EA 2014-2015
Services & Events Catalog

Everything from Soup to Nuts!
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Many new tools at resources on the all new website!

WWW.EAWM.NET

DEVELOPING SUCCESSFUL AND COST-EFFECTIVE TRAINING SOLUTIONS.

Our Mission: To provide cost-effective services and accurate information to management, in support of positive employee relations, a safe work environment and growth through continuous workforce development.

UPCOMING EVENTS

- 2014 EA Golf Scramble
  - 12:00 pm - 4:00 pm

- NOSM: Supervisors Role in Safety 
  - 8:00 am - 4:00 pm

- 3:15 PM, (2014), Bloodborne
  - 8:00 am - 12:00 pm

- Supervisory Skills (101 & 102)
  - 8:00 am - 12:00 pm

RECENT NEWS

- News: Live Updates on Police Shooting in Ferguson, Mo.
  - August 12 - 12:00pm via New York Times

- Will Can Local Workers’ Skills Under New Job Training?... 
  - August 6, 2014 via Society for Human Resource Management

- Five Tips for Avoiding Age Discrimination

- Headquartered in America Threatened
  - August 1, 2014 via Society for Human Resource Management

OUR SERVICES

Whether it is a one-time situation or time-consuming day-to-day concern, employers need up-to-date, comprehensive information to effectively manage their human talent and stay abreast of pertinent business issues. To help members keep pace with the changing complexities and implement best practices, we at EA provide “Welcome assistance,” news and events, courses, products and programs, survey data, training and development, professional group forums and the on-going assistance of our professional staff.

EA is an Approved Provider of recertification credit hours by the Human Resource Certification Institute (HRCI), an independent, internationally recognized certifying body for the HR profession. Many of EA’s programs have met the HR Certification Institute’s criteria to be pre-approved for recertification credit toward your PHR or SPHR designation.
THE ANSWERS ARE RIGHT HERE
HR • SAFETY • WELLNESS • TRAINING • DIVERSITY

Since 1915, the Employers Association of West Michigan (EA) has been a trusted business partner for employers large and small, diverse in industry, providing comprehensive information and sound resources to the West Michigan shoreline region. Core competencies include:

Hotline Access- For compliance issues and best practices for HR, Safety/Environmental, Benefits and Wellness.

Benchmark Data- Over 300 wage classifications, Health care and benefits costs and policies and practices.

Roundtable Peer Discussions- For over 23 years, EA has facilitated the most dynamic, inclusive and largest discussion groups in West Michigan; including HR, Safety, Benefits, Training, Diversity, Wellness and Environmental/Energy.

Practical Training Solutions- Over 75 programs annually for HR, Safety, Leadership, Sales/Marketing/Service, Communication, Soft Skills; including in-seat interactive training, as well as, online and webinar formats available.

Regionally Focused with National Expertise
EA’s is affiliated with the National Employers Associations of America to provide best-in-class resources and solutions to companies with operations in multiple locations.

HR and Handbook Reviews & Consulting
Executive and Employee Coaching
Healthy 24/7 - Safety, Workers Comp. and Wellness Resources
Pre-Employment Screening
Skills Assessments
Employee Opinion Surveys
FMLA Outsourcing
Outplacement Services

Up-coming Events:
Space is filling up fast,
go to www.eawm.net - events
Register online!
231.759.0916

Many other trusted resources at substantial savings through leveraged group pricing:

Current Public Training

| 10-7 | Supervisory Skills- II Parts |
| 10-8 | The Fred Factor Simulcast |
| 10-10 | L2: Learn and Lead-Simulcast |
| 10-23 | How to be an Awesome Team Member |
| 10-28 | Blueprint Reading- II Parts |
| 11-4 | Dealing with Difficult Behavior-I Parts |
| 11-5 | How to be an Awesome Communicator |
| 11-7 | Got Lean Book Briefing |
| 12-2 | Basic GD&T – II Parts |
| 12-18 | DISC- Understanding Behavior Styles |
| 1-6-15 | Basic Project Management-II Parts |
| 1-22 | Supervisory Skills- II Parts |

2-16 | Soup: A Recipe to Nourish your Team |
2-26 | How to be an Awesome Team Member |
3-4 | How to be an Awesome Communicator |
3-25 | Managing Multiple Generations |
4-22 | Supervisory Skills- II Parts |
5-6 | DISC- Understanding Behavior Styles |

Series
12-2 | Leadership Development Series starts

Legal Briefing Series
9-23 | Top 10 Employment Law Issues that Should be on Your Radar |
10-28 | Healthcare Reform Update & Preparing for 2015 |
1-27-15 | Immigration Update |

** RED denotes new sessions

2-24 | Employee Discipline up to & Including Discharge |
3-24 | Retirement Plan Update |
10-8 | FMLA - Are you Compliant with the Most Recent Changes? |
11-12 | EEOC Update |
12-10 | MlOSH Update |
1-14 | Best Practices in Safety Training for Temp/Seasonal Employees |
2-11 | Counseling Difficult Employees |
3-11 | Recruiting and Retention |
5-13 | Handbooks Review |

Live and on Demand Webinars
www.eawm.net — events
EA Golf Scramble

Great opportunity to network or simply enjoy your colleagues and friends! Invite your boss, staff or anyone with whom you work or play! You do not need a foursome to play, we can pair you. Also, non-players are encouraged to play, as this is “best-ball” play.

