

NORTHEAST PA
**Manufacturers
& Employers**
ASSOCIATION

2026 Training Catalog

Empowering Your Workforce. Enhancing Your Future.

Practical, results driven course to build skills, boost productivity, and keep your organization ahead of the curve.



**Over 100 courses designed
for every level of your
workforce**



**Flexible delivery options:
in-person, virtual, or
customized on-site**



**Expert instructors focused
on real-world results and
return on investment**

 570-622-0992

 ekuperavage@nepamaea.com

 www.nepamaea.com



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

Invest in Your Workforce!

At MAEA, we know your people are your greatest asset. Our training programs strengthen safety, improve productivity, and support a culture of continuous improvement. From compliance and safety to leadership, communication, technology, and soft skills, our courses are built for the needs of today's workforce.

Professional development helps employees excel now and prepare for what's next—boosting retention, engagement, and overall business performance. In a competitive market, offering training is a strategic advantage for attracting and keeping top talent.

Now is the time to invest in your team. Explore our schedule and advance your workforce.

Staff

Darlene J. Robbins
President

Eileen Kuperavage
Director of Employer Engagement

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Training Locations

Pottsville, Hazleton, and on-site at member's facility

Visit our Website

www.nepamaea.com





MAEA Training Services

WHO ARE WE

The Northeast Pennsylvania Manufacturers and Employers Association (MAEA) provides training and development solutions for all levels of employees. It is our goal to provide the highest quality training available. Classes are offered publicly, on-site, and virtually via Zoom.

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 company's goals.

Training Locations

The public trainings are held in the Pottsville training room and Hazleton conference room. Upon request and high volume of registrations, the location can be expanded. Zoom is used for virtual trainings. Details for on-site trainings vary by facility.

Computer Training

Mobile carts - 10 laptops are available! The MAEA instructor will conduct training on-site at your facility, easing travel time and related costs for your employees.

WEDnetPA Training Funds for Qualified Companies

WEDnet provides qualified employers with the much needed funding for training new and existing employees. This funding allows companies to stay competitive while upskilling employees for the relevant work responsibilities. For additional information and the application process, please visit their website at www.wednetpa.com.

MAEA is an approved third-party provider.

MAEA is an approved provider by HR Certification Institute (HRCI) and the Society for Human Resource Management (SHRM)

The training courses listed in the catalog that includes the HRCI logo and SHRM logo are eligible for credits. The number of credits awarded corresponds to the hours participants complete for each training course.



The HR Certification Institute (HRCI) has designated the Northeast Pennsylvania Manufactures and Employers Association 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. These pre-approved continuing education courses remove the guesswork for recertification candidates as they plan their professional development activities.

HRCI 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.



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.

Do you want to customize your workforce training?

Let's schedule a meeting to review the details. The MAEA instructor will develop the course content and create training materials. Last step is to confirm training dates and sign the proposal. The process is easy!

Customized & On-Site Training

MAEA provides high-quality customized training for companies across the region. Our instructors will assist you in designing training and development programs to meet your company'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 within the company.

Consulting/Coaching

MAEA offers a team of consultants dedicated to helping companies address critical challenges and projects. Our experts conduct on-site evaluations, deliver practical solutions, and support implementation through targeted staff training.

Our consultants bring expertise in:

- Artificial Intelligence
- Communications
- Data Management & Development
- Extended DISC Assessment
- Human Resources
- Information Technology
- Process Improvement
- Safety
- Team Building

**NEW CONSULTANTS
JOIN MAEA!
ARTIFICIAL INTELLIGENCE &
HUMAN RESOURCES**

Coaching provides individualized support to strengthen interpersonal skills, overcome workplace challenges, and achieve professional growth.

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 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.

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 (Substitutions may be made at any time):

The cancellation deadline is seven (7) business days prior to the course. Cancellations made after this deadline will be charged the full price. Substitutions are highly recommended to avoid paying the fee. No shows will be billed at the full price.

CLASSES ARE SUBJECT TO RESCHEDULE OR CANCELLATION:

- A minimum number of participants (approximately 6 or more) is required in order for the class to run effectively. If the number of participants registered is below the minimum, you will be notified immediately.
- If there is inclement weather, you can check you email or call the office at 570-622-0992.

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

This form is available at www.nepamaea.com or scan the QR Code.
An email confirmation of the registration will be provided for each form.
If you prefer to complete the form by hand, scan, and email the form to ekuperavage@nepamaea.com.



Training Course/Series: _____

Date(s) of Training: _____

Please provide name and email for each registrant

NAME	EMAIL

Company Name: _____

Company Phone: _____

Company Email: _____

Billing address: _____

Billing Contact: _____

Specify Invoicing Instructions: _____

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 start of the class at no charge. No shows will be billed the full price.

Training Progression Tool



Use this information as a guide to identify training opportunities for new staff or promoted team members

Lead Worker (Team Leaders)
Certificate Series - 12 hours of instruction
2-day training

Select one or more suggested electives*

- Effective Communications & Interpersonal Relations
- Conflict Management Strategies
- Improving Relations & Motivational Strategies
- Basics of Supervision

Supervisory Development Certificate
Series - 48 hours of instruction
4 Required Courses

Select one or more suggested electives*

- Leading Teams for Performance Improvement
- Enhance Productivity
- Navigating Conflict
- Facilitation Skills

Leadership Development Certificate
Series - 24 hours of instruction
Required Courses

Select one or more suggested electives*

- Principles of Effective Management
- Accountability in the Workplace
- Critical Thinking & Problem Solving
- Emotional Intelligence
- Project Management

“As employers continue to face critical workforce challenges, investing in employee development is more important than ever. Our Lead Worker, Supervisory Development, and Leadership Development Certificates are designed to build a clear pathway for advancement, helping employees grow their skills, confidence, and leadership capabilities. This progression not only strengthens individual performance but also drives long-term organizational success and sustainability across our region’s industries.”

