

2017



# Training Course Catalog



**Tel:** (888) 230-3231

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Visit us online at:

**ManagEase.com**

# Boost your business knowledge base with our HR training and education programs!

Our training programs are convenient and comprehensive. Live trainings are set to your schedule, at your location(s), and include reference materials, attendee certificates, group exercises and discussion segments. Trainings can also be delivered via online webinar for fast, convenient scheduling.

In addition to the key training selections below, ManagEase provides training on an expansive range of subjects for both employees and management teams. Training materials can be customized to fit your organization's personal needs.

Be sure to also check out our monthly Webinar Series, which offers different topics each month and re-certification hours with major industry accreditation institutes like HRCI, SHRM and APA.

For scheduling, price quotes or others questions on specialized training needs, please contact us at:

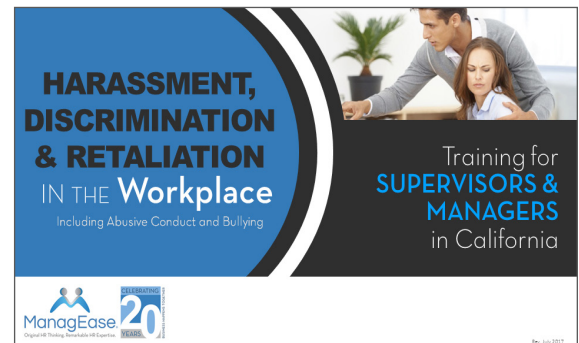
**TEL:** (888) 230-3231

**EMAIL:** [sales@managease.com](mailto:sales@managease.com)

## Harassment Prevention Training

**MANDATORY** CA employers of 50+ workers. AB 1825 mandates that managers and supervisors be trained every two (2) years and within the first six (6) months of employment or promotion.

**Highly recommended** for all employers, as liability in the case of manager misconduct may occur for companies of all sizes in all locations.



## Harassment Training for Managers/Supervisors

**Length:** Two (2) hours | **Languages:** English, Spanish | **Availability:** Onsite, Online, ManagEase Office, Webinar

- Designed for CA employers to fulfill all training requirements of AB 1825 and the updated CA FEHA regulations.
- Available for group pricing or individual pricing when attending training at corporate office; see page 5 for details.
- Covers sexual and non-sexual harassment, workplace discrimination, abusive conduct, and supervisory responsibilities in the event harassment occurs.
- All necessary materials for documentation purposes are provided, including certificates of compliance.

## Harassment Training for Employees

**Length:** One (1) hour | **Languages:** English, Spanish | **Availability:** Onsite, Webinar

- This training is designed to inform employees on Company anti-sexual harassment and non-sexual harassment policies, and provides guidelines on employees' responsibilities in complying with the policy and reporting harassment claims.

## Professional Behavior in the Workplace

**Length:** One (1) hour | **Languages:** English, Spanish | **Availability:** Onsite, Webinar

- Topics include a greater focus on professional behavior and communication in the workplace, with guidance on unlawful harassment and employees' rights and responsibilities in reporting harassment claims.

# Safety Training

ManagEase offers a variety of safety training courses designed for employers of different sizes and industries, as well as training on specific OSHA requirements for special concerns. Safety training can also be customized to include training on your organization's Illness and Injury Prevention Plan ("IIPP").

In general, best practice is to provide all employees with basic safety training on an annual basis (note that this may be a requirement in certain states, localities, or industries).

**MANDATORY** CA employers must provide basic safety training on an annual basis.



## Basic Employee Work Safety Training

**Length:** One (1) hour | **Languages:** English | **Availability:** Onsite, Webinar

- Training is geared towards general office/administrative environments.
- Topics include handling emergencies at work, safe work habits, workstation concerns, workplace violence, and reporting requirements.
- Optional topics: introduction and overview of your organization's IIPP.



## Employee Work Safety & Policy Compliance - Light Manufacturing Industries

**Length:** One (1) hour | **Languages:** English | **Availability:** Onsite, Webinar

- Training is geared towards industries that may utilize more dangerous equipment.
- Topics include handling emergencies at work, evacuation protocols, workplace violence, workplace accidents and reporting requirements, and electrical and chemical safety.
- Customized training is available for industries with specific OSHA requirements.