Thursday, September 11, 2014
11:30 Registration and Warm Up
12:30 Tee Time
5:00 Dinner

Stonegate Golf Club
4100 Sweeter Rd.
Twin Lake, MI 49457

Pricing:
$95.00 for an individual
$85.00 pp for a foursome

Includes:
18 holes of golf,
cart and dinner!

Please indicate your choice of dinner when registering:
Prime Rib & Perch
-OR-
Chicken Kabob & Shrimp Skewer

Special Request—We Need Member Logo Items.

Each golfer receives a prize and we like to recognize our members. Donation’s of hats, shirts, golf balls—any logo item would be greatly appreciated.

Contact the office to make arrangements or send donate prizes to EA— 380 W. Western Ave. Ste 202 Muskegon, MI 49440
**Roundtables**

The Roundtables provide an informal setting for groups of peers to come together and discuss areas of mutual interest, i.e., practices of other firms, legislation or regulations. Questions and discussion are welcome at anytime during the meeting. Topics to be discussed at each meeting are selected by the group. Facilitated by the Association staff, the interchange may use an invited “expert” or may rely on participant resources.

**Human Resources Roundtable**

Participants will be human resources professionals with a broad base of responsibility in various areas of human resources. Some topics discussed last year: 2014 trends for HR; health care reform; mentor programs; succession planning; recruitment; compensation; personnel files and recordkeeping; job descriptions; social media policies; leadership development; coaching and performance management; wellness initiatives.

*This Roundtable meets the first Thursday of each month.*

**Safety Roundtable**

Participants will be safety directors/managers and committee members whose responsibilities require them to keep abreast of safety matters, compliance regulations and risk management. Some topics discussed last year: 2014 trends in safety, global harmonization training, Q&A with MIOSHA consultant, aerial lifts, safety audits, machine guarding, respirators, safety committees, culture, compliance issues and outside contractors.

*This roundtable meets the second Thursday of each month.*

**Environmental and Energy Roundtable**

Participants will be those who have the responsibility of developing and maintaining first-class environmental quality to comply with regulations and be focused on sustainable, practices, recycling, energy use and cost savings. Some topics discussed last year: Sourcing green materials, employee engagement, auditing energy use, Consumers Energy presentation, EXCHANGE materials and resource exchange.

*This roundtable meets the first Friday; alternating months October, December, February and April.*

**Training Roundtable**

Participants will be managers and coordinators responsible for any aspect of coordinating company training. Some topics discussed last year: 2014 training trends, training grants, training matrices, orientation/onboarding, and leadership training.

*This roundtable meets the second Friday of each month; alternating October, December, February and April.*

**Benefits Roundtable**

Participants will be directors/managers and administrators who have employee benefit responsibilities. Some topics discussed last year: Selling other benefits, 401K, Health Care Reform update, FMLA, and Health Insurance Survey.

*This roundtable meets the second Friday; alternating November, January, March and May*
Roundtables

**Supervisor Roundtable**
Participants will be supervisors with at least 2 years’ experience and discretion over hiring, discipline and termination decisions. Some topics discussed last year: attendance policies, training, coaching, goal setting, performance reviews, and attendance.

*This roundtable meets the second Thursday of each month.*

**Diversity and Inclusion Roundtable**
Participants will be those who have the responsibility of monitoring the differences (diversity) within their organization and responsible for implementing policy and practices that will evolve the culture to one of respect, connection and involvement (inclusion). Some topics discussed last year: benchmarking and continuous measurement of diversity; Inclusion for retention and onboarding; auditing the workplace for prioritization; review of policies and practices that help or hinder an inclusive environment; best programs and events.

*This Roundtable meets the third Friday; alternating months November, January, March and May.*

**Quality Roundtable**
Participants will be quality managers/engineers who have the responsibility of developing and maintaining a quality system to satisfy customer requirements, company standards and/or TS-ISO. Topics may include; auditing, documentation, corrective action, monitoring and training and communication.

*This roundtable meets the first Friday; alternating November, January, March and May.*

**HR Assistant Roundtable**
Participants will be new and/or support HR Professionals. Topics may include continuing education and resources, records management, recruiting/interviewing, training coordination, benefits administration and workers compensations.

*This roundtable meets the Third Friday of each month; alternating October, December, February and April.*

**Members:**
HR, Supervisors and Safety Roundtables
$150 for the first participant of an organization, $120 each for additional participants from an organization. Environmental/Energy, Training, Benefits, Quality, HR Assistant and Diversity/inclusion Roundtables
$75 for the first participant of an organization, $60 each for additional participants from an organization.