– Darlene J. Robbins, President, Northeast PA Manufacturers & Employers Association

*Any class listed in the catalog can be selected as an elective of your choice

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- Managing Emotions Effectively
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- Critical Conversations – How to Get Your Message Across Effectively

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- Conflict Management Strategies
- Boost Your Efficiency: Tools for Time Management to Reach Your Goals

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- Meeting the Legal Requirements
- HR Investigations
- Fundamentals of Workforce Planning and Talent Acquisition
- Human Resources as a Strategic Business Partner
- Overview for Human Resource Generalist

- FMLA - Family Medical Leave Act
- Unemployment Compensation Separation Issues/Relief from Charges/Refusal of Suitable Work
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- Excel I - Basics
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- Excel III - Advanced
- Excel Just Formulas & Functions
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- Electrical Fundamentals
- Navigating the National Electrical Code
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- Confined Space

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- Hazard Communication and Hazardous Materials Safety (NEW)
- NFPA 70E Including Arc Flash/Arc Blast Electrical Safety Training
- OSHA 10 Hour Voluntary Compliance Course for General Industry
- Forklift Train the Trainer
- Mobile Elevating Work Platforms Train the Trainer
- Active Shooter – Act of Violence Response
- Reasonable Suspicion - Drug and Alcohol Awareness
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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

<p style="text-align: center;"><u>Dates/Location:</u> January 6 & 13- 250 One Norwegian Plaza, Pottsville August 11 & 25- 103 Rotary Drive, West Hazleton <u>Cost:</u> \$405/Member or \$810/Non-Member <u>Time:</u> 9am-4pm (Lunch is Included)</p>
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SUPERVISORY DEVELOPMENT CERTIFICATE SERIES

Four Required Classes

Many employees step into leadership roles because they excelled in their previous positions, but the skills required to lead people are different from the skills required to do the work. Today's supervisors must communicate clearly, coach effectively, and navigate an ever-changing workplace with confidence. This fast-paced, practical, and highly interactive program equips new and emerging leaders with the essential skills they need to manage people, strengthen team performance, and build a positive, productive work environment. This is MAEA's most popular training program. The courses are realistic, relevant, and hands-on, using real-life examples and interactive exercises drawn from diverse workplace situations. Each session also includes time for participants to discuss their own leadership challenges and apply the concepts to today's 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.

“At Hydro, we are always seeking new ways to offer professional growth opportunities to our employees. The Northeast PA Manufacturers & Employers Association provides many training options by highly qualified instructors that are cost effective. We truly value the convenience of being able to offer the Supervisory Development Leadership Certificate Series on-site annually for our up-and-coming leaders. The feedback from participants is always positive and the results are leaders who are more confident in their abilities to lead effectively.”

Michele Mickonis, Organizational Development Leader
Hydro, Cressona Operations

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. **Certification Credits: Approved for 12 SHRM PDCs and 12 HRCI recertification credits.**

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/Locations:

**March 12 & 26 - 250 One Norwegian Plaza,
Pottsville**

**September 8 & 22 - 103 Rotary Drive,
West Hazleton**

Cost: \$405/Member or \$810/Non-Member

**Time: 9am-4pm
(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. **Certification Credits: Approved for 12 SHRM PDCs and 12 HRCI recertification credits.**

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/Locations:

**April 7 & 21- 250 One Norwegian Plaza,
Pottsville**

**October 13 & 27- 103 Rotary Drive
West Hazleton**

Cost: \$405/Member \$810/Non-Member

**Time: 9am-4pm
(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. **Certification Credits: Approved for 12 SHRM PDCs and 12 HRCI recertification credits.**

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/Locations:

**May 21 & June 4 - 250 One Norwegian Plaza,
Pottsville**

**November 12 & 24- 103 Rotary Drive,
West Hazleton**

Cost: \$405/Member \$810/Non-Member

**Time: 9am-4pm
(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. **Certification Credits: Approved for 12 SHRM PDCs and 12 HRCI recertification credits.**

Course Content:

- The Mind and Behavior
- Motivation
- Management Styles
- The Process of Transition
- Emotional Intelligence
- Brain Functions
- Managing Difficult Personalities
- High Performing teams



Dates/Locations:

**June 22 & 29- 250 One Norwegian Plaza,
Pottsville**

**December 7 & 14- 103 Rotary Drive,
West Hazleton**

Cost: \$405/Member \$810/Non-Member

**Time: 9am-3pm
(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.

Certification Credits: Approved for 6 SHRM PDCs and 6 HRCI recertification credits.

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



Date/Location:
July 7- Hazleton
Cost: \$230/Member or \$460/Non-Member
Time: 9am-4pm
(Lunch is Included)

The Importance of Proper Documentation

With today's fast-changing HR environment, clear and consistent documentation is essential. Effective documentation protects your organization, supports fair decisions, and strengthens communication with employees. This training teaches supervisors and HR professionals how to document performance issues, workplace incidents, and coaching conversations in a way that is clear, compliant, and improvement-focused.

Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.

