

A woman with glasses, wearing a dark sleeveless top, stands at the front of a room, gesturing with her hands while presenting to a group of people seated at desks. The room has a brick wall and a large whiteboard. The image is overlaid with a teal gradient.

mea

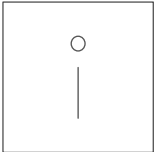
Better people.
Better outcomes.

TRAINING
& DEVELOPMENT





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About

MEA SOLVES TRAINING CHALLENGES

MEA helps more than 550 member organizations grow and meet their business goals by implementing and developing customer service, computer training, and HR programs in the workplace. We offer hundreds of workshops using cutting-edge methodologies, and supply expert insights that ensure your company stays at the forefront of all current standards and compliances.

We take a genuine interest in the needs of your business and the community of professionals we serve. Through our high-quality training and comprehensive services, we execute responsive solutions that elevate your talented team of HR professionals and company managers to their highest levels of potential.







About

WHY TRAINING WORKS

Training and investing in your employees is an essential component of any company's growth. MEA's proven approaches enhance your organization's current or emerging talent development programs, and ensure your team is well-rounded and poised to succeed.

Using MEA training in the workplace not only allows for greater employee development and increased retention rates, but our effective strategies save your business the time and money needed to reach your professional goals.





About

STATISTICS

- **87%** of organizations cite culture and engagement as one of their top challenges
- Companies with employee engagement programs achieve **26%** greater year-over-year increase in annual company revenue, compared with those who do not have formal programs
- While **90%** of executives understand the importance of employee engagement, fewer than **50%** understand how to address this issue
- Management influences **70%** of an employee's total engagement
- **84%** of organizations anticipate a shortfall in the minimum number of qualified leaders over the next five years
- Managers who are not engaged or who are actively disengaged cost the US economy **\$319 billion** to **\$398 billion** annually
- High-performing companies spend **1.5 to 2 times more** on leadership than other companies, and reap results that are triple or quadruple the levels of their competitors



About

FULL RANGE OF TOPICS

From vital communication skills to practical technology training, MEA offers a wide range of workshops that cater to employees at every level of your organization. Our specialized management instruction and human resource strategies succeed in targeting the leaders of today and tomorrow.

MEA also provides customized workshops that utilize a unique, personalized approach to developing a program that most benefits your company. Whether you are looking for standard HR trainings or want to explore the latest courses, MEA presents a diverse selection of topics to meet your demands.

Topics Include:

- Communication & Interpersonal Skills
- Computer Skills
- Customer Service
- Health, Safety & Quality
- Human Resources
- Leadership, Supervision and Management
- Professional Development
- Compliance, including Harassment







About

TRAINING FORMATS

Employees can choose from public, on-site, and interactive online training formats.

MEA strives to satisfy the requirements of any organization by providing the most convenient opportunities for employee engagement.





About

CUSTOM PROGRAMS

MEA offers customized versions of our workshops based on the needs of your company. With such a wide scope of topics available, take advantage of our expertise and let us modify a workshop with your organization in mind. We administer custom training both online and in-person to deliver the most comprehensive and effective program possible.



LEADERSHIP & MANAGEMENT

Management training is an essential tool in heightening employee productivity and satisfaction in the workplace. Yet too often, poor leadership is cited as the main reason for voluntary employee termination. MEA's Leadership and Management courses help leaders develop vital skills, such as conflict management, emotional intelligence, and effective communication that promote a healthy work environment and encourage employee retention.

These courses give managers the resources to not only enrich their existing leadership experience, but to become a strong force of change within their organization.

INTRODUCTION TO MANAGEMENT

Whether you have never held a management role or you are assuming leadership responsibilities for a short-term period of time, these courses will give you a taste of what to expect. Those looking for a more in-depth exploration of management should select Fundamentals of Management.

STEPPING UP TO MANAGEMENT

1 Day Workshop

When individual contributors transition to supervisors or managers, they all face unexpected challenges. Participants attending this session will have the chance to examine exactly what it takes to lead others.

Potential Managers

TEAM LEAD CERTIFICATION

2 Day Workshop

In today's fast paced and ever changing environment many individuals are expected to manage and lead others without position power.

While team leaders may not have the power of management, they must possess the skills to effectively communicate, influence, set goals, manage time, and resolve conflict.

Project / Team Leads & Supervisors

FUNDAMENTALS OF MANAGEMENT

Providing thorough training in all aspects of supervision, choose from Fundamentals of Management for comprehensive content outlining the responsibilities of the beginning or proficient manager. To ensure the transfer of training, an executive overview and follow up session can be included for key stakeholders.

FOUNDATIONAL LEADERSHIP

6 Workshop Series

- Successful Communication
- Management Fundamentals
- Basics of Employment Law for Non-HR Professionals
- Managing People through Motivation
- Accountability: Stop the Blame Game
- Coaching Skills for Managers and Supervisors

New & Experienced
Managers / Supervisors

ADVANCED LEADERSHIP

6 Workshop Series

- Conflict Management
- Taking Flight with DISC
- Discipline & Termination Strategies for Managers
- Team Development
- Managing Up the Ladder
- Performance Management: More Than Just an Appraisal

New & Experienced
Managers / Supervisors

TOP-LEVEL MANAGEMENT

Suitable for senior and C-level managers, these courses cover strategic problem-solving at the top level of any organization. They can also be taken if you are a very experienced manager or director.