## OSHA Hazard Communication and the Globally Harmonized System (GHS)

**Length:** One (1) hour | **Languages:** English | **Availability:** Onsite, Webinar

- **MANDATORY** For all employees who are assigned to work with hazardous chemicals. Training should be conducted for new hires to familiarize them with an employer's SDS and labelling systems.
- Topics include an overview of OSHA regulations, chemical classifications, labelling and pictograms, review of safety data sheets (SDS), and the OSHA Hazard Communication Standard.

## Heat Safety Training

**Length:** Thirty (30) minutes | **Languages:** English | **Availability:** Onsite, Webinar

- **MANDATORY** For CA employers with employees working outdoors, regardless of headcount.
- Recommended for employers with hot indoor work environments (e.g., welding, kitchen workers, etc.).

# HR Compliance Training

Our training provides employees and management-level personnel both hard and soft skills necessary to navigate the complicated world of HR compliance. Training is available for all aspects of HR, including HIPAA, leaves of absence, payroll and compensation, performance management, recordkeeping, and more.

## Other HR Compliance Training Topics:

- I-9 Compliance
- FLSA Classifications
- Gender Expression & Gender Identity
- Background Checks
- And more!

## HIPAA Compliance Training

**Length:** 90 minutes | **Languages:** English | **Availability:** Onsite, Webinar

**MANDATORY** For certain employers with access to protected health information or personal data, e.g., health care providers, some health plans, business associates managing personal health data, etc.

- Topics include: an overview of HIPAA as amended by HITECH, protected health information (PHI), the three rules that govern HIPAA, employer exceptions to privacy rules, employers' and employees' rights under HIPAA, HIPAA compliance and violations, and best practices.



## Leaves of Absence Management

**Length:** Two (2) hours | **Languages:** English | **Availability:** Onsite, Webinar

- When it comes to HR rules and regulations, few things are as complex and confusing as managing employee leaves of absence. California, in particular, has numerous leaves dependent on employee headcount, some of which may run concurrently with federal leaves. This training will help employers learn more about administering leaves in order to avoid potential liability.
- Topics include: different types of leaves of absence programs, both paid and unpaid, either offered by your company or state/federal statutory programs, with focus on procedures for initiating, tracking, and verifying leaves.



## Conducting Good Faith Investigations

**Length:** One (1) hour | **Languages:** English | **Availability:** Onsite, Webinar

- Learn how to avoid potential lawsuits and manage risk when faced with allegations of misconduct. Developing a framework for good faith investigations is key to successfully navigating each phase of a workplace investigation, from complaint to conclusion.
- Topics include: overview of the concept of "good faith," use of policies and procedures, what triggers an investigation, types of misconduct, overview of a complaint, confidentiality, step-by-step investigation guidelines, and practice scenarios.

## Handling Workers' Compensation Claims

**Length:** One (1) hour | **Languages:** English | **Availability:** Onsite, Webinar

- A mismanaged workers' compensation claim can result in huge employer costs. If an employee is injured on the job, your organization should be familiar with all the steps it must take to handle the injury.
- Topics include: overview of workers' compensation benefits, cost factors, employer and employee issues, claim and documentation processes, what and when to report injuries, review of key forms, and other procedures for claim management.

# HR Management Certificate

Perfect for organizations with staff who manage HR, payroll and benefits functions, but may need help in developing their knowledge, methodology and skills. The HR Management Certificate is a comprehensive five-part course designed to give attendees the tools and resources they need to meet the challenges of today's workforce.



## Session 1 - Foundations of the HR Department

**Length:** Three (3) hours | **Languages:** English | **Availability:** Onsite, Webinar

- Topics include: HRIS, personnel files issues and concerns, posters and forms, employee handbooks and policies, independent contractors and volunteers, security and retention for recordkeeping purposes, and resources for HR Professionals.
- Comprehensive handouts and other training materials are provided.