Course Content:

- What proper documentation looks like
- Consistency across supervisors
- Reducing risk and preventing claims
- Reinforcing company policies
- Staying compliant with employment laws



Date/Location:
June 8- ZOOM
Cost: \$135/Member \$270/Non-Member
Time: 9am-11am

Smart & Legal Hiring: Interviewing Compliance

This training helps interviewers understand how to conduct fair, consistent, and legally compliant interviews. It emphasizes avoiding bias and focusing on job-related skills, using standardized questions to ensure fairness and reduce the risk of legal violations. The program highlights key U.S. employment laws, including Title VII, the ADA, the ADEA, the PDA, and the PWFA.

Interviewers are trained to recognize and avoid risky or discriminatory questions, focusing instead on lawful, job-based inquiries. The training warns that non-compliance can result in lawsuits, fines, and reputational harm, reinforcing that legal standards apply across all areas of employment. Interactive knowledge checks throughout the training help participants identify compliant questions, and the session concludes with an action plan that encourages standardized job roles, clear interview templates, and strategies to mitigate legal risks while promoting equity in hiring.

Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.

Date/Location:
March 4 - 103 Rotary Drive
West Hazleton
Cost: \$135/Member \$270/Non-Member
Time: 1pm-3pm



Meeting the Legal Requirements

In today's evolving HR landscape, legal compliance is non-negotiable. This course provides a clear, practical overview of the core employment laws every HR professional, manager, and supervisor must understand to make fair, consistent, and compliant workplace decisions.

Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.

Course Content:

- Wage and hour requirements (FLSA)
- Anti-discrimination and EEO compliance
(Title VII, ADA/ADAAA, ADEA, Executive Order 11246)
- Job-protected leave laws (FMLA, USERRA)
- Healthcare and benefits requirements (ACA)
- New compliance considerations
(PWFA, PUMP Act, AI in hiring, remote work issues)
- Applying employment laws in real-world scenarios



Date/Location:
February 18 - ZOOM
Cost: \$135/Member \$270/Non-Member
Time: 9am-11am
(Lunch is Included)

LEADERSHIP 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 in Action
- Project Management

Principles of Effective Management

This one-day management development class encompasses the basic principles of sound management skills and techniques. This class is filled with 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.

Certification Credits: Approved for 6 SHRM PDCs and 6 HRCI recertification credits.

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/Locations:
January 15 - 250 One Norwegian Plaza,
Pottsville
Cost: \$230/Member \$460/Non-Member
Time: 9am-4pm
(Lunch is Included)

Critical Thinking and Problem-Solving

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.

Certification Credits: Approved for 6 SHRM PDCs and 6 HRCI recertification credits.

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 – Star bursting
- 6 Thinking Hats
- Cost benefit analysis
- ABC Analysis/Pareto Analysis



Dates/Locations:
May 14 - 250 One Norwegian Plaza,
Pottsville
Cost: \$230/Member \$460/Non-Member
Time: 9am-4pm
(Lunch is Included)

Accountability in Action

Build a culture of ownership and responsibility. Learn how to set expectations, hold yourself and others accountable, and drive team performance through trust and follow-through.

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.

Certification Credits: Approved for 3 SHRM PDCs and 3 HRCI recertification credits.

Course Content:

- Define accountability
- Seven steps to holding others accountable
- Strategies to improve accountability
- Delegation process
- Empowerment



Dates/Locations:
**April 13 - 250 One Norwegian Plaza,
Pottsville**
Cost: \$155/Member \$310/Non-Member
Time: 9am-12pm

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.

Certification Credits: Approved for 6 SHRM PDCs and 6 HRCI recertification credits.

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/Locations:
**June 30- 250 One Norwegian Plaza,
Pottsville**
Cost: \$230/Member \$460/Non-Member
Time: 9am-4pm
(Lunch is Included)



Building Teams (all 3-hour training sessions)

Contact MAEA for details about on-site training opportunities

Communicating with Impact

Strengthen your workplace communication skills through improved verbal, nonverbal, and listening techniques. Learn to tailor messages, overcome barriers, and foster collaboration through clear, effective dialogue.

Key Takeaways: Active listening, clear messaging, adapting to audiences, constructive feedback, and enhancing teamwork.

Extended DISC Assessment & Communication Styles

Discover how communication styles shape workplace interactions using the Extended DISC model. Learn to identify your style, adapt to others, and build stronger teams and leadership approaches.

Key Takeaways: Understanding DISC profiles, adapting styles, improving teamwork, managing conflict, and enhancing leadership.

Navigating Conflict

Gain tools to manage and resolve workplace conflict constructively. Learn to de-escalate tense situations, communicate effectively, and use emotional intelligence to build positive outcomes.

Key Takeaways: Conflict types, de-escalation, negotiation, difficult conversations, and fostering a healthy conflict culture.

Accountability in Action

Build a culture of ownership and responsibility. Learn how to set expectations, hold yourself and others accountable, and drive team performance through trust and follow-through.

Key Takeaways: Setting goals, constructive feedback, managing accountability, and fostering responsibility.

Facilitation Skills

Develop the ability to lead effective meetings and group discussions. Learn to engage participants, manage dynamics, and guide teams toward productive decisions and results.

Key Takeaways: Meeting facilitation, group engagement, managing conflict, and achieving actionable outcomes.

Understanding Change Management

Lead and adapt to change with confidence. Explore the psychology of change, strategies to manage resistance, and methods to build buy-in and sustain progress.

Key Takeaways: Communicating change, addressing resistance, gaining stakeholder support, and sustaining transitions.

