

Winter

Spring

Seminar & Certificate Programs



Summer

January - August

2012

Happy 2012!

The greatest gift one can give is knowledge – and the most profound way to show gratitude for that gift is to apply it to situations occurring within our daily lives. We all bring unique and individual characteristics to our organizations. To maximize results we must identify and accentuate strengths, meld them into the fabric and culture of our workplace, then find ways to make up for their inevitable weaknesses. Unfortunately, nobody has ever developed a “one size fits all training program” guaranteed to produce positive results – but we have found that each individual can be developed to accomplish great things.

The Association has spent years developing solutions that promote operational excellence and sustainability. We have highlighted some of our core training programs within this catalog and have included a brief description of the practical consulting and information resources we offer within the enclosed flier. Our programs and services (detailed within our website at www.teagr.org) are intended to help people work with others – and to resolve the conflicts that those relationships often bring.

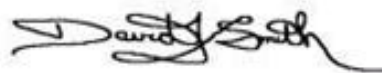
Leaders who struggle to gain respect often “deliver” news as being “from Management” rather than “owning it.” They seek credit for things that “go right” while assigning blame for things that “go wrong.” Our **Core Leadership Certificate Series** helps supervisors and managers effectively communicate to others and “own” what they say. We teach leaders how to work with and through others. We empower managers to assume departmental shortcomings while allowing others to claim individual success. We believe that great things can be accomplished when credit is shared (rather than claimed) – and work hard to establish that belief in those we train.

Ineffective leaders often ask, “Why am I not part of the management team?” Strong leaders make themselves invaluable by learning as much about the organization as possible, using this knowledge to make significant, profitable decisions. They delegate to others – equipping employees to make decisions and assigning them responsibility – then holding them accountable for their independent actions. Effective leaders pull others up with them – ineffective leaders tend to climb to the top upon the backs of others.

Human Resource professionals should be integral to an organization’s success. Our **HR Master’s Certification Series** will help you become a part of the Management Team by teaching you strategic decision-making skills, providing you the tools needed to become essential, and showing you how to practically advise and counsel your organization through a myriad of complex (and ever-changing) regulatory issues.

Service recovery has become an essential skill within today’s world. Effective **Customer Service** training can minimize the need to recover your customer’s confidence. Individuals learn the people they work with internally are just as important as those for whom they are producing goods or services – that until the needs of those they work with are satisfied they can never fully respond to those seeking their services.

TEA is constantly updating and enhancing our programs so that you can effectively meet your ongoing needs by motivating people, satisfying customer needs and contributing directly to the sustainability of your organization. Please give us a call if you do not see something you need to help make your organization one where people WANT to work because they can contribute and make a difference. **We are here for you – let us help!**



David J. Smith, CAE
President & CEO



TEA 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. The use of this seal is not an endorsement by HR Certification Institute of the quality of the programs. It means that these programs have met HR Certification Institute’s criteria to be pre-approved for recertification credits.

To receive HRCI certification, TEA’s training programs were extensively evaluated and reviewed. These certifications further demonstrate TEA’s commitment to providing quality continuing education programs.

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Not seeing what you are looking for? Contact us today and we can develop a program to fit your company needs!

**Our prices are listed by TEA Member / Non-TEA Member
Not a member? Contact Lynne Goede at Igoede@teagr.org and
start saving TODAY!**

Legend for seminars within certification programs

(BC) -	Business Communication Certificate
(CS) -	Customer Service Certificate
(CLS) -	Core Leadership Skills Certificate
(HRM) -	Human Resources Master’s Certificate

Many seminars can be taken as part of a certificate program or as stand-alone presentations.

Business Communication Certificate

DESCRIPTION

This communications series will provide the participant a multi-level approach to the issues that employees face in the workplace. One of the greatest impediments to organizational and employee growth is the lack of professional communication skills. This series will provide practical tools for strengthening communication skills while lessening the potential for miscommunication, confrontation and workplace stress that could lead to poor performance and other interpersonal workplace issues. Those participants who attend all the required seminars within twelve months will receive a certificate of completion and will be better prepared to shape communication for themselves and their organizations.