## Session 2 - Payroll & Benefits

**Length:** Three (3) hours | **Languages:** English | **Availability:** Onsite, Webinar

- Topics include: employee classification, wage orders, guidance on paid and unpaid interns, compensation concerns and documentation, meal and rest breaks, mandated leaves of absence, time off and other benefits.



## Session 3 - Recruiting, Selecting, Hiring & Exiting Employees

**Length:** Three (3) hours | **Languages:** English | **Availability:** Onsite, Webinar

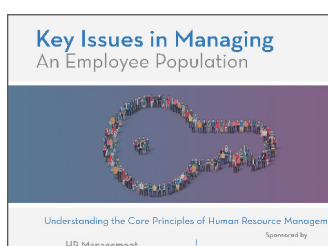
- Topics include: recruiting and negotiating, screening, different types of interviews, required do's and don'ts, offer letters, background searches, and orientation and onboarding.



## Session 4 - Performance Management and Employee Development

**Length:** Three (3) hours | **Languages:** English | **Availability:** Onsite, Webinar

- Topics include: goal setting and management, tactics, public reporting and tracking, performance management process from hire to exit, coaching, counseling and rewarding, discipline and documentation, and performance appraisals.



## Session 5 - Key Issues in Managing an Employee Population

**Length:** Three (3) hours | **Languages:** English | **Availability:** Onsite, Webinar

- Topics include: HR and OSHA compliance, HR and the Americans with Disabilities Act, managing work injuries, HIPAA compliance.

# Workplace Skills Training

In today's workforce, employees of all levels have to work hard **and** smart to stay competitive. Our Workplace Skills Training covers more advanced territory than the basics included in the HR Management Certificate series and is aimed at helping employees and managers alike develop the awareness and aptitude they need to thrive in any working environment.

## Communication Styles: the Good, the Bad, and the Ugly

**Length:** Two (2) hours | **Languages:** English | **Availability:** Onsite, Webinar

- It's not enough to just be "smart" anymore--having emotional intelligence is a must. Good communication is the key for leaders and followers alike to understand, cooperate and excel at working with each other.
- Topics include: professional behavior, the mechanics of communication, discussion of the "communication toolbox," how to deal with communication barriers, managing conflict, anger, and emotions, and prohibited behavior.

## Understanding & Benefiting from Diversity

**Length:** One (1) hour | **Languages:** English | **Availability:** Onsite, Webinar

- Available as one (1) hour training for either employees or managers, this training session gives an overview of why and how equal employment benefits the workplace.
- Topics include: guidance on protected classes, benefits of a diverse workplace, how to identify and overcome issues caused by diversity, and how to effect change on an individual level.

## Manager Skills Training Series

**Length:** One (1) hour per module | **Languages:** English | **Availability:** Onsite, Webinar

- The Manager Skills Training Series is ideal for newly promoted managers or supervisory staff, or those who may need a refresher course on specific areas of concern. Unlike the HR Management Certificate series, these modules are designed with supervisory staff of all industries and organization sizes in mind. Training can be scheduled for the completed series or for individual modules.

### Modules include:

- **Professional Behavior in the Workplace:** Identifies components and power of good communication skills, the process of conflict resolution and changing inappropriate behavior, and putting outcomes before emotions.
- **Discipline and Documentation Processes:** Customizable to include training on your company's specific forms and processes, or with use of ManagEase forms for integration with our Blue Rock Documentation System.
- **Interviewing and Hiring:** From initial interview to onboarding, this training covers how to set up new employees for success, various approaches to interviewing and what to ask--or avoid--during the interview.
- **Performance Management and Appraisal:** Covers a range of activities for professional development and enhanced productivity, ideal for newer managers or those with limited formal training.
- **Coaching, Counseling and Mentoring:** What's the difference between these types of management styles? How do you change someone's behavior? Learn why each process is used, for what types of employees, and how to measure effectiveness.

# 2017 Webinar Training Schedule

ManagEase's monthly webinar series delivers a wide variety of topics, ranging from compliance seminars to current trends to best practices in different HR-related fields. ManagEase is an approved SHRM Recertification Provider, and our webinars often award recertification hours for HRCI, SHRM and APA credentials.