**Future Members:**
HR, Supervisors and Safety Roundtables
$250 for the first participant of an organization, $200 each for additional participants from an organization. Environmental/Energy, Training, Benefits, Quality, HR Assistant and Diversity/inclusion Roundtables
$125 for the first participant of an organization, $100 each for additional participants from an organization.
# Webinars

Webinars are a great way to build awareness. They offer timely information from experts and the convenience of viewing them from your office with your colleagues (all for one low access fee). ALSO, with the Recorded Webinar Library you don't have to worry if you didn't catch the live broadcast of a Webinar. You can play it back when it works for you.

## $95 Members/$125 Non-members

- ADA Amendment Act: What You Need to know
- Affirmative Action Overview: What Managers & Supervisors Need to Know
- Creating Strategy and Next Steps
- Drug and Alcohol Awareness Training for managers and Supervisors
- Effective Leadership for the Union-Free Organization
- ERISA– The Five Letter Word Your Really need to Know
- GINA The Genetic Information Non-discrimination Act of 2008
- HIPAA 101– The Health Insurance Portability and Accountability Act
- I-9 Form Compliance: Documenting Employment Eligibility
- Investigation Essentials: Harassment and Discrimination
- Safety Shoes Part 1 & 2
- Terminations: A How– To Guide
- Unlawful Harassment
- Writing Effective & Compliant Job Descriptions

## Free Library

- 5 Steps to Become a Business Partner in Your Organization
- Affordable Care Act: Are the Public Exchanges Right for your Company?
- Aligning Your Compensation Strategies with Performance Management
- An Organization is only as Good as its Managers
- Are You Using Wage and Salary Data as Effectively as You Could Be?
- Assessing and Planning for Employee Development in Uncertain Times
- Beyond the “Fall-and-Catch”- Team Building Exercises That Invigorate
- Coaching for Development
- Coaching & Mentoring: Which Works When
- Communication and Motivating After a Layoff or Reduction in Hours
- Compliance Checklist for New Federal Contractors
- Document, Document, Document-How to get on Top of the Pile
- Do You Know Who You’re Really Hiring?
- Employee Engagement and Development: Three Low-Cost Strategies
- Employee Handbooks and Other Key HR Policies
- Generational Issues Maximizing Work with Millennials
- Getting and Keeping Top Talent Through an Organizational Plan to Build Talent

See all webinars at [http://eawm.net/events/webinars](http://eawm.net/events/webinars)
Got Lean? By Randy Lubbers – Book Briefing

Have you ever put together a jigsaw puzzle where you get right down to the end and the last piece is missing? Drives you crazy doesn’t it? You look all over. Under the table and chairs... in everyone’s pockets and cuffs. The longer it takes to find, the crazier you get. You start blaming people for hiding it and you get frantic trying to find it. Unfortunately, this is a snapshot of many Lean journeys!

Before you begin looking any further for the missing piece of your Lean puzzle, I have a question for you: What methods have you used to this point and how are they working for you? If you don’t like your results, you must change your methods!

This book is about answering that question. It’s about discovering the missing piece of the sustainability puzzle. It’s about re-starting Lean one more time, the final time…and about making it stick.

Introduction

◊ Randy's Passion
◊ The Reason for this Book
◊ Randy's Definition of Lean

Overview of the Six Laws of Lean

◊ Law #1: Lean requires that you take everyone with you
◊ Law #2: Lean is a culture
◊ Law #3: Lean must encompass every area
◊ Law #4: Lean is a way of thinking
◊ Law #5: Lean focuses on results, not activities
◊ Law #6: Lean is a set of tools, or methods, for finding and eliminating waste.

Leadership for Sustainability

Q & A

Dates: 11-7-14
Time: 10:00 am-Noon
This program is FREE for members!
Basic Blueprint Reading II Parts

The goal of this course is to help participants learn basic blueprint language, such as: title block information, line types, arrangement of views, drafting standards interpreting tolerances, and metric conversions. Emphasis is placed on learning basic blueprint skills and using these skills to read and interpret a blueprint.

Program Objectives

- Demonstrate an understanding of blueprints as a common language.
- Identify basic line types and what they represent
- Identify views and their position
- Read and understand title block information
- Demonstrate knowledge and use of basic drafting standards
- Interpret fractional and dimensional tolerances
- Perform metric and inch conversions
- Interpret any basic blueprint, including all specifications and other requirements.

Basic GD & T II Parts

This is a basic course in GD&T. The goal of this class is to help participants learn basic GD&T language, such as: interpreting tolerances, material conditions, fits between parts, metric and inch conversions, GD&T symbols, feature control frames, and datum referencing. Emphasis is placed on learning basic GD&T requirements on a blueprint. Extensive practice is used to help participants learn these skills.