SEMINARS & DATES

- **Business Writing & Email Etiquette**
Tuesday, 4/17/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR
- **Turning Confrontation into Conversation**
Tuesday, 4/24/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR
- **Powerful Presentation Skills**
Tuesday, 5/1/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR
- **Business Professionalism: How What You Say and Do Builds Your Image**
Wednesday, 5/9/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR

BEST DEAL / SAVE MONEY!

Enroll for the full certificate and **pre-pay** the package pricing of **\$350 Members / \$500 Non-Members**.
(An approximate 10% savings off each seminar) All prepaid packages must be paid on or before the first day of class.

Core Leadership Skills Certificate

DESCRIPTION

The five-part leadership skills certificate focuses on foundational leadership principles and skills needed by every leader or potential leader. We have also added an action learning piece to the program that utilizes a leadership style assessment. Participants will learn leadership skills that can be applied immediately. Through a combination of hands-on coursework, assessments, presentations and a learning log, everyone will leave the sessions eager to practice new skills and strive for greater success.

TOPICS

- Session 1 - Basics of Leadership
- Session 2 - Engaging Employees
- Session 3 - Effective Communication**
- Session 4 - Legal & Ethical Issues
- Session 5 - Leadership in Action

SCHEDULE

- Winter 2012 Every other Thursday beginning January 19, 2012
1/19, 2/2, 2/16, 3/1 & 3/15/2012
8:30 a.m. - 5:00 p.m.
- Spring 2012 Every other Tuesday beginning March 13, 2012
3/13, 3/27, 4/10, 4/24 & 5/8/2012
8:30 a.m. - 5:00 p.m.
- Summer 2012 Every other Wednesday beginning May 16, 2012
5/16, 5/30, 6/13, 6/27 & 7/11/2012
8:30 a.m. - 5:00 p.m.



To make-up a date you have missed, please call us at 616.698.1167 for the schedule!



CERTIFICATE PRICE

\$925 Member / \$1100 Non-Members (lunch on your own)
Non-members must submit payment prior to the beginning date.
Members will be invoiced after the first class.

*** This program has been submitted to HR Certification Institute for review.*

Customer Service Certificate

SERIES GOAL This certificate series provides an in-depth education on all aspects of how to serve the customer. Those who attend all four seminars within 12 months will receive a certificate of completion and will be prepared to work effectively with customers.

SEMINARS & DATES

- **Creating Fanatic Fans Forever**
Wednesday, 2/29/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR
- **Can We Talk? Winning Telephone Sales**
Wednesday, 3/7/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR
- **Customer Problem Solving**
Wednesday, 3/14/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR
- **Turning a Negative Encounter into a Positive Encounter**
Wednesday, 3/21/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR
- **Telephone Etiquette**
Wednesday, 3/28/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR

BEST DEAL / SAVE MONEY!

Enroll for the full certificate and **pre-pay** the package pricing of **\$425 Members / \$610 Non-Members - NEW!**
(An approximate 10% savings off each seminar) All prepaid packages must be paid on or before the first day of class.

HR Master's Certificate

SERIES GOAL This certificate series provides the newly appointed HR professional practical, everyday application of the various laws and governmental regulations that HR encounters, in addition to providing them with the tools necessary to survive the multiple tasks presented each day. Those who attend all ten seminars within 12 months will receive a certificate of completion and will be better prepared to take on the complex task of managing today's workforce issues.