Date/Location:

**January 28 - 250 One Norwegian Plaza,
Pottsville**

Cost: \$135/Member \$270/Non-Member

Time: 9am-12pm

Date/Location:

**February 4 - 250 One Norwegian Plaza,
Pottsville**

Cost: \$180/Member \$360/Non-Member

Time: 9am-12pm

Date/Location:

**March 9 - 250 One Norwegian Plaza,
Pottsville**

Cost: \$135/Member \$270/Non-Member

Time: 9am-12pm

Date/Location:

**April 13- 250 One Norwegian Plaza,
Pottsville**

Cost: \$135/Member \$270/Non-Member

Time: 9am-12pm

Date/Location:

**May 6- 250 One Norwegian Plaza,
Pottsville**

Cost: \$135/Member \$270/Non-Member

Time: 9am-12pm

Date/Location:

**June 1 - 250 One Norwegian Plaza,
Pottsville**

Cost: \$135/Member \$270/Non-Member

Time: 9am-12pm

Emotional Intelligence Certificate Program
(2-day training course /4 hours each day)
Instructed by: Certified Talent Smart EQ Facilitator*

*TalentSmart, now branded as TalentSmartEQ, is a well-regarded company specializing in emotional intelligence (EQ) training, assessments, and development programs. Founded in 2001, it has partnered with over 75% of Fortune 500 companies, delivering EQ solutions to enhance leadership, collaboration, and workplace culture.

Emotional intelligence enables individuals to recognize, understand, and manage their own emotions. Developing this skill helps employees build strong, trusting, and respectful relationships—fostering a connected workplace culture where people feel heard, valued, and motivated to contribute their best to the company’s success.

Course Content:

- Learn key concepts in emotional intelligence
- Understating the business case for emotional intelligence
- Discover your emotional intelligence skill levels
- Observe emotional intelligence in action
- Learn techniques for raising self and social awareness, and managing your emotions and relationships
- Set emotional intelligence development goals

<p><u>Date/Location:</u> February 11 and February 25 ZOOM ONLY <u>Cost:</u> \$350/Member \$700/Non-Member <u>Time:</u> 8:30am-12:30pm</p>
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Emotional Regulation: Building Resilience and Focus

In today’s fast-paced work environments, emotions can run high—especially when safety, productivity, and teamwork are on the line. Emotional Regulation: Building Resilience and Focus in the Workplace gives employees the tools to stay composed under pressure and communicate with clarity.

Learn how to recognize emotional triggers, manage stress, and respond with confidence instead of reaction.

Course Content :

- Understanding anxiety and anger in the workplace
- Identifying triggers and stress responses
- Techniques to calm the mind and body
- Assertive communication and conflict resolution
- Building lasting emotional resilience

<p><u>Dates/Location:</u> January 21- 250 One Norwegian Plaza, Pottsville <u>Cost:</u> \$155/Member \$310/Non-Member <u>Time:</u> 8:30am-11:30am</p>

PROFESSIONAL COMMUNICATION AND RELATIONSHIP MANAGEMENT

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. **Certification Credits: Approved for 12 SHRM PDCs and 12 HRCI recertification credits.**

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/Locations:

**May 21 & June 4- 250 One Norwegian Plaza,
Pottsville**

**November 12 & 24 - 103 Rotary Drive, West
Hazleton**

Cost: \$405/Member \$810/Non-Member

**Time: 9am-4pm
(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/Locations:

**March 25- 103 Rotary Drive,
West Hazleton**

Cost: \$155/Member \$310/Non-Member

Time: 9am-12pm

Dealing with Difficult Personalities and Managing Stress

Learn practical strategies for working effectively with challenging personalities while reducing workplace stress. This interactive session focuses on real-world situations and participant input, helping attendees build communication skills, strengthen emotional resilience, and develop a personalized action plan to support positive, lasting change in the workplace.

Course Content:

- Define Difficult Personalities (People)
- Provide Coping Techniques and Principles
- Brain Functions
- Behavior Patterns of Difficult People
- Stress Management Techniques

Dates/Locations:

**April 1- 103 Rotary Drive,
West Hazleton**

Cost: \$155/Member \$310 Non-Member

Time: 9am-12pm

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 highly important conversation with an individual, proper communication is required to get your message across effectively. 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.

Certification Credits: Approved for 3 SHRM PDCs and 3 HRCI recertification credits.

Course Content:

- Definition of a critical conversation
- Create Goals
- Process to conduct critical conversations
- How to influence people in a positive way
- Engaging employees
- Role playing exercises
- Creating plan based on scenarios



Dates/Locations:

**May 11- 103 Rotary Drive,
West Hazleton**

Cost: \$155/Member \$310/Non-Member

Time: 9am -12pm

Enhancing Workplace Effectiveness

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.

Certification Credits: Approved for 6 SHRM PDCs and 6 HRCI recertification credits.

Course Content:

- Role of leaders in team performance
- Traits of effective leaders
- Selecting team members
- Running effective team meetings
- Stages of team development and leader responsibilities
- Creating accountability for goals and participation
- Building high-performance teams



Date/Location:

**August 6 - 250 One Norwegian Plaza,
Pottsville**

Cost: \$230/Member \$460/Non-Member

**Time: 9am-4pm
(Lunch is Included)**

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.

Certification Credits: Approved for 6 SHRM PDCs and 6 HRCI recertification credits.

Course Content:

- Embrace constructive discussion
- Focus on solutions
- Listen actively
- Uncover hidden agendas
- Defuse stress
- Understand all stakeholders
- Explore alternative solutions
- Includes case studies and mock conflicts



Dates/Locations:

**October 15 - 103 Rotary Drive,
West Hazleton**

Cost: \$230/Member \$460/Non-Member

**Time: 9am-4pm
(Lunch is Included)**

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.