Program Objectives

- Demonstrate an understanding of GD&T as a form of communication
- Interpret fractional, angular, and decimal tolerances
- Identify and interpret material condition symbols
- Interpret fits between parts
- Perform metric and inch conversions
- Identify and interpret GD&T symbols
- Interpret feature control frames
- Identify datum surfaces
- Identify and interpret all GD&T information on a blueprint
Basic Project Management II Parts

The goal of this course is to introduce the participant to basic project management techniques. This is accomplished through various skill building activities that break down the steps required to manage a project and use specific tools that deliver a completed project on time.

Program Objectives

◊ Introduction to project management
◊ Project management flow chart
◊ Developing the project plan
◊ Milestones, tasks, and schedule
◊ Learning project management tools and timelines
◊ Avoiding project pitfalls
◊ Communication and commitment to the project
◊ Project case studies and practice exercises
◊ Personal Action plan

Pricing for these Technical Programs

**EA Members:** $225/per person
3 or more from one company $200/pp

**Chamber Members:** $265/per person
3 or more from one company $245/pp

**Non-Members:** $295/per person
3 or more from one company $275/pp

Register at:

www.eawm.net/events

231-759-0916

sandyrichards@eawm.net

Dates:

Part 1-January 6, 2015
Part 2-January 13, 2015

Time: 8:00-Noon
**MIOSHA Trainings**

**MIOSHA Supervisors Role in Safety & Health 9-18-14**
This seminar is designed for both general industry and construction first line supervision, safety and health committee members, and management personnel. Topics covered include employee safety and health training, accident investigation, hazard recognition, and self-inspection techniques. This program gives tips to supervision on methods to integrate health and safety into their daily duties and responsibilities. Using MIOSHA General Industry and Construction standards and required written programs as a baseline, supervisors are given suggestions to improve their safety and health hazard recognition skills.

**Time: 8:30 check-in**  
**Program 9:00 A.M.– 4:00 P.M.**  
**Cost: $120 per person includes lunch**

**MIOSHA Machine Guarding & Hazard Identification 10-16-14**
This course is designed for Michigan employers, safety and health professionals, and workers’ compensation loss control agents. Information, tools and skills needed to observe and eliminate workplace hazards will be provided relative to specific MIOSHA standards. Michigan businesses that eliminate or abate hazardous conditions will reduce workplace accidents and illnesses that impact company growth and profitability.

**Time: 8:30 check-in**  
**Program 9:00 A.M.– 12:30 P.M.**  
**Cost: $90 per person**

**MIOSHA Creating a Positive Safety Culture 1-28-15**
This Course will provide the knowledge and tools for participants to gain an understanding of the factors that affect culture and how it impacts safety performance. Management Leadership/Commitment and Employee Involvement are the most critical components of having an effective Safety and Health Management System (SHMS). This course will use data, examples, case studies, and activities to illustrate best practices and assist participants in improving their company’s safety culture.

**Time: 8:30 check-in**  
**Program 9:00 A.M.– 4:00 P.M.**  
**Cost: $120 per person includes lunch**
Legal Briefings

Top 10 Employment Law issues That Should Be On Your Radar 9-23-14
Rob Dubault, Partner, Warner Norcross & Judd will discuss the top 10 employment law issues and how to avoid problems. (i.e NLRB, performance reviews, FMLA etc.)

Healthcare Reform Update & Preparing for 2015 10-28-14
Tripp Vander Wal with Miller Johnson will give us the latest information on healthcare reform and how to prepare for 2015.

Immigration Update 1-27-15
Mike Stroster with Miller Johnson will go over hiring, how to be prepared for Non-U.S. applicants, visas, and more.

Employee Discipline up to & Including Discharge 2-24-15
Bob Sikkel with Barnes & Thornburg, will discuss best practices in discipline, employee documentation, termination and will inform you on some of the red flags in employee behavior.

Retirement Plan Update 3-24-15
A review of last years development & retirement plans presented by John Mckendry with Warner Norcross & Judd.

EA Service:
Employee Opinion Survey
A valid assessment of employee opinions demonstrates the importance management places on what employees are feeling about their workplace environment and relationships.

The Survey Process
Preparation - discuss organization’s objectives, appropriate survey questions and administrative procedures and scheduling.
Distribution - The Questionnaire is distributed and collected at the organization’s facility by the Employers Association of West Michigan’s staff under strict confidentiality. The instructions and questions are provided in foreign languages, when needed.
Tabulation - data is analyzed and drilled down based on company specified sorts and also compared with national normative data.
Reporting - Senior management is presented with a written report, recommendations on how to follow-up on findings are given as well as guidance on how to report results to employees.