SEMINARS & DATES

	<u>Winter</u>	<u>Spring</u>
• Session 1 - History, Roles & Laws** (8:30 am - 2:30 pm) \$160 / \$210; Rob Strate, SPHR & Maggie McPhee, PHR	Tuesday, 1/17/12	Thursday, 4/12/12
• Session 2 - FMLA/HIPAA/COBRA: Befriending the Monsters in the Closet** (8:30 am - 2:30 pm) \$160 / \$210; Matt Isbell	Thursday, 1/26/12	Wednesday, 4/18/12
• Session 3 - Case Studies in Employment Law** (8:30 am - 12:00 pm) \$95 / \$135; Stephanie Settingington, Varnum	Wednesday, 2/1/12	Thursday, 4/26/12
• Session 4 - Documentation & Recordkeeping** (8:30 am - 4:00 pm) \$160 / \$210; Maggie McPhee, PHR	Thursday, 2/9/12	Wednesday, 5/2/12
• Session 5 - The Hiring and On Boarding Process** (8:30 am - 4:00 pm) \$160 / \$210; Rob Strate, SPHR	Wednesday, 2/15/12	Thursday, 5/10/12
• Session 6 - HR Finance & Metrics** (8:30 am - 12:00 pm) \$95 / \$135; Maggie McPhee, PHR	Wednesday, 2/22/12	Tuesday, 5/15/12
• Session 7 - Compensation & Benefits** (8:30 am - 12:00 pm) \$95 / \$135; Maggie McPhee, PHR	Wednesday, 2/29/12	Wednesday, 5/23/12
• Session 8 - Harassment & Discrimination Prevention** (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR	Thursday, 3/8/12	Thursday, 5/31/12
• Session 9 - Employee Performance Management** (8:30 am - 12:00 pm) \$95 / \$135; Rob Strate, SPHR	Wednesday, 3/14/12	Wednesday, 6/6/12
• Session 10 - Engaging Your Organization** (8:30 am - 4:00 pm) \$250 / \$300; Lynne Goede, PHR & Rob Strate, SPHR	Thursday, 3/22/12	Thursday, 6/14/12

BEST DEAL / SAVE MONEY!

Enroll for the full certificate (Winter or Spring) and **pre-pay** the package pricing of **\$1,230 Members / \$1,635 Non-Members.**
(An approximate 10% savings off each seminar) All prepaid packages must be paid on or before the first day of class.

Check out www.teagr.org for more information or to register.

Communication

- **Business Professionalism: How What You Say and Do Builds Your Image**
Wednesday, 5/9/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (BC)
- **Business Writing & Email Etiquette**
Tuesday, 4/17/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (BC)
- **Can We Talk? Winning Telephone Sales**
Wednesday, 3/7/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (CS)
- **Creating Fanatic Fans Forever**
Wednesday, 2/29/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (CS)
- **Effective Communication Skills****
Thursday, 2/16/12, Tuesday, 4/10/12 or Wednesday, 6/13/12
(8:30 am - 5:00 pm) \$195 / \$205; Lynne Goede, PHR (CLS)
- **Powerful Presentation Skills**
Tuesday, 5/1/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (BC)
- **Turning Confrontation into Conversation**
Tuesday, 4/24/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (BC)



Customer Service

- **Business Professionalism: How What You Say and Do Builds Your Image**
Wednesday, 5/9/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (BC)
- **Creating Fanatic Fans Forever**
Wednesday, 2/29/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (CS)



- **Customer Problem Solving**
Wednesday, 3/14/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (CS)
- **Telephone Etiquette**
Wednesday, 3/28/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (CS)
- **Turning a Negative Encounter into a Positive Encounter**
Wednesday, 3/21/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (CS)



*** This program has been submitted to HR Certification Institute for review.*

Legend for seminars within certification programs

- (BC) - Business Communication Certificate
- (CS) - Customer Service Certificate
- (CLS) - Core Leadership Skills Certificate
- (HRM) - Human Resources Master's Certificate