Click on the below schedule or visit [ManagEase.com/webinars/](http://ManagEase.com/webinars/) to register!

## Registration Fees

- FREE** Current Client Care and Resource Program Members
- \$95** ManagEase Clients
- \$195** Public Fee
- \$395** Annual Subscription to all Listed Webinar Trainings

## Jan 30

Thursday - 10:00 am - 11:30 am

New Years, New Laws: Get 2017 Started on the Right Foot

## Feb 2

Thursday - 10:00 am - 11:30 am

Is Pay the Same on Mars and Venus?: Updates on Equal Pay

## Mar 9

Thursday - 10:00 am - 11:30 am

Email, Texting, and Messaging - Oh My!: Cyber Liability with Employee Communications

## Apr 13

Thursday - 10:00 am - 11:30 am

The "On-Demand" Workforce: Challenges and Solutions for Flexible Work Schedules

## May 18

Wednesday - 10:00 am - 11:30 am

Leaves, Leaves, Leaves! Does Anyone Work Anymore?: Workforce Continuity and Strategies for Gap Management

## Jun 8

Wednesday - 10:00 am - 11:30 am

What Makes a Great Benefits Package?: Current and Competitive Offerings to Attract Talent

## Jul 13

Thursday - 10:00 am - 11:30 am

Free, Cheap and Otherwise: Recruiting in the Social Media Era

## Aug 10

Thursday - 10:00 am - 11:30 am

Don't Just Be Good - Do Good: Corporate Social Responsibility

## Sep 14

Thursday - 10:00 am - 11:30 am

HR Ethics 101: "Can I Tell You Something in Confidence"

## Oct 12

Thursday - 10:00 am - 11:30 am

What's Your Legacy Plan? Retaining Tribal Knowledge

## Nov 9

Thursday - 10:00 am - 11:30 am

Payroll Danger Zones: Preparing for the Year's End

## Dec 7

Wednesday - 10:00 am - 11:30 am

Turn Sour Grapes into Fine Wine: Driving a Rebrand of Company Culture



# 2017 Harassment Training Schedule

We host two-hour Manager/Supervisor Harassment Prevention Training sessions at our offices located in Irvine, CA. These sessions are ideal for employers who may not have the time or space in their facilities to arrange training, but are still required to or would like to get supervisory staff trained to reduce potential liability.

Your organization may be required to provide harassment training to certain employees. To learn more, or to register for monthly Harassment Training series, or to inquire into services offered, please contact:

**TEL:** (888) 230-3231 x660  
**E-mail:** [jsosa@managease.com](mailto:jsosa@managease.com)

### Registration Fees

**\$155** Per initial registrant

**\$125** For 2nd and every subsequent manager from the same company attending the same session

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|-----------------------------|--|
| <b>Jan 11</b><br>Wednesday  | 9:00 am- 11:15 am PST                    |
| <b>Feb 8</b><br>Wednesday   | 2:00 pm- 4:15 pm PST                     |
| <b>Mar 8</b><br>Wednesday   | 9:00 am- 11:15 am PST                    |
| <b>Mar 29</b><br>Wednesday  | 9:00 am- 11:15 am PST<br>Spanish Session |
| <b>Apr 5</b><br>Wednesday   | 2:00 pm- 4:15 pm PST                     |
| <b>May 10</b><br>Wednesday  | 9:00 am- 11:15 am PST                    |
| <b>June 15</b><br>Wednesday | 2:00 pm- 4:15 pm PST                     |

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|----------------------------|--|
| <b>Jul 19</b><br>Wednesday | 9:00 am- 11:15 am PST                    |
| <b>Aug 16</b><br>Wednesday | 2:00 pm- 4:15 pm PST                     |
| <b>Sep 20</b><br>Wednesday | 9:00 am- 11:15 am PST                    |
| <b>Sep 27</b><br>Wednesday | 9:00 am- 11:15 am PST<br>Spanish Session |
| <b>Oct 18</b><br>Wednesday | 2:00 pm- 4:15 pm PST                     |
| <b>Nov 15</b><br>Tuesday   | 9:00 am- 11:15 am PST                    |
| <b>Dec</b>                 | NO TRAINING                              |