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### Sessions in Alphabetical Order

#### [ ] Boot Camp for Supervisors (3-Day Series)

This three-session series will provide participants with the basics of the supervisory role from an HR perspective. We'll cover:

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

Attendees will march away with a new appreciation of the importance of this aspect of their job. **8:00am-12:00pm: 12/3, 12/5, and 12/10/19; \$495**

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

This seminar will help you develop your employees in the areas of professional emailing, cubicle behavior, cell phone conversations, dressing appropriately, and "owning up" when they've done something wrong...just to name a few. **8:00-11:00am: 5/21/19 or 11/21/19; \$145**

#### [ ] Care and Candor: Making Performance Appraisals Work

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

**8:00-11:00am: 1/23/19 or 11/19/19; \$145**

#### [ ] Communication: Essential to Your Team's Success

Every work team has the same struggle - communicating effectively! This workshop will help participants understand the general principles of communication, the how-to's of listening effectively, and will provide tools to improve and fine-tune their listening skills. **8:00-11:00am: 9/26/19; \$145**

#### [ ] Customer Service Essentials

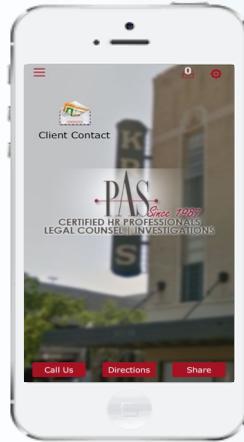
Each and every one of us serves customers, whether we realize it or not. This workshop will show how we can serve customers better and improve ourselves in the process by providing a strong skill-set including in-person and over the phone techniques, electronic communications, and dealing with difficult customers.

**8:00-11:00am: 4/9/19 or 11/7/19; \$145**

#### [ ] Dealing with the Difficult and Irate Customer

In this workshop, participants will learn simple communication techniques that will help them feel more confident and more comfortable when "the heat is on"...leading them to serve customers more effectively. **8:00-11:00am: 3/12/19 or 10/10/19; \$145**

*(Session listing continued inside)*



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- ◆ Registration may close 7 calendar days prior to a training session/series start date.
- ◆ Dates may be subject to change.
- ◆ Cancellations received up to 10 calendar days prior to the training session or beginning of the training series are refundable, less an administrative/materials fee. After that time, cancellations are subject to the registration fee.
- ◆ Listed prices are per person per session/series.



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## Training Services 2019

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

**We offer training in the following areas:**

- ◇ Human Resources ◇ Regulatory ◇ Productivity
- ◇ Communication ◇ Leadership
- ◇ Supervisory Development ◇ Customer Service
- ◇ Employee Development



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

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### Quick Start for Supervisors™

Quick Start for Supervisors™ equips participants to handle the role of supervisor more effectively, increasing morale, productivity, and profitability. Once individuals complete this training program, they're off and running in their role as supervisor!



**Series Beginning:**  
**Thursday, 2/14/19 or Wednesday, 9/18/19**

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

**\$1,295 per person per series: 8:00am-12:00pm**

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



### Harassment and Bullying Prevention

The State of California has mandated **two hours of bi-annual sexual harassment training and education for all supervisors who work for companies that engage or employ 50 or more individuals (including temporary workers, independent contractors, and employees outside of California).**



In an effort to assist companies in meeting this requirement, P-A-S Associates is providing harassment training on the dates noted below. This interactive session will not only meet State requirements, including the new "anti-bullying" requirements, but assures your supervisors understand how to recognize and prevent sexual harassment in your workplace, limit liability for you and themselves, and effectively communicate such information to your employees.

**Don't forget to retrain supervisors who have not been trained since 2017...**

#### 2019 Dates

February 26, May 7, or November 20, 2019  
 8:00 a.m.—10:00 a.m.  
**\$95 per person per session**

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

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### Sessions in Alphabetical Order (continued)

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

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

**8:00am-12:00pm: 3/19/19 or 11/12/19; \$195**



#### [ ] Document, Document, Document

Does documenting employee situations seem like just another headache to complicate your job? Do you avoid confronting employees so you don't have to hassle with documenting the issue? Then come and learn the value of documenting effectively, what should be included in documentation of employee issues, and how documentation can come back to haunt you if not done effectively. Remember...if it's not documented, it's like it never happened! **8:00-11:00am: 3/5/19 or 8/27/19; \$145**



#### [ ] Dynamic Interactions: Sharpening Your Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Participants will identify ways of creating a powerful introduction, remembering names, and managing situations when they've forgotten someone's name along with skills like communication, negotiation techniques, and tips on making an impact. **8:00-11:00am: 2/6/19 or 9/19/19; \$145**



#### [ ] Earning the Coffee Mug: Being a Likeable Boss

Being more likeable is a quality everyone can increase and improve. Being likeable **and** a figure of authority is where some challenging conflicts can arise. With this workshop, participants will recognize these possible areas of conflict and develop the skills and knowledge to overcome them. Learn how honesty and trust will be your biggest tools in fostering a better relationship with your employees. This workshop will put you on the right path to earning you that #1 Boss mug! **8:00-11:00am: 2/13/19 or 9/11/19; \$145**



