NORTHEAST PA Manufacturers & Employers ASSOCIATION

2024 Training Catalog

MAEA is your premiere training provider! Delivering High-Quality & Cost-Effective Training throughout Northeast PA

For over 50 years, the Manufacturers and Employers Association (MAEA), a non-profit membership-based organization, has been providing quality services to the businesses of Northeast Pennsylvania. Our services have grown to include professional, technical, and cost-effective training that meets our members' needs. MAEA responds to individual training needs and company training plans.

The Manufacturers and Employers Association can pool more than 330 member companies representing over 38,000 employees. Pooling our member companies enables us to offer our training programs at a discounted price.

Most of all, our training programs are effective. Over the last five years, more than 12,000 individuals have participated in the Manufacturers and Employers Association's training programs. Classes are offered publicly, virtually, or on-site at your facility.

The Manufacturers and Employers Association's training programs meet the needs of your company. We can customize the training tailored to your specific requirements. If employees need leadership training for those managers who have come up through the ranks, we can give them the leadership skills they need to help them succeed.

MAEA offers on-site training in which our instructors and staff will instruct your employees at your location!

- *Did you know?* We offer all our current training programs as on-site trainings including Human Resource, Safety, Supervisory, Team Leadership, Computer Training, Process Improvement, Personal & Organizational Development, and Human Performance.
- *Did you know?* Some examples of recent on-site trainings include: Forklift Train the Trainer, NFPA 70E/Arc Flash, Lead Worker, and Supervisory Development Leadership Certificate Series.
- *Did you know?* All of our existing trainings can be customized to your company's specific needs and scheduled to tailor your requirements.

To learn more about convenient, high-quality, and cost-effective training opportunities, please contact:
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Phone: 570-622-0992

Website
www.nepamaea.com

MAEA Training Services

WHO WE ARE
The Northeast Pennsylvania Manufacturers and Employers Association (MAEA) provides training and development solutions for all levels of associates in your organization. It is our intention to provide the highest quality training available. Classes are offered publicly, on-site, and virtually via Zoom.
Our main office is in Pottsville, PA. Phone: 570-622-0992.

Benefits of MAEA Training Services
- Public training offerings enable associates from a variety of industries to learn and share experiences.
- Highly qualified MAEA instructors deliver effective training based on their personal industry-based experience and content expertise to provide interactive learning.
- On-site training at your location provides the opportunity for flexibility in scheduling.
- Customization of training provides effective instruction based on your organization's goals.

Training Locations
MAEA Training/Conference Room and Computer Lab – Pottsville Office
Located at 250 One Norwegian Plaza, Pottsville, PA 17901

The state-of-the-art training/conference room and computer lab accommodates 45 people. The Computer Lab has 10 laptops available for training participants. Room features include:
- Two 100" screens
- A 3000 Lumen LCD Projector for presentations
- Internet access
- Dividing wall to separate the area into sections if needed for breakout space.

MAEA Training/Conference Room – Hazleton Office (CANBE Innovation Center)
Located at 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Training courses at this location are scheduled upon request.
The conference room space accommodates 15 people. Room features include:
- Large touch screen monitor
- HDMI connection for presentations
- Wi-Fi access
- Catering is permitted in the conference room.

WEDnetPA Training Funding Information
Pennsylvania is using its resources to invest in its workers, making sure they have the skills needed to compete in the global economy. Pennsylvania offers qualified employers the opportunity to train new and existing associates with resources available through WEDnetPA. **Many of MAEA's training programs are potentially eligible under this program.** For additional information and the application process, please visit their website at **www.wednetpa.com**

MAEA is an HR Certification Institute Approved Provider

APPROVED PROVIDER 2024 HRCI.ORG

The HR Certification Institute has designated the Northeast Pennsylvania Manufactures and Employers Association (MAEA) as an approved provider of continuing education for certified professionals. The benefit of this development is individuals with a PHR/SPHR certification can earn credit towards maintaining their certification when they attend HR Certification Institute approved Northeast Pennsylvania Manufactures and Employers Association programs. Having these pre-approved continuing education courses eliminates the guesswork for recertification candidates when planning their professional development activities.

"HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®."

HR Certification Institute is the leading independent, internationally recognized certifying body for the HR profession. Established in 1976, the HR Certification Institute awards certifications to professionals who meet minimum eligibility standards and pass a rigorous examination. HR Certification Institute testing requires professionals to demonstrate their expertise in both the underlying principles of HR practice and the real-world application of those principles. To remain certified, individuals must fulfill continuing education requirements or demonstrate their current knowledge of the profession through retesting. The HR Certification Institute is an affiliate of the Society for Human Resource Management. For more information about certification or recertification, please visit the HRCI website at www.hrci.org.

Approved Provider Status

HR Certification Institute Approved Providers undergo a thorough application and review process and submit to HRCI extensive information about their organizations' continuing education programs. By being elevated to Approved Provider status, MAEA may determine and publish PHR, SPHR and GPHR recertification credit hours using the established criteria. The HR Certification Institute believes pre-approved events meet the highest standards in the continuing education industry. Look for the HR Certification Institute Approved Provider seal throughout this training catalog for programs approved for recertification credit hours.

MAEA is a SHRM Approved Provider

SHRM SHRM-CP | SHRM-SCP RECERTIFICATION PROVIDER

SHRM, the Society for Human Resource Management, creates better workplaces where employers and associates thrive together. As the voice of all things work, workers and the workplace, SHRM is the foremost expert, convener and thought leader on issues impacting today's evolving workplaces. SHRM has established the SHRM Recertification Provider Program to give organizations that offer education, training and/or other HR-related Competency and Knowledge programming the opportunity to award PDCs, without preapproval by SHRM. Look for the SHRM Approved Provider seal throughout this training catalog for programs approved for recertification credit hours.

MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®.

CUSTOMIZED & ON-SITE TRAINING

MAEA provides high-quality customized training for companies across the region. Our instructors will assist you in designing training or development programs to meet your organization's unique needs, including scheduling and location requirements. The training can be delivered on-site at your facility, off-site at our training rooms (Pottsville or Hazleton) or virtually by Zoom.

Benefits Include:

- **Your company's unique needs are met**: We get to know your organization and learn what specific goals you want to achieve in the training. Your associates receive information and skills to assist them in dealing with the real issues they face in their own day-to-day work environment.
- **Flexibility and Convenience**: The course content, date, time, and location will be established to meet the needs of your workforce.
- **Team Interaction**: Your associates are trained together. Everyone receives the same message at the same time, and the MAEA instructor encouraged participation and interaction to develop a stronger team with the company.

CONSULTING

MAEA has a team of consultants who specialize in helping companies resolve their most urgent problems, issues, or projects. Our experienced consultants will conduct an on-site evaluation and provide proposed solutions. MAEA will assist in the implementation process by conducting training for your staff.

They work across a wide range of roles and areas of expertise including:
- Process Improvement
- Human Resources
- Safety
- Information Technology
- Data Management and Development
- Communication

COACHING

MAEA offers coaching, mentoring and personalized one-on-one support to help your employees develop their interpersonal skills, overcome challenges, and achieve their professional goals.

General Course Information

BACKGROUND

The courses offered by MAEA are focused on business and industry, with content developed by external practitioners and instructors having extensive real-world experience. MAEA instructors are carefully chosen and consist of individuals who are subject matter experts and skilled communicators. Course maintenance is an ongoing priority for the MAEA, with input sought regularly from cooperating organizations, industry contacts, and periodic focus groups of member company representatives.

COURSE ENVIRONMENT

All sessions are conducted in an informal setting that is conducive to learning and to the open exchange of ideas among participants. Interactive exercises are frequently used as part of the instructional method, along with a variety of audio/visual aids, participant manuals, and stimulating group discussions. There are no entrance or completion examinations; participants are encouraged to demonstrate the knowledge acquired through open discussion with peers and during the course sessions.

ATTENDANCE

All courses are available for individual self-improvement, regardless of Certificate Series. Because of the progressive structure of the courses, attendance is expected at all sessions. Arrangements should be made with the instructors to address those situations where a specific session cannot be attended.

CANCELLATION POLICY

The cancellation deadline is seven business days prior to the course. Cancellations made after this deadline will be charged the full price. Substitutions may be made at any time prior to the start of the class at no charge. No shows will be billed the full price.

INCLEMENT WEATHER

Due to the number of people attending courses, it may not be practical to provide individual notifications in the event of class cancellations due to inclement weather. Whenever there is a doubt, call the Manufacturers and Employers Association office at 570-622-0992. Cancellations and rescheduling information will be provided via a recorded message.

CERTIFICATIONS

MAEA offers several certification series, which are endorsed by the Pennsylvania Manufacturers Association (PMA), and the National Association of Manufacturers (NAM).

REGISTRATION

Registration form is available on page 6 and on the website at: www.nepamaea.com. Scan and email the completed form to: ekuperavage@nepamaea.com or call the MAEA office at 570-622-0992.

DATES, LOCATIONS, AND PRICING FOR ALL COURSES ARE SUBJECT TO CHANGE

Notification will be given to participants before the date of class.

MAEA TRAINING REGISTRATION FORM

Please register by calling 570-622-0992 or email the form to:
ekuperavage@nepamaea.com.

Training Course/Series

Date(s) of Training

Please provide the name and email of each registrant:

1	5
2	6
3	7
4	8

Company Name

Company Phone Number   **Fax/Email**

Billing Address

Billing Contact Name   **Authorized Signature**

<u>Cancellation Policy</u>

The cancellation deadline is seven business days prior to the course. Cancellations made after this deadline will be charged the full price. Substitutions may be made at any time prior to start of the class at no charge. No shows will be billed the full price.

