

# In-person and Online Training Minnesota



**Lead Far. Lead Boldly.  
Lead On.**

**JANUARY - JUNE 2024**

Equip leaders to develop high-performing teams.

## Principles of Leadership Excellence Plus\*

### CERTIFICATE SERIES

This series provides opportunities to adopt the skills, behaviors, and knowledge needed for effective, successful people leadership. Participants unlock their understanding of self to connect with others and then apply their leadership within the context of the organization, the business environment, and their communities.

		GOLDEN VALLEY		ONLINE	ONLINE HALF DAYS
PLX1	<u>Building Trust and Relationships*</u>	2/21	5/23	3/26 6/6	1/11 & 1/18 4/24 & 5/1
PLX2	<u>Communicating Clearly for Results*</u>	3/6	6/6	4/9 6/20	1/25 & 2/1 5/8 & 5/15
	<u>Navigating Conflict*</u>	3/20	6/20	4/23 7/11	2/8 & 2/15 5/22 & 5/29
PLX3	<u>Fostering Culture and Motivation for Engagement*</u>	4/3	7/11	5/7 7/25	2/22 & 2/29 6/5 & 6/12
PLX4	<u>Setting Expectations and Coaching for Success*</u>	4/17	7/25	5/21 8/8	3/7 & 3/14 6/19 & 6/26
	<u>Managing Talent for Performance*</u>	5/1	8/8	6/4 8/22	3/21 & 3/28 7/10 & 7/17
PLX5	<u>Creating Collaboration and Effective Teams*</u>	5/15	8/22	6/18 9/5	4/4 & 4/11 7/24 & 7/31
PLX6	<u>Leading and Thriving Through Change*</u>	5/29	9/5	7/2 9/19	4/18 & 4/25 8/7 & 8/14

### COURSE DETAILS

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

**REGISTER TODAY!**

 [www.mranet.org](http://www.mranet.org)
 262.696.3319
  [Registrations@mrnet.org](mailto:Registrations@mrnet.org)

Learn to shine in your leadership position.

## **Frontline Leadership\***

### CERTIFICATE SERIES

Both new and experienced leaders will benefit from taking the Frontline Leadership Certificate Series. Learn the principles of motivation, interpersonal communication, influencing others, resolving conflict, and more.

	GOLDEN VALLEY		ONLINE HALF DAYS
FL 1 <b><u>Motivation and Trust Building*</u></b>	2/13	5/15	2/12 & 2/19 6/13 & 6/20
FL 2 <b><u>Communication Skills*</u></b>	2/20	5/22	2/26 & 3/4 6/27 & 7/11
FL 3 <b><u>Effective Training Techniques*</u></b>	2/27	5/29	3/11 & 3/18 7/18 & 7/25
FL 4 <b><u>Resolving Conflict and Handling Difficult People Problems*</u></b>	3/5	6/5	3/25 & 4/8 8/1 & 8/8
FL 5 <b><u>Capstone: Tools for Success*</u></b>	3/12	6/12	4/15 & 4/22 8/15 & 8/22

### COURSE DETAILS

It's highly encouraged to attend any leadership series in order. Each one builds on the previous skill set. The completion of FL 1 - 4 is required to take *FL 5: Capstone: Tools for Success*.

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## LEADERSHIP SKILLS

A leader knows the way, goes the way, and shows the way.

### **Leading Remote and Hybrid Teams Workshops\***

Starts 5/7 Online, 2-hour Sessions

Week 1 2 3 4 5

**Laying the Foundation for Team Results\*** ● 5/7

**Defining Employee Success and Managing Expectations\*** ● 5/14

**Building Trust From a Distance\*** ● 5/21

**Facing Challenging Conversations on Camera\*** ● 6/4

**Fostering Team Collaboration and Connections\*** ● 6/11

### **Supervision Fundamentals\***

- |                                       |                  |                                       |                         |
|---------------------------------------|------------------|---------------------------------------|-------------------------|
| > 1/16, 1/23, 1/30, 2/6, 2/13, & 2/20 | Online Half Days | > 2/1, 2/8, 2/15, 2/22, 2/29, & 3/7   | Golden Valley Half Days |
| > 2/16, 2/23, 3/1, 3/8, 3/15, & 3/22  | Online Half Days | > 5/17, 5/24, 5/31, 6/7, 6/14, & 6/21 | Golden Valley Half Days |
| > 4/11, 4/18, 4/25, 5/2, 5/9, & 5/16  | Online Half Days | > 3/5, 3/12, & 3/19                   | Golden Valley Full Days |
| > 6/11, 6/18, 6/25, 7/2, 7/9, & 7/16  | Online Half Days | > 4/10, 4/17, & 4/24                  | Golden Valley Full Days |
| > 1/31, 2/7, & 2/14                   | Online Full Days | > 4/30, 5/7, & 5/14                   | Sartell Full Days       |
| > 3/13, 3/20, & 3/27                  | Online Full Days |                                       |                         |
| > 5/7, 5/14, & 5/21                   | Online Full Days |                                       |                         |