Key Areas of Evaluation:
Management Effectiveness
Working Conditions
Supervisory Management Skills & People Skills
Communication
Compensation & Benefits
Quality & Productivity
Policies & Practices
Employee Development & Recognition
Quality of Work Life

"We process our annual EOS through EA and have always received great information and were able to add sections meaningful to us. We will continue to use EA for future because they make the process easy, confidential, and beneficial to all." Ellen Davis, Gerber Federal Credit Union
NEW THIS FALL—TEAM Member Training Programs

Don’t let your workforce get in the soup!
According to an article on Entrepreneur.com discussing a survey on workplace conflict by CPP, (http://www.entrepreneur.com/article/207196)

U.S. employees spent 2.8 hours per week dealing with conflict. This amounts to approximately $359 billion in paid hours (based on average hourly earnings of $17.95), or the equivalent of 385 million working days.”

How to be an Awesome Team Member

Most of us have been on teams—sports, college, church, volunteer, etc. If you have ever been a part of a team, you know how hard it is to be truly successful! Teamwork seems to be such a simple concept: working together to accomplish something that one person working alone couldn't do. In fact we have a rich tradition in this country of working in teams to accomplish tasks and goals. This session is a combination of experiential learning which helps the team get know each other, build trust and morale, and an education portion which gives the team tools to further build their team.

Program Objectives

◊ Hold a vision that encourages effort toward future goals
◊ Learn to turn individual strengths into team assets
◊ The benefits & challenges of working in teams
◊ Giving and receiving feedback

Dates:
10-23-14
2-26-15
Time: 8:30-10:30 A.M.

EA Members: $125
Chamber Members: $135
Non-Members: $145
Dealing with Difficult Behavior

The goal of this class is to help participants learn basic techniques for dealing with difficult people and improving employee behavior. This will be accomplished by understanding some of the root causes of behavior, developing skills to cope with it, and implementing strategies to reduce and possibly eliminate the difficult behavior. Special emphasis will be placed on developing positive responses that empower people to permanently change their behavior, using hands-on activities to build knowledge and skills.

Program Objectives
- Training, coaching or counseling
- Identifying and eliminating barriers
- Active listening-methods and practices
- Managing people of different generations
- Effectively handling the stereotyping of gender and cultures
- Walking the thin line between company and associate

Program Objectives:
- Understand the goal of communication
- Learn about the communication pie (body language, tone, words)
- Learn how to get your message across clearly
- Learn how to set clear exceptions
- Understand the importance of listening

How to be an Awesome Communicator

The ability to communicate well is arguably one of the most important business skills, no matter what your industry. Yet so many of us haven't been trained in HOW to best communicate with co-workers and clients. In todays fast moving business world, your ability to communicate can make or break your career! Effective communication occurs when the receiver clearly understands the information or idea that the sender transmitted. This session explores the fundamentals of effective communication in our digital age and gives you proven methods to help strengthen your skills.

Program Objectives:
- Understand the goal of communication
- Learn about the communication pie (body language, tone, words)
- Learn how to get your message across clearly
- Learn how to set clear exceptions
- Understand the importance of listening
The Fred Factor featuring Mark Sanborn—Simulcast

Based on Mark Sanborn’s international bestselling book, The Fred Factor, and the sequel, Fred 2.0, this insightful leadership keynote presentation uncovers the secrets of extraordinary leadership. Mark explores how leaders can engage anyone in their organization to create added value, build better relationships and make a bigger, bolder difference.

Mark is the president of Sanborn & Associates, Inc., an idea lab for leadership development. In addition to his experience leading at a local and national level, he has written or co-authored 8 books and is the author of more than two dozen videos and audio training programs on leadership, change, teamwork, and customer service.

Mark is a past president of the National Speakers Association and winner of The Cavett, the highest honor bestowed by that organization. In 2007 Mark was awarded The Ambassador of Free Enterprise Award by Sales & Marketing Executives International.

Here are some of the lessons Mark will share:

◊ The first job of leadership
◊ The difference between a “vendor” and a “partner”
◊ How to replace money with imagination to create value
◊ The four sources of passion
◊ How to create a “team of Freds”
◊ Elevating the customer and employee experience
◊ How to reinvent yourself and avoid burnout
◊ And much more…

Date: Wednesday – October 8, 2014
Time: Noon-1:30 pm
Event: Simulcast event—view from your desk or conference room!
Price:
$50 for 1-4 viewing
$100 for groups of 5 or more
EA may purchase Fred Factor books in lots of 25 for just $10/each - let us know if you would like to purchase for your staff.
L2: Learn and Lead—Simulcast

L2: Learn – Lead will be broadcast to hundreds of locations around the world, but imagine the energy and impact of being in the room live as you learn practical tips you can implement immediately to grow influence as a leader.

Learn from leadership experts John C. Maxwell, Linda Kaplan Thaler and Tim Sanders as they inspire you and share their expertise to help you succeed as a leader. This half-day premier event will definitely expand your capacity to lead.

You need encouragement. You need inspiration to continue to pour into the lives of those you lead. That’s why the new simulcast L2: Learn – Lead is here, to breathe new life into your leadership.