MAEA Training Progression Tool

NORTHEAST PA Manufacturers & Employers ASSOCIATION

Leadership Development →

Management Development →

Supervisory Development →

Lead Worker (Team Leaders) →

Lead Worker (Team Leadership) Certificate Series - 12 Hours
Electives:
- Interviewing for Success – 6 Hours
- Meeting Legal Requirements – 6 Hours
- Importance of Documentation – 6 Hours
- Diversity, Equity, Inclusion, and Harassment - 3 Hours

Supervisory Certificate Series – 48 Hours
Electives:
- Basics of Supervision – 6 Hours
- Coaching – 6 Hours
- Conflict Strategies – 6 Hours
- Managing Emotions – 6 Hours
- Improving Morale & Employee Engagement 6 Hours
- Improving Relations and Motivational Strategies– 6 Hours
- Intergenerational Collaboration in the Workplace – 6 Hours
- Dealing with Difficult Personalities & Stress– 6 Hours
- Email Etiquette/Business Writing – 6 Hours
- Lean Problem Solving – 6 Hours
- Boost Your Efficiency – 6 Hours
- Enhance Productivity – 6 Hours

Management Certificate Series – 30 Hours
Electives:
- Modifying Behavior and Performance – 6 Hours
- Cross Training – 3 Hours
- Designing a Buddy Program – 3 Hours
- Train the Trainer – 12 Hours
- Leading Teams – 6 Hours
- Boost Your Efficiency – 6 Hours
- Improving Relations/Motivational Strategies– 6 Hours
- Principles of Effective Management – 6 Hours
- Accountability & Empowerment – 6 Hours
- Critical Thinking – 6 Hours
- Emotional Intelligence – 6 Hours
- Financial Statements – 6 Hours
- Presenting Yourself Effectively – 6 Hours
- Critical Conversations – 6 Hours
- Project Management – 6 Hours
- Communication Skills – 12 Hours
- Retaining a Modern Workforce – 6 Hours
- Lean Problem Solving – 6 Hours

Communication Certificate Series – 30 Hours
Electives:
- Dynamic Presentations (PowerPoint) - 3 Hours
- Intergenerational Collaboration in the Workplace 6 Hours
- Presenting Yourself Effectively – 6 Hours

TABLE OF CONTENTS

LEAD WORKER (TEAM LEADERSHIP) CERTIFICATE SERIES

Participants who attend this 2-day course will receive certificates of completion from the National Association of Manufacturers (NAM), the Pennsylvania Manufacturers Association (PMA), and the Northeast Pennsylvania Manufacturers & Employers Association.

Lead Worker Certificate Series (2-Day Training)
With appropriate training and development, your lead workers can be expected to exercise initiative, judgment, and sound decision-making within the scope of their assigned authority. Help your leaders develop these skills and gain the confidence necessary to assert themselves more effectively with this two-day certificate training.

Course Content:
- Personality/Communication types
- Paradigms and perceptions
- Providing effective feedback
- Coaching process
- Leadership styles
- Types of power
- Motivational strategies
- Communication process

Dates: January 11 & February 20   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
June 20 & June 27   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
October 10 & 24   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $384/member or $768/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

SUPERVISORY DEVELOPMENT LEADERSHIP CERTIFICATE SERIES

MAEA's supervisory training programs have been providing effective leadership training for participants to allow them to handle the day-to-day challenges faced by supervisors and leaders in all types of environments. This is MAEA's most popular training program. The courses are realistic, relevant, hands-on and include real life examples and classroom exercises drawn from a variety of backgrounds. Time is allotted to discuss specific leadership issues facing each class participant in today's current business environment.

Courses Required to Receive a Master Certificate
Participants who attend the following four components of the series will receive certificates of completion from the National Association of Manufacturers (NAM), the Pennsylvania Manufacturers Association (PMA), and the Northeast Pennsylvania Manufacturers & Employers Association.
Classes in this series include:
- Supervisor Leadership Development Part I
- Supervisor Leadership Development Part II
- Effective Communications & Interpersonal Relations
- Psychology in the Workplace

Supervisory Development Leadership Certificate Series Benefits
People often become leaders because they did a great job in their hourly positions. There is often little or no preparation for this increase in responsibilities and new leaders are often lacking in the interpersonal skills required to be successful in today's ever-changing and dynamic business environment. In this fun, fast-paced and highly interactive program, participants learn strategies they can use to become great leaders.

Supervisor Leadership Part I (2 Day Training)

Thriving in a leadership role requires a specific set of skills. Leaders must be able to withstand the pressure from the top and the demands coming up from their associates. During this course, participants will explore the foundational aspects of being a good leader and creating a positive and effective work environment.   **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 12 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 12 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:

- Supervisory role
- Overview of employment laws
- Communication process
- Assertive, aggressive, & passive behaviors
- Motivation
- Criticism vs. constructive feedback
- Coaching process
- Behavioral and Communication styles
- Adaptability

Dates: March 5 & 21   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       September 12 & 24   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $384/member or $768/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

Supervisor Leadership Part II (2 Day Training)

Being an effective supervisor in today's business environment requires excellent interpersonal skills. This training will provide supervisors not only with interpersonal skills, but an effective foundation to manage individuals based on current and relevant trends in the workforce. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 12 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 12 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:

- Leadership characteristics
- Basic management theories
- Effective monitoring and interactions
- Planning and time management
- Interviewing for compliance
- Motivational strategies
- Problem solving and decision-making process
- Stress management

Dates: April 18 & May 14   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       October 8 & 22   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $384/member or $768/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

Effective Communications & Interpersonal Relations (2 Day Training)

Increasingly, companies are focusing their attention on the human relation skills of their associates. Retaining and motivating associates will contribute significantly to the success of an organization. Leaders who are skilled in effective communications and interpersonal relations are better equipped to create a positive, effective, and efficient work culture. This highly interactive training will provide activities, hands-on examples, and strategies that will improve an individual's communication effectiveness and leadership abilities. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 12 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 12 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:

- Common methods of communicating
- The communication model
- Ways to prevent loss of information
- Overcoming barriers to effective communication
- Understanding the individual and group structure
- Communication through feedback
- Techniques for becoming a better listener
- Communications and organizational efficiency
- Effective communications in the training process
- Conducting meetings

Dates: May 7 & 16   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       November 14 & 21   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $384/member or $768/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

Psychology in the Workplace (2 Day Training)

This training provides leaders with an overview of many of the basic theories related to associate attitudes and motivation in the workplace. Reviewing basic motivation theories and behavior modification strategies, the course focuses on understanding the forces that drive the individual associate and team responses to situations and events in the workplace. Understanding the basics of perceptions, internal drives, and resulting behaviors will provide a foundation for better understanding individuals in the workplace and customizing interactions and motivation strategies all leading to a positive work culture. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 12 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 12 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:

- The Mind and Behavior
- Motivation
- Management Styles
- The Process of Transition
- Emotional Intelligence
- Brain functions

- Managing Difficult Personalities
- High performance teams

Dates: June 12 & 19   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
      December 9 & 16   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $384/member or $768/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)
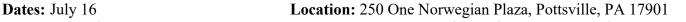
SUPERVISORY DEVELOPMENT TRAININGS

Basics of Supervision

The one-day class encompasses the basic foundational requirement of effective supervisory and leadership skills. The focus is to provide best practices and techniques that will improve associate relations and interpersonal communication in your organization. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course content:
- Role and responsibilities of effective leaders
- Leadership styles and personal self-assessment
- Time management skills
- Delegation process
- Associate engagement techniques
- Motivational strategies
- Communication process

Dates: July 16   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
      November 12   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

The Importance of Documentation

Today's work environment is faced with many challenges, one of the primary challenges all organizations face is finding and keeping good employees. To add to this challenge, all employees have challenges within their own lives, sometimes those issues occur in the work environment. This training is designed to help you get to the root of the problem and find a resolution when issues arise, thus salvaging the employee/employer relationship, and reducing turnover. However, these attempts are not always successful, and the need for documentation is imperative! This training will focus on proper documentation and developing your documentation skills while approaching issues from a "coaching" perspective. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 3 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 3 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Proper documentation definition
- Consistency in documentation
- Prevention of claims
- Enforcing company policies
- Abiding by employment laws

Date: June 5   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $192/member or $384/Non-Member   **Time:** 9 am – 2 pm (Lunch is included)

Interviewing Successfully

Interviewing potential employment candidates and selecting the best candidate for a position is an essential part of any business. Errors in this process can lead to lost revenue (2.5 times the annual salary of the position), disruption of workflow, and potential litigation. Interviewing Successfully will enable you to master this process by teaching you how to *really* read a resume (notice "red flags" on the resume as well as during the interview process), develop legally sound and behaviorally oriented questions, analyze and assess the knowledge, skills and ability levels of each applicant (thus allowing you to select the *best* candidate for the position), and recognize and avoid the "pitfalls" on the interview process. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 3 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 3 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course content:
- Establish a selection strategy
- Prepare for the interview
- Conduct an interview
- Review labor and employment laws and Learn how they affect the employment process
- Understand legal versus illegal questions
- Evaluate and select the right candidate

Date: March 13   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
**Cost:** $192/member or $384/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

Diversity, Equity, Inclusion, and Harassment Training

This training will cover the fundamentals and skills to support an employer's diversity, equity, inclusion, and harassment programs in the workplace. Participants will become more skilled at navigating cultural and other differences between individuals in the workplace. By improving the quality of personal interactions among people with diverse identities, conflict will be reduced and make the workplace more efficient. This training will improve recognition of bias, stereotypes, and discrimination, while providing strategies to halt those practices in favor of a more impartial and inclusive environment for coworkers, clients, and the public. In addition, it is essential that you know how to recognize potential sexual harassment in the workplace and how to respond and prevent it. This training will help you identify and address this behavior and will assist you in learning how to be able to raise a defense and avoid punitive damages in the event of a sexual harassment lawsuit. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 3 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and**

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Course Content:
- Definition of diversity, equity, and inclusion
- Cultural programming and filters
- Formation of stereotypes
- Developing diversity competence
- Definition of sexual harassment
- Importance of preventing sexual harassment in the workplace
- Hostile work environment
- Sexual harassment judgments
- Retaliation

Dates: February 29   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       August 20   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $124/Member or $248/Non-Member   **Time:** 9 am - Noon

Meeting the Legal Requirements

In today's workforce, one topic that remains paramount in Human Resources, as well as other areas, is legal compliance. The goal of this session is for individuals to develop an understanding of the basic requirements surrounding relevant employment laws. This course is imperative for human resource professionals, and various levels of managers and supervisors who are tasked with making fair and compliant employment decisions. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 3 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 3 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- FLSA – Fair Labor Standards Act
- Title VII of the Civil Rights Act of 1964
- Executive Order 11246 of 1965
- ADA – Americans with Disabilities Act
- ADAA– Americans with Disabilities Act Amendment
- ADEA – Age Discrimination in Employment Act
- USERRA – Uniform Services Employment and Reemployment Act of 1994
- FMLA – Family and Medical Leave Act)
- The Patient Protection and Affordable Care Act of 2010 (Obamacare)

Date: February 7   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $192/member or $384/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

`MANAGEMENT DEVELOPMENT CERTIFICATE SERIES

This series provides the next level of development after our Supervisory Development Leadership Certificate Series. Participants who complete the entire series will receive certificates of completion from the National Association of Manufacturers (NAM), the Pennsylvania Manufacturers Association (PMA), and the Northeast Pennsylvania Manufacturers & Employers Association.