### **Supervisor and the Law\***

- |                     |                        |                      |                        |
|---------------------|------------------------|----------------------|------------------------|
| > 1/31, 2/7, & 2/14 | Online 2-hour Sessions | > 5/8, 5/15, & 5/22  | Online 2-hour Sessions |
| > 3/22, 3/29, & 4/5 | Online 2-hour Sessions | > 6/11, 6/18, & 6/25 | Online 2-hour Sessions |

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## LEADERSHIP SKILLS

Transform yourself into an outstanding leader.

**Coaching for Development: An Integrated Approach for Managers\***

**2/28 Online**

Full Day

**Coaching Certificate\***

**4/17 & 5/1 Online**

Full Days

**Drug and Alcohol Awareness for Supervisors\***

**3/26 Online**

1-hour 15-min. Session

**Emotionally Intelligent Leader\***

**3/20 & 3/27 Online**

Half Days

**Finance and Accounting for the Nonfinancial Leader\*\***

**5/2 Golden Valley**

Half Day

**Surviving as a New Leader: Making the Transition\***

**2/13 Online  
3/21 Golden Valley  
6/5 Online**

Full Day

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# Up your skills to be a confident communicator.

Over half of leaders say soft skills are more important than hard skills. In order to succeed, team members need to learn communication, interpersonal skills, and how to be a team player with a positive attitude.

### **Business Email—Write It Right**

**4/19 Online**

Half Day

### **Business Writing for Impact: How to Write So People Will Read\***

**2/27 Online**

Full Day

### **Communicating Assertively\***

**2/8 Online**

**5/14 Online**

Half Day

### **Customer-centered Communications**

**4/3 Online**

Full Day

### **Delivering Exceptional Service**

**3/6 Online**

**6/27 Online**

Half Day

### **Diplomacy and Tact\***

**5/23 Online**

Full Day

### **Enhance Your Critical Thinking Skills\***

**2/27 Online**

Half Day

### **Enhance Your Professionalism**

**2/13 Online**

Full Day

### **Enhance Your Project Management Skills\***

**5/8 & 5/9 Online**

Half Days

## BUSINESS & SOFT SKILLS

### Increasing Your Influence\*

3/29 Online

6/13 Online

Half Day

### Mastering Challenging Conversations to Resolve Conflict\*

1/30 Online

4/26 Online

Half Day

### Negotiation Skills: Producing Win/Win Outcomes\*

5/9 Online

Full Day

### Presentation Skills\*

5/16 Golden Valley

Full Day

### Problem Solving to Improve Work Processes\*

2/21 Online

6/20 Online

Half Day

### Strategic Planning Essentials: Understanding the Process and Execution of Your Future Plans

1/16 Online

5/2 Online

Half Day

### Time Management: From Overwhelmed to Empowered

2/9 Online

5/10 Golden Valley

6/12 Online

Half Day

### Unlock the Power of DiSC®\* Invite Your Whole Team!

5/23 Online

Half Day

### Win Over Angry Customers Through Problem Solving

5/2 Online

Full Day

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 [Registrations@mrnet.org](mailto:Registrations@mrnet.org)

Success is always a learning process.

### **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.

EHR 1

#### **HR and Employment Law Essentials\***

1/25, 2/1, & 2/8 Online  
5/6, 5/13, & 5/20 Online

3 Half Days

EHR 2

#### **HR's Role in Performance Management and Documentation\***

2/15 Online  
6/3 Online

Half Day

EHR 3

#### **Effective Interviewing and Hiring: Hire the Right Person in the Right Ways\***

2/22 Online  
6/10 Online

Half Day

EHR 4

#### **Total Rewards: Compensation Basics\***

2/29 Online  
6/17 Online

Half Day

EHR 5

#### **Total Rewards: Benefits Basics\***

3/7 Online  
6/24 Online

Half Day



## HUMAN RESOURCES

Every day is a learning opportunity!

