WHO WILL LEAD IN THEIR FIELD AND POSITIVELY IMPACT THEIR ORGANIZATIONS?

SPARTANS WILL.

2017 WORKSHOP CATALOG

HUMAN RESOURCES EXECUTIVE EDUCATION
SCHOOL OF HUMAN RESOURCES AND LABOR RELATIONS
LETTER FROM THE DIRECTOR

It’s that time of year, time to plan your 2017 professional development schedule and make the investment in yourself and your team to advance your education and be the best in your field.

This year, we are offering a number of exciting new programs, including an entire series of in-demand leadership programs. Just like all of our programs, these new courses are designed to get results, and are presented in a manner that makes it easy to immediately apply what you have learned. We have presented many of these classes, on a customized basis, to the leadership teams of both public and private sector organizations. Based on the feedback we have received from our constituents, and the positive impact these programs have made on their organizations, we are now offering more classes for managers and supervisors.

From Essential Skills for New Leaders to Organizational Transformation, Michigan State University’s advanced education programs provide must-have knowledge for all levels of your team in a collaborative and professional environment. Some courses, such as Preventing Workplace Violence, are appropriate for every level of employee in your organization. This class, as with most of our classes, can be customized and presented to your team at your location, allowing everyone to gain essential knowledge and skills, while saving the cost and time associated with travel.

Last year, we welcomed program participants from as far away as Nigeria, and as close as here on campus. If you have attended our programs in the past, I look forward to seeing you again. If this is your first introduction to our programs, I hope you will make 2017 the year you attend and experience the engaging teaching style of our faculty as they make complex concepts accessible. We welcome you to join our professional network of leaders and change agents, dedicated to making a positive impact on their communities and their organizations.

Sincerely,

Tina M. Riley

Tina M. Riley, PhD
Director, Human Resources Executive Education
Associate Director, School of Human Resources and Labor Relations
Michigan State University
# TABLE OF CONTENTS

**LETTER FROM THE DIRECTOR** ........................................................................................................................................................................................................................................... 2

**LEADERSHIP** ................................................................................................................................................................................................................................................. 4-14
  » Crisis Communications .................................................................................................................................................................................................................. 5
  » Essential Skills for New Leaders .................................................................................................................................................................................................... 6
  » Golf in Business ...................................................................................................................................................................................................................... 7
  » Leading with Coaching ....................................................................................................................................................................................................... 8
  » Learning and Development: Engaging a Multigenerational Workforce .................................................................................................................. 9
  » Managing Across Generations ................................................................................................................................................................................................ 10
  » Managing People and Operations in a Global Market ........................................................................................................................................ 11
  » Organizational Transformation ...................................................................................................................................................................................... 12
  » Preventing Workplace Violence ................................................................................................................................................................................. 13
  » You Are What You Write ................................................................................................................................................................................................ 14

**HUMAN RESOURCES** .................................................................................................................................................................................................................. 15-25
  » Advanced Topics for Certified Human Resources Specialist ........................................................................................................................................... 16
  » Certified FMLA Specialist ..................................................................................................................................................................................................... 17
  » Certified Human Resources Specialist .............................................................................................................................................................................. 18-19
  » Communication Essentials ......................................................................................................................................................................................... 20
  » Employment Law Update ...................................................................................................................................................................................................... 21
  » Public Sector HR ............................................................................................................................................................................................................... 22-23
  » Job Analysis and Design ...................................................................................................................................................................................................... 24
  » Recruiting Top Talent .............................................................................................................................................................................................................. 25

**LABOR AND EMPLOYEE RELATIONS WORKSHOPS** ............................................................................................................................................................ 26-29
  » Certified Labor Relations Leader .................................................................................................................................................................................... 27
  » Managing in a Unionized Organization ............................................................................................................................................................................... 28
  » Negotiating Labor/Management Agreements for Competitive Advantage ........................................................................................................... 29

**WORKERS’ COMPENSATION** ....................................................................................................................................................................................................... 30-33
  » Follow-Up Program for Certified Workers’ Compensation Professionals .................................................................................................................. 31
  » Certified Workers’ Compensation Professional ................................................................................................................................................................. 32-33

**WORKSHOP CALENDAR** .............................................................................................................................................................................................................. 34-39

**INSTRUCTORS** ................................................................................................................................................................................................................................. 40-43

**CUSTOMIZED PROGRAMS** .................................................................................................................................................................................................................. 44

**ALSO AVAILABLE THROUGH THE SCHOOL** ........................................................................................................................................................................ 45

**ADDITIONAL & REGISTRATION INFORMATION** ........................................................................................................................................................................ 46-47
Leading is about striving to become better than we are, and helping everyone around us to become better too.

- Lolly Daskal
CRISIS COMMUNICATIONS

We read about it every day. Something goes wrong and the Twitterverse lights up with negative comments about the organization. Employees feel angry and confused as they learn what is happening by reading the news online rather than hearing it from organizational leaders. The public wants to know what is going on, how the crisis happened, who is at fault, and what is going to be done. Employees need the same information.

From the top down, every individual in the organization has a role to play in crisis communications. From the Mayor or CEO, to entry-level employees, everyone communicates about the crisis. Trying to control unauthorized communications by directing employees to respond with “no comment” is ineffective at best, and bad PR at worst.

Managing these communications plays a pivotal role in whether, or if, the organization can survive the crisis.

This program is designed for organizational leaders, including human resources professionals who want to ensure that their organization is prepared to communicate effectively should a crisis occur.

Benefits of Attending:

» Develop a pro-active approach to crisis communications
» Build or rebuild public trust in the organization
» Turn employees into organizational ambassadors
» Respond effectively to media requests for information

By attending this program, you will be prepared to:

» Move beyond “No comment”
» Provide employees with information so that they feel informed, involved, and respected
» Identify crisis communication roles for every level of leadership
» Determine the key message for public crisis communication
» Develop a crisis communication plan

PROGRAM INFORMATION

DATE AND LOCATION

February 24, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am
Program Time
8:30am – 4:30pm
Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE
hrl.msu.edu/crisiscom

INSTRUCTOR
Tina M. Riley, PhD

REGISTRATION FEE: $1,295
ESSENTIAL SKILLS FOR NEW LEADERS

Making the transition from individual contributor to leader is the toughest workplace transition an individual can experience. One day you are working side-by-side, “in the trenches” with your friends, and the next day you’re in charge.

Learning how to lead is a skill and, like any skill, it can be learned with education and practice. This interactive program will provide new managers and supervisors with the broad set of skills they need to successfully transition into management.

The experiential nature of the class will provide participants with multiple opportunities to practice using newly acquired skills such as assigning tasks, holding employees accountable, providing feedback and creating documentation, and enhancing performance.

Participants will establish written goals and will receive a reminder of those goals in the mail 30 days after class. Participants are also welcome to follow up with the faculty through email, telephone calls, and text messages.