#### [ ] Ethical Muscle...A Responsibility of Leadership

Ethics has quickly become one of today's most critical business concerns, and the ethical make-up of every business begins with its employees. The actions you take, the decisions you make, and the daily behaviors you exhibit are ultimately how your organization will be judged. Join us to learn how to know and do what's right, and flex your ethical muscle. **8:00-11:00am: 1/09/19 or 8/13/19; \$145**



#### [ ] Five Generations: The Greatest Potential

With five generations in today's workplace, differences in attitudes, values, and communication can create misunderstandings and trigger conflicts that reduce morale, teamwork, and productivity. This session helps employees understand colleagues from different generations, reduce and resolve conflicts and communication problems, facilitate better teamwork, and recognize and respect each other's value and input. **8:00am-12:00pm: 3/13/19 or 10/15/19; \$195**



#### [ ] Giving and Receiving Feedback

Giving and receiving feedback can be extra challenging for anyone. Feedback, if done correctly, will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well-rounded and productive employees. **8:00-11:00am: 4/30/19 or 10/8/19; \$145**



#### [ ] Hire Tough, Manage Easy

Hiring the right people for the right position the first time is one of the most important roles an organizational leader plays. This session specifically addresses the "how-to's" behind this tough assignment. **8:00-11:00am: 4/3/19 or 11/5/19; \$145**



#### [ ] HR Boot Camp (5-Week Series)

If you're working in an HR role, but have had little to no HR training, this is the Boot Camp for you! This session will provide participants with 20 hours of intense training in the areas of:



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

Attendees will leave knowing how to "step in time" with state and federal requirements surrounding their HR responsibilities. **8:00am-12:00pm: 4/24, 5/1, 5/8, 5/15, and 5/22/19 or 8/15, 8/22, 8/29, 9/5, and 9/12/19; \$845**

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

This session helps participants take control of their time and increase their productivity, using the DiSC "Time Mastery Profile" for individual customization. It provides the tools to prioritize major projects into "do-able" tasks, minimize "time robbers," and identify ways to deal with distractions, eliminate interruptions, and set effective goals and priorities in terms of importance and urgency, scheduling tasks effectively. **8:00-11:00am: 5/16/19 or 12/12/19; \$195**

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

Did you know **55%** of all communication is body language? This workshop will give you a set of tools to better understand body language and provide you an advantage in your daily communications. It will also help you to understand how your own body language is being viewed and adjust and improve the way you communicate through non-verbal means. **8:00-11:00am: 3/20/19 or 8/28/19; \$145**



#### [ ] Lean Process and Six Sigma

Six Sigma is a data-driven approach for eliminating defects and waste in any business process. You can compare Six Sigma with turning your water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat, and pressurize the water through the faucet. Six Sigma treats the processes in business so that they deliver their intended result. **8:00-11:00am: 4/25/19 or 11/14/19; \$145**



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

With the smorgasbord of Leave of Absence options available through both State and Federal laws, it can be tricky navigating through and deciding which ones are applicable to your situation. What steps need to be taken to stay within the guidelines for different types of leave? Which types of leave are paid and by whom? What happens when an employee doesn't return from leave? Let us guide you through the maze of Leaves of Absence with this workshop! **8:00-12:00pm: 3/27/19 or 9/17/19; \$195**



#### [ ] Legal Update and HR Pitfalls for 2020

With Dan Klengenberger, Esq., of LeBeau Thelen 2020 brings even more new laws, regulations, and court decision information. You can make this year the most informed and protected by attending this workshop and gathering information to assure your company is in compliance! **8:00-11:00am: 12/11/19; \$115**  
**Mid-Year Update for 2019: 8:00-10:00am; 6/5/19**



#### [ ] Managing People Through Change

This session helps managers with insights they need to help people deal with change in the workplace and their personal lives which impinge on work. By understanding the stages of change and how people progress through them, participants learn how to support and understand the behavior and feelings of the people they manage. **8:00-11:00am: 2/27/19 or 8/20/19; \$145**



#### [ ] Managing Workplace Conflict

Where two or more people come together, there is bound to be conflict. If conflict is left unchecked or unresolved, it can lead to lost production, absences, attrition, and even lawsuits. This session will give participants a step-by-step conflict resolution process that they can use to resolve conflict disputes of any size. **8:00-11:00am: 3/26/19 or 10/22/19; \$145**



#### [ ] Ouch! That Stereotype Hurts!

Creating an inclusive workplace where all employees are welcomed, treated with respect, and able to do their best work should be a goal of every workplace. Join us to better understand the impact of stereotypes and biased comments, identify the most common reasons why people sit silent in the face of bias, and enhance skills for speaking up against stereotypes without blame or guilt. **8:00-11:00am: 9/24/19; \$145**



#### [ ] Payroll from an HR Perspective

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



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

Find out the answers to these and many more questions in this workshop! **8:00-12:00pm: 1/31/19 or 10/3/19; \$195**

#### [ ] Telephone Courtesy Pays Off

This session provides basic telephone etiquette skills, such as courteously placing a caller on hold, effectively using voicemail, saying "no," and handling language differences, complaint calls, and angry customers. **8:00-11:00am: 4/23/19 or 10/31/19; \$145**

### Custom Sessions Available

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