### **HR Business Partner\*\***

#### CERTIFICATE SERIES

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\*\***

**3/14 & 3/21 Online**

Full Days

HRBP 2

#### **HR Metrics: Impacting Business Results\*\***

**3/28 Online**

Full Day

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

## WEBINARS

Quick and convenient, every online training event we offer is packed with important skills to help advance your career and achieve your full potential.

#### **Diversity & Inclusion Conversations at Work: Step Out or Lean In?\***

**4/24 Online**

1-hour Session

#### **Interviewing Do's and Don'ts\*** **Ideal for hiring managers!**

**4/30 Online**

1-hour Session

#### **Metrics Calculations\*\***

**6/25 Online**

1-hour Session

### **Learn at Your Convenience!**

Check out the latest [Live Online trainings in Zoom, live webinars, and On Demand learning](#) (including Harassment Prevention and Drug and Alcohol Awareness)!

For all up-to-date training offerings, browse here: [learn.mranet.org/learn/catalog](https://learn.mranet.org/learn/catalog)

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

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## HUMAN RESOURCES

Stay ahead and be prepared for these critical topics.

### **Conducting Workplace Investigations: Advanced Workshop\***

**4/3 Online**

Full Day

### **FMLA Made Simple\***

**3/8 & 3/15 Online**

**6/19 & 6/26 Online**

Half Days

### **HR Overview for HR Assistants\***

**4/12 & 4/19 Online**

Half Days

### **Onboarding: Creating a Program That Works\***

**1/30 Online**

**5/17 Online**

Half Day

### **Organization Development (OD) Certificate\*\***

**3/7, 3/21, & 4/4 Online**

3 Full Days

### **Recruiting Essentials\***

**1/24 Online**

**5/10 Online**

Half Day

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

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# HR Certification Preparation

## **aPHR Certification Preparation**

7 Sessions

**3/4 to 4/15 Online**

1:00 - 2:30 p.m.

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

## **PHR/SPHR Certification Preparation**

6 Sessions

**2/6 to 4/16 Online**

1:00 - 2:30 p.m.

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.



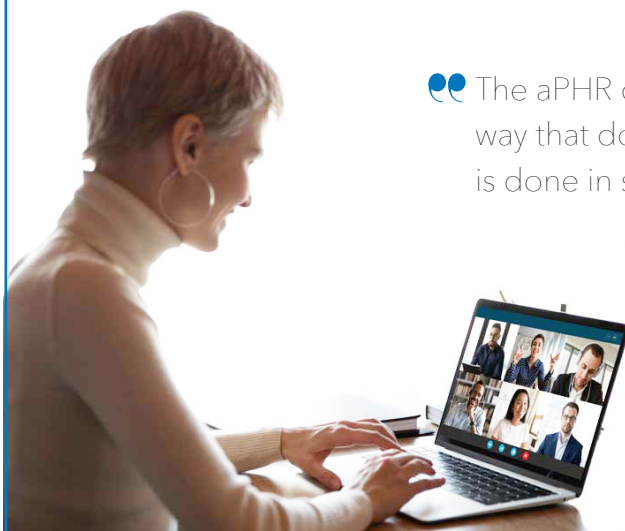
**25% greater chance of promotion**

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.

“The aPHR content is easy to follow and presented in a way that doesn't feel overwhelming. I like that the review is done in small chunks to help digest a little at a time.”



## Training Locations

### MINNESOTA

MRA Training Center  
5980 Golden Hills Drive  
Golden Valley, MN 55416

Opportunity Matters, Inc.  
701 23<sup>rd</sup> Street South  
Sartell, MN 56377



- \* HRCI - HR credit and SHRM PDCs
- \*\* HRCI - Business credit and SHRM PDCs

### FULL DAYS

8:30 a.m. – 4:30 p.m.  
\$375 Member  
\$485 Nonmember

### HALF DAYS

*Times vary*  
\$265 Member  
\$345 Nonmember

Prices and times may vary. Pricing for series and multiday courses are available online.

All courses are held in Central time zone.

For more information and for all up-to-date training offerings visit: [learn.mranet.org/learn/catalog](https://learn.mranet.org/learn/catalog)

### Not sure which training to choose?

Contact MRA's Registrations Team for a recommendation: 262.696.3319 or [Registrations@mranet.org](mailto:Registrations@mranet.org).