Classes in this series include:
- Principles of Effective Management
- Critical Thinking and Problem Solving
- Accountability and Empowerment
- Project Management
- Presenting Yourself Effectively

Principles of Effective Management

This one-day management development class encompasses the basic principles of sound management skills and techniques. This class is filled will tools and strategies to help managers and leaders grow and progress in the organization. Participants will gain insight and information they can apply in their own organizations to increase their effectiveness and value to the organization. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Problem solving models
- Accountability improving strategies
- Change management strategies
- Understanding profit and loss statements
- Presenting yourself effectively
- Monitoring associate performance
- Conducting effective meetings

Dates: January 16   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901

            August 15   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202

Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Critical Thinking and Problem-Solving Workshop

Critical thinking can be defined as reasonable reflective thinking focused on deciding what to believe or do. In all professions, it is critical for associates to be able to utilize critical thinking in a proactive way to make improvements rather than simply reacting to situations. This workshop will review the critical thinking process and stress the skills required. In addition, the workshop will focus on what we do every day, which is problem solve and make decisions. In this interactive workshop, we will review some problem-solving techniques and actually perform the analysis for many common business situations. Bring a calculator. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 Business recertification credit hours toward aPHR™, aPHRi™,**

PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."

Course Content:
- Definition of critical thinking
- Type of critical thinking
- Critical thinking process
- Definition of a problem
- Detailed problem solving/decision making model
- Barriers to problem solving
- Brainstorming – Starbursting
- 6 Thinking Hats
- Cost benefit analysis
- ABC Analysis/Pareto Analysis

Dates: February 8   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       October 3   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $192/member or $384/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

Accountability and Empowerment

As leaders, we know that one of our primary tasks is to ensure and verify that work is completed on-time and effectively. Implementing effective delegation and accountability techniques in the workplace sets a standard of expectation on work being completed in the best way possible and in the most time effective manner possible. In this course, you will learn how to set clear agreements to begin the cycle of accountability. Also, you will learn ways to empower associates to remain on track and hold themselves accountable for results. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®."**

Course Content:
- Define accountability
- Personal accountability
- The Oz Principle – line of accountability
- Barriers to accountability
- Strategies to improve accountability
- Delegation process
- Behaviorism
- Empowerment

Dates: March 27   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       October 14   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $192/member or $384/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

Project Management

Project management is the application of knowledge, skills, tools, and techniques to project activities in order to meet or exceed stakeholder needs and expectations of a project. This class is intended to help potential project managers understand tools that are available for managing the details of the project on a day-to-day basis. Focus will be on how to balance available resources and expectations, different stakeholder priorities, identifying needs, and quality. Project management techniques and tools such as Gantt Charts, Stoplight Charts and Microsoft Project will be reviewed. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that**

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Course Content:
- Aspects of a project
- Understanding the project management process
- How to plan a project
- Managing a budget
- Deliverables for the project
- Risk management
- Possible barriers and challenges
- What defines a successful project
- Converting project to practice

Dates: April 11   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
            November 5   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Presenting Yourself Effectively

According to The Book of Lists, the fear of public speaking ranks number one in the minds of the majority of people. Far above the fear of death and disease, comes the fear of standing in front of a crowd. As individuals ascend within an organization, it should be expected they would be required to speak in public and present themselves effectively in a variety of situations. This class will not only cover strategies and techniques to improve speaking in front of those, but also being able to handle themselves effectively and professionally when interacting with others. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Audience analysis
- Organizing your presentation
- Delivery methods including PowerPoint
- Visual aids
- Managing anxiety
- Effective body language strategies
- Presenting yourself professionally
- Skill practice in speaking and presenting

Dates: May 13   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
            December 5   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

MANAGEMENT DEVELOPMENT TRAININGS

Utilizing Artificial Intelligence (AI) to be More Productive

Artificial Intelligence (AI) seems to be everywhere we look today. Although most people have a basic understanding of what AI is, they do not understand how it can help them personally. This training will look at several of AI's currently available and how they can help us be more productive. The hands-on PC course will include the following:

- Basic Understanding of Artificial Intelligence (AI)
- Review some of the more common AI systems available
- Utilize real world examples of AI in the workplace
- Look at how AI is being incorporated into our lives
- Look at what is coming next

Dates: May 28   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
        November 19   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $124/member or $248/Non-Member   **Time:** 9 am - Noon

Boost Your Efficiency: Tools for Time Management to Reach Your Goals

Employees are often required to do more with less time and other resources to accomplish the tasks. Developing a set of skills for managing your time more efficiently and effectively is essential to minimizing the opportunities for mistakes and limiting your stress level. In addition to developing skills, it is important to understand how to leverage technology to assist you in managing your time to not only tread water but find additional opportunities you never knew existed.

Course Content:
- Learn how to prioritize multiple projects and demands.
- Understand how technology like smartphones, computers and software can assist in managing time.
- Review the difference between value-added activities vs. wasted activities.
- Developing attainable goals for improving your efficiency
- Discover metrics to track time management improvements.
- Participants will participate in activities to illustrate better time management.
- Discover useful stress management techniques.

Dates: May 28   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
        November 19   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $124/member or $248/Non-Member   **Time:** 1 pm- 4 pm

Retaining a Modern Workforce

Today's labor force is changing quickly, and companies must adapt to these changes to stay competitive. Retaining associates is a key initiative for all organizations, and a key role in this success is updated and appropriate leadership. This class will review the current trends in today's modern workforce, including emerging and existing associates, and discuss updated leadership strategies that will aid in retention, motivation, and a positive work culture. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Trends in today's workforce
- Characteristics of a modern workforce

- Leadership assessment
- Modifying leadership for a modern workforce
- Modifying communication and approach
- Scenario based leadership
- Case studies
- Role playing exercises

Dates: February 21   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
   October 1   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $192/member or $384/Non-Member **Time:** 9 am – 4 pm (Lunch is included)

Increasing Morale and Employee Engagement

Associate Engagement is an approach to managing individuals that creates an atmosphere where associates feel committed and involved in completing organizational goals and objectives, while feeling pride and achievement in doing so. In engaged environments, associates feel that they fit into the organization, feel free to communication openly, trust in the organization, feel valued and important to the organization, have ownership in their daily work, and feel a sense of accomplishment. Creating this type of environment is critical to the long-term success in an organization and is essential to a healthy workplace. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Definition of associate engagement and techniques to engage associates.
- Levels of engagement
- Behaviors and outcomes associated with associate engagement.
- Importance of fun in the workplace
- Strategies to create a fun and positive environment.
- Fun and its effect on team building
- Case studies

Date: November 1   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $192/member or $384/Non-Member **Time:** 9 am – 3 pm (Lunch is included)

COMMUNICATION CERTIFICATE SERIES

This certificate series will explore all aspects of workplace interactions and help develop a process for building effectiveness through communication. Participants who complete the entire series will receive certificates of completion from the National Association of Manufacturers (NAM), the Pennsylvania Manufacturers Association (PMA), and the Northeast Pennsylvania Manufacturers & Employers Association.
Classes in this series include:
- Business Writing Essentials & Grammar Overview
- Effective Communications & Interpersonal Relations
- Communication Skills for Professionals

Business Writing Essentials & Grammar Overview

This program is designed for anyone who needs to improve their business correspondence and email writing skills. Participants will review strategies to improve the professionalism of business writing, along with

reviewing techniques for proper email etiquette. Participants will learn to create emails and documents that are well organized, sequential, and action oriented. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Effective business writing defined
- The cost of poor writing
- Spelling and grammar overview
- Techniques for effective writing
- Maintain a positive tone
- Email Etiquette
- Be Concise and adapt to you audience

Dates: April 25   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
October 9
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Effective Communications & Interpersonal Relations (2 Day Training)

Increasingly, companies are focusing their attention on the human relation skills of their associates. Retaining and motivating associates will contribute significantly to the success of an organization. Leaders who are skilled in effective communications and interpersonal relations are better equipped to create a positive, effective, and efficient work culture. This highly interactive training will provide activities, hands-on examples, and strategies that will improve an individual's communication effectiveness and leadership abilities. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 12 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 12 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Common methods of communicating
- The communication model
- Ways to prevent loss of information
- Overcoming barriers to effective communication
- Understanding the individual and group structure
- Communication through feedback
- Techniques for becoming a better listener
- Effective communications in the training process
- Conducting meetings

Dates: May 7 & 16   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
November 14 & 21   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $384/member or $768/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

<u>**Communications Skills for Professionals (2-Day Training)**</u>
Building on the basic skills, this course digs deeper into communication skills that can help you become a more effective professional. This training will provide tools for persuading and influencing others, as well as providing methods for being a more active listener. We will also look at understanding body language to see what the speaker is not saying but really finds important. Participants will acquire knowledge with video clips, interactive exercises and role playing. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 12 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 12 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Understanding influencing styles
- Perceptions vs. expectations
- Utilization of all elements of communication: verbal & non-verbal
- Understanding persuasive language
- Accessing active listening skills
- Explore techniques to improve active listening and eliminating bad habits
- Understanding your own personal listening style
- Identifying gestures and their meanings
- Reading facial expressions and looking for deception

Dates: August 6 & 13   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $384/member or $768/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

EMOTIONAL INTELLIGENCE CERTIFICATE SERIES

This certificate series will focus on the importance and urgency of learning to become emotionally intelligent. Individuals who complete this series will learn to be able to not only manage their own emotions, but to effectively interact with all types of personalities and individuals. Participants who complete the entire series will receive certificates of completion from the National Association of Manufacturers (NAM), the Pennsylvania Manufacturers Association (PMA), and the Northeast Pennsylvania Manufacturers & Employers Association.

Classes in this series include:
- Emotional Intelligence in the Workplace
- Managing Emotions Effectively
- Managing Difficult Personalities and Stress
- Critical Conversations – How to Get Your Message Across Effectively
- Improving Relations and Motivational Strategies

<u>**Emotional Intelligence in the Workplace**</u>
People at every level of their organization have some leadership responsibilities. From managers to supervisors, and from executives to associates, all people interact with co-workers in many capacities. While their knowledge and experience help them do the technical aspects of the jobs they are doing, there is an additional set of skills that will have as much if not more to do with success. That skill is emotional intelligence. Emotional intelligence is a combination of personal competencies and social competencies. During this workshop, participants will learn to identify personal tendencies, which will allow them to become more sophisticated in their ability to spot and use emotions to their advantage in every situation possible. They will also learn strategies to make them more effective when interacting with others. **MAEA is recognized by SHRM to offer Professional**
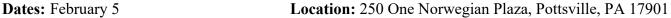
Development Credits (PDCs) for the SHRM-CP® or SHR M-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."

Course Content:
- Emotional Intelligence defined
- Pathway for Emotional Intelligence
- Importance of Emotional Intelligence in the Workplace
- EQ vs IQ
- 5 Domains of Emotional Intelligence
- Strategies to Improve Emotional Intelligence
- Applying techniques to increase your own emotional intelligence

Dates: February 5   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       August 28   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Managing Emotions Effectively

Managing emotions in the workplace is a critical skill to be effective and create a team environment. This skill, although difficult, is one that can be accomplished through practice. This course will provide techniques to help individuals remain calm and in control in difficult situations, so they remain credible and professional.

