2      | Livonia: • Principles and Practices of Supervision I (day 1) – see page 34  
        • Team Collaboration – see page 37 | Livonia: • Principles and Practices of Supervision II (day 1) – see page 34  
        • Immigration Compliance for Employers – see page 29 | Livonia: • Delegating for Results – see page 22 | 6       |
|        | Livonia: • Principles and Practices of Supervision I (day 2) – see page 34  
        • Presentation Skills Workshop (Day 2) – see page 33 | Livonia: • Principles and Practices of Supervision II (day 2) – see page 34  
        • Working Under Pressure – see page 39 | | |
| Livonia: • Presentation Skills Workshop (Day 1) – see page 33 | 9 | 11 | 12 | 13 |
| 16     | Livonia: • Principles and Practices of Supervision I (day 3) – see page 34  
        • Applicant Tracking Guidelines: Who Counts – see page 16 | Livonia: • Principles and Practices of Supervision II (day 3) – see page 34  
        • Performance Appraisals: Planning & Conducting – see page 33 | Livonia: • Metrics for the HR Practitioner – see page 32  
        • Supervisory Survival Skills – see page 36 | |
|        | Livonia: • Principles and Practices of Supervision I (day 2) – see page 34  
        • Presentation Skills Workshop (Day 2) – see page 33 | Livonia: • Principles and Practices of Supervision II (day 2) – see page 34  
        • Working Under Pressure – see page 39 | | |
| Livonia: • Presentation Skills Workshop (Day 1) – see page 33 | 17 | 19 | 20 | |
| 23     | 24 | 25 | 26 | 27 |
| 30     | 31 | | | |
Talent Development Plans for 2019

For more information or to register for any of the above courses go to
DO YOU HAVE KNOWLEDGE TO IMPART?

- Do you have a skill or knowledge you believe ASE member organizations may benefit from?
- Does your organization have a human resources best-in-class process, procedure, system or strategy worth showcasing?
- Do you have a presentation that ASE member companies would find educational or informative?

The American Society of Employers is interested in leveraging the expertise of our members and vendor community to create a unique Knowledge Community based on broad sharing of best practices and innovative means to Human Resource solutions.

POTENTIAL AUDIENCE:

Human Resources practitioners and leaders from organizations of all sizes and industry throughout the state of Michigan. Opportunities to present may include smaller groups such as our Selected Insight events or for breakout sessions for our larger annual conferences, workshops and events. Audience size could vary from 15 - 400.

TYPES OF PRESENTATIONS:

Presentation formats may range from traditional lecture to facilitated discussions to keynote speeches. An interactive presentation format is preferred.

SUBJECT MATTER:

Subject matter may include any topic of interest to HR professionals. Example topics include but are not limited to the following:

- Compensation and Benefits
- Legal issues
- Organizational Development/Talent Management
- HR Strategy/Leadership/Motivation
- Training/Engagement
- HRIS systems
- Networking/Bargaining/Negotiating
- Work-Life/Diversity/Inclusion....
- Recruitment
- Recruitment

EVALUATION CRITERIA:

An ASE committee will review the proposals and evaluate them based on the following:

- Audience appeal and interest: subject should be timely, relevant and important
- Clarity of presentation
- Interactivity and audience engagement opportunity
- Design of the presentation
- Educational content

INTERESTED?

If interested visit https://www.aseonline.org/ASEKnowledgeCommunity to submit an application.
More great ASE events…

ASE ANNUAL
HR CONFERENCE

March 12, 2020

SUBURBAN COLLECTION
SHOWPLACE
Novi, Michigan

It is well-known that leaders are made, not born. In fact it may be argued that the true job of HR is to unleash the leadership potential in all the people it serves. The ASE Annual HR Conference will deliver the tools that HR professionals need to further the work of developing their organizations’ most important asset: their people.

Compensation & Benefits Conference • 2020

TBD

ASE’s annual Compensation and Benefits Conference is Michigan’s premier total rewards event. This fast-paced, full-day program will provide the valuable insights you need to meet the important challenges facing total rewards professionals today!

Visit www.aseonline.org for sponsorship and registration information for any of ASE’s exciting events.
ASE Training Locations

ASE offers training courses throughout Michigan. On-site classes can be scheduled at any time.

Coming Soon! – Troy course location