## School Governing Body and Officials

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.

## MN School Licensing

MRA – The Management Association is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions. 1450 Energy Park Drive, Suite 350, St. Paul, MN 55108-5227, 651.642.0567, [www.ohe.state.mn.us](http://www.ohe.state.mn.us).

## Attendance

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

## Compliments/Concerns

Participants may contact Lauren Michaud, Manager, Learning & Development, Operations, with any compliments and concerns. Lauren can be reached at 262.696.3656 or [Lauren.Michaud@mranet.org](mailto:Lauren.Michaud@mranet.org); or contact Registrations at 800.488.4845 or [Registrations@mranet.org](mailto:Registrations@mranet.org).



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](http://www.mranet.org) 800.488.4845 [Registrations@mranet.org](mailto:Registrations@mranet.org)



### MRA Offices

#### Waukesha, WI

N19 W24350 Riverwood Drive  
Waukesha, WI 53188  
262.523.9090

#### Golden Valley, MN

5980 Golden Hills Drive  
Golden Valley, MN 55416  
763.253.9100

#### Schaumburg, IL

1933 North Meacham Road  
Suite 525  
Schaumburg, IL 60173  
847.963.9860

#### Moline, IL

3800 Avenue of the Cities  
Suite 100  
Moline, IL 61265  
309.764.8354

#### Columbus, OH

8425 Pulsar Pl #160  
Columbus, OH 43240

### COMING SOON!

#### Cincinnati, OH

400 East Business Way  
Suite 325  
Cincinnati, OH 43241



## REMEMBER!

**Any MRA program  
can be delivered  
ONSITE at YOUR  
LOCATION!**

MRA can tailor any  
program to your  
organization and its  
unique objectives.

[Learn More! >](#)

## MN School Licensing Refund Policy

### Programs greater than 40 hours with a written contract or enrollment agreement

If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. You will be entitled to a full refund of tuition, fees, and other charges if you give notice that you are canceling your contract within 5 business days after the contract or enrollment agreement is considered effective. A contract or enrollment agreement will be presumed to be effective on the date that the school notifies you that you have been accepted into the school and you have signed the contract or enrollment agreement. If the notification of acceptance into the school is sent by mail, then the effective day of being accepted is the postmark on the acceptance letter.

This 5 day refund policy applies regardless of when the program starts. If you give notice more than 5 days after you signed the contract, but before the start of the program (or first lesson for an online distance education program), you will receive a refund of all tuition, fees, and other charges minus 15%, up to \$50, of the total cost of the program. If you withdraw after the start of your program and it has been more than 5 days after you signed the contract, you will receive a prorated refund of the entire cost of your program based on your last day of attendance. You will be provided a prorated tuition, fees, and other charges refund minus your initial application fees, up to \$50, and minus the less or 25% of the total tuition or \$100. Proration is based on whether your program is term-based or clock hours, and how much of the program you have completed.

If your program is term-based, the completion rate is the number of calendar days from the first date of the program through your last documented date of attendance divided by the length of the program. The completion rate is calculated to the second decimal point (.XX).

If your program is clock-hour based, the completion rate is the number of clock hours you actually attended divided by the number of clock hours in the program. The completion rate is calculated to the second decimal point (.XX) If you withdraw from your program after 75.00% of the program has completed, you are not entitled to a refund of tuition, fees, and other charges.

You will receive written notice acknowledging your withdraw request within 10 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Any mailed notice is effective as of the date of the postmark if sent by mail or the day it has been handdelivered to the school. Notice to withdraw may also be given by email or verbally, including a voicemail, to a school official (defined by school's Student Right to Cancel policy).

If you do not withdraw in writing or contact the school about your absence, and you have not attended your program or contacted the school about your absence for 14 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance. Your school is responsible for sending you a written notice of cancellation if you are withdrawn for failing to attend to your last known address. The confirmation from the school must state that the school has withdrawn your enrollment, and if this action was not the student's intent, the student must contact the school.

You may be entitled to a refund of your equipment and supplies costs if you return your equipment and supplies within 10 days of withdrawing if your supplies are in a condition suitable for resale. If you do not return your equipment and supplies or the supplies are not in a condition suitable for resale, this cost will be deducted from your tuition, fee, and other charge refund that you may be eligible for.



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## REMEMBER!

**Any MRA program  
can be delivered  
ONSITE at YOUR  
LOCATION!**

MRA can tailor any  
program to your  
organization and its  
unique objectives.

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