Course Content:
- Your level of emotions
- Factors that can lead to losing control of emotions
- Proactive strategies to reducing emotions in the workplace
- Creating productive habits
- Elements of self-discipline
- Behavior modification techniques
- Follow through techniques

Dates: March 20   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       September 16   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Dealing with Difficult Personalities and Managing Stress

This program will provide participants with the skills needed to effectively work with difficult individuals encountered from time to time in the workplace. Time will be given in class to address participant's specific needs and to develop an action plan for implementation back in the workplace.

Course Content:
- Define Difficult People
- Provide Coping Techniques and principles
- Brain Functions
- Behavior Patterns of Difficult People
- Stress Management Techniques

Dates: April 3   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       October 11   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Critical Conversations – How to Get Your Message Across Effectively

Communication is the most powerful tool we have in the workplace. When you need to have a difficult or highly important conversation with an individual, proper communication is required to get your message across effectively. How you present the information to the associate will directly affect the outcome and future behaviors. Participants in this class will be provided with strategies and techniques to aid in how to engage associates in a critical conversation and a process to help create a positive outcome. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHR M-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Definition of a critical conversation
- Creation of goals regarding outcomes for the critical conversation
- Process to conduct critical conversations
- How to influence people in a positive way
- Engaging associates in the critical conversation process
- Role playing exercises
- Creation of a critical conversation plan based on scenarios

Dates: May 6   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
        November 13   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Improving Relations and Motivational Strategies

We are often required to influence other people's behavior and their decisions in the workplace. Persuading and influencing can occur for all levels in an organization. Developing your persuading and influencing skills will enable you to impact decisions being made, resolve problems, gain acceptance of ideas, and create an environment of motivation. This course focuses on a positive approach to influencing, interacting, improving relations, and aiding in creating a positive work culture. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**
Course Content:
- Understanding different influencing styles
- The role of perceptions and expectations
- Persuasive language and phrasing
- Effective monitoring and interacting strategies
- Creating a climate of motivation
- Motivational strategies
- Exercises and role-playing scenarios

Dates: June 10   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
        December 10   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

HUMAN PERFORMANCE IMPROVEMENT TRAININGS

Modifying Behavior and Performance

Analyzing and modifying behavior in the workplace is an ongoing and challenging situation in every organization. Being able to utilize a systematic strategy that will identify human performance gaps and solutions is useful to every leader. Analyzing why performance is not at the level where it needs to be is the first step in applying corrective action. There are many reasons why an associate may not be performing at an acceptable level. Identifying the root cause as to why this behavior is occurring is the first step in correcting. This training will review a results-based process to identify areas of opportunity and implement effective solutions based on the root cause of the problem. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Identifying current behavior patterns
- Defining outcomes
- Primary influences on human behavior and performance
- Performance analysis overview
- Root cause analysis for behavior
- Process to modify behavior
- Strategies to improve performance based on influential factors

Date: March 26   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Leading Teams for Performance Improvement

The success of teams in an organization begins with an effective leader, especially during the earlier stages of team development. Without an effective leader, it is unlikely the team will move forward and progress into a healthy performing team or into a high-performance team. The performance of an organization is directly linked to the effectiveness of its teams. The initial stages of team development and leadership set the stage for success and completion of goals and objectives. This class will provide techniques to create effective leaders in a team environment and illustrate how that role changes as the team develops. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHR M-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Teams as a performance improvement
- Role of a leader in teams
- Characteristics of an effective leader
- Determining members of the team
- Creating permanent and transient members
- Establishing effective team meetings

- Creating accountability for team goals and member participation
- Stages of team development
- Leader role in each stage of team development
- Creating high performance teams and the leader's role
- Case studies

Date: July 23   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $192/member or $384/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

Train the Trainer (Train to Retain) – 2-Day Workshop

This program will provide participants with information and experience in the concepts and techniques of designing and delivering participant-centered training programs. In between sessions, participants will create their own training plan. On the second day of the workshop, students will present their own 8-step training plan for a job they will be responsible for training in their current position. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 12 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 12 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Complete the eight steps to an effective training program
- Identify the characteristics of today's adult learner
- Determine how different people learn
- Design and develop a participant-centered training session
- Select delivery methods based on the audience
- Create effective visual aids
- Identify your own style and increase your training effectiveness
- Conduct a participant-centered training session with confidence
- Evaluate your training to assess your success

Date: October 11 and 18   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $503/member or $1005/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

PERSONAL & ORGANIZATIONAL DEVELOPMENT TRAININGS

Conflict Management Strategies

When working with a team of coworkers with different backgrounds, skill sets and experiences, it is highly likely that conflict is unavoidable. Differences in ideas or opinions occur frequently in the workplace. Conflict often leads to negative outcomes and damaged relationships. However, if managed correctly, conflict can be positive and lead to more innovative solutions and better communications. Understanding the role, you play in conflict patterns will lead to you responding more constructively when it arises. Ineffective conflict management is time-consuming, costly, and extremely inefficient for any organization. This training will focus on skills to recognize and manage conflict in an efficient strategic manner that can lead to better communication within the organization. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:

- Conflict is unavoidable
- Turning conflict into a constructive discussion
- Strong feelings
- Focusing on solutions not dwelling on the problem
- Listening for information
- Exploring hidden agendas
- Defusing stressful situations
- Understanding all the stakeholders
- Reviewing alternative solutions
- Difficult people
- Strategies for managing conflict
- Videos, case studies, and mock conflicts

Dates: February 6   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
        October 29   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $192/member or $384/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

Intergenerational Collaboration in the Workplace

Understanding communication styles and workplace preferences between various generations sharing a common workplace is an essential skill required for today's leaders. Each generation looks at work very differently, and each has an equally different preference in regard to communication style. As a leader, it is critical to learn how to utilize the capabilities of all generations and engage them for optimal motivation and performance. During this training you will learn some common differences between traditionalists, boomers, Gen X, Millennials, Gen Z, and Gen Alpha while exploring ways to effectively reach and work with them. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:

- Social life and the construction of reality.
- Recognizing and defining generational cohorts.
- Understanding stereotypes, labeling, and personal bias.
- Workplace behaviors and communication patterns among generational cohorts, including:
    - Traditionalists
    - Baby boomers
    - Generation X
    - Millennials or Generation Y
    - Generation Z
    - Generation Alpha
- Strategies to understand and engage generational groups
- Strategies for relationship building and effective communication between generational groups
- Marshalling generational strengths to improve workplace production, experiences, and relationships

Dates: March 14   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
        September 19   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $192/member or $384/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

HUMAN RESOURCE CERTIFICATE SERIES

This certificate program will offer a wide variety of topics to interest all Human Resource professionals. Participants who complete the entire series will receive certificates of completion from the National Association of Manufacturers (NAM), the Pennsylvania Manufacturers Association (PMA), and the Northeast Pennsylvania Manufacturers & Employers Association.

Classes in this series include:
- Meeting the Legal Requirements
- Onboarding – They Key to Retaining and Engaging Talent
- Workforce Planning and Employment
- Human Resources as a Strategic Business Partner
- Organization Management for Human Resources

Meeting the Legal Requirements

Within the field of HR, one topic that remains paramount in Human Resources, as well as other areas, is legal compliance. The goal of this session is for individuals to develop an understanding of the basic compliance requirements surrounding relevant employment laws including, but not limited to, FMLA, ADA, FLSA, HIPAA, and Title VII of the Civil Rights Act. This understanding is not only imperative for Human Resource Professionals, but also for any Manager or Supervisor tasked with making fair and compliant employment decisions. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Date: February 7   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $192/member or $384/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

The Key to Retaining and Engaging Talent

Human Resource and staffing experts say the onboarding process for new hires at any organization should be a strategic process to ensure high retention. However, many company approach onboarding (what used to be known as new hire orientation) as something that ends when all the paperwork is signed, and the associates first day is complete. The reality is, he/she is just getting started! The onboarding process is a systematic and comprehensive approach to integrating a new associate with a company, as well as providing a new associate with the tools and information they need to become a productive member of the team. How employers handle this process is crucial to the success of a new employee. This training will look at onboarding, s, and ideas for creating a fun and engaging onboarding process. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Onboarding Plan
- Onboarding versus orientation
- Best onboarding practices
- Meeting the new associate's needs
- Creating a fun work environment
- Developing ways to engage new talent
- Determining the right person for the right position

Date: September 18   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

The Fundamentals of Workforce Planning & Talent Acquisition

In the 21st century the one constant we can always count on is CHANGE! This is true in every facet of our lives in the organizational world. While today's organizations need to plan for today, to survive, it is even more vital that we are simultaneously planning for tomorrow! This training will outline the process necessary to anticipate the future direction of your organization; conduct a SWOT analysis; analyze the current workforce in terms of knowledge, skills, and abilities; analyze the necessary skill sets for your future workforce; and conduct a gap analysis between the two, thus providing a roadmap to build for the future.

Previously: Human Resource professionals are the masters of people science and must be able to apply this mastery in performing the many functional duties of Human Resources. In this session, human resource professionals will enhance the depth of their overall talent management capabilities. We will cover workforce planning and employment activities including conducting a job analysis to generate information about job tasks to be performed; documenting the knowledge and skill people must possess to do the job tasks; creating a job description; source, recruit and select and develop the right people. Additionally, this session will address associate engagement. Associates who fit your employment brand will stay with your organization and they create a happier, more productive, engaged workforce. Studies show organizations who have a more engaged workforce experience improved customer satisfaction, productivity, and overall financial success.