CRITICAL LEADERSHIP

6-Workshop Certificate Series

- Emotional Intelligence
- Succession Planning
- Harnessing Organizational Politics
- Driving Change
- Critical Conversations: Having the “Hard-to-Have” Discussions
- Strategic Thinking: Problem Solving & Decision Making

High Potential Managers,
Directors & Executives

STRATEGIC LEADERSHIP

2-Day Workshop | Certificate Program

“What does it take to be an effective Leader?”

The Strategic Leader program focuses on what it takes to lead – not to manage, but to truly lead. Take your business and its key management team to the next level!

High Potential Managers,
Directors & Executives



Training Series

HR ADVANTAGE SERIES

The human resources department is at the heart of most major business decisions. Due to the magnitude of their influence, HR leaders require distinctive training that helps them support employees while simultaneously cultivating a productive atmosphere within an organization.

MEA's HR Advantage Series is a cycle of three series aimed at supporting and developing the beginner to experienced HR professional. Presenting vital information on subjects such as employee performance management, recruitment, and compensation, the HR Advantage Series also keeps you up-to-date on current HR standards and compliance concerns.

These workshops can be completed individually, and can also be re-taken if you are searching for a refresher course. HR professionals looking to start or continue the HRCI or SHRM certification process will find this series particularly beneficial.

FOUNDATIONAL HUMAN RESOURCES

5-Workshop Certificate Series

- HR “Boot Camp” - Did HR Fall in Your Lap?
- Basics of Federal Employment Laws
- Basics of Compensation
- Essentials of Recruitment, Employment & Retention
- +1 Elective

HR Professionals or Office Managers, Executives/Owners overseeing HR, New to HR, PHR Accreditation

ADVANCED HUMAN RESOURCES

5-Workshop Certificate Series

- Effective Employee Relations, Recognition & Performance Management
- FMLA Administration Workshop
- Progressive Discipline & Termination
- Compensation Plan Design
- +1 Elective

More Experienced HR Professionals (1-5 years), Completed Level I, PHR Accreditation

STRATEGIC HUMAN RESOURCES

4-Workshop Certificate Series

- HR Metrics: ROI for HR Initiatives
- HR Professional as a Business Partner
- Building Training from the Ground Up
- +1 Elective

Senior HR Professionals (5+ years), Completed Level II, SPHR Accreditation



WORKSHOPS

In addition to participating in a full series, employees can develop their professional skills through a wide variety of individual workshops. From core leadership and management workshops to those focused on more specific skill sets, employees can easily find workshops to fit their needs.

Sample workshops include:

- Juggling Multiple Priorities
- Stress Management Skills
- Microsoft Office (Excel, Word, Powerpoint, Outlook)
- Public Speaking
- Communicating with Diplomacy
- Accountability
- Professional Skills for Entry Level Employees
- Managing Millennials
- The Totally Responsible Person
- Email Communication for the Workplace





Training Services

COHORT

Collaborative training, a proven method of engagement, is a valuable aspect of MEA's programs. In group discussions, participants gain insights and perspectives from peers in other organizations. This diversity promotes the tenets of teamwork, successful communication, and unparalleled instruction for which MEA is known. The Cohort format also creates a useful opportunity for employees to network and build long-term professional relationships.

MEA's Series are available in a Cohort format.





Training Services

ROUNDTABLES

MEA's Roundtable events are a practical opportunity for members to learn more about trends from seasoned industry professionals. Join your peers from other member organizations in discussing and receiving feedback on current topics and issues that are affecting your business. Roundtables are an exclusive forum that grants you a front-row insight into the minds of your fellow colleagues and experts at the top of their field.

Subjects include:

- Training & Organizational Development Users Group
- Environmental, Health & Safety Roundtable
- HR Roundtable
- Advanced HR Roundtable



HARASSMENT TRAINING

Companies that do not offer harassment and discrimination training programs put themselves at risk for costly legal action. MEA recommends running training every two years at the minimum to protect your employees and your business.

To combat harassment and discrimination, MEA first reviews your current policies, providing recommendations to keep you compliant with best practices. We then offer separate training sessions for managers and employees to give them the tools to identify negative behaviors and develop greater awareness in the workplace.





Training Services

In the Manager Session you can expect:

- An overview of workplace harassment and discrimination laws and complaint procedures
- Clear definitions of unlawful harassment, including sexual harassment, and real-world examples
- Supervisory strategies to prevent harassment, discrimination, and retaliation claims
- Guidance on executing a swift response and reducing liability exposure for the company

In the Employee Session you can expect:

- A review of your company's harassment policies and complaint procedures
- Definitions and examples of harassment, sexual harassment, and discrimination
- Guidance on how to maintain a respectful and productive workplace

New employees of MEA members participate in interactive online sessions so they are appropriately educated about harassment and discrimination. We provide training that benefits your organization by protecting against harassment claims, providing your company with an important legal defense in the face of such claims, and allowing your employees to maintain a respectful and productive workplace at all times.

mea Better people.
Better outcomes.



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