Date/Location:

**February 17- 250 One Norwegian Plaza,
Pottsville**

Cost: \$135/Member \$270/Non-Member

Time: 1pm-4pm

HUMAN RESOURCE ESSENTIALS

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.

Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.

Date/Location:
February 18- ZOOM
Cost: \$135/Member \$270/Non-Member
Time: 9am-11am



HR Investigations

This course is designed for HR professionals, managers, and supervisors who want to confidently and effectively address sensitive workplace issues. Get and tools to handle workplace concerns with professionalism and care. Gain practical skills to conduct fair, thorough, and policy-aligned investigations.

Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.

Course content:

- Practical approaches to handle workplace concerns
- Confidence in managing sensitive situations
- Guidance on documentation and compliance
- Strategies to minimize organizational risk



Date/Location:
April 27 - 250 One Norwegian Plaza, Pottsville
Cost: \$135/Member \$270/Non-Member
Time: 9am-11am

The Fundamentals of Workforce Planning & Talent Acquisition

In today's rapidly changing world, employers must address current workforce planning and plan for future recruitment. Learn how to assess your current workforce's skills, identify future talent needs, and bridge the gaps with a clear, actionable plan. Engaged employees who align with your company's culture drive higher productivity, retention, and business success.

Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.

Course Content:

- Overview of workforce planning
- Key steps to conducting a job analysis
- Creating job descriptions
- Enhancing employee engagement
- Creating an action plan
- Strategies for recruiting, selecting, and developing talent



Date/Location:
September 9- ZOOM
Cost: \$135/Member \$270/Non-Member
Time: 9am-11am

Human Resources as a Strategic Business Partner

Learn how HR can directly influence organizational success by aligning people strategies with business goals. This session builds essential business and financial acumen while showing how HR programs—hiring, performance management, compensation, benefits, and development—drive results. Participants also explore key metrics to demonstrate HR’s impact and strengthen HR’s role in strategic decision-making. **Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.**

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/Location:
July 13 - ZOOM
Cost: \$135/Member \$270/Non-Member
Time: 9am-11am

Overview for Human Resource Generalists/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. This is an interactive course designed to help you develop and understand the basics of Human Resources.

Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.

Course Content:

- Course Content:
- HR’s role and best practices
- Hiring, termination & retention essentials
- Benefits basics
- Recordkeeping requirements
- Key employment laws and compliance
- Preventing discrimination & harassment



Dates/Locations:
December 2- ZOOM
Cost: \$135/Member \$270/Non-Member
Time: 9am-11am

FMLA – Family Medical Leave Act

This training starts with a brief refresher on the basics of FMLA (Family Medical Leave Act). Participants will review the topic of employer coverage and employee eligibility, covering rights and responsibilities, and consequences to employers for failing to comply with FMLA.

Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.

Course Content:

- Employer coverage
- Employee eligibility
- Qualifying reasons for leave
- Rights and responsibilities
- Prohibited employment actions
- Enforcement mechanisms



Date/Location:
February 5- ZOOM
Cost: \$155/Member \$310/Non-Member
Time: 1pm-3pm

Unemployment Compensation: Separation Issues, Relief from Charges, and Suitable Work

During this session you will gain a deeper understanding of UC.

- Understand how eligibility is determined after an employee quits or is discharged.
- Learn how employers can control UC costs by filing for relief from charges.
- Review guidelines for when a person refuses work under Section 402(a) of PA UC Law.

Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.

Date/Location:

July 21- ZOOM

Cost: \$155/Member \$310/Non-Member

Time: 1pm-3pm



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. **Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.**

Course Content:

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

Date/Location:

June 3- ZOOM

Cost: \$155/Member \$310/Non-Member

Time: 1pm-3pm



How to Prepare for an Unemployment Compensation Benefits Appeal

This seminar will provide information to aid in preparing for an Unemployment Compensation Benefits Appeal. and review mock hearing interviews.

Certification Credits: Approved for 2 SHRM PDCs and 2 HRCI recertification credits.

Course Content:

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

Date/Location:

January 7 - ZOOM

Cost: \$155/Member \$310/Non-Member

Time: 1pm-3pm



COMPUTER TRAININGS

All computer training classes are hands-on and located in our training rooms or on-site at your location. Mobile Cart is available with 10 Laptops.

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 Excel 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/Location:

**May 26- 250 One Norwegian Plaza,
Pottsville**

Cost: \$135/Member \$270/Non-Member

Time: 1pm-4pm

NEW

Microsoft Access I - Fundamentals

Understand the concepts of a Window-based relational database management system. Learn how to create a database that really works for you. Access Fundamentals begins by showing you how to break up your data into manageable, logical units. The course then takes you through the basis of data relationships, tables and design. You’ll understand how to lay out a data base that is sensible structured, easily manipulated and customized for your needs.

Date/Location:

May 26 - 250 One Norwegian Plaza, Pottsville

Cost: \$135/Member \$270/Non-Member

Time: 9am-12pm

Microsoft Access II - Intermediate

Learn how to develop more sophisticated queries, forms and reports. Intermediate Access walks you through the application’s advanced tools for retrieving and manipulating data. The course teaches you how to create queries for modifying and/or delegating records and tables, the techniques for inserting calculations into reports and many time-saving methods to create user-friendly forms.