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Course Content:
- Review process of workforce planning
- Steps to conducting a job analysis
- Creating job descriptions
- Recruiting, selecting, and developing the right people
- Associate engagement
- Action plan

Date: April 10   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Human Resources as a Strategic Business Partner

In this session, Human Resource Professionals will gain an essential understanding of the concept of being a "strategic business partner". Being a "strategic business partner" requires aligning the Human Resource philosophy and programs with the organization's philosophy, strategic plans, and goals in order to bring value

to the organization. In addition, HR Professionals must know and understand "the business of the business" (business acumen), and possess economic and financial acumen, to have a seat at the table. This training will provide an outline for building business and financial acumen, and for cascading organizational goals through the organization to each individual employee using Human Resource programs such as talent acquisition, performance management, compensation, benefits, as well as employee and leadership development. In addition, we will review how these processes must be driven by metrics which provide objective measurements showing Human Resources contribution to the Company's bottom line. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Evolving role of human resources
- Define organizational strategy
- Define strategic human resource management
- Human resource planning process
- Becoming a business partner
- Human resource strategies and action plan

Date: May 8   **Location:** 250 One Norwegian Plaza, Potsville, PA 17901
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

HUMAN RESOURCE TRAININGS

Overview for Human Resource Generalists (or similar role at your company)
If you are new to the role of HR Generalist, or if you have taken on additional duties and responsibilities that typically fall within the HR function, this course is for you! This training will provide the foundational knowledge necessary to be successful in the role of an HR Generalist. We will explore various aspects of Human Resources including, but not limited to, the "lingo" of HR, general HR administration, recruitment and selection, onboarding and orientation, benefits administration, performance management administration, and employee relations. This is an interactive course designed to help you develop and understand the basics of Human Resources. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Human Resource's role in today's business environment
- Human resource terminology
- Human resource best practices
- Hiring and termination practices
- Employee retention
- Benefits and administration
- Recordkeeping and retention
- Basic legal aspects with an overview of FLSA, EEO, FMLA, and ADA

- Understanding EEOC requirements
- Guarding against discrimination and preventing sexual harassment
- Human resource careers

Dates: July10   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
            October 16   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $192/member or $384/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

FMLA – Family Medical Leave Act

This training will begin with a brief refresher on the basics of FMLA (Family Medical Leave Act). The common errors employers make and the ways to avoid them will also be reviewed. The topic of employer and associate rights and responsibilities will also be addressed. Finally, the consequences to employers of failing to comply with FMLA will be reviewed. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 3 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 3 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Employer coverage
- Associate eligibility
- Qualifying reasons for leave
- Associate rights and responsibilities
- Employer rights and responsibilities
- Prohibited employment actions
- Enforcement mechanisms

Date: January 19   **Location:** Zoom
Cost: $124/member or $248/Non-Member   **Time:**   1 pm – 4 pm

How to Prepare for an Unemployment Compensation Benefits Appeal Seminar

This seminar will provide information to aid in preparing for an Unemployment Compensation Benefits Appeal. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 2 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 2 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Due process
- Rules of evidence
- Proof of burden
- Recent law changes
- Preparing for a hearing
- Continuances and Subpoenas
- Telephone hearings
- Mock hearing presentation

Dates: November 7   **Location:** Zoom
Cost: $94/member or $188/Non-Member   **Time:**   1 pm – 3 pm

Unemployment Compensation Update

This training will begin with the very basics of unemployment compensation and will take a look at the most common sections of the law affecting employers. It will also address the changes to UC, the extensions, and the difference between short-term layoff verses permanent layoff. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 3 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 3 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**
Course Content:

- Financial eligibility in regard to base year, credit weeks, weekly benefit amounts, full-time weekly wage, wage investigations and prequalifying on a subsequent claim.
- Factors that affect the weekly benefit amounts such as earnings, partial benefit credit, pension, and partial denials.
- Changes to Unemployment Compensation
- Extensions to Unemployment Compensation
- Difference between short-term and permanent layoffs
- Question/Answer period

Date: February 27   **Location:** Zoom
Cost: $124/member or $248/Non-Member   **Time:**   1 pm – 4 pm

Unemployment Compensation Separation Issues/Relief from Charges/Suitable Work

This class will review the following topics:

- **Separation Issues -** Many employers and claimants have difficulty understanding the process UC uses to determine an associate's eligibility for benefits after voluntarily leaving or being discharged from a job. This presentation explains how the service center discovers if the person quit or was discharged, the fact-finding process, burden of proof, and the factors that are considered when making a determination and appeal rights.
- **Relief from Charges -** Employers are concerned about controlling their Unemployment Compensation costs. One of the ways to control these costs is to file for relief from charges. This presentation explains what relief from charges is, which employers are eligible to file for it, how the employers are notified that their account may be charged, how to file for relief from charges, how separation issues affect the employer's eligibility for relief, and appeal rights.
- **Suitable Work -** The Unemployment Compensation Service Center is often contacted about what to do when a person refuses work. This presentation explains the application of Section 402(a) of the PA UC Law (Refusal of Suitable Work). Discussion includes the employer's responsibilities regarding notification a job offer has been made to both the Claimant and the service center, the factors used in suitable work determinations and appeal rights.

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Date:	May 22	**Location:**	Zoom
Cost:	$124/member or $248/Non-Member	**Time:**	1 pm – 4 pm

FLSA – The Fair Labor Standards Act: Executive, Administrative and Professional Exemptions

This training will provide information on the Fair Labor Standards Act while focusing on the Executive, Administrative, and Professional Exemptions. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 3 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 3 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Three tests for exemption
- Permitted salary deductions
- Hourly, daily, or shift basics
- Payroll practices
- Executive duties
- Creative professional duties
- Administrative duties

Date:	June 10	**Location:**	Zoom
Cost:	$124/member or $248/Non-Member	**Time:**	1 pm – 4 pm

COMPUTER TRAININGS

All computer training is hands-on in our training room in Pottsville and may be scheduled for our Hazleton office location upon request. Computer Trainings will cover 2007- 2021 (MS365).

Microsoft Excel – Data Exploration and Presenting

Between the wide usage of database systems and the exploding cloud environments, we have more data available to us today than ever before. The key question is "what are we doing with all this data we collect?" This training will look at how we can utilize Excell to access this data and organize it. We will review Excel tools designed to leverage the data to make key business decisions through analysis and visualization. The hands-on PC course will include the following:
- Accessing data through Excel's connection center
- Organizing data via queries
- Visualizing data using Pivot tables and Charts.
- Identify helpful built-in Functions.
- Look at modeling utilizing Power Pivot

Date:	June 11	**Location:**	250 One Norwegian Plaza, Pottsville, PA 17901
Cost:	$124/member or $248/Non-Member	**Time:**	1 pm – 4 pm

Excel I: The First Step
This is our basic and entry level training utilizing Excel. This class will review creating and formatting basic spreadsheets. This class will help you grasp the fundamental skills for creating spreadsheets and workbooks. The course also teaches you how to apply basic formulas. Since how the data appears is vital for interpreting it, the session covers basic formatting.

Course Content:
- Create simple formulas
- Copy and move data
- Use functions in formulas
- Create and save workbooks
- Use functions in formulas

Dates: January 18   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
           April 9
           July 25
           October 17
Cost: $124/member or $248/Non-Member   **Time:** 9 am - Noon

Excel II: Intermediate
This intermediate class is the second level of training utilizing Excel and will build upon the basic requirements for creating and formatting spreadsheets.

Course Content:
- General features: Freezing panes, splitting windows, inserting, copying and moving sheets, hiding and protecting data
- Formula and functions: Absolute and relative references, basic functions; MIN, MAX, AVERAGE, IF, rounding
- Names: Naming sheets, cells, ranges, constants, and formulae, using names for navigation, using names in formulae
- Links: Creating external references, creating links using Paste Special, updating links, editing links
- Printing: Setting and clearing print areas, printing named ranges. page break preview - controlling page breaks, page set-up
- Pivot tables: creating pivot tables, modifying pivot tables
- Charts: chart wizard, editing embedded charts, formatting charts

Dates: February 22   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
           May 23
           August 20
           November 26
Cost: $124/member or $248/Non-Member   **Time:** 9 am - Noon

Excel III: Mastering
In this advanced third training, the focus is on working with large amounts of data that is imported from other programs.   We also look to automate activities to make Excel work more efficiently with less user import needed. In addition, we will discuss how to use standardized forms to gather data so it can be manipulated and summarized. Lastly, we work with lesser-known Excel features that provide a different approach to data analysis.

Course Content:
- Importing/exporting data
- Using and creating templates
- Creating and utilizing macros
- VLOOKUP/HLOOKUP functions
- Analysis tools

Dates: June 11
September 26
December 12
       Location: 250 One Norwegian Plaza, Pottsville, PA 17901

Cost: $124/member or $248/Non-Member   **Time:** 9 am - Noon

Excel - Just Formulas & Functions

Excel has more than 500 built-in formulas and functions. This class will explore some of the more commonly used formulas and work through hands-on examples of each. Formula types covered include mathematics, logical, text, lookup, statistics, date/time, and financial.

Dates: April 16
July 18
October 31
       Location: 250 One Norwegian Plaza, Pottsville, PA 17901

Cost: $124/member or $248/Non-Member   **Time:** 9 am – Noon

Excel – Pivot Tables and Charts

This course is designed for Excel users who would like to learn more about pivot tables and charting. This training is for individuals at the intermediate and above level. Topics of discussion will include:

- Learn about pivot tables
- Create and edit pivot tables
- Adding and updating fields
- Formatting pivot tables
- Sorting & grouping data
- Learn about charts
- Create and update charts
- Enhancing and customizing charts
- Example data will be used to create pivot tables and various charts.

Dates: April 16
July 18
October 31
       Location: 250 One Norwegian Plaza, Pottsville, PA 17901

Cost: $124/member or $248/Non-Member   **Time:** 1 pm – 4 pm

Creating Dynamic Presentations Utilizing PowerPoint

Everyone at some point in their career can relate to sitting in a conference room and listening to someone provide a boring, droning presentation made even worse with an equally boring, dull, generic presentation. Back when PowerPoint was first introduced, presentations felt fresh and high tech with a visual element that was missing with overhead projectors. Now nearly thirty-five years later, simple PowerPoint presentations do not tend to capture the audience's attention nor provide the emphasis they once did for someone's intended message. This training will look at how presenters can provide a more up-to-date, dynamic, and visually appealing experience for their audiences. Prerequisite is to be familiar with utilizing PowerPoint.

Course Content:

- Latest in template options and sources
- Avoiding clutter and utilizing white space
- Branding using logos and custom color schemes
- Utilizing bold design elements besides photos
- Animation – how to create and sources
- Transitions to emphasis but not distract
- Using multiple layers on the same slide
- Embedding compelling images and videos for seamless presentations

Date: May 21   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $124/member or $248/Non-Member   **Time:**   1 pm – 4 pm

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COMPUTER TRAININGS AVAILABLE ON-SITE AT YOUR FACILITY

Microsoft Word I and II   PowerPoint I and II
QuickBooks Online and Desktop   Microsoft Visio
Introduction to Computers   Introduction to Microsoft Project
Microsoft Outlook   Introduction to Adobe Acrobat (Not Reader)
Microsoft Access I, II, and III   Introduction to Cloud Technology

PROCESS IMPROVEMENT TRAININGS

Lean Problem Solving

Every organization regardless of its size and industry experience problems on a daily basis. These problems can radically affect a business's bottom line and reputation. The longer it requires to find solutions, the more damage the problems can create for the business. Effective and efficient problem solving is a skill set every associate should possess. In this training, we will use a series of problems and work as a group to solve them utilizing lean tools and procedures. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved   for 6 Business recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Understanding how problems lead to waste
- Understanding how 8D can help solve problems
- Root Cause Analysis to identify the true problem
- Solve example problems using Lean toolbox – 6S, VSM, SMED, Error Proofing, JIT
- Discuss proactive techniques such as Kaizen and TPM

Dates: June 18   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
         October 15   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $220/Member or $440/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

Enhance Productivity – Work Smarter Not Harder

If you were to survey associates, most would say the one thing they wish they had more of in a day is time. However, most would find if they were provided additional time, they would still want or need additional time. This training will focus on the adage "work smarter, not harder". We will explore time management and organizational techniques to eliminate wasted time while maximizing productivity.

