In-person and Online Training

Minnesota

OCTOBER - DECEMBER 2022

TRANSFORM YOURSELF AND YOUR FUTURE

MRA Can Help

LEADERSHIP DEVELOPMENT • BUSINESS & SOFT SKILLS • HR TRAINING

www.mranet.org

Questions: Registrations@mranet.org | 262.696.3319
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 DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>It’s highly encouraged to attend any leadership series in order. Each one builds on the previous skill set.</td>
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</table>

<table>
<thead>
<tr>
<th>COURSE</th>
<th>DESCRIPTION</th>
<th>GOLDEN VALLEY FULL DAYS</th>
<th>ONLINE FULL DAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLX1</td>
<td>Trust and Influence*</td>
<td>10/20 &amp; 11/3</td>
<td>11/17 &amp; 12/1</td>
</tr>
<tr>
<td>PLX2</td>
<td>Communicating for Results*</td>
<td>11/17 &amp; 12/1</td>
<td>12/15 &amp; 1/5/23</td>
</tr>
<tr>
<td>PLX3</td>
<td>Culture, Motivation, and Aligning Goals With Strategies*</td>
<td>12/15 &amp; 1/5/23</td>
<td>1/19 &amp; 2/2/23</td>
</tr>
<tr>
<td>PLX4</td>
<td>Training, Delegating, Coaching, and Managing Performance*</td>
<td>1/19, 2/2, &amp; 2/16/23</td>
<td>2/16, 3/2, &amp; 3/16/23</td>
</tr>
<tr>
<td>PLX5</td>
<td>Building Collaboration and Managing Conflict*</td>
<td>3/2 &amp; 3/16/23</td>
<td>3/30 &amp; 4/13/23</td>
</tr>
<tr>
<td>PLX6</td>
<td>Leading Change and Putting It All Together*</td>
<td>3/30/23</td>
<td>4/27/23</td>
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</tbody>
</table>

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LEADERSHIP SKILLS

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.

<table>
<thead>
<tr>
<th>FL 1</th>
<th>Motivation and Trust Building*</th>
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<tbody>
<tr>
<td></td>
<td>GOLDEN VALLEY HALF DAYS</td>
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<tr>
<td></td>
<td>10/7 &amp; 10/14</td>
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<td></td>
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<tr>
<td>FL 2</td>
<td>Communication Skills*</td>
</tr>
<tr>
<td></td>
<td>10/21 &amp; 10/28</td>
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<td></td>
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<tr>
<td>FL 3</td>
<td>Effective Training Techniques*</td>
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<tr>
<td></td>
<td>11/4 &amp; 11/11</td>
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<tr>
<td>FL 4</td>
<td>Resolving Conflict and Handling Difficult People Problems*</td>
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<td></td>
<td>11/18 &amp; 12/2</td>
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<tr>
<td>FL 5</td>
<td>Frontline Leadership Series Capstone: Tools for Success*</td>
</tr>
<tr>
<td></td>
<td>12/9 &amp; 12/16</td>
</tr>
<tr>
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</tbody>
</table>

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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Get the complete supervisory training you need.

### Leading Remote and Hybrid Teams Workshops*

**2-hour sessions starting 9/22 online**

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

### Supervision Fundamentals*

- **9/27, 10/4, & 10/11**
  - Full Days
  - **Mankato**

- **11/9, 11/16, & 11/30**
  - Full Days
  - **Golden Valley**

- **10/19, 10/26, & 11/2**
  - Half Days
  - **Sartell**

- **10/5, 10/12, 10/19, 10/26, 11/2, & 11/9**
  - Online Half Days

- **11/1, 11/8, & 11/15**
  - Online Full Days

- **12/1, 12/8, & 12/15**
  - Online Full Days

### Supervisor and the Law*

- **10/28, 11/4, & 11/11**
  - Online (3) 2-hour Sessions

- **12/1, 12/8, & 12/15**
  - Online (3) 2-hour Sessions

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LEADERSHIP SKILLS

Transform yourself into an outstanding leader.

Coaching for Development*
11/10
Online Full Day

Emotionally Intelligent Leader*
10/21 & 10/28
Online Half Days

Negotiation Skills: Producing Win/Win Outcomes*
12/13
Online Full Day

Surviving as a New Leader: Making the Transition*
11/3
Golden Valley Full Day
12/7
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. “

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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.