Date/Location:

July 14 - 250 One Norwegian Plaza, Pottsville

Cost: \$135/Member \$270/Non-Member

Time: 9am-12pm

Microsoft Access III - Mastering

Develop the skills to automate databases with Sub forms, Macros and Switchboards. Mastering Access shows you how to automate the application so that the tools you need, such as reports and forms, are readily available. From Macros to Switchboards and Custom Toolbars, you’ll learn how to fine-tune your database to make it a stand-alone product that enables you-and your team members-to perform jobs more efficiently.

Date/Location:

**September 29 - 250 One Norwegian Plaza,
Pottsville**

Cost: \$135/Member \$270/Non-Member

Time: 1pm-4pm

Excel I - Basics

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 8
April 9
July 9
October 6

Location: 250 One Norwegian Plaza, Pottsville
Cost: \$135/Member \$270/Non-Member
Time: 9am-12pm

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: Freeze panes, split windows, manage sheets, hide/protect data.
- Formulas & Functions: Absolute/relative references, basic functions (MIN, MAX, AVERAGE, IF), rounding.
- Names: Name sheets, cells, ranges, and formulas; use names for navigation and in formulas.
- Links: Create/edit external links, update links, use Paste Special.
- Printing: Set/clear print areas, print named ranges, control page breaks, set up pages.
- Pivot Tables: Create and modify pivot tables.
- Charts: Use chart wizard, edit/format embedded charts.

Dates: February 26
May 12
August 18
November 17

Location:
250 One Norwegian Plaza, Pottsville
Cost: \$135/Member \$270/Non-Member
Time: 9am-12pm

Excel III - Advanced

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: March 10
June 16
September 29
December 10

Location:
250 One Norwegian Plaza, Pottsville
Cost: \$135/Member \$270/Non-Member
Time: 9am-12pm

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
- financial

Dates: May 19
July 28
October 1

Location:
250 One Norwegian Plaza, Pottsville
Cost: \$135/Member \$270/Non-Member
Time: 9am-12pm

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: May 19
July 28
October 1

Location:
250 One Norwegian Plaza, Pottsville
Cost: \$135/Member \$270/Non-Member
Time: 1pm-4pm

Additional On-site Computer Trainings Include:

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

“Nate Andrews did an excellent job in presenting all materials and making the Excel II: Intermediate training class enjoyable, while being extremely informative and worthwhile. Our employees found the course highly valuable. Nate clearly has the computer industry knowledge making the course a great learning experience for our employees. I highly recommend this course.”

Anna Rinaldi
Human Resources Manager
Simona America Industries

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.

Certification Credits: Approved for 6 SHRM PDCs and 6 HRCI recertification credits.

Course Content:

- Understanding how problems lead to waste
- Learn 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/Locations:

**June 18- 103 Rotary Drive,
West Hazleton**

Cost: \$230/Member \$460/Non-Member

**Time: 9am-4pm
(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 distractions/interruptions
- Using technology to improve work output
- Training will include group activities

Dates/Locations:

**February 24- 103 Rotary Drive,
West Hazleton**

Cost: \$230/Member \$460/Non-Member

**Time: 9am-3pm
(Lunch is Included)**

More On-Site Process Improvement Trainings Include:

- **Intro to Lean Manufacturing & Lean Office**
- **Intro to Six Sigma**
- **Intro to FMEA – Failure Mode Effects Analysis**
- **Intro to Value Stream Mapping (VSM)**

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. **Certification Credits: Approved for 3 SHRM PDCs and 3 HRCI recertification credits.**

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/Location:

**March 17 - 250 One Norwegian Plaza,
Pottsville**

Cost: \$155/Member \$310/Non-Member

Time: 1pm-4pm

SMED

SMED: Single-Minute Exchange of Dies / Set-Up Reduction

This course provides a practical introduction to SMED—a core Lean method used to reduce set-up and changeover times. Participants will learn the principles behind SMED, tools for implementation, and strategies to identify and eliminate sources of delay during changeovers.

The session also explores related concepts such as cellular manufacturing, workstation design, and effective equipment layout to support smooth material flow. By applying these techniques, organizations can increase production velocity, improve flexibility, and reduce capital needs. Ideal for supervisors, engineers, and production teams focused on operational efficiency.

Date/Location:

**March 19 - 250 One Norwegian Plaza,
Pottsville**

Cost: \$155/Member \$310/Non-Member

Time: 1pm-4pm

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. **Certification Credits: Approved for 6 SHRM PDCs and 6 HRCI recertification credits.**

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/Location:

**June 9- 103 Rotary Drive,
West Hazleton**

**November 3- 250 One Norwegian Plaza,
Pottsville**

Cost: \$230/Member \$460/Non-Member

Time: 9am-4pm

For the past several years, we've partnered with the NEPA Manufacturers and Employers Association (MAEA) to deliver onsite leadership and safety training, including OSHA 10, and various computer classes. Their wide range of training topics allows us to tailor programs specifically to meet the evolving needs of our leadership team and production staff.

What truly sets MAEA apart is the flexibility and professionalism of their training staff. They are not only knowledgeable and courteous but also willing to accommodate our multiple shift schedules by coming directly onsite. This has been a game-changer for our training efforts.

Each year, we schedule well over one hundred team members for leadership and safety instruction. Having the ability to conduct sessions onsite without the need for lengthy travel saves us both time and money. Instead of spending hours commuting, our employees can simply walk to the conference room, complete their training, and return seamlessly to their roles.

This partnership has been a win-win for our company, and we fully intend to continue relying on MAEA for our workforce training needs moving forward.

**Chris Rothermel, Operations Manager
MI Windows and Doors, LLC**

ELECTRICAL MAINTENANCE CERTIFICATE SERIES

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.