Course Content:
- Truly understanding how you spend your available time
- Prioritizing tasks to maximize results
- Strategies for delegating tasks
- Identifying and minimizing/eliminating distractions and interruptions
- Using technology to improve work output
- Training will include group activities

Dates: May 9   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
        September 10   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $220/Member or $440/Non-Member   **Time:** 9 am – 3 pm (Lunch is included)

5-S Including Safety –(6 S)

This course is designed for participants to learn how the Lean Manufacturing tool of 5-S leads to pride in the workplace while sustaining the improvements for cleanliness, organization, and most importantly safety. The 5-S's are about doing the basics but always thinking about how things affect a safe work environment. They provide a foundation on which to build other quality activities. With a tidy, disciplined housekeeping environment, you can see many of the things which need further attention. Companies that live in chaos, no matter how fashionable it these days is, spend a lot of time on unproductive activities. Implementing the 5-S's requires full cooperation of all involved, not just the safety department. This is an amazingly powerful activity. When people realize these simple activities have such power, and that by implementing them well, the workplace becomes a more pleasant and safe place to work. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 3 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 3 Business recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Definition of 5-S
- Importance of implementing 5-S
- Definition of 6S adding safety
- The implementation steps
- Tools and techniques for implementation
- Red tagging strategies
- The keys to long-term 5-S success
- Applications of the visual factory
- Typical examples of visual management

Date: July 11   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $130/Member or $260/Non-Member   **Time:** 9 am – 12 pm

SMED

SMED (Single Minute Exchange of Dies) Set-up or changeover reduction has been an important element of lean thinking for several years. This class explores some of the ideas behind SMED and what tools are available for implementation. Other areas of setup time reduction will also be discussed. This class also explores ideas regarding cellular manufacturing, production workstations and equipment arrangements. Focus will be on equipment layout/sequence that support a smooth flow of materials and components through the production process with minimal transport or delay. Implementation of this lean method often represents the first major shift in production activity, and it is the key enabler of increased production velocity and flexibility, as well as the reduction of capital requirements.

Date: July 11   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $130/Member or $260/Non-Member   **Time:** 1 pm - 4 pm

Root Cause Analysis

Root Cause Analysis is used to solve process problems or to determine why something happened. The problem can be small (hole size of machined part is out of round) or large (what caused the tile to fall off the space

shuttle)! In either case, you try to determine why something happened so corrective action can be implemented, and steps taken to prevent it from happening again. Engineers from the tile manufacturer, NASA engineers, astronauts, and Federal government inspectors all must agree on the root cause. Under these circumstances, special tools are required such as management and planning tools. These are the principles covered in the one-day class for Root Cause Analysis. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 Business recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**
Course Content:
- Root Cause Analysis - A management tool
- Identifying problems
- Nature of the problem
- Systems in place to address problems
- Root Cause Analysis techniques
- Developing solutions
- Evaluating solutions
- Change analysis and case studies

Date: August 29   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $220/Member or $440/Non-Member   **Time:** 9 am – 4 pm

PROCESS IMPROVEMENT TRAININGS AVAILABLE ON-SITE AT YOUR FACILITY

- **Intro to Lean for Associates**
- **Intro to Lean for Managers and Supervisors**
- **Six Sigma**
- **FMEA – Failure Mode Effects Analysis**
- **Office Lean and Value Stream Mapping**

<u>MAINTENANCE CERTIFICATE SERIES</u>

For years, employers have emphasized the pressing need for comprehensive maintenance training programs to bridge the skill gap in our industry. In response to this demand MAEA has developed a tailored series of training courses designed to equip the workforce with the knowledge and skills request to succeed in the field of maintenance.
Classes in this series include:
- Electrical Fundamentals
- Navigating the National Electric Code
- Transformers, Motors, and Controls
- Industrial Control Panels

<u>**Electrical Fundamentals**</u>
This course will start at the component level with resistors, inductors, and capacitors and then develop DC and AC electrical systems commonly found in the workplace. There will be some discussion on magnetism and

electromagnetism as it provides the foundation for motors and transformers. Ohm's Law will be discussed as it relates to basic electrical calculations.

Course Content:
- DC Electrical Systems – batteries and power supplies
- AC Electrical Systems - AC sine-wave, frequency, RMS values, 1PH, and 3PH
- Electrical components — resistors, inductors, capacitors
- Magnetism
- Electromagnetism
- Ohm's Law
- Electrical Calculations

Dates: January 17   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       August 2   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $395/member or $790/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Navigating the National Electrical Code

Did you ever notice how difficult it sometime is to find something in a code or standard? This course will introduce the National Electrical Code as it relates to installation and wiring methods in your facility. It will show you how to quickly locate information by using the "Chapter-Article-Section" approach.

Course Content:
- History of the National Electrical Code NEC
- NRTL's (nationally recognized testing laboratories) UL and CSA: the concept of listing and labeling products
- 90.4 and the importance of the AHJ (authority having jurisdiction)
- Article 100 Definitions
- Chapter, Article, Section how to zone in on information
- Organizational Structure of the NEC
- Mandatory and Permissive Rules
-

Dates: January 31   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       August 21   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $395/member or $790/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Transformers, Motors, and Controls

Transformers and motors are common pieces of electrical equipment in your facility, but how do they work? This course will discuss magnetism and electromagnetism to gain an understanding of how transformers and motors operate. We will also analyze the AC electrical system to reinforce concepts like "induced voltage" and "rotating magnetic" field in a practical way. Plus, we will introduce the Ladder Diagram as it relates to motor control circuits.

Course Content:
- Magnetism and Electromagnetism
- Inductors and inductive reactance as a function of frequency
- AC electrical systems
- Analysis of 1PH and 3PH Transformer Connections (isolation, auto transformer, wye, delta)
- Squirrel Cage Induction Motor
- Starting techniques for 1PH Motors (capacitor start, split-phase)
- Ladder diagrams

Dates: February 9   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
         September 11   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $395/member or $790/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Industrial Control Panels: The Basics

This comprehensive course provides participants with a solid understanding of industrial control panels. Participants will explore the three main concepts of industrial control panels: power circuit components (motor controllers, overload relays, fused disconnect switches, and circuit breakers), control circuit components (push buttons, pilot lights, selector switches, timers, and control relays), and the combination of power and control circuit components. The course covers relevant codes and standards, focusing on the National Electrical Code (NEC) requirements for overcurrent protection, disconnecting means, and grounding and bonding. Through hands-on exercises and interactive discussions, participants will gain practical knowledge of basic input and output devices, wiring techniques, and regulatory compliance.

Dates: February 28   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
         September 25   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $275/member or $550/Non-Member   **Time:**   8:30 am – 12:30 pm

ELECTRONICS CERTIFICATE SERIES

Welcome to the exciting world of Electronics! In this course, we embark on a journey through the fundamental principles that power the technological wonders shaping our modern lives.

Introduction to Electronics

This course will look at the history of the electronics age from the very first crystal radio detector, through the vacuum tube era, and then the development of solid-state devices currently in use today. It will develop the principles of rectifier circuits, amplifier circuits, and oscillator circuits first using vacuum tubes, and then analyze using solid state devices. Some math is involved but we will focus on a more practical approach to electronic circuits and their operational characteristics.

Course Content:
- History of electronics
- Vacuum tubes – A Nostalgic look back at where it all started
- Semi-conductor theory – p type and n type materials
- The diode
- The Bipolar Junction Transistor
- The Field Effect Transistor
- Power Supplies, amplifiers, oscillators

Dates: January 10   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
         June 17   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $395/member or $790/Non-Member   **Time:**   9 am – 3 pm (Lunch is included)

Electronics for Industrial Technicians

A review of semiconductor materials and device physics. Analyze the p-n junction and see how a diode and transistor operate. Introduce basic digital logic and explain the significance of relays, SCR's, and Triacs in circuitry. Discuss the oscilloscope, signal generator, and digital multi-meter and demonstrate in class the use of these pieces of test equipment.

Course Content:
- Use of test instruments — oscilloscope, signal generator, digital multimeter
- Semiconductor materials
- The p-n junction
- The light emitting diode
- Single phase rectifier circuits
- Transistor switches and amplifiers
- Basic digital logic
- Relays, SCR's, and Triacs
- Voltage regulators

Dates: March 6   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       August 12   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $395/member or $790/Non-Member   **Time:** 9 am – 3 pm (Lunch is included)

Introduction to Computers and Basic Networking

This course will look at the history of the computer age along its various stages of development. Introduce the decimal and binary numbering systems and evaluate their roles in digital logic. Review vacuum tube and solid-state electronics as they lead to the development of logic gates. Analyze basic logic operators: and, or, and not functions. Discuss the development of the local area network and review basic network topology.

Course Content:
- History of Computers
- Decimal and binary numbering systems
- Digital versus analog
- Vacuum tube basics
- Bipolar junction transistor basics
- Digital logic — and, or not operations
- Block diagram of a computer
- Ethernet and development of the local area network
- Network topology

Dates: May 15   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
       September 23   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $395/member or $790/Non-Member   **Time:** 9 am – 3 pm (Lunch is included)

SAFETY TRAININGS

NFPA 70E Including Arc Flash/Arc Blast Electrical Safety Training

This program is designed for all personnel who work on, around, or near any type of electrically energized equipment. Electrical hazards, proper electrical work practices and procedures, and the safe installation of electrical equipment will be discussed. You will be introduced to the rules and regulations as required by the OSHA Electrical Safety Related Work Practices Standard 1910.331-1910.335. You will also learn how the NFPA 70E requirements work in conjunction with the OSHA requirements. Designed to keep workers safe and up to date, this program provides workers with lifesaving information. It is perfect for those who need refresher training or those who have had little exposure to proper work practices. The course will also provide the participant with an in-depth understanding of the current ARC Flash safety requirements listed in NFPA 70E, OSHA, IEEE 1584 and NIOSH. A complete presentation of ARC Flash standards and hazards will be provided along with examples and student exercises.

Course Content:
- NFPA 70E applicable rules for ARC flash
- Safe electrical work practices
- ARC Flash protection boundaries
- Personal protective equipment and selection criteria
- ARC Flash approach boundary terms
- Applicable regulatory standards
- ARC Flash hazard analysis and employer responsibilities
- ARC Flash work permits - working on live equipment
- Final written exam

Hands on Practice: Throughout the course, students will have the opportunity to practice the skills learned through class interaction and observational exercises. The interactive exercises focus on awareness, safe work practices, maintenance requirements boundaries and regulations learned during class.