Human Resources

- **Business Professionalism: How What You Say and Do Builds Your Image**
Wednesday, 5/9/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (BC)
- **Case Studies in Employment Law****
Wednesday, 2/1/12 or Thursday, 4/26/12 (8:30 am - 12:00 pm) \$95 / \$135; Stephanie Setterington (HRM)
- **Coaching for Improved Performance****
Wednesday, 1/18/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR
- **Compensation & Benefits****
Wednesday, 2/29/12 or Wednesday, 5/23/12 (8:30 am - 12:00 pm) \$95 / \$135; Maggie McPhee, PHR (HRM)
- **Documentation & Recordkeeping****
Thursday, 2/9/12 or Wednesday, 5/2/12 (8:30 am - 4:00 pm) \$160 / \$210; Maggie McPhee, PHR (HRM)
- **Employee Engagement****
Tuesday, 2/21/12 (8:30 am - 12:00 pm) \$95 / \$135; Rob Strate, SPHR
- **Employee Performance Management****
Wednesday, 3/14/12 or Wednesday, 6/6/12 (8:30 am - 12:00 pm) \$95 / \$135; Rob Strate, SPHR (HRM)
- **Engaging Your Organization****
Thursday, 3/22/12 or Thursday, 6/14/12 (8:30 am - 4:00 pm) \$250 / \$300; Lynne Goede, PHR & Rob Strate, SPHR (HRM)
- **FMLA/HIPAA/COBRA: Befriending the Monsters in the Closet****
Thursday, 1/26/12 or Wednesday, 4/18/12 (8:30 am - 2:30 pm) \$160 / \$210; Matt Isbell (HRM)
- **Harassment & Discrimination Prevention****
Thursday, 3/8/12 or Thursday, 5/31/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (HRM)
- **History, Roles and Laws****
Tuesday, 1/17/12 or Thursday 4/12/12 (8:30 am - 2:30 pm) \$160 / \$210; Maggie McPhee, PHR & Rob Strate, SPHR (HRM)
- **HR Finance & Metrics****
Wednesday, 2/22/12 or Tuesday, 5/15/12 (8:30 am - 12:00 pm) \$95 / \$135; Maggie McPhee, PHR (HRM)
- **The Hiring and On Boarding Process****
Wednesday, 2/15/12 or Thursday, 5/10/12 (8:30 am - 4:00 pm) \$160 / \$210; Rob Strate, SPHR (HRM)
- **Train-the-Trainer Techniques that “Wow” Them****
Thursday, 5/24/12 (8:30 am - 5:00 pm) \$160 / \$210; Lynne Goede, PHR
- **Workplace Bullies: How to Handle this Behavior****
Tuesday, 3/6/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR



**Interested in the
SHRM Learning System® Prep Course?**

TEA, along with Davenport University, is offering the class this Winter in three different formats:

- (1) Online
- (2) Facilitator-lead class and
- (3) Blended class including both online and facilitator lead sessions.

Classes begin January, 2012.

Visit www.teagr.org for schedules and more information.

Leadership

Supervisory & Management

- **Business Professionalism: How What You Say and Do Builds Your Image**
Wednesday, 5/9/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (BC)
- **Coaching for Improved Performance****
Wednesday, 1/18/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR
- **DiSC Behavioral Styles**
Wednesday, 1/25/12 (8:30 am - 12:00 pm) \$175 / \$225; Rob Strate, SPHR
- **Disciplined Problem Solving & Corrective Action**
Thursday, 3/8/12 or Wednesday, 5/9/12 (8:30 am - 5:00 pm) \$205 / \$265; Randy Lubbers
- **Effective Communication Skills****
Thursday, 2/16/12, Tuesday, 4/10/12 or Wednesday, 6/13/12
(8:30 am - 5:00 pm) \$195 / \$205; Lynne Goede, PHR (CLS)
- **Employee Engagement****
Tuesday, 2/21/12 (8:30 am - 12:00 pm) \$95 / \$135; Rob Strate, SPHR
- **Harassment & Discrimination Prevention****
Thursday, 3/8/12 or Thursday, 5/31/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (HRM)
- **Leadership Skills for New Managers**
Two Thursdays, 8/9 & 8/16/12 (8:30 am - 4:00 pm) \$500 / \$600; Lynne Goede, PHR & Rob Strate, SPHR
- **Leadership Skills for Supervisors & Managers: An Overview**
Tuesday, 4/17/12 (8:30 am - 4:00 pm) \$160 / \$210; Rob Strate, SPHR & Maggie McPhee, PHR
- **Peer-to-Boss: You're a Manager, Now What?**
Tuesday, 5/15/12 (8:30 am - 4:00 pm) \$160 / \$210; Lynne Goede, PHR
- **Project Management**
Wednesday, 4/18/12 (8:30 am - 5:00 pm) \$205 / \$265; Management Solutions Group
- **Time Management Mastery**
Thursday, 5/17/12 (8:30 am - 5:00 pm) \$205 / \$265; Management Solutions Group
- **Workplace Bullies: How to Handle this Behavior****
Tuesday, 3/6/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR



*** This program has been submitted to HR Certification Institute for review.*

Marketing & Sales

- **Business Professionalism: How What You Say and Do Builds Your Image**
Wednesday, 5/9/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (BC)
- **Can We Talk? Winning Telephone Sales**
Wednesday, 3/7/12 (8:30 am - 12:00 pm) \$95 / \$135; Lynne Goede, PHR (CS)

Legend for seminars within certification programs

(BC) -	Business Communication Certificate
(CS) -	Customer Service Certificate
(CLS) -	Core Leadership Skills Certificate
(HRM) -	Human Resources Master's Certificate



Quality

- **Basic Blueprint Reading**
Thursday, 2/16/12 (8:30 am - 5:00 pm) \$205 / \$265; Management Solutions Group
- **Disciplined Problem Solving & Corrective Action**
Thursday, 3/8/12 or Wednesday, 5/9/12 (8:30 am - 5:00 pm) \$205 / \$265; Randy Lubbers
- **ISO 9001 Internal Auditor Training**
Two Thursdays, 1/19 & 1/26/12 (8:30 am - 5:00 pm) \$400 / \$460; Management Solutions Group
- **ISO /TS 16949 Internal Auditor Training**
Three Thursdays, 3/15, 3/22, & 3/29/12 (8:30 am - 5:00 pm) \$600 / \$800; Management Solutions Group
- **Project Management**
Wednesday, 4/18/12 (8:30 am - 5:00 pm) \$205 / \$265; Management Solutions Group
- **Time Management Mastery**
Thursday, 5/17/12 (8:30 am - 5:00 pm) \$205 / \$265; Management Solutions Group



Safety & Health

- **MIOSHA Creating a Positive Safety Culture**
Wednesday, 7/11/12 (9:00 am - 4:00 pm) \$105; MIOSHA CET Presenters
- **MIOSHA Ergonomic Principles**
Wednesday, 3/21/12 (9:00 am - 4:00 pm) \$105; MIOSHA CET Presenters
- **MIOSHA General Industry Ten Hour+**
Three Wed., 8/1, 8/8 & 8/15/12 (9:00 am - 4:00 pm) \$225; MIOSHA CET Presenters
- **MIOSHA How to Conduct a Workplace Inspection**
Wednesday, 6/6/12 (9:00 am - 4:00 pm) \$105; MIOSHA CET Presenters
- **MIOSHA Part 21-Powered Industrial Trucks: What Every Trainer & Operator Must Know**
Wednesday, 4/25/12 (9:00 am - 4:00 pm) \$105; MIOSHA CET Presenters
- **MIOSHA Parts 472 & 554 - Medical Services & First Aid, Bloodborne Infectious Diseases**
Wednesday, 6/13/12 (9:00 am - 4:00 pm) \$105; MIOSHA CET Presenters
- **MIOSHA Parts 92, 430 (GI) & 42 (Construction) Hazard Communication and Right to Know Requirements**
Wednesday, 4/4/12 (9:00 am - 4:00 pm) \$105; MIOSHA CET Presenters
- **MIOSHA Recordkeeping and Cost of Injuries Workshop**
Wednesday, 2/8/12 (9:00 am - 4:00 pm) \$105; MIOSHA CET Presenters
- **When MIOSHA Enforcement Visits**
Wednesday, 3/7/12 (9:00 am - 1:00 pm) \$75; MIOSHA CET Presenters

For First Responders

- **Bloodborne Pathogens**
1/20, 2/17, 3/16, 4/20, 5/18, 6/15, 7/20 & 8/17/12
1:00 pm - 2:45 pm
\$30 / \$35
- **CPR Certification & First Aid**
1/13, 2/10, 3/9, 4/13, 5/11, 6/8, 7/13 & 8/10/12
8:00 am - 5:00 pm
\$55 / \$65 - **NEW PRICE**
- **CPR Recertification & First Aid**
1/20, 2/17, 3/16, 4/20, 5/18, 6/15, 7/20 & 8/17/12
8:00 am - 12:00 pm
\$45 / \$55 - **NEW PRICE**

All programs instructed by American Heart certified instructor, Michael Bouwens.