Speakers:

John C. Maxwell

Maxwell is a #1 New York Times best-selling author, coach and speaker who has sold more than 24 million books in fifty languages. Often called America’s #1 leadership authority, Maxwell was identified as the most popular leadership expert in the world by Inc. magazine in 2014. And he has been voted the top leadership professional six years in a row on LeadershipGurus.net.

Linda Kaplan Thaler

Thaler is responsible for some of America’s most famous, relevant and touching advertising campaigns in the industry. She serves as the Chairman of Publicis Kaplan Thaler, a fully-integrated advertising agency with digital, social and technology at its core.


Tim Sanders

Sanders is an Internet pioneer and former Yahoo executive who advises Fortune 500 executives on leadership, marketing and new media strategies. He has launched companies, built brands and now runs a media services company specializing in business trends, new media and human behavior.


Date: Friday – October 10, 2014
Time: 9:00 a.m.-1:00 p.m.
Location:
All Shores Wesleyan Church - Spring Lake Campus
15550 Cleveland St
Spring Lake, MI 49456
EA Members: $75
Regular price: $99
(sales end 10-3-14)
Register through Whoohooing.com
http://www.woohooing.com/l2-learn-and-lead-event/

Use Promo Code
EAWM
**EEOC Update 11-12-14**
Jeff Fraser with Miller Johnson will review current activities within the EEOC including:

- ADAAA update
- Retaliation
- EEOC handbook policies
- Dealing with prescription medication that impacts the ability to do the job

**MIOSHA Update 12-10-14**
Deb Gorkisch and Dave Humenick, with the state of Michigan, will provide an update on MIOSHA and the top 25 most serious MIOSHA violations.

**Best Practices in Safety Training for Temporary and Seasonal Workers 1-14-15**
Cathy Monton with Manpower and Deb Gorkisch with the State of Michigan will be part of the panel sharing best practices around safety orientation, supervising, reporting & recording incidence and other practices.

**Counseling Difficult Employees 2-11-15**
Lou Rabaut with Warner Norcross & Judd will discuss:

- The histrionic, the passive-aggressive, the anti-social and the narcissist - understanding difficult personalities
- Using emotional intelligence analysis as a tool
- How to confront the difficult employee
- Don't run afoul of the ADA when confronting difficult employees

**Recruiting and Retention 3-11-15**
Panelist will share best practices on recruiting and retention within their organization.

- Recruiting sources for various positions
- Maintaining ongoing relationship with sources
- College and internship programs
- Onboarding
- Acclimation
- Retention strategies

**Handbooks Review 5-13-15**
Jeff Frasier with Miller Johnson will review a checklist of policies to include in your handbook; when to get signed acknowledgements; and which policies should be reviewed and possibly acknowledged annually.
EA Service:
Reference Checking

The Association is pleased to offer reference checking services for our members. Through careful research we have chosen to offer services in partnership with a sister Association, AAIM. AAIMEA is a human resource association comprised of over 1,600 employers and very similar in operation to Employers Resource Association. Because their people are HR professionals, they know how and why to conduct pre-employment checks. Since nearly 30 percent of the reference checks they conduct disclose discrepancies and with workplace violence on the increase, there is a growing necessity for reference checks.

AAIMEA will provide you with prompt, reliable and cost effective information. You will be invoiced by AAIMEA at the end of the month for services requested and rendered.

There are no set-up, annual or minimum usage fees.

EA Members are eligible for AAIMEA's member rates (20% below non-member rates).

Visit our website for more information.

Supervisory Skills Series

Leadership development is an investment in the future success of organizations. Leaders set the tone, the pace, the culture and image. By having all of your leaders on the same page, going in the same direction and having a mutual understanding and respect, organizations will be more successful. If you’re in a leadership position (or would like to be), this seminar is a great opportunity to learn new skills, enhance the skills you have and make your leadership a positive and valuable asset to your company or organization.

Supervisory Skills 101
-Your role as a supervisor and how you fit into the big picture
- The key differences between peer and supervisory positions
- Rolling out change – understanding how it affects people & how to effectively manage it
- Leader’s role in employee motivation

Supervisory Skills 102
*Prerequisite: Supervisory Skills 101
- Creating a culture of accountability
- The formula for a culture of accountability
- Learn how to delegate effectively
- Learn tips on how to manage conflict
*Participants must take supervisory skills 101 before taking 102

Investment includes materials:

<table>
<thead>
<tr>
<th>Series 101</th>
<th>Series 102</th>
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<tbody>
<tr>
<td>EA Members:</td>
<td>EA Members:</td>
</tr>
<tr>
<td>$275/pp</td>
<td>$285/pp</td>
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<tr>
<td>$145 Per Session</td>
<td>$155 Per Session</td>
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The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute’s criteria to be pre-approved for recertification credit.
Leadership Development Series

The goal of this training is to assist any person in becoming a more professional leader by focusing on building skills that involve and empower people and teams to world class performance. Specific emphasis is placed on improving leadership performance through the implementation of empowerment techniques. This is accomplished through skill building activities meant to prepare participants to take ownership for leadership on the job.