Dates: March 18   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
        June 24   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
        November 15   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $275/member or $550/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

OSHA 10-Hour Voluntary Compliance Course for General Industry
This 2-day course provides an overview of OSHA and key regulations required for all workplaces in complying with the OSHA regulations for General Industry and is facilitated by an OSHA authorized facilitator using OSHA approved material. The class will review key aspects of the regulations and provide implementation and compliance strategies. **Each participant who successfully completes the required hours will receive an OSHA issued completion card.**

Course Content:
- Introduction to OSHA
- Walking and working surfaces
- Electrical Safety
- Machine Guarding
- Hazard Communication
- Personal protective equipment
- Exit Routes, Emergency Action Plans
- Fire Prevention Plans and Fire Protection
- Material handling
- Hazardous Materials – Flammables and Combustibles
- Fall Protection
- Confined Spaces

Dates: August 16 and 23   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $438/member or $876/Non-Member   **Time:**   9 am – 4 pm (Lunch is included)

Note: The OSHA 30 Hour for General Industry and both the OSHA 10 & 30 Hour for Construction Trainings are Available to Be Conducted On-Site at Your Facility.

Forklift Train the Trainer – CLASSROOM INSTRUCTION*
*Prerequisite is to be An Experienced Forklift Operator

This class will provide participants with information, techniques, and skills to train others safely and effectively in their company on forklift equipment.

Course Content:
- Organization of the training session
- Steps to effective training
- Practical applications
- OSHA requirements per 29 CFR 1910.178
- New OSHA regulations and S.O.P.'s
- Provide sample tests, safety rules, and training and OSHA documentation checklist
- Presentation of driver training program
- Administer testing to individuals in the class.
- Certificates for train-the-trainer candidates and for forklift operators will be provided by MAEA
- Review paperwork for OSHA approval and provide written forklift policy

Dates: March 11   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
        June 14   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
        October 23   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $501/member or $1,002/Non-Member   **Time:** 9 am – 4 pm (Lunch is included)

Mobile Elevating Work Platforms Train the Trainer (Formerly Aerial and Scissor Lifts Train the Trainer)

Effective June 2020, there were new ANSI and OSHA standards that apply to Aerial Lifts and Scissors Lifts. Aerial Lifts and Scissors lifts are now classified as Mobile Elevating Work Platforms. This course will include all the updates to the Mobile Elevating Work Platforms (MEWP) standard. There are also new rules for owners, employers, supervisors, and operators. In many work situations, associates are required to perform work at elevated levels. Even though the elevated work being performed may vary greatly from one industry to another, how associates are lifted is generally the same. This course will provide the information to implement the new Mobile Elevating Work Platforms safety procedures in your workplace. The major causes of injury and fatalities are falls, electrocutions, and collapse or tip-over. Employers are required to implement safe work procedures and train associates on the safe and correct use of equipment.

Course Content:
- New ANSI standards relating to MEWP's
- Requirement for workplace assessment
- Developing a fall rescue plan
- Training certification procedures and record retention
- Personal all arresting systems – fall harnesses
- Accident prevention
- Inspection and maintenance of lifts
- Operator safety requirement
- Hazards associated with lift
- Personal protective equipment
- Ground personnel training
- Group exercises and case studies
- Final written exam

Dates: April 15   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
            December 11   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
Cost: $416/member or $832/Non-Member   **Time:** 9 am – 2 pm (Lunch is included)

Active Shooter – Act of Violence Response

This training provides guidance to individuals in terms of enhancing awareness, assessment, and intervention skills necessary for responding to workplace violence. It is intended to enhance the ability to identify potential dangers and minimize risk to personal safety for all in a variety of settings. **This training is available to be done on-site at your facility. "This program is valid for 3 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 3 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Describe and implement strategies to de-escalate the individual
- Identify and apply effective skills in communication
- Apply Run, Hide and Fight
- Identify exit strategies
- Utilize various techniques for cover and concealment
- Implement counter strategies and distraction techniques
- Identify and apply effective strategies to use objects and space to maintain safety

Dates: March 4   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
            July 15   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $124/member or $248/Non-Member   **Time:** 9 am – 12 pm

Reasonable Suspicion - Drug and Alcohol Awareness

This training provides an overview of the most popular types of drugs and paraphernalia, their methods of use, and their effects on the human body. **This training is available to be done on-site at your facility.**
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- **Course Content:**
  Recognize the dangers associated with the abuse of narcotics, prescription drugs, synthetic/ designer drugs and alcohol
- Describe the processing method for preparing controlled substances for human ingestion
- Identify each of the following along with the paraphernalia used to introduce each drug into the human body: Opiates, Marijuana, PCP, Cocaine, Amphetamines, Meth Amphetamines, Ecstasy, and Alcohol
- How to assist individuals in accessing treatment

Dates: March 4   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
         July 15   **Location:** 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202
Cost: $124/member or $248/Non-Member   **Time:**   1 pm – 4 pm

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ADDITIONAL SAFETY TRAININGS AVAILABLE ON-SITE

Accident Investigation	Hazwoper 8 and 24 Hour
Comprehensive Safety Management	Mock OSHA Audits
Safety Committee Certification for PA	OSHA Inspections, Standards, and Citations
Electrical Safety	Permit Required Confined Space
General Safety and Health	Safety Compliance Assessment Tool/Checklist
Hand and Power Tools	Machine Guarding
Mandatory Written Programs	Means of Exit and Escape/Emergency Action
Material Handling, Storage and Use	Fire Protection
Personal Protective Equipment	Fall Arrest and Protection
Respiratory Protection	Walking and Working Surfaces
OSHA Record Keeping	Emergency Planning
Stairways and Ladders	Hazard Communications

LABOR RELATIONS CERTIFICATE SERIES

Expect engaging discussions, real-world case studies, and practical insights that will not only enhance your understanding of labor relations but also provide you with actionable strategies to foster positive employee relations within your organization. Whether you're new to the field or looking to refresh your knowledge, this training is designed to meet your needs and contribute to your professional growth.

Tips and Strategies for Prevailing in Grievance Arbitration and Unfair labor Practices Charges
Course Content:
- Functions of a Manager or Supervisor in a Unionized Workplace
- Grievances and Issue Investigations
  -Positive Outcomes for Proper Investigations
  -Evaluating Contract Interpretation Cases
  -Evaluating Discipline and Discharge Cases
  -Grievance Meetings
- Disciplining Employees and Burden of Proof
- Arbitrator Selection
- Witness Preparation
- Positive Employee Relations

Dates: February 12   **Location:** 250 One Norwegian Plaza, Pottsville, PA 17901
         August 7
Cost: $390/Member or $780/Non-Member   **Time:**   8:30 am -Noon (Lunch is included)

Managing the Unionized Workforce Under the Current NLRB
Course Content:
- NLRB Overview
- Protected Concerted Activity (PCA)

- Unfair Labor Practices
- Duty to Bargain
- The Bargaining Process
- The Collective Bargaining Agreement
- Functions of a Supervisor in the Workplace
- Supervisor Do's and Don'ts

Dates: April 17
September 5

Location: 250 One Norwegian Plaza, Pottsville, PA 17901

Cost: **$390/Member or $780/Non-Member**

Time: 8:30 am -Noon (Lunch is included)

Contract Negotiations Practicum
Course Content:
- NLRB Overview
- Duty to Bargain - Good Faith vs Bad Faith
- Preparing for Negotiations
- Topics of Bargaining
- The Negotiation - Strategy, Tactics, and Techniques
- Characteristics of a Good Negotiator
- The Caucus
- Tabling

Dates: June 13
October 7

Time: 11 am – 3 pm (Lunch is included)
Time: 8:30 am - Noon (Lunch is included)

Cost: **$390/Member or $780Non-Member**

Location: 250 One Norwegian Plaza, Pottsville, PA 17901

On-site Training and Professional Development Opportunities

Basic Financial Statements
Revenue or expense budgets and financial statements are primary tools by which an organization determines, measures, and reports its financial performance. Many managers in non-financial positions are familiar with budgets but less familiar with financial terminology, financial statements, and analyzing financial reports. This workshop will help you increase your understanding of finance and using financial tools to make better business decisions. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 Business recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Balance Sheet
- Income Statement
- Cash Flow Statement
- Liquidity/Profitability/Efficiency/Market Ratios

*Dates, locations, and pricing are subject to change. Notifications will be given to participants before the class begins.

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Basic Purchasing Techniques

How do you directly contribute to your company's bottom line and profitability? The answer is through effective purchasing techniques. This course will review the overall purchasing function, steps to create an effective purchasing program, and how to create cost savings. In our current business environment of holding customer pricing and always searching for cost reduction, this course is a must!

Course Content:
- Purchasing techniques
- Strategic sourcing
- An effective purchasing program

Control of Hazardous Energy – Lockout/Tagout (LOTO) Train the Trainer

This comprehensive program is geared toward anyone with responsibilities related to developing, implementing, training, and enforcing the Control of Hazardous Energy(Lockout/Tagout) standard within the workplace. This course is delivered on the client's site. Participants will explore OSHA's Control of Hazardous Energy standard (29CFR 1910.147, Subpart J) through various means and teaching methods.

Course Content:
- Identify purpose and application of the Control of Hazardous Energy standard
- Define program designations and responsibilities
- Identify main failure that leads to lockout/tagout related injuries
- Identify key components of and develop a company facility specific LOTO program
- Develop machine specific LOTO procedures
- Implement a periodic inspection program
- Identify teaching strategies to enhance the effectiveness and retention related to training adults.

Crane and Rigging Safety Train the Trainer

This course will focus on the training required for General Industry crane operators and maintenance personnel. Specifically, the 29 CFR 1910 General Industry crane standards requires employers to provide work area specific training to designated crane users and maintenance personnel on the operations, daily inspections and testing, and safe hoisting practices. It is considered a best practice to have a written program in place to detail the inspection, maintenance, and training requirements for your facility.

Course Content:
- Written program sample
- General overview of the crane standard 29 CFR 1910.179
- Procedures for inspection and testing
- Safe rigging practices
- Types of lifting hardware and inspection
- Elements of a crane safety training program
- Operator certification requirements
- Responsibilities for supervisors and managers
- Written final exam

Creating Effective Procedures and Work Instructions

Clear and effective procedures and work instructions are extremely important for all companies. The lack of work instructions can lead to mistakes, delays, quality issues and even injuries. High quality work instructions are likely to result in faster processes, quality improvements, faster and more efficient training, increased staff satisfaction and fewer disruptions. In this training we will look at how to systematically approach the development of work instructions. A portion of the training will involve looking at different methods of work instructions including using technology and other media for training. The end goal is to create an easily understood and trainable process that ensures a standardized method for completing a procedure.