For more information on these State of Michigan (LARA) programs, please visit www.michigan.gov/lara



On-site Training

INVESTING IN EMPLOYEE

development is smart for your business. Hosting training at your organization not only advances employee development and retention, it can save you time, money, and ramp up the speed of key company initiatives. Whether you are looking to train a small group of employees on one topic, or a large group for a series of days, TEA can assist you!

“We certainly appreciate you all being there for us. I really like it when TEA is the first words out of one of our Exec Team’s mouths when they need some assistance.”

-Nancy Bolthouse, SPHR
Director of Human Resources,
Grand Rapids Medical Education
Partners

On-Target Training

We work with you to determine training objectives and develop content that hits the mark. Our knowledgeable instructors help you get the most from your session.

Convenience

Bring your team together at a time and place that works best for your organization.

Enhanced Implementation Speed

Common exposure to key concepts motivates individuals and reinforces behavior. Topics become more “real” because they are applied directly to your organization.

Variety

Choose from a broad selection of TEA-developed topics or build a training session based on your organization’s criteria and learning objectives.

Cost Savings

Bringing our proven programs on-site to your location can be less expensive than the total cost of having individuals attend our public programs.

Experienced Instructors

All our programs are developed and taught by seasoned business professionals. The focus is on application--translating information to actions that make a real difference in your workplace.

Lasting Impact

TEA instructors work with you to identify follow-up measures that can be implemented to maximize the long-term effectiveness of the program.

REGISTRATION IS EASY!

Choose your method:

ON-LINE	www.teagr.org
EMAIL	training@teagr.org
PHONE	616.698.1167

ABOUT TEA PROGRAMS


Location:

Grand Rapids classes meet at our facility, located at 5570 Executive Parkway SE, Meadowbrooke Business Park, (south of 52nd St. SE & East of Patterson SE).

Find driving directions and a map at:

www.teagr.org

Stay Connected:

Follow TEA training and other HR-related announcements on  www.twitter.com/TEA_Training

Seminar/Program Registrations:

Your HR/Training person will receive a confirmation by email one week before the seminar/program, provided there is sufficient enrollment. If the seminar/program is cancelled by TEA, they will be notified at least three (3) days before the start date.

Cancellations:

Seminar/program cancellations must be in writing (email or fax is acceptable: email: training@teagr.org or fax: 616-698-6624). Cancellations must be received at least three (3) business days prior to the first day of class. Pre-paid registrations, cancelled at least three (3) business days prior to the first day of class, will receive 100% refund. No shows will be charged the full price. Participant substitutions may be made at any time.

Fees:

All fees include workbooks and related material.

TAX DEDUCTION FOR EDUCATIONAL EXPENSES Treasury regulation (1.162) permits an income tax deduction for educational expenses (registration fees and cost of travel, meals and lodging) undertaken to: 1) maintain or improve skills required in one’s employment or other trade or business, or 2) meet express requirements of an employer or a law imposed as a condition to retention of employment, job status or rate of compensation.

The Employers' Association is a not-for-profit membership organization providing practical, cost-effective programs, services and Human Resource solutions that strengthen and enhance employee relationships. Our membership (currently almost 600 West Michigan organizations) looks to The Employers' Association for advice on employment-related issues and for programs to improve their bottom-line.

Our member services include:

Information Services

- Wage and salary surveys
- Policy and benefit surveys
- Healthcare cost surveys
- Round table meetings
- Custom surveys
- Hotline

Educational Services

- Training programs
- Certification programs
- On-site programs
- Training needs assessment
- Employee coaching
- Executive coaching
- Leadership team coaching

Employment Services

- Resume bank
- Employee screening and interviewing
- Outplacement
- Employment Skills Testing
- Employment Advertising

Consulting Services

- HR audits/Safety audits
- Organizational design
- Handbook review/development
- Compensation plan design
- Alternative pay program design
- Employee opinion surveys

For more of TEA offerings, visit our website at www.teagr.org.





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