(Choose all four classes for the series, or select one that meets your requirements.)

Classes in this series include:

- Electrical Fundamentals
- Navigating the National Electric Code
- Transformers, Motors, and Controls
- Industrial Control Panels

Electrical Fundamentals

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:

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

Dates/Locations:

**January 12- 250 One Norwegian Plaza,
Pottsville**

**August 10- 103 Rotary Drive,
West Hazleton**

Cost: \$405/Member \$810/Non-Member

**Time: 9am-4pm
(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)
- Chapter, Article, Section how to zone in on information
- Article 100 Definitions
- Organizational Structure of the NEC
- Mandatory and Permissive Rules

Dates/Locations:

**February 23- 250 One Norwegian Plaza,
Pottsville**

**September 14 - 103 Rotary Drive,
West Hazleton**

Cost: \$405/Member \$810/Non-Member

**Time: 9am-4pm
(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/Locations:

**March 23- 250 One Norwegian Plaza,
Pottsville**

**October 19- 103 Rotary Drive,
West Hazleton**

Cost: \$405/Member \$810/Non-Member

**Time: 9am-4pm
(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/Locations:

**April 20- 250 One Norwegian Plaza,
Pottsville**

**November 16- 103 Rotary Drive,
West Hazleton**

Cost: \$284/Member \$568/Non-Member

Time: 8:30am-12:30pm

SAFETY TRAININGS

Register for one or all three refresher courses.

July 22 in Pottsville

If you register for all three, lunch is provided.

LOCK OUT TAG OUT (2-hours)

July 22

8:30am-10:30am

This course is geared toward staff with responsibilities related to developing, implementing, training, and enforcing the Control of Hazardous Energy (Lockout/Tagout) standard within the workplace.

FALL PREVENTION (2-hours)

July 22

11am-1pm

This course covers the OSHA 1910 Fall Protection Standard for General Industry and an overview of fall protection methods. Course topics include principals of fall protection, components and limitation of fall arrest systems (Harnesses), and OSHA standards and policies regarding fall protection.

CONFINED SPACE (2-hours)

July 22

1:30pm-3:30pm

Confined Space Training equips employees with the knowledge and skills to safely work in and around confined spaces, reducing the risk of accidents and injuries.

Date/Location:

**July 22 - 250 One Norwegian Plaza
Pottsville**

**Per Class Cost: \$135/Member or \$270/Non-
Member**

Time: LISTED BY EACH COURSE

“The Safety Professionals that we utilized through the Manufacturers and Employers Association are a great asset to the company. They help to bring a fresh perspective and a new pair of eyes to our safety program. They pointed out areas of improvement for our facility as well as our Supervisors, and they always do it in a straight forward and professional manner. We will be a better facility due to their training.”

**Frank Koller SPHR
Manager, Human Resources
Hydro Cressona**

NFPA 70B

NEW

Electrical maintenance for safety of personnel and the environment is the key focus of this standard. NFPA70B identifies what is to be maintained, what maintenance is to be performed, and the expected intervals for performing electrical preventative maintenance.

Course Overview:

This course is designed to provide an in-depth look at current NFPA70B requirements as they pertain to Electrical Maintenance Programs (EMP) and preventive maintenance strategies. Key NFPA70B revisions will be reviewed, including maintenance frequency modifications, periodic maintenance procedures, fundamental tests, system studies and more.

Continuing Education Units: Call for details.
Purchase of the NFPA70B manual is highly recommended.

Date/Location:

**March 2- 103 Rotary Drive,
West Hazleton**

Cost: \$405/Member or \$810/Non-Member

Time: 9am-4pm

NEW

Hazard Communication and Hazardous Materials Safety

Combined 4-hour Course

This integrated training helps employees recognize hazards, understand regulatory requirements, and apply safe work practices to prevent injuries and maintain compliance. Ideal for production employees, maintenance teams, material handlers, and supervisors.

What will you learn?

- Chemical safety in the workplace
- Understanding of OSHA's Hazard Communication Standard—covering chemical classification, GHS labeling, and proper use of Safety Data Sheets (SDS).
- Safe handling, storage, and transportation of hazardous materials, including hazard classes, container requirements, spill response fundamentals, and emergency procedures.

Date/Location/Cost: will be released in training email updates

HAZWOPER: Hazardous Waste Operations and Emergency Response Refresher

8-hour annual refresher for employees who completed 24-hour or 40-hour course

Date/Location/Cost: will be released in training email updates

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

Dates/Locations:

**March 18- 250 One Norwegian Plaza,
Pottsville**

**June 17- 103 Rotary Drive,
West Hazleton**

**November 18 - 250 One Norwegian Plaza,
Pottsville**

Cost: \$405/Member \$810/Non-Member

**Time: 9am-4pm
(Lunch is Included)**

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.

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

Dates/Locations:

Day 1: April 15/Time: 8:30am-3:30pm

Day 2: April 29/8:30am-12pm

**250 One Norwegian Plaza, Pottsville
(Lunch Provided on Day 1)**

Cost: \$405/Member \$810/Non-Member

Note: OSHA 30-Hour for General Industry, OSHA 10-Hour & OSHA 30-Hour for Construction are conducted on-site at your facility upon request.

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/Locations:

February 9- 250 One Norwegian Plaza, Pottsville

May 18- 103 Rotary Drive, West Hazleton

October 5- 250 One Norwegian Plaza, Pottsville

Cost: \$510/Member \$1,020/Non-Member

Time: 9am-4pm

(Lunch is Included)

Mobile Elevating Work Platforms Train the Trainer

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 and operator safety requirements
- Workplace assessment and fall rescue plan
- Training, certification, and record retention
- Lift inspection, maintenance, and hazard management
- PPE, fall arrest systems, and ground personnel training
- Final written exam

Dates/Locations:

**April 16 - 250 One Norwegian Plaza,
Pottsville**

**July 15 - 103 Rotary Drive,
West Hazleton**

**December 9- 250 One Norwegian Plaza,
Pottsville**

Cost: \$425/Member \$850/Non-Member

Time: 9am-2pm

(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.

Certification Credits: Approved for 3 SHRM PDCs and 3 HRCI recertification credits.

Course Content:

- Strategies to de-escalate the individual
- Effective communication skills
- Apply Run, Hide and Fight
- Identify exit strategies
- Utilize various techniques for cover and concealment
- Implement counter strategies and distraction techniques
- Effective strategies to use objects and space to maintain safety at the time of the violent situation



Dates/Locations:
**March 11- 250 One Norwegian Plaza,
Pottsville**
and On-site scheduling is available
Cost: \$135/Member \$270/Non-Member
Time: 9am-12pm

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.

Certification Credits: Approved for 6 SHRM PDCs and 6 HRCI recertification credits.

Course Content:

- Recognize the dangers of abusing narcotics, prescription drugs, synthetic drugs, and alcohol
- Understand how controlled substances are processed for human use
- Identify drugs (opiates, marijuana, PCP, cocaine, amphetamines, meth, ecstasy, alcohol) and related paraphernalia
- Learn ways to help individuals access treatment



Dates/Locations:
**March 11- 250 One Norwegian Plaza,
Pottsville**
and On-site scheduling is available
Cost: \$135/Member \$270/Non-Member
Time: 1pm-4pm

SAFETY

First Aid CPR AED (Bloodborne Pathogens) Training New certification and Re-certification

The Manufacturers and Employers Association (MAEA) is committed to helping our members create safer workplaces. That's why we're proud to offer on-site First Aid, CPR, AED, and Bloodborne Pathogens training led by American Heart Association-certified instructors.

- **Option #1 - First Aid, CPR, & AED Training (3-hours)**
- **Option # 2 - Add Bloodborne Pathogens (3.5 hours)**

This hands-on, classroom-based training equips employees with confidence and skills to respond quickly and effectively in emergencies.

Why Choose On-Site Training with MAEA?

- Certified Instruction – Training is led by certified instructors with real-world expertise.
- Hands-On Practice – Participants gain critical lifesaving skills through both classroom instruction and hands-on exercises.
- Convenience – No need to send employees off-site. Training is delivered at your location, minimizing downtime and travel costs.
- Team Learning – Training together builds confidence, improves response time, and strengthens workplace safety culture.
- Compliance & Certification – Participants earn American Heart Association certifications for both initial training and recertifications.

Additional On-Site Safety Trainings

Accident Investigation
Comprehensive Safety Management
Safety Committee Certification for PA
Electrical Safety
General Safety and Health
Hand and Power Tools
Mandatory Written Programs
Material Handling, Storage and Use
Personal Protective Equipment
Respiratory Protection
OSHA Record Keeping
Stairways and Ladders
Crane & Rigging

- Hazwoper 8 and 24 Hour
- Mock OSHA Audits
- OSHA Inspections, Standards, and Citations
- Permit Required Confined Space
- Safety Compliance Assessment Tool/Checklist
- Machine Guarding
- Means of Exit and Escape/Emergency Action
- Fire Protection
- Fall Arrest and Protection
- Walking and Working Surfaces
- Emergency Planning
- Hazard Communications
- Lock Out Tag Out (LOTO)

On-Site Training Opportunities

Join the many companies that have chosen our onsite training as a convenient, cost-effective solution for team learning. Benefit from flexible scheduling, tailored instruction, and the elimination of travel costs. Whether you need a half-day or full-day session in professional development, HR, or computer skills, our expert trainers bring quality training right to your location!

Did You Know?

- ***Select from any topic listed in the training catalog***
- ***Customize the content to meet the needs of your staff***
- ***Request a new topic, and MAEA will create the content***
- ***Determine the best time and day of week for training***

Review a few examples of additional classes requested by our members:

- Bridging Generations: Fostering Collaboration in the Workplace
- Control of Hazardous Energy - Lock Out Tag Out (LOTO)
- Crane and Rigging
- Creating a Safe and Respectful Workplace: Understanding and Preventing Harassment in the Workplace
- De-Escalation Strategies
- Electronics
- Electrical Maintenance
- Extended Disc
- Emotional Intelligence
- Goal Setting
- Internal Auditing
- Kaizen
- Leading Teams
- Process Improvement
- Team Building
- Train the Trainer
- Working Agreements
- Value Stream Mapping with Application & Case Studies

“Reasonable Suspicion: Drug and Alcohol Awareness Training was an incredibly valuable experience. The training was comprehensive , covering all essential aspects of identifying and addressing reasonable suspicion in the workplace. The instructors were knowledgeable and engaging, providing real-life examples and practical tips that made the content easy to understand. Overall, the training equipped me with the tools and knowledge needed to maintain a safe workplace.

**John Grier, Regional Human Resources Generalist
Johns Mansville**

DIRECTIONS TO MAEA:

MAEA Training Location 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 is 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 Training Location at 103 Rotary Drive, Suite 4A, West Hazelton, 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.

For Assistance please call: 570-622-0992