Customer Service Excellence

Retaining customers in today's market has become increasingly challenging over the past few decades, yet creating customer loyalty is the number one key to company success. More and more companies are learning how the cost of acquiring a new customer is far greater than the cost of maintaining a relationship with a current customer. This course is designed to help your organization remain competitive and excel in customer satisfaction.

Course Content:
- Define customer service and your customers
- Trends in customer service
- Impressions
- Why customers stop coming back
- Tips to improve the way you are perceived
- On-line customer service tips
- Difficult customers
- Role playing exercises

Developing a Mentor or Buddy Program

Orientation and retention are all about making your associates feel at home. The use of a buddy system may accelerate the productivity of new hires and enhance job satisfaction making it easier for employers to retain individuals. By buddying up with a seasoned associate, new hires gain insight to inside information and receive the encouragement they need to get comfortable in a new workplace. A buddy program provides a one-point access to operationally necessary information with the goal being for the new associate to get acclimated to the organization quicker, become more productive sooner, and keep talent within the organization. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 3 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 3 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- The difference between a buddy program, a coaching program, and a mentoring program
- The outline of a buddy program
- The role and responsibility of the buddy
- How to select and pair buddies
- How to set expectations for the new hire, the buddy and the leader
- Requirements for check-in's, follow-up, and time requirements

Designing Performance Management Systems

This training will provide participants with a basic understanding of the purpose of performance management systems, as well as what components should be measured. Participants will also learn the basics of providing accurate and constructive feedback to employees, as well as how to help employees to plan for their own professional growth within the organization. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- Understanding a performance management system
- Determine what factors should be measured and why
- Define how to measure the factors that have been selected
- Understand how to incorporate accuracy and consistency in ratings
- Recognize the key elements to a successful performance management program
- Develop the building blocks for "Constructive" feedback
- Learn to assist employees with developing their own career path

Dynamics of Negotiations

Perhaps the most critical skill a professional could possess is the ability to successfully negotiate. This interactive training will review what negotiations are, what a successful negotiation is, how it can directly affect your business, and how to become a successful negotiator.

Course Content:
- Negotiation defined
- Negotiation skills and assessment
- Negotiation process and preparing
- Case studies
- Managing conflict

Fostering a Culture of Coaching

Many of us share the same experience of playing on a youth sports team as children and young adults. Through a trusting relationship, our coaches not only assisted us in improving our athletic performance, but also helped to shape our resilience, character, self-confidence, and self-esteem at an early age. But why stop when we are young? Couldn't we also benefit from coaching as a working adult? During this day long course, we will explore how empowering managers, supervisors and team leads to coach associates can help drastically improve their employees' performance in the workplace as well as build a culture of coaching. With employers dealing with retention issues, coaching can be a major step in helping to develop and retain valuable associates. **MAEA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CP® or SHRM-SCP®. "This program is valid for 6 PDCs for the SHRM-CP® or SHRM-SCP®." "HRCertification Institute's® (www.HRCI.org) official seal confirms that MAEA meets the criteria for pre-approved recertification credit(s) for any of HRCI's eight credentials, including SPHR® and PHR®." "This program has been approved for 6 HR recertification credit hours toward aPHR™, aPHRi™, PHR®,PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®)."**

Course Content:
- What is career coaching?
- How does it differ from other types of mentoring?
- What is the role of a career coach? Guide? Cheerleader? Confidant?
- Understand how coaching can help both high and low performing associates
- How to help associates better understand organizational expectations
- Explore how it helps identify associate's performance "blind-spots"
- Understand how communication is key to the coaching process
- Scenarios, videos, and activities are used to illustrate key points

Goal Setting and Achievement Thinking

What is the recipe for success? Why do some people become widely successful, and others struggle? It has been documented many times that people with success focus on two things (besides a ton of hard work)…setting goals and truly thinking they can achieve them! Instead of leaving things to chance, setting goals, developing a plan to achieve them and developing positive thinking puts the power back in your hands..

Establishing real goals, setting up a plan and implementing it efficiently, provides a clear path to achieving goals. Think it and you can achieve it!

Course Content:
- Reasons for setting goals
- Effective goal setting
- Obstacles to goals
- SMART goals
- Prioritizing based on importance
- Motivation and goal setting
- Visualization for success
- Positive vs negative thoughts

Internal Auditing (2 Day Workshop)

This program will provide effective instruction in and practical application of the techniques for conducting process-based audits of quality management systems designed to meet the requirements of various standards, e.g., ISO9001-2000, IOS 13485-2003, AS9100. Participants will also learn how to audit for process and system effectiveness.

Course Content:
* The process approach to quality system management
* The purpose of quality systems audits, audit terminology, audit ethics
* The difference between internal audits, second and third party (e.g., registrar) audits
* The management role of the internal auditor and how that translates into action
* The collaborative nature of auditing and the need to involve the auditee's manager

Using one of their own company processes, participants will learn:
* How to review, summarize and "flowchart" a process
* How to identify and determine the nature and amount of objective evidence
* How to conduct a process-oriented audit (audit trails)
* How to audit for process effectiveness
* How to use the audit to add value to the process and the organization
* How to prepare audit checklists
* How to phrase questions and inquiries to gain the maximum amount of information
* How to collect and record audit evidence
* How to eliminate fear and suspicion of the audit process
* How to make determinations of noncompliance and ineffectiveness
* How to differentiate between minor and major non-conformances
* How to write an audit report so the facts are never in question
* How to prepare and verify corrective and preventive action requests

Participants will plan and conduct an internal audit of one of their organization's macro level processes using one of the audit trails identified in Day One. They will document their audit details, report, and make recommendations which include applicable corrective/preventive action requests. **Important: The audits conducted during the workshop are real audits and may be used to fulfill part of your system auditing obligation.**

Hazwoper 8 Hour Operations Annual Refresher - OSHA 1910.120(q)(6)(ii) First Responder Operations Level

First responders at the operations level are individuals who respond to the releases or potential threats of releases as part of the initial response to the site for the purpose of protecting nearby persons, property, or the environment from the effects of the release. They are trained to respond in a defensive fashion without actually trying to stop the release. Their function is to contain the release from a safe distance, keep it from spreading, and prevent exposures. First responders at the operational level shall have received at least eight hours of training or have had sufficient experience to objectively demonstrate competency in the following areas in addition to those listed for the aware level.

Course Content:
- Knowledge of the basic hazard and risk assessment techniques
- Know how to select and use proper personal protective equipment provided to the first responder operational level.
- An understanding of basic hazardous materials terms
- Know how to perform basic control, containment and/or confinement operations within the capabilities of the resources and personal protective equipment available to the unit.
- Know how to implement basic decontamination procedures.
- An understanding of the relevant standard operating procedures and termination procedures

Kaizen

What is Kaizen? How can we benefit from Kaizen? How do we get started using Kaizen principles? Kaizen is a system of continuous improvement in quality, technology, processes, company culture, productivity, safety, and leadership. This class will explore the concepts of Kaizen and help organizations plan for Kaizen activities. Areas of focus include: quality, automation, suggestion systems, just-in-time delivery, Kanban, 6S, additional related topics

Value Stream Mapping with Applications and Case Studies

This course provides participants with a visual tool that graphically identifies every process in a product's flow, giving visibility to both the value-adding steps as well as the non-value-adding steps.   Value Stream Mapping is an important tool used as part of Lean Manufacturing efforts to define Waste (non-value-added activities) within any process and provides the basis for a Lean implementation road map. It creates a vision of the future by uncovering wastes and opportunities to create flow and make it visible to all.

Course Content:
- An introduction to VSM
- Definition of value stream mapping
- Current state map
- Lean value stream
- How to generate a future state map
- Applications and case studies to create a value stream map

"In today's ever-changing marketplace, the importance of job training has never been greater. Workforce training is an indispensable way to keep your organization competitive. The bottom line of any business is financial growth. If one could do it alone, there would be no need for a workforce, and every workforce must be trained. The better the training, the better your company's growth. By giving them the training they need to maximize their skills, they will be able to fulfill those hard to reach goals that only the most talented and dedicated associates can. MAEA provides you a solution to your workforce training needs by offering over 100 training programs to be delivered to you publicly, in house, pre-recorded, virtual, and customized if necessary."
Darlene J. Robbins
President, MAEA

"We enjoy identifying talent and promoting within our organization. The NEPA Manufacturers and Employers Association has become a key business partner to develop leadership skills with our team leads, supervisors and managers. Providing training on-site and scheduling for off-shifts has been very well received and allows for minimal schedule and business disruptions. Our team is grateful for training from a manufacturing perspective and enjoys the engaging, interactive role-play experiences in the class which are on point and applicable to our real-life work environment (i.e., not an office setting). The instructors are engaging and have a high level of credibility with our team."
Kathy Thompson – HR Manager – MI Windows and Doors, LLC

Directions to MAEA

MAEA Training Room located at One Norwegian Plaza, Pottsville, PA 17901 (from North)
Take Interstate 81 South to Exit 124 St. Clair to 61 South. Take 61 South into Pottsville. Turn right onto Norwegian Street and left into Norwegian Plaza. The MAEA Training Room in on the 2nd floor in Suite 250. For GPS Purposes list the address as One Norwegian Plaza in Pottsville, PA 17901. Do not list 250 as part of the address, that is the suite number.

MAEA Conference Room located at 103 Rotary Drive, Suite 4A, West Hazleton, PA 18202 (from South)
Take Route 61 North to Interstate 81 North toward Hazleton. Take Exit 145 toward PA-93 and bear right onto PA 93 S. Turn right at the traffic signal onto Kiwanis Blvd. Turn right onto Rotary Dr. and the parking lot is on your right.

Networking Opportunities

Installation of Officers	Legislative Breakfast	Excellence Award Recognition
Wellness Summit	Summer & Fall Golf Outings	Manufacturing Tours
Discovery Breakfast	Labor & Employment Summit	

Roundtables

Executive	Human Resources	Legislative
Maintenance	Manufacturing/Plant Operations	Transportation/Infrastructure
Safety		

Benchmarking Tools

Supplying benchmarking information is an important service MAEA provides to area manufacturers and employers. The following surveys are available for purchase at member and non-member rates.

Wage & Salary Survey
National & *Regional Available

Pay Trend Survey
*Regional Available

Personnel Practices Survey
*Regional Available

Holiday Survey
*These surveys are available **free** to member companies who participate in the surveys.

Required Employment Law Posters

Federal and state government regulations require all employers with at least one employee on payroll to post all current mandatory federal and state labor law notices. Failure to keep these notices up to date can result in substantial fines or frivolous employee lawsuits.

MAEA assists area companies remain in compliance by providing the mandated Employment Law Postings. Our combined Federal/State/OSHA posters are laminated and measure 27" x 39". English and Spanish posters are available for all states.

Contact MAEA for poster prices and ordering information.