48 hours of training plus a certificate for series completion.

Series Investment

*Cost per person is based on class size. Pricing goes by number in class, not by number sent by any one organization. Materials cost included

<table>
<thead>
<tr>
<th># of Participants</th>
<th>Fee</th>
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<tbody>
<tr>
<td>8-10</td>
<td>$1500</td>
</tr>
<tr>
<td>11-12</td>
<td>$1375</td>
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<tr>
<td>13-14</td>
<td>$1250</td>
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<tr>
<td>15-16</td>
<td>$1150</td>
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</tbody>
</table>

Take one phase (s) for $250 per person providing that there is a minimum of 8 participants registered in the series.

Time-1:00 to 5:00 pm

All sessions are held at EA unless stated otherwise.

Phase 1: Team Building – Building a Positive Culture

Session 1– December 2, 2014:
- Developing win/win relationships
- Three elements of a solid leadership foundation
- Changing negative behavior to positive behavior
- The 20/50/30 rule
- Application and homework

Session 2– December 9:
- Developing measurables to challenge the team
- Continuous improvement strategies and active ties
- The power of involving people to accomplish tremendous results
- Personal action plans

Phase 2: DiSC - Working Effectively With People

Session 1– December 16:
- DISC Personal Profile
- Identify behavioral profile
- Identify and capitalize on your behavioral strengths
- Identify your behavioral challenges
- Application and homework

Session 2– January 6, 2015:
- The challenge of various situations and your response to them
- Increase your appreciation of different profiles
- Anticipate and minimize potential conflicts with others
- Identify the behavior style of people that you work with
- Develop strategies to work with people more effectively using DISC
- Personal action plans

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# Leadership Development Series

## Phase 3: Empowering People

**Session 1 – January 13:**
- The empowerment grid: Developing maximum horsepower
- Respect: How to give it. How to get it.
- How to create the environment for empowerment
- Overcoming obstacles to empowerment
- Identify your empowerment style
- Application and homework

**Session 2 – January 20:**
- A day in the life of an average employee
- Identifying & shifting empowerment focus
- Control vs. influence
- Top ten factors that need to be addressed when empowering people
- Dealing with the complaint “No one listens to me”
- Personal action plans

## Phase 4: Effective Communication and Conflict Resolution

**Session 1 – January 27:**
- Active listening – Itemized Response method
- Empathy
- Non-verbal communication
- Giving Feedback
- Application and homework

**Session 2 – February 3:**
- Diary Page – discovering conflict in our Lives
- Thomas-Kilman Conflict Mode Instrument
- The Five Conflict Modes
- Inappropriate Mode Responses
- Personal action plans

## Phase 5: Effective Problem Solving and Decision Making

**Session 1 – February 10:**
- Introduction and logistics
- Using a rational approach & people skills
- Identifying classification methods
- Introduction & specifics of the 8D process
- Root cause problem solving
- Structured problem solving & decision making
- Application and homework

**Session 2 – February 17:**
- Use of problem solving and decision making tools
- Techniques for generating and determining basic causes
- Personal action plans

## Phase 6: Performance Management

**Session 1 – February 24:**
- Understanding the difference between leadership and performance management
- Managing the performance of others
- Identifying and creating key performance indicators
- Three elements of a solid leadership foundation
- Developing SMART goals
- Application and homework

**Session 2 – March 3:**
- Using performance evaluations effectively
- Giving Effective Feedback
- Develop a performance plan for people that report to you
- Developing a follow-up plan
- Personal action plans
**EA Service: Testing**

**Leadership Testing**
Supervisory - Team building, initiative, situational style of interaction, problem solving, influence

**Executive, Sales** - Decisive judgment, teamwork and collaboration, energy level, follow-through, resilience

**Customer Service, Sales Testing**
Management/Sales - Thinking intellectual abilities, energy level, coaching performance, resilience

Sales Person - Confident sales presence, social, developing, positive, motivated, assertive

Entry Sales/ Customer Service - Personality Characteristics, job commitment, integrity, arithmetic levels 1 and 2, ability to read graphs, and charts and coding

**Occupational/Entry/Manufacturing**

*Three different Assessments which are customizable to fit specific job requirements in…*

Administrative, Bank, Retail, Customer Service, Health Care, Production, Warehouse

a. **Orion** - Manufacturing/warehouse work attitude, attendance, being supervised, profile includes, drug use, theft, communication

b. **Select** - Job commitment, work ethic, frustration tolerance, face-to-face communication

c. **E-net** - Accommodating to others, Acceptance of diversity, positive service attitude, 19 job specific categories to choose from plus…

“The Supervisory/Leader Assessment is an additional tool we use during the interview process. It is an online assessment that uses job simulation with videos to evaluate the skills and abilities required for situations supervisors will encounter in a manufacturing environment.”