By attending this program, you will be prepared to:

» Successfully navigate the transition to management and supervision
» Explore the impact of leaders and leadership roles
» Set the tone on the first day as a leader
» Build strong teams by
  › Enhancing employee motivation and engagement
  › Developing trust and respect
  › Providing and receiving meaningful feedback
» Clarify expectations
» Comply with employment and labor laws
» Understand the differences between unionized and non-unionized workplaces
» Plan for long-term success

PROGRAM INFORMATION

DATES AND LOCATIONS

March 3, 2017
Hilton San Diego Gaslamp Quarter Hotel
401 K St.
San Diego, CA 92101
(619) 231-4040

April 28, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

August 11, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am

Program Time
8:30am – 4:30pm

Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE
hrlr.msu.edu/essentialskills

INSTRUCTOR
Tina M. Riley, PhD

REGISTRATION FEE: $695
GOLF IN BUSINESS

What has been the primary casualty in our hyper-connected society? RELATIONSHIPS. Technology makes it easier to connect with people, but our ever increasing reliance on technology has cost us most of the in-person interaction which truly build relationships.

Golf is a four hour (or more) adventure through fairways, greens, water and sand, and remains one of the best ways to build and maintain solid business relationships.

The hidden benefit of golf is that it can be used as a portal to view how people think. As you play, you get to observe people in situations that reveal honesty, integrity, sportsmanship, respect, confidence, responsibility, perseverance, judgment and character. How someone conducts themselves on a golf course mirrors how they conduct themselves in business, and in life. Add the game that has been called the “international language of business” to your professional tool box.

Also learn:

» The history of golf and how golf is used as a business tool
» Golf etiquette and how to make a positive impression on the course
» How business concepts and principles are used in business golf including branding, talent acquisition, team building, professional development, negotiations and risk management
» The communication and behavior patterns in business golf

This course is for business professionals with little to no previous golf experience who are interested in learning how to use golf in business.

PROGRAM INFORMATION

DATE AND LOCATION

June 19, 2017
Prairie Creek Golf Course - morning session
800 E. Webb Dr.
Dewitt, MI 48820
(517) 669-1958

Dewitt Golf Center - afternoon session
11890 US 27
Dewitt, MI 48820
(517) 669-3075

PROGRAM TIMES

Registration & Continental Breakfast at Prairie Creek Golf Course
8:00 – 8:30am
Program Time
8:30am – 5:00pm
Networking Lunch Included
12:00 – 1:00pm

Please indicate vegetarian preference or food allergy issues at registration.

REGISTER ONLINE
hrlr.msu.edu/golfinbiz

INSTRUCTORS
Jan Brintnall, B.S. and Eileen M. Wilson, PhD

REGISTRATION FEE: $695
(Enrollment limited to 12 participants)
LEADING WITH COACHING

If you are ready to change your organizational culture, increase productivity, promote diversity, and improve employee morale, then this training is for you. This training presents a holistic approach that will allow HR managers to rethink annual performance reviews and find new ways to keep the organization competitive and growing.

This coach training program presents a new way for HR professionals and managers to influence their organization and use coaching to more effectively manage vertically and horizontally.

By attending this program, you will be prepared to:

» Articulate what coaching is and what it is not
» Ask powerful questions and hold coaching conversations
» Train managers on how to lead with coaching

The coach will support your thoughts throughout the entire training while also challenging your actions to grow.

Regardless of your experience level in coaching, you will enhance your coaching skills and learn techniques that will change the way you currently approach development in the workplace.

This program is designed for mentors and coaches seeking to enhance their ability to lead with coaching. Managers, human resources professionals, and K-12 administrators responsible for conducting teacher evaluations, will find this program extremely beneficial.

PROGRAM INFORMATION

DATES AND LOCATIONS

June 21-23, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

September 27-29, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30 am

Program Time
8:30 am – 4:30 pm

Networking Lunch Included
12:00 – 1:00 pm

REGISTER ONLINE

hrlr.msu.edu/coaching

INSTRUCTOR

Kneisha Sanders, ACC, M.S.

REGISTRATION FEE: $1,095
LEARNING AND DEVELOPMENT: ENGAGING A MULTIGENERATIONAL WORKFORCE

Organizational learning is evolving as expectations and technologies present new opportunities and new challenges.

Training and Development professionals must adopt an inclusive approach to learning to meet organizational and individual needs. Organizational leaders and employees expect on-demand learning opportunities that are accessible when and where employees need them.

Technology has created new opportunities – along with new challenges. Next-generation learning has arrived, and it is more self-directed than ever before.

Organizational learning professionals leverage the learning eco-system to meet the needs of the organization and employees. The learning eco-system includes:

» Social learning, where subject matter experts evolve and share their knowledge
» Employee access to video learning modules to find the information they need, when they need it
» Integrated learning management systems (LMS) that provide and track learning activities
  › Adding xAPI into the mix provides even more leverage as it captures micro-learning behaviors such as reading an e-book or article, face-timing with a subject matter expert or chatting with a mentor
» Developing serious games to engage learners and enhance learning
» Mobile apps to enhance access to learning
» Interactive, in-person training sessions that lead to positive, meaningful, and lasting results

With all of these options, it’s difficult to know where to start. Learning and Development: Engaging a Multigenerational Workforce clears the way by providing an easy to use model for success.
MANAGING ACROSS GENERATIONS

Today’s workforce includes five generations: the Silent Generation, Baby Boomers, Generation X, Millennials, Homeland Security/Generation Z, and “Digital Natives.” Each generation has a distinct culture, bringing positive attributes and skills to the workplace.

Understanding and appreciating what each generation offers as employees and contributors to the organization can elevate your ability to manage and lead. Utilizing generational differences is critical for effective management, successful teamwork, positive morale and achieving performance outcomes.

By attending this program, you will be prepared to:

» Understand the unique cultural characteristics and attributes of each generation in the workplace
» Increase appreciation for generational differences
» Develop a working knowledge of key motivators for each generation
» Utilize the strengths of each generation to increase productivity, collaboration and employee morale
» Enhance your ability to effectively manage a multi-generational workforce
» Gain strategies to leverage generational differences in the workplace

PROGRAM INFORMATION

DATE AND LOCATION

March 30, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am

Program Time
8:30am – 4:30pm

Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE

hrlr.msu.edu/generations

INSTRUCTOR

Eileen M. Wilson, PhD

REGISTRATION FEE: $895
MANAGING PEOPLE AND OPERATIONS IN A GLOBAL MARKET

The impact of globalization on managing organizations and the continued, rapid expansion of the market cannot be overstated. Managing human resources and labor relations is pivotal to the success of multinational corporations’ operational success. Managing people and operations across the globe requires a working knowledge of national culture and the ability to successfully transfer organizational knowledge, customs, and practices across borders.

This two-day program includes a team project. Participants will form self-selected teams during the first day of the program. Teams will select a multi-national corporation, possibly an employer of one of the participants, investigating and reporting on the different models of managing people and operations across the globe. Teams will provide a PowerPoint presentation to the class in the afternoon of the second day of the program.

By attending this program, you will be prepared to:

» Appreciate the contextual frameworks of managing people in a global market including:
  › Legal
  › Political
  › Environmental
  › Cultural
» Apply global employment relations models as they relate to national culture and organizational knowledge transfer
» Work as a team to research and report on foreign countries in which your corporation operates, including the management models represented, as well as the challenges and advantages of national culture when managing people and operations in a global market
» Work as a team to provide background information on your corporation, industry data and the corporation’s level of competitiveness in the global market
» Understand the historical development of multi-national corporations and globalization
» Foster a working knowledge of diverse human resources and labor relations processes found across the globe
» Apply newly gained knowledge with team members to research and report on a multinational corporation’s management of people and operations across the globe

PROGRAM INFORMATION

DATES AND LOCATION

October 26-27, 2017
Livonia, MI – Location TBD

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am
Program Time
8:30am – 4:30pm
Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE
hrlr.msu.edu/global

INSTRUCTOR
Eileen M. Wilson, PhD

REGISTRATION FEE: $1,995
ORGANIZATIONAL TRANSFORMATION

Organizational transformation is often the biggest test CEO’s face. Roughly two-thirds of large-scale change efforts fail. In a market where disruptive technology changes expectations, both internally and among customers, organizational agility isn’t a luxury, it’s a necessity. Indeed, ‘The ability to anticipate change and respond nimbly is a game changer…”¹

Developing an agile leadership team across the organization, one that thrives in an environment of growth and change, requires an understanding of the phases of change, and the associated psychological transitions that all members of the organization must work through to fully support ongoing organizational change. It also requires developing and implementing strategies for leveraging those phases and developing a shared vision for the future. In addition, the systems, SOP’s, and policies must change to support new ways of working. CEO’s who have led successful large-scale transformation efforts understand this, as they report, “...culture isn’t something you fix, it’s what you get after you’ve put new processes or structures into place to tackle tough business challenges.” The tools that these successful transformation leaders utilize help unleash the potential of organizational talent.

By attending this program, you will be prepared to:

» Adopt a holistic, transitions-focused, model of organizational change
» Identify needed system changes such as
  › Rewards systems
  › Performance management
  › Decision rights tools
» Facilitate others’ ability to lead in an environment of constant change
» Encourage acceptance of change and identify reasons for resistance
» Develop and implement strategies for successful, sustainable change during each phase of the process
» Engage in the steps that successful leaders take to transform your organization

This program is designed for organizational leaders and human resources executives who need to ensure that their transformation efforts are part of the one-third of organizational transformational efforts that are successful.

PREVENTING WORKPLACE VIOLENCE

Workplace violence—it can happen in any organization, at any time. Make sure your employees are prepared.

Every year, two million American workers become victims of violence at work. Every private and public sector organization in the United States is increasingly at risk from a variety of security threats, including workplace violence, thefts, property damage, and cyber-attacks. More than one-third (36%) of organizations have reported incidents of workplace violence. From schools to night clubs to the Navy Yard, every employer is at risk.

Minimizing the risk and teaching employees how to work safe is an important first step. Also important is developing policies and protocols for dealing with violent or potentially violent encounters, and ensuring that every employee knows what to do when “it’s not a drill.”

This workshop is all about prevention!

By attending this program, you will be prepared to:

» Identify the security risks that exist in your organization
» Close the “security gaps” revealed through your assessment
» Minimize your risk and take appropriate action when the unthinkable occurs
» Ensure that every employee knows how to respond to an active shooter situation
» Recognize the warning signs and learn how to respond when they appear
» Develop, or enhance, an effective workplace security program, tailored to the unique needs of your organization
» Design and implement security training that works
» Engage in post-incident activities to minimize the negative impact of workplace violence
» Monitor, evaluate, and improve your workplace security program

Hoping that workplace violence won’t strike your organization is simply not realistic.

Minimizing the risk and preparing for the worst is realistic, and a workplace imperative.


PROGRAM INFORMATION

DATES AND LOCATIONS

June 30, 2017
Courtyard Orlando Lake Buena Vista in the Marriott Village
8623 Vineland Avenue
Orlando, FL 32821
(407) 938-9001

October 20, 2017
Chicago, IL – Location TBD

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am
Program Time
8:30am – 4:30pm
Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE

hrlr.msu.edu/preventing

INSTRUCTOR

Tina M. Riley, PhD

REGISTRATION FEE: $1,095

“This was phenomenal! The access to the website is great as well as the written materials provided to us. Thank you so much!”

– L. Alexander
YOU ARE WHAT YOU WRITE

A person’s professional reputation and image are represented and perceived through the quality of their writing. An organization’s brand is represented by its employees’ written communication and presentation skills.

Dealing with different writing abilities and ‘styles’ in the workplace can be a challenge. Managing the professional writing of the employees in your organization is critical to your relationship with internal and external stakeholders.

An individual’s and an organization’s brand can be compromised by poor communication skills. Learn how to improve your writing skills and those of your employees to promote the reputation and image of your organization.

By attending this program, you will be prepared to:

» Enhance your professional image
» Understand different writing styles or approaches
» Develop a method of writing, review and re-writing with your employees
» Improve the written communication skills of emails, internal and external documents, and reports of those you supervise
» Provide constructive feedback on written presentation skills
» Leverage strong written communication skills with your team
» Ensure alignment with reputation and branding of your organization

PROGRAM INFORMATION

DATE AND LOCATION

September 15, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am
Program Time
8:30am – 4:30pm
Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE

hrlr.msu.edu/write

INSTRUCTOR

Eileen M. Wilson, PhD

REGISTRATION FEE: $495

This program provides a comfortable and relaxed opportunity to hone your writing skills.
"Always treat your employees exactly as you want them to treat your best customers."
- Stephen R. Covey
ADVANCED TOPICS FOR CERTIFIED HUMAN RESOURCES SPECIALISTS

Stay current with information from the source you trust and ensure that your organization is benefiting from best practices in HRM and remains compliant with recent legislative changes. As always, this year’s Advanced Topics for Certified Human Resources Specialists will provide you with cutting-edge information on “hot topics” in human resources, a review of important court cases, and legislative updates regarding key employment laws.

Learn HR strategies that you can use to meet the challenges, and take advantage of the opportunities facing your organization.

In addition to your suggested topics, this year’s class will include:

» New trends and best practices in human resources management
» Mobile HRM: Leveraging technology for long-term success
» Peer feedback and performance management
» Human resources management strategies for a multi-generational workforce
» Employment Law Update
  › Steps to take to comply with “white collar” exemptions
  › Impact the NLRB’s rulings may have on your organization
  › Potential impact of US Supreme Court cases
  › Fundamentals of HR analytics
» Round Table Discussion – As always, the round table discussions are an opportunity to learn from each other
» And more...

Reconnect with your fellow CHRSs
Share ideas and experiences, and strengthen your professional network!

This year’s engaging and interactive class provides half of your continuing education requirement for recertification (14 credits). Attending the Advanced Topics for Certified Human Resources Specialists annually will fulfill the 28-credit requirement needed to maintain your certification.

Note: This program is open only to Certified Human Resources Professionals

PROGRAM INFORMATION

DATES AND LOCATION

April 20-21, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am
Program Time
8:30am – 4:30pm
Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE
hrlr.msu.edu/advchrs

INSTRUCTORS
Mike Adams, M.S., Angela Hall, JD, PhD, and Tina M. Riley, PhD

One or more instructors listed will be teaching

REGISTRATION FEE: $895

We want to hear from you!
Suggest topics for this year’s class by visiting: hrlr.msu.edu/advchrtopics

Note: This program is open only to Certified Human Resources Professionals
CERTIFIED FMLA SPECIALIST

While most employees do not abuse the FMLA, those who do can cause significant damage to employee morale, scheduling challenges, and lost productivity. Gain the confidence to manage the Family and Medical Leave Act effectively, and earn your FMLA Specialist Certification from Michigan State University, one of the most recognized programs in Human Resources advanced education. You will gain a solid understanding of the FMLA so that you can manage FMLA absences, promote attendance, and ensure compliance.

Given the ambiguity and complexity of the law, it is critical that you obtain the most up-to-date information from a legal expert who will answer your questions and help you develop strategies for continued improvement.

By attending this program, you will be prepared to:

» Maximize attendance
» Minimize abuse of the FMLA
» Comply with the law and new regulations
» Integrate management of the FMLA, ADA, Workers’ Compensation, and your short-term disability programs
» Make an informed, data-driven decision about how best to administer the FMLA in your organization
» Treat medical absences as a strategic imperative

This workshop will include a dedicated website with additional, valuable resources.

Certification is achieved by participating in the class and passing the online examination.

PROGRAM INFORMATION

DATE AND LOCATION

September 7, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am
Program Time
8:30am – 4:30pm
Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE
hrlr.msu.edu/fmla

INSTRUCTOR
Kristine Moore, JD

REGISTRATION FEE: $995
CERTIFIED HUMAN RESOURCES SPECIALIST

If you are an HR professional who wants to advance or excel in your career, earning a Certified Human Resources Specialist (CHRS) certification from Michigan State University will take you to the next level in strategic human resources management.

The challenge before you is to drive organizational success through effective, strategic human resource management (HRM) practices and policies, and to comply with myriad employment and labor laws at both the state and federal level. In this workshop you will acquire an extensive set of reference materials and resources while building your professional HR network.

By attending this program, you will be prepared to:

» Drive organizational success through strategic HRM practices
» Comply with employment and labor laws, minimizing risk
» Create a safe and healthy work environment
» Follow ethical standards of conduct
» Recruit and select the right people for the right positions
» Implement performance management, appraisal methods, and disciplinary methods that increase employee effectiveness
» Utilize compensation and benefits, including wellness programs, to achieve and maintain a competitive edge
» Build or expand your professional HR network

Program includes:

» Graduate-level course textbook
» Year-long access to a wealth of additional online resources
» Ongoing access to faculty
» CHRS certification examination
» Extensive note-taking guides
» Small group problem-solving exercises and discussions
» Question and answer sessions
» Limited attendance to ensure a comfortable and effective learning environment

‘I absolutely loved the program, Tina was phenomenal as an instructor. Very engaging. I would highly recommend the program to anyone in HR in all levels.”
- J.W.

“I would highly recommend this course and plan to attend more MSU trainings.”
- M. Leebens
Why certify?
Earning your professional certification from MSU’s School of Human Resources & Labor Relations, one of the best and most respected programs in the country, demonstrates mastery of content and commitment to the field of human resources management. Mastery of course content will be evaluated via an online examination. Certification is achieved by participating in the entire five days of the workshop and passing the examination.

When you successfully complete the course, take part in discussions and exercises, and pass the comprehensive examination, you will be recognized by Michigan State University as a Certified Workers’ Compensation Professional. You are then entitled to use the designation CWCP.

To earn certification, participants must attend all 5 days of the program and pass the examination.

Earn recertification credit hours
This program has been approved for 32.5 (General) recertification credit hours toward PHR, SPHR and GPHR recertification through the HR Certification Institute. Please be sure to note the Organization ID number on your recertification application form. For more information about certification or recertification, please visit the HR Certification Institute website at www.hrci.org.

The use of this seal confirms that this activity has met HR Certification Institute’s® (HRCI®) criteria for recertification credit pre-approval.

This program has been approved for 34 State Continuing Education Clock Hours (SCECHs) towards the renewal of certificates/licenses issued by the Michigan Department of Education. Learn more about SCECHs at Michigan Department of Education’s Educator Services.

PROGRAM INFORMATION

DATES AND LOCATIONS

- **February 1, 8, 15, 22 & March 1, 2017**
  - East Lansing Marriott
  - 300 M.A.C. Avenue
  - East Lansing, MI 48823
  - (517) 337-4440

- **July 17-21, 2017**
  - Hilton Alexandria Old Town
  - 1767 King Street
  - Alexandria, Virginia 22314
  - (703) 837-0440

- **April 3-7, 2017**
  - Hilton Anchorage
  - 500 West 3rd Avenue
  - Anchorage, AK 99501
  - (907) 272-7411

- **October 3, 10, 17, 24, & 31, 2017**
  - East Lansing Marriott
  - 300 M.A.C. Avenue
  - East Lansing, MI 48823
  - (517) 337-4440

PROGRAM TIMES

- **Registration & Continental Breakfast**
  - 8:00 – 8:30am

- **Program Times**
  - Day One through Day Four: 8:30-4:30pm
  - Day Five: 8:30-4:00pm

- **Networking Lunch Included**
  - 12:00 – 1:00pm

REGISTER ONLINE

[hrlr.msu.edu/chrs](http://hrlr.msu.edu/chrs)

INSTRUCTORS

- Mike Adams, M.S., Angela Hall JD, PhD, and Tina M Riley, PhD

One or more instructors listed will be teaching

REGISTRATION FEE: $2,495
COMMUNICATION ESSENTIALS

Being an effective human resources professional requires more than HR expertise. It requires the ability to communicate effectively and utilize influence to meet the needs of the organization.

Unlock the strategies to success that HR professionals put to work every day, including:

» Building relationships within the organization and beyond its borders
» Communicating with all levels from the CEO to the newest entry-level employee
» Confidently addressing conflict and difficult conversations
» Enhancing individual and departmental alignment with organizational strategy

This experiential workshop will provide you with the knowledge and tools you need to utilize a variety of individual and organizational communication strategies to ensure that your Human Resources department is serving the organization as effectively as possible.

By attending this program, you will be prepared to:

» Adopt proven characteristics of effective communications
» Provide and solicit meaningful feedback
» Defuse and de-escalate difficult conversations
» Clarify expectations
» Negotiate with stakeholders and hone your interpersonal negotiation skills
» Use persuasion and influence to get things done
» Ensure your team provides outstanding service to internal and external customers
» Facilitate meaningful meetings
» Deliver effective presentations with style and confidence

PROGRAM INFORMATION

DATE AND LOCATION
August 14, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES
Registration & Continental Breakfast
8:00 – 8:30am
Program Time
8:30am – 4:30pm
Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE
hrlr.msu.edu/comessentials

INSTRUCTOR
Tina M. Riley, PhD

REGISTRATION FEE: $895
EMPLOYMENT LAW UPDATE

Now is a crucial time for employers to review their policies and procedures to ensure compliance for 2017! Receive all of the essential updates you need in this comprehensive, half-day workshop presented by Michigan State University.

This course will focus on current and emerging legal issues affective Human Resources Professionals. Employment Law Update has been developed for HR professionals who want to stay current in workplace law and for those who want to manage risk and maintain organizational compliance.

In this time-saving program, you will learn to navigate recent statutory and judicial developments that have an impact on human resources management.

Limit your legal liability by ensuring your organization’s compliance with new laws. Topics include the following:

» New white-collar examples under the Fair Labor Standards Act
» Correctly identifying independent contractors and employees
» Social media and applicant/employee privacy
» Bring Your Own Mobile Device (BYOMD)
» The risks of recording in the workplace
» Medical marijuana
» The impact of the NLRB’s recent rulings
» The potential impact of U.S. Supreme Court cases
» Gender identify and sexual orientation
» Pregnancy discrimination
» Other developments that have arisen over the past year
» Arrest and conviction records

PROGRAM INFORMATION

DATE AND LOCATION

February 16, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
7:30 – 8:00am
Program Time
8:00am – 12:30pm

REGISTER ONLINE

hrlr.msu.edu/employmentlaw

INSTRUCTOR

Angela Hall, JD, PhD

REGISTRATION FEE: $395
(half-day program)

“The course flowed nicely, in a clear logical progression. The resources provided (digital and hardcopy) are excellent.”

- S. Jennings
Managing human resources in the public sector is a rewarding and challenging career. To be successful, human resources professionals in the public sector must understand the unique constraints and expectations of the public sector employment relationship. There are different expectations, different and often-competing goals, and additional laws that do not apply to HRM in the private sector.

Whether you work in a large city or a small township, a public school district or a state agency, knowing the fundamentals of public sector human resources management is essential.

This program is designed for human resources professionals in the public sector and those in the private sector who are considering a move to the public sector.

This weeklong class will provide you with in-depth information that you will be able to put to use as you manage the human resources in your public sector organization – even if you are an HR department of one.

**Program includes:**

- Graduate-level HRM textbook
- Year-long access to a wealth of additional resources via a dedicated learning management system (LMS) website
- Extensive note-taking guides
- Small group problem-solving exercises and discussions
- Ample time to get answers to your questions

You will also learn the core human resources management roles, the activities and responsibilities associated with them, and how to develop a strategic approach to HRM.

Knowing how to effectively work with elected officials and communicate in a way that fosters collaboration and results, is also essential for successfully working in the public sector.

Learn how to attract and retain top talent with a limited budget, enhance employee engagement, and methods for performance management and employee evaluation.
By attending this program, you will learn to:

» Develop and implement strategic HRM policies and procedures
» Prepare employees to provide outstanding service to the communities they serve
» Create and maintain safe and healthy work environments
» Recruit and select employees who have the knowledge, skills, and abilities needed for success
» Develop and implement performance excellence programs
» Manage union/management relations in a positive and effective manner
» Enhance compliance with employment and labor laws to minimize risk

Employment laws covered include:
- Title VII
- ADEA
- ADA
- State non-discrimination statutes
- The Fair Labor Standards Act (FLSA)
- The Family and Medical Leave Act (FMLA)
- The Family Educational Rights and Privacy Act (FERPA)
- Title IX of the Educational Amendments Act
- The Violence Against Women Act (VAWA)
- Section 503 of the Rehabilitation Act
- Vietnam Era Veterans Readjustment Act
- The Freedom of Information Act (FOIA)
- State public employment relations acts (The public sector statutes that provide public sector employees the right to engage in protected concerted activity)
- State statutes regarding internet privacy in employment

This program will provide you with a solid foundation in the fundamentals of human resources management in the public sector.
JOB ANALYSIS AND DESIGN

How often have you seen a UPS truck make a left turn? Do you know why? Attend Job Analysis and Design and learn this and other strategies for maximizing efficiency and effectiveness, and minimizing risk in your organization.

Job analysis has long been recognized as being at the core of every HR decision. From determining the best source for talent, to developing compensation plans and managing performance, utilizing information gained through a thorough job analysis is the key to success. In addition, ineffective or non-existent job analyses can open the employer up to lawsuits and claims of employment discrimination.

The importance of the job analysis process cannot be overstated – yet many human resources professionals have never had the hands-on, in-depth training needed to conduct accurate job analyses.

This interactive workshop will prepare you to conduct job analyses that provide needed information to enhance performance and minimize risk. Once you’ve mastered the data collection and analysis process, you’re ready to explore how to enhance work processes through job design and re-design. You will learn about the different approaches to job design, when each is most appropriate, and how to apply them to the jobs in your organization.

Finally, you will be able to write meaningful job descriptions that inform the recruiting, interviewing and selection of employees; guide employees as they perform their work, and provide managers with the information they need to lead high-performance work teams.

Learn:

» How the job analysis process impacts business outcomes
» Multiple job analysis methods
» Sources of job analysis information
» Methods to evaluate different job design approaches
  › Perceptual Motor Approach
  › Biological Approach
  › Mechanistic Approach
  › Motivational Approach
» How to maximize management and employee buy-in
» To develop more accurate human resource management plans
» How to use job design and re-design to enhance safety and performance

PROGRAM INFORMATION

DATES AND LOCATIONS

March 28, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

December 5, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am

Program Time
8:30am – 4:30pm

Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE
hrlr.msu.edu/analysis

INSTRUCTORS
Angela Hall, JD, PhD and Tina Riley, PhD

One or more instructors listed will be teaching

REGISTRATION FEE: $1,095
RECRUITING TOP TALENT

Finding high-quality candidates is a time-consuming challenge. Meet the challenge and add demonstrable value, by developing an integrated talent management system.

Attend with your team and work on developing your strategy and project plan during the workshop. You can attract more candidates, reduce time-to-hire, and facilitate individual and organizational success by developing a solid source of top talent.

By attending this program, you will be prepared to:

» Forecast internal supply and demand for talent, evaluating current staffing efforts and making data-driven decisions
» Ensure alignment between the business strategy and your talent acquisition strategy
» Stay current with market trends and learn the best methods for attracting the right candidates
» Design recruiting plans that appeal to and attract diverse candidates
» Establish a pipeline of qualified candidates, reducing time-to-fill
» Learn new, creative recruiting techniques that fit your budget
» Move from “order-taker” to partner, developing collaborative working relationships with hiring managers
» Structure selection processes and implement easy-to-use tools to improve selection decisions
» Conduct and teach others how to conduct interviews that reveal needed competencies and organizational fit
» Ensure your talent acquisition process complies with state and federal employment laws including:
  › Title VII
  › ADA/ADAAA
  › ADEA
  › States’ non-discrimination statutes
  › States’ online privacy statutes

PROGRAM INFORMATION

DATES AND LOCATIONS

June 29, 2017
Courtyard Orlando Lake Buena Vista in the Marriott Village
8623 Vineland Avenue
Orlando, FL 32821
(407) 938-9001

September 8, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

November 14, 2017
Chicago, IL – Location TBD

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am

Program Time
8:30am – 4:30pm

Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE
hrlr.msu.edu/recruiting

INSTRUCTORS
Angela Hall, JD, PhD and Tina Riley, PhD

One or more instructors listed will be teaching

REGISTRATION FEE: $895
“Culture is about performance, and making people feel good about how they contribute to the whole.”

-Tracy Streckenbach
CERTIFIED LABOR RELATIONS LEADER

Gain a competitive advantage as a Certified Labor Relations Leader.

Aligning your labor relations strategy with business and operational strategies is critical for achieving and sustaining a competitive advantage. The Certified Labor Relations Leader (CLRL) program will deepen your understanding of labor relations concepts. The examination will enable you to differentiate yourself through professional certification.

Only those who have participated in Negotiating Labor/Management Agreements for Competitive Advantage and either Administering the Labor Contract, Managing Grievances and Preparing for Arbitration or Managing in a Unionized Organization are eligible to take the self-study program and examination.

The examination is taken online and is offered in two periods per year. It contains a variety of question types, including multiple choice, answer completion, and short answer. The scenarios used in the questions reflect real-world scenarios.

The examination covers:

» Knowledge and application of concepts
» Problem solving and strategizing
» Analysis and evaluation

For your convenience

The study materials for the Certified Labor Relations Leader examination are now included in the price. No longer do you need to purchase the study materials and then pay again for the examination. When you register for the examination, you will receive access to all of the study materials. As a labor relations professional, you’ll refer to these materials again and again as you lead your organization’s labor relations strategy.

When you register, you will receive a copy of the book Labor Relations: Striking a Balance, over a $250 value!

Prepare for your future today. You may begin to study for the CLRL examination at any time.

PROGRAM INFORMATION

EXAMINATION PERIODS

June 8-24, 2017
November 16-December 2, 2017

REGISTER ONLINE
hrlr.msu.edu/clrl

DELIVERY METHOD
Online

REGISTRATION FEE: $1,295
MANAGING IN A UNIONIZED ORGANIZATION

To effectively manage in a unionized organization, leaders must be dedicated to successful contract administration. This includes understanding how to interpret contract language, manage grievances, and prepare for arbitration.

Managing in a unionized organization poses unique challenges that all managers, supervisors, and labor relations leaders must be prepared to meet. Those who pride themselves on successfully managing their unionized organization know this requires that they stay up-to-date on essential competencies. Leading unionized organizations invest in their management teams, knowing the return on investment for continued training is priceless.

By attending this program, you will be prepared to:

» Utilize proven strategies for expertly administering the labor contract
» Maintain management rights and avoid giving away what was negotiated in the contract
» Interpret ambiguous contract language
» Explain what it takes for a practice to be viewed as a binding “Past Practice”
» Minimize unnecessary employee grievances
» Successfully conduct grievance meetings
» Confidently deal with union stewards
» Prepare for arbitration including formatting briefs to win

Earn recertification credit hours
This program has been approved for 14 (General) recertification credit hours toward PHR, SPHR and GPHR recertification through the HR Certification Institute. Please be sure to note the organization ID number on your recertification application form. For more information about certification or recertification, please visit the HR Certification Institute website at www.hrci.org.

The use of this seal confirms that this activity has met HR Certification Institute’s® (HRCI®) criteria for recertification credit pre-approval.

PROGRAM INFORMATION

DATES AND LOCATIONS

February 6-7, 2017
Hilton San Diego Gaslamp Quarter Hotel
401 K St.
San Diego, CA 92101
(619) 231-4040

April 11-12, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

October 5-6, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am

Program Time
8:30am – 4:30pm

Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE
hrlr.msu.edu/union

INSTRUCTORS
Mary A. Bedikian, JD, Richard Block, PhD, Julie L. Brockman, PhD, Greg Freehling, MLIR, David Hershey, MLIR, and Eileen M. Wilson, PhD

One or more instructors listed will be teaching

REGISTRATION FEE: $1,995
NEGOTIATING LABOR/MANAGEMENT AGREEMENTS FOR COMPETITIVE ADVANTAGE

Gain real-world experience before engaging in labor/management negotiations where the stakes are high and mistakes can be costly. The impact of contract negotiations on the bottom line is lasting, and though they only occur every few years, no company or union can afford to send its negotiation team to the table poorly prepared. Highly effective negotiators add value by crafting agreements that facilitate a positive and productive workplace.

This course features a comprehensive and unique framework that identifies the multiple linkages between collective bargaining strategies and broader human resources management, operational and business strategies. This workshop will prepare you to think strategically about how your negotiation strategy aligns with your business and organizational plans.

Combining interest-based and classical approaches to negotiations, you will learn about the essential processes and tactical decisions that underlie the key stages of negotiating agreements.

You will participate in a simulated exercise built on a case exclusively designed for this program. The exercise will encourage you to resolve complex issues and apply your learned negotiating skills as a member of a team, to negotiate a landmark agreement that yields competitive advantage.

By attending this program, you will be prepared to:

» Conceptualize four stages of negotiations: planning, opening, bargaining, and closing
» Analyze, frame, and formulate a strategic negotiations process
» Conduct negotiation steps and processes
» Empower the chief spokesperson
  › Deliver opening statements
  › Exchange proposals/demands and present ideas
  › Evaluate proposals
» Apply the negotiation proposal/counter-proposal process
  › Utilize interest–based problem solving methods
  › Reach tentative agreements on non–economic issues
  › Package key economic items
  › Narrow differences through effective side–bar meetings
» Reach closure and make final offers

PROGRAM INFORMATION

DATES AND LOCATIONS

April 17-19, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

July 12-14, 2017
Embassy Suites by Hilton Alexandria Old Town
1900 Diagonal Road
Alexandria, Virginia 22314
(703) 684-5900

September 11-13, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am
Program Time
Day One: 8:30am – 6:00pm
Day Two: 8:30am – 6:00pm
Day Three: 8:30am – 3:30pm
Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE
hrlr.msu.edu/negotiate

INSTRUCTORS
Bill Cooke, PhD, David Hershey, MLIR, Tom Posey, B.A., and Eileen M. Wilson, PhD

One or more instructors listed will be teaching

REGISTRATION FEE: $2,495
WORKERS’ COMPENSATION

"The secret to success is good leadership, and good leadership is all about making the lives of your team members or workers better."
- Tony Dungy
FOLLOW-UP PROGRAM FOR CERTIFIED WORKERS’ COMPENSATION PROFESSIONALS

Stay current with information from the source you trust, and ensure your organization’s Workers’ Compensation system is benefiting from best practices and is compliant with recent regulatory changes.

Suggest topics for this year’s class by visiting: hrlr.msu.edu/followupcwcptopics

In addition to your suggested topics, this year’s class will include:

» The past year’s statutory and judicial developments that have an impact on Workers’ Compensation
» A panel of experts to answer your specific questions during a Q&A session
» Insight into hot topics such as medical marijuana, opt-out schemes, Evidence Based Medical Care, and Vocational Rehabilitation
» Best practices for managing a Return-to-Work program
» Complex interactions among multiple benefit schemes
» Developing subrogation and lien resolution strategies
» Unique and bizarre workers’ compensation cases
» Evaluating a case and preparing a witness for trial with dual perspectives and strategies
» A mock mediation/trial, watching defense and plaintiff attorneys present their cases before a Workers’ Compensation magistrate

Reconnect with your fellow CWCPs, share ideas and experiences, and expand and strengthen your professional network!

This year’s engaging and interactive program provides half of your continuing education requirement for recertification (14 credits). Attending the CWCP Follow-Up Program annually will fulfill the 28-credit requirement needed to maintain your certification.

Note: This program is only open to Certified Workers’ Compensation Professionals.

PROGRAM INFORMATION

DATES AND LOCATION

May 4-5, 2017
East Lansing Marriott
300 M.A.C. Avenue
East Lansing, MI 48823
(517) 337-4440

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am

Program Time
Day One: 8:30am – 4:30pm
Day Two: 8:30am – 3:30pm

Networking Lunch Included
12:00 – 1:00pm

REGISTER ONLINE
hrlr.msu.edu/followupcwcp

INSTRUCTORS

Steven J. Pollok, JD and Michael Sanders, JD

REGISTRATION FEE: $1,095

“Learning about the process and then having an opportunity to apply it through an interactive project really helped drive it home.”

- R. Fischer
CERTIFIED WORKERS’ COMPENSATION PROFESSIONAL

As a workers’ compensation professional, you need specialized knowledge and skills in many diverse areas, including law, claims handling, disability management, safety, and medicine. The more versatile and knowledgeable you are as a professional, the more value and opportunity you create for yourself and your organization.

Michigan State University is the premier provider of professional education and certification in the area of workers' compensation. This program uses an innovative, hands-on and practical approach that prepares you to develop and implement a comprehensive set of skills as a Certified Workers’ Compensation Professional (CWCP).

Who Should Attend?

» Those employed by individual employers both insured and self-insured, insurance companies, third-party administrators, agents, brokers, and state agencies
» HR professionals with multifaceted responsibilities
» Claims handlers
» Attorneys
» Physicians
» Rehabilitation counselors
» Nurses
» Therapists

What Is Included?

» Year-long access to a dedicated website containing a wealth of additional resources
» A comprehensive set of manuals to take back to your workplace
» CWCP certification examination and designation
  (Immediately begin using the CWCP designation upon successful completion of the course and examination)
» Access to Michigan State University’s valuable network of Workers’ Compensation Professionals
» Engaging learning activities including group discussions, small group problem-solving exercise, case studies, and ample question and answer sessions

Earn Recertification Credit Hours

This program has been approved for **32.5** (General) recertification credit hours toward PHR, SPHR and GPHR recertification through the HR Certification Institute. Please be sure to note the Organization ID number on your recertification application form. For more information about certification or recertification, please visit the HR Certification Institute website at www.hrci.org.

*The use of this seal confirms that this activity has met HR Certification Institute’s® (HRCI®) criteria for recertification credit pre-approval.*

---

“Professional and very well done. Clear speaking and easily understandable. Great job all around!”
- Brandon S.

“This class held my interest the whole time, the instructors and speakers were informative and inspirational. I would recommend this course to anyone who specializes in Workers' Compensation.”
- M. Fopma, CWCP
Why Certify?
Earning your professional certification from MSU’s School of Human Resources & Labor Relations, one of the best and most respected programs in the country, demonstrates mastery of content and commitment to the field of workers’ compensation. Mastery of course content will be evaluated via an online examination.

When you successfully complete the course, take part in discussions and exercises, and pass the comprehensive examination, you will be recognized by Michigan State University as a Certified Workers’ Compensation Professional. You are then entitled to use the designation CWCP.

To earn certification, participants must attend all 5 days of the program and pass the examination.

---

Module One: Principles of Disability Law
Basic principles of state workers’ compensation laws.

Module Two: The Americans with Disabilities Act (ADA) & Other Disability Laws
Federal employment legislation that affects workers’ compensation policies and practices.

Module Three: Claims Management
Steps for managing a claim from beginning to end; the procedures for handling routine claims; and problem issues including litigation, settlements, and attorneys. Useful handouts provided for workplace use, including checklists and forms.

Module Four: Insurance & Self-Insurance
Insurance and self-insurance, the various alternatives, and their advantages and disadvantages.

Module Five: Safety, Disability Prevention & Management Issues
Latest strategies for preventing injuries. Disability prevention now involves the entire structure of a business including the following: wellness, employee selection practices, fraud prevention, and most important of all, management commitment. Early return-to-work is one of the most successful strategies employers can use in dealing with workers’ compensation.

Module Six: Medical Issues
Basic overview of the medical issues related to workers’ compensation. Learn how to review medical reports, recognize certain diagnoses, and develop skills for dealing with doctors and other healthcare providers. You’ll even witness a live demonstration of a back exam by an occupational medicine physician.

---

PROGRAM INFORMATION

DATES AND LOCATIONS

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 6-10, 2017</td>
<td>Hilton Orlando Lake Buena Vista</td>
<td>(407) 827-4000</td>
</tr>
<tr>
<td>May 1-5, 2017</td>
<td>East Lansing Marriott</td>
<td></td>
</tr>
<tr>
<td>July 24-28, 2017</td>
<td>Embassy Suites by Hilton</td>
<td>(703) 684-5900</td>
</tr>
<tr>
<td>September 18-22, 2017</td>
<td>Hilton San Diego Gaslamp Quarter Hotel</td>
<td>(619) 231-4040</td>
</tr>
<tr>
<td>November 6-10, 2017</td>
<td>Atlanta, GA – Location TBD</td>
<td></td>
</tr>
</tbody>
</table>

PROGRAM TIMES

Registration & Continental Breakfast
8:00 – 8:30am

Program Time
Monday - Thursday: 8:30am – 4:30pm
Friday: 8:30am – 12:00pm

Networking Lunch Included
Monday - Thursday: 12:00 – 1:00pm

REGISTER ONLINE
hrlr.msu.edu/cwcp

INSTRUCTORS
Jan Bernick, PhD, FNP-BC, John J. Bernick, MD, PhD,
Jeff Biddle, PhD, Melissa Moon, DO, Steven J. Pollok, JD, and
Michael Sanders, JD

One or more instructors listed will be teaching

REGISTRATION FEE: $2,795
## WORKSHOP CALENDAR

### JANUARY 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
</tr>
<tr>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
</tr>
<tr>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
</tr>
<tr>
<td>29</td>
<td>30</td>
<td>31</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### FEBRUARY 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
</tr>
<tr>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
</tr>
<tr>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
</tr>
<tr>
<td>29</td>
<td>30</td>
<td>31</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Certified Human Resources Specialist**
  - **Day One**
  - **Day Two**
  - **Day Three**
  - **Day Four**

- **Managing in a Unionized Organization**
  - Day Two

- **Employment Law Update**
  - Day Three

- **Crisis Communications**
  - Day Four

---

HUMAN RESOURCES EXECUTIVE EDUCATION | Learn more at: hrlr.msu.edu/hrexeced
## WORKSHOP CALENDAR

### MARCH 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Certified Human Resources Specialist Day Five</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Certified Workers' Compensation Professional</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
</tr>
<tr>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Organizational Transformation</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
<td>31</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Job Analysis &amp; Design</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### APRIL 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Certified Human Resources Specialist</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
</tr>
<tr>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Managing in a Unionized Organization</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Negotiating Labor/Management Agreements for Competitive Advantage</strong></td>
<td><strong>Advanced Topics for CHRS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
<td>29</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>Essential Skills for New Leaders</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# WORKSHOP CALENDAR

## MAY 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
</tr>
<tr>
<td>21</td>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
</tr>
<tr>
<td>28</td>
<td>29</td>
<td>30</td>
<td>31</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## JUNE 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
</tr>
<tr>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
<td>23</td>
<td>24</td>
</tr>
<tr>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
<td></td>
</tr>
</tbody>
</table>

- **Certified Labor Relations Leader Examination Period**
- **Certified Labor Relations Leader Examination Period**
- **Certified Labor Relations Leader Examination Period**
- **Preventing Workplace Violence**
- **Golf in Business**
- **Leading with Coaching**
- **Recruiting Top Talent**
- **Preventing Workplace Violence**
## WORKSHOP CALENDAR

### JULY 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Learning and Development: Engaging a Multigenerational Workforce</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Negotiating Labor/Management Agreements for Competitive Advantage</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Certified Human Resources Specialist</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Certified Workers’ Compensation Professional</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Public Sector Human Resources</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### AUGUST 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Essential Skills for New Leaders</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Communication Essentials</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Public Sector Human Resources</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### SEPTEMBER 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
<td>23</td>
</tr>
<tr>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
<td>29</td>
<td>30</td>
</tr>
</tbody>
</table>

- **Day One**: Recruiting Top Talent
- **Day Two**: Certified FMLA Specialist
- **Day Three**: Managing in a Unionized Organization
- **Day Four**: Preventing Workplace Violence
- **Day Five**: Managing People and Operations in a Global Market

### OCTOBER 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14</td>
</tr>
<tr>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
</tr>
<tr>
<td>22</td>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28</td>
</tr>
<tr>
<td>29</td>
<td>30</td>
<td>31</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Day One**: Certified Human Resources Specialist
- **Day Two**: Managing in a Unionized Organization
- **Day Three**: Organizational Transformation
- **Day Four**: Preventing Workplace Violence
- **Day Five**: Managing People and Operations in a Global Market
## WORKSHOP CALENDAR

### NOVEMBER 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
</tr>
</tbody>
</table>

Certified Workers’ Compensation Professional

<table>
<thead>
<tr>
<th>12</th>
<th>13</th>
<th>14</th>
<th>15</th>
<th>16</th>
<th>17</th>
<th>18</th>
</tr>
</thead>
</table>

Recruiting Top Talent

Certified Labor Relations Leader Examination Period

<table>
<thead>
<tr>
<th>19</th>
<th>20</th>
<th>21</th>
<th>22</th>
<th>23</th>
<th>24</th>
<th>25</th>
</tr>
</thead>
</table>

Certified Labor Relations Leader Examination Period

### DECEMBER 2017

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>

Job Analysis & Design

<table>
<thead>
<tr>
<th>10</th>
<th>11</th>
<th>12</th>
<th>13</th>
<th>14</th>
<th>15</th>
<th>16</th>
</tr>
</thead>
</table>

Certified Labor Relations Leader Examination Period

<table>
<thead>
<tr>
<th>17</th>
<th>18</th>
<th>19</th>
<th>20</th>
<th>21</th>
<th>22</th>
<th>23</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>24</th>
<th>25</th>
<th>26</th>
<th>27</th>
<th>28</th>
<th>29</th>
<th>30</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>31</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>

MICHIGAN STATE UNIVERSITY
INSTRUCTORS

Mike Adams, M.S., is a Human Resources Administrator for Michigan State University and advises a department of over 300 full-time professionals and over 1,000 students on matters related to Human Resources. He holds a Master’s Degree in Higher Education Administration from Florida State University. Mr. Adams coordinates and directs the hiring and selection of full-time staff, specializing in data-driven decision making and using hiring analytics to make optimal hiring decisions.

Julie L. Brockman, PhD, is an Associate Professor in the School of Human Resources and Labor Relations at Michigan State University. Julie is also a Fulbright Scholar who traveled to Hanoi, Vietnam in 2013 to teach and conduct research on workplace conflict in non-public enterprises. Julie has conducted workshops at local, national and international levels for union organizations and their joint partners. She assists unionized organizations, both within the private and public sectors, in developing and implementing joint union/management initiatives.

Jan Bernick, PhD, FNP-BC, has been practicing Occupational Health Nursing since 1992. She earned her Bachelor of Nursing degree and Family Nurse Practitioner Certificate from the University of Detroit Mercy, her Master of Nursing (Occupational Health Nursing) and Doctorate of Philosophy of Nursing from the University of Michigan. She and her husband, John J. Bernick, MD, share a medical practice in Dearborn, Michigan. Together, they enjoy travel, good food, warm company and a beautiful family.

John J. Bernick, MD, PhD, is the medical director of Michigan Occupational Health Associates, a clinical occupational medicine practice, and an Assistant Professor at Wayne State University. He received his BS and MS in microbiology at Wayne State University. Prior to receiving his MD from Wayne State University, he attended the University of Michigan where he completed a PhD in Environmental Health Sciences.

Jeff Biddle, PhD, serves as Associate Chairperson and Professor in the Department of Economics at MSU. A specialist in labor economics, he has for several years taught undergraduate courses on the economic aspects of government programs for workers, including workers’ compensation.

“Great materials! Great presentation! Great fun! Great energy! Great learning!”
- Lyna L.
INSTRUCTORS

Jan Brtnall, B.S., is a faculty member at Michigan State University, an LPGA ‘Class A’ Member Professional and owner of Jan Brtnall Golf School, LLC. She was a member of the MSU Women’s Golf Team from 1980-1984 and graduated from Michigan State with her Bachelor of Science in Park and Recreation Resources, Planning and Design, Golf Course Design.

Bill Cooke, PhD, serves as Director and Professor in the School of Human Resources and Labor Relations at Michigan State University (MSU). Prior to assuming his current position in 2008, he directed the University of Michigan’s executive education programs in collective bargaining for over 20 years. Bill has also consulted directly with over 25 companies and their unions—helping them develop collective bargaining strategies, training negotiation teams and facilitating interest-based negotiations.

Angela T. Hall, JD, PhD, is an Assistant Professor in the School of Human Resources and Labor Relations at Michigan State University. She has taught a wide variety of courses at the undergraduate, masters, and doctorate levels including business law, organizational behavior, human resources, leadership, and employee training and development. Angela has also authored learning modules and cases for the Society for Human Resource Management (SHRM).

David W. Hershey, MLIR, has extensive experience as a negotiator and arbitrator. He served on the staