In-person and Online Training
Illinois and Iowa

JULY - SEPTEMBER 2022

TRANSFORM YOURSELF AND YOUR FUTURE

MRA Can Help

LEADERSHIP DEVELOPMENT • BUSINESS & SOFT SKILLS • HR TRAINING
**LEADERSHIP SKILLS**

Lead your team to high performance.

**Principles of Leadership Excellence***

**CERTIFICATE SERIES**

This series builds upon 18 leadership competencies. Learn how to communicate well with your team and respond when challenges arise. Discover how to make changes and adjustments so you don't lose sight of your goals. This series is beneficial for new or experienced leaders who have not had formal training and team members being groomed for leadership positions.

<table>
<thead>
<tr>
<th>Course No.</th>
<th>Course Title</th>
<th>ONLINE</th>
<th>ONLINE HALF DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLX1</td>
<td>Trust and Influence*</td>
<td>7/13 &amp; 7/27</td>
<td>8/4, 8/11, 8/18, &amp; 8/25</td>
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<tr>
<td>PLX2</td>
<td>Communicating for Results*</td>
<td>8/10 &amp; 8/24</td>
<td>9/1, 9/8, 9/15, &amp; 9/22</td>
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<tr>
<td>PLX3</td>
<td>Culture, Motivation, and Aligning Goals With Strategies*</td>
<td>9/7 &amp; 9/21</td>
<td>9/29, 10/6, 10/13, &amp; 10/20</td>
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<tr>
<td>PLX4</td>
<td>Training, Delegating, Coaching, and Managing Performance*</td>
<td>10/5, 10/19, &amp; 11/2</td>
<td>10/27, 11/3, 11/10, 11/17, 12/1, &amp; 12/8</td>
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<tr>
<td>PLX5</td>
<td>Building Collaboration and Managing Conflict*</td>
<td>11/16 &amp; 11/30</td>
<td>12/15/2022, 1/5, 1/12, &amp; 1/19/2023</td>
</tr>
<tr>
<td>PLX6</td>
<td>Leading Change and Putting It All Together*</td>
<td>12/14</td>
<td>1/26 &amp; 2/2/2023</td>
</tr>
</tbody>
</table>

**COURSE DETAILS**

It's highly encouraged to attend any leadership series in order. Each one builds on the previous skill set.

For all up-to-date training offerings visit: In-person: [www.mranet.org/in-person-training](http://www.mranet.org/in-person-training)  
Online: [www.mranet.org/learn-online](http://www.mranet.org/learn-online)

Please check online for current availability, as programs may change.

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262.696.3319  
Registrations@mranet.org
Learn to shine in your leadership position.

**Frontline Leadership*  
CERTIFICATE SERIES

Both new and experienced leads will benefit from taking the Frontline Leadership Certificate Series. Using discussion, case studies, and skill practice, participants will learn the principles of motivation, interpersonal communication, influencing others, resolving conflict, and more.

| FL 1                | Motivation and Trust Building* | MOLINE  
|---------------------|--------------------------------|--------| ONLINE          |     
|                     | 9/14                           |        | HALF DAYS       |      
| FL 2                | Communication Skills*          | 9/21   | 8/25 & 9/1      |      
| FL 3                | Effective Training Techniques* | 9/28   | 9/8 & 9/15      |      
| FL 4                | Resolving Conflict and Handling Difficult People Problems* | 10/5  | 9/22 & 9/29     |      
| FL 5                | Frontline Leadership Series Capstone: Tools for Success* | 10/12 | 10/6 & 10/13    |      

**COURSE DETAILS**  
It's highly encouraged to attend any leadership series in order. Each one builds on the previous skill set.  
*FL 5: Frontline Leadership Series Capstone: Tools for Success* is a capstone course and the completion of FL 1-4 is required.

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LEADERSHIP SKILLS

Get the complete supervisory training you need.

**Leading Remote and Hybrid Teams Workshops***

2-hour sessions starting 9/22 online

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<tr>
<th>Week</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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<tbody>
<tr>
<td><strong>Laying the Foundation for Team Results</strong>*</td>
<td>9/22</td>
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<tr>
<td><strong>Defining Employee Success and Managing Expectations</strong>*</td>
<td>9/29</td>
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<tr>
<td><strong>Building Trust From a Distance</strong>*</td>
<td>10/6</td>
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<tr>
<td><strong>Facing Challenging Conversations on Camera</strong>*</td>
<td>10/13</td>
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<tr>
<td><strong>Fostering Team Collaboration and Connections</strong>*</td>
<td>10/20</td>
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**Supervision Fundamentals***

> 7/21, 7/28, & 8/4  
> 8/9, 8/16, 8/23, 8/30, 9/13, & 9/20  
> 9/14, 9/21, & 9/28

**Supervisor and the Law***

> 7/26, 8/2, & 8/9  
> 9/14, 9/21, & 9/28

NEW!

As a relatively new supervisor, Supervisor and the Law made me aware of things to watch out for, as well as best practices on how to deal with those topics or issues.

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Online: www.mranet.org/learn-online

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LEADERSHIP SKILLS

Transform yourself into an outstanding leader.

Surviving as a New Leader: Making the Transition*
9/13
Online Full Day

"I've been in a leader role for a few months. I feel employees looking to step into a lead role would definitely benefit from Surviving as a New Leader."

BUSINESS & SOFT SKILLS

Upgrade your skills to rock-star status.
Over half of leaders say soft skills are more important than hard skills. In order to succeed, employees need to learn communication, interpersonal skills, and how to be team players with a positive attitude.

Communicating Assertively*
9/23 Online
Half Day

Delivering Exceptional Service
9/27 Online
Half Day

Enhance Your Professionalism
8/24 Online
Full Day

Enhance Your Project Management Skills*
8/10 & 8/11 Online
Half Days

Unconscious Bias: Understanding the Impact in the Workplace*
7/12 Online
Half Day

For all up-to-date training offerings visit: In-person: www.mranet.org/person-training   Online: www.mranet.org/learn-online
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Courses for various experience levels and topic areas for all your training needs!

**HR Business Partner**

This certificate series is designed for experienced HR professionals who want to develop toward a strategic HR business partner role or current HR business partners who want to more effectively drive business results.

- **HRBP 1**
  **HR as Strategic Business Partner**
  Full Days
  8/24 & 8/31 Online
- **HRBP 2**
  **HR Metrics: Impacting Business Results**
  Full Day
  9/7 Online

SERIES INCLUDES SUCCESS COACHING: One-on-one consultation with a success coach is available for those taking the series.

**FMLA Made Simple**

Now in Half Days
8/25 & 9/1 Online

**Organization Development (OD) Certificate**

9/20, 10/4, & 10/18 Online

**Onboarding: Creating a Program That Works**

9/16 Online

**Recruiting Essentials**

8/18 Online

For all up-to-date training offerings visit: In-person: www.mranet.org/in-person-training  Online: www.mranet.org/learn-online
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HR Certification Preparation

**aPHR Certification Preparation**

Upskill your talents and prepare for your Associate Professional in Human Resources (aPHR) exam. No HR experience? Need an HR overview? This is ideal for you!

**PHR/SPHR Certification Preparation**

Advance your career by getting your PHR/SPHR Certification! Our certified experts will share effective test-taking strategies, practice sample test questions, and provide a holistic framework for understanding how information can be applied to the exam.

Employers looking for HR professionals will often include PHR/SPHR Certification as “preferred” or a “strong plus.”

- **31.6% greater pay**
  - Get higher pay than someone without a certification.

- **25% greater chance of promotion**
  - HR certification positively influences your chances of being promoted.

Stay competitive in today’s market. Earning your credential makes you a recognized expert in the HR field and a valuable asset to your organization.

Thanks for a great class! When I first looked into the SPHR certification, I knew a class of some sort would keep me on track with studying and help hold me accountable. This class did just that and was excellent. I also read the 600-page book according to the schedule. I love having the added online resource you provide. With all of this help, I’m very hopeful I’ll pass the test in a few weeks!

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MRA is fortunate to have a very dedicated and talented group of business leaders serving on our Board of Directors. These individuals assist in our ongoing efforts to provide outstanding training programs to our members.

Attendance
Requirements for attendance and participation are defined in the specific program materials. Participants receive a certificate of completion when they complete the program.

Cancellation Policy
Attendee substitutions may be made at any time and are encouraged when the original registrant cannot attend. If you must cancel or reschedule, please notify us at least 24 hours prior to the start of the program to receive a full refund of the program. Cancellations or date changes made less than 24 hours prior to the start of the program will incur the full registration cost.

MRA is accredited by the International Association for Continuing Education and Training (IACET). MRA complies with the ANSI/IACET Standard, which is recognized internationally as a standard of excellence in instructional practices. As a result of this accreditation, MRA is authorized to issue the IACET CEU.

Follow MRA on social media and stay connected to your career goals. MRA is your go-to source to get up-to-date information and resources for career growth, learning, and development.

MRA - The Management Association
www.mranet.org  800.488.4845  Registrations@mranet.org