“**EA then sends a Feedback Report that indicates the applicant’s overall probability of success and evaluates his/her strengths and weaknesses in different skill sets that are measured in the evaluation. This report is also beneficial later with the onboarding process.**”

“We also use the tool to develop our existing team, because the straightforward report also goes into detail where performance is acceptable and where it needs development.”

“This insight makes designing a personal development plan more effective since we know where to focus our efforts to develop skills.”

Dana Zorn, Hilite International
DiSC®—Understanding Behavior Styles

Participants learn to identify and understand behavior styles-theirs and others-by completing an on-line DiSC® Classic behavior assessment by Wiley Publishing. By analyzing their own assessments, participants prepare to explore the most effective ways to relate to others and communicate in light of identified behavior styles. This information is particularly useful for anyone who needs to interact with a variety of customers work effectively in a team, or motivate employees and colleagues.

**Program Objectives**
- Learn about the 4 main DiSC® Styles D, I,S,C
- Interacting effectively with other behavioral styles
- Successful strategies for working together and increasing productivity
- Effective ways to motivate using different behavior styles
- How to strengthen communication by using different methods based on differing behavioral styles.

Managing Multiple Generations

Do you wonder why you can't find employees who are willing to work as hard as you? “Why won't my employees take their thumbs off their cell phones when I am speaking to them?” Increasingly, generational differences are causing conflict and frustration in many organizations. These differences—from how an employee views a dress code or work hours, to how work is done and what a “full day” of work means—are coming contentious. This training reviews generational differences and help participants develop an appreciation of how valuable such differences can be.

**Program Objectives:**
- Identify the major influences on the four generational groups currently working, how these elements have shaped the generations, and how they have created noticeable differences
- Identify how issues such as work-life balance are thought of differently by the generations and yet have strong similarities
- Explore communication differences between the generations (including the varying roles technology plays) and how to deal with the differences
- Identify the behaviors that are causing work conflicts
- Develop practical techniques for working with the multiple generations to increase organization effectiveness, productivity, and harmony

**Dates:**
- 12-18-14
- 5-6-15

**Time:** 8:30-10:30 A.M.
- **EA Members:** $125
- **Chamber Members:** $135
- **Non-Members:** $145
1st Aid Certification Series

**1st Aid, CPR, AED & Bloodborne Pathogens**

To help member firms meet the requirements of MIOSHA, the following classes for First Aid and CPR certification have been scheduled with an experienced occupation health professional and is a 2 year certification. Bloodborne Pathogens is a 1 year certification and is included in all sessions. In house delivery is available for groups of 6 or more and is the same cost per person as the public classes.

- **September 26, 2014**
- **October 24, 2014**
- **November 28, 2014**
- **January 23, 2015**
- **February 27, 2015**
- **March 27, 2015**
- **April 24, 2015**
- **May 22, 2015**
- **June 26, 2015**

*Time: 8:30-Noon*

| EA Member: $75 | Non-Member: $90 |

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EA Service: Online Safety Training

**Comprehensive OSHA Online Learning System**

Reduce the complexity and cost of delivering effective safety training. Improve the quality of our employees’ lives, both at work and at home, through improved safety knowledge.

- 61-course library
- No software to download
- No quickly outdated books or expensive videos to buy
- Professional and relevant – deliver a consistent message to all employees
- Most courses offered in both English and Spanish
- Unlimited access 24 hours a day, 7 days a week
- 15 to 25 minute courses followed by a true/false and multiple-choice test questions
- All testing is documented on an outside server and is easily retrieved
- Integrated Learning, can load in-house program to system, Management System
- Truly a turnkey system. Your employees’ names will be uploaded for you

**Fee:**
Discounted member price of $35 a year per employee for unlimited access to our 61 course library and the supporting Learning Management System for a year.
Non-members pay $45.

Ask for a Demo
Event Registration

Most Programs have the fee listed within the outline. Non-members must pay in advance. Sorry, no refunds for registrations not cancelled 48 hours in advance. Substitutes are welcome.

Company Name

Main Contact Name

Phone Number

E-mail Address

Participant

Training Event

Date

Participant

Training Event

Date

Participant

Training Event

Date

Participant

Training Event

Date

Participant

Training Event

Date

Participant

Training Event

Date

4 Ways to Register:

1. Online www.eawm.net
2. Email: sandyrichards@eawm.net
3. Call: 231.759.0916
4. Complete this form and fax to: 231.759.2100

Credit Card

Credit Card Number

Zip Code

Expiration Date

SC

Visa

Mastercard

Discover

American Express
EMPLOYERS ASSOCIATION OF WEST MICHIGAN

380 W. Western Ave.
Ste. 202
Muskegon, MI 49440

Phone: 231 759 0916
Fax: 231 759 2100
E-mail: eawm@eawm.net