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Date</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>Business Email—Write It Right</td>
<td>10/7</td>
<td>Online</td>
</tr>
<tr>
<td>Business Writing for Impact: How to Write So People Will Read*</td>
<td>11/8</td>
<td>Online</td>
</tr>
<tr>
<td>Customer-Centered Communications</td>
<td>10/27</td>
<td>Online</td>
</tr>
<tr>
<td>Diplomacy and Tact*</td>
<td>12/6</td>
<td>Online</td>
</tr>
<tr>
<td>Enhance Your Project Management Skills*</td>
<td>11/8 &amp; 11/9</td>
<td>Online</td>
</tr>
<tr>
<td>Increasing Your Influence*</td>
<td>11/17</td>
<td>Online</td>
</tr>
<tr>
<td>Mastering Challenging Conversations to Resolve Conflict*</td>
<td>10/11</td>
<td>Online</td>
</tr>
<tr>
<td>Time Management: From Overwhelmed to Empowered</td>
<td>12/2</td>
<td>Online</td>
</tr>
<tr>
<td>Training the Trainer*</td>
<td>10/18, 10/25, 11/1, &amp; 11/8</td>
<td>Golden Valley</td>
</tr>
<tr>
<td>Unlock the Power of DiSC*</td>
<td>12/14</td>
<td>Online</td>
</tr>
<tr>
<td>Win Over Angry Customers Through Problem Solving</td>
<td>11/29</td>
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Make critical HR decisions with confidence, and protect your company from liability.

### Essentials of HR* CERTIFICATE SERIES

Attend this series, if you are new to HR or want to broaden or refresh your knowledge of HR administration.

<table>
<thead>
<tr>
<th>EHR</th>
<th>Course Title</th>
<th>Format</th>
<th>Dates</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>EHR 1</td>
<td>HR and Employment Law Essentials*</td>
<td>1 1/2 Days</td>
<td>10/5 &amp; 10/12 Golden Valley</td>
<td>10/27 &amp; 11/3 Online</td>
</tr>
<tr>
<td>EHR 2</td>
<td>HR’s Role in Performance Management and Documentation*</td>
<td>Half Day</td>
<td>10/12 Golden Valley</td>
<td>11/3 Online</td>
</tr>
<tr>
<td>EHR 3</td>
<td>Effective Interviewing and Hiring*</td>
<td>Full Day</td>
<td>10/19 Golden Valley</td>
<td>11/10 Online</td>
</tr>
<tr>
<td>EHR 4</td>
<td>Total Rewards: Compensation Basics*</td>
<td>Half Day</td>
<td>10/26 Golden Valley</td>
<td>11/17 Online</td>
</tr>
<tr>
<td>EHR 5</td>
<td>Total Rewards: Benefits Basics*</td>
<td>Half Day</td>
<td>10/26 Golden Valley</td>
<td>11/17 Online</td>
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Courses for various experience levels and topic areas for all your training needs!

- **Coaching Certificate***
  - Full Days
  - 10/12 & 10/26 Online

- **Drug and Alcohol Awareness for Supervisors***
  - 1.25-hour session
  - 12/9 Online

- **FMLA Made Simple***
  - Half Days
  - 11/8 & 11/15 Golden Valley
  - 12/6 & 12/13 Online

- **HR Overview for HR Assistants***
  - Half Days
  - 11/2 & 11/9 Online

- **Onboarding: Creating a Program That Works***
  - Half Day
  - 11/29 Online

- **Organization Development (OD) Certificate***
  - Full Days
  - 9/20, 10/4, & 10/18 Online

- **Recruiting Essentials***
  - Half Day
  - 10/26 Online

Quick and convenient, every webinar we offer is packed with important skills you need to help advance your career and achieve your full potential.

- **Diversity & Inclusion Conversations at Work: Step Out or Lean in?***
  - 1-hour Session
  - 12/15 Online

- **Interviewing Do's and Don'ts***
  - 1-hour Session
  - 10/20 Online

- **Metrics Calculations***
  - 1-hour Session
  - 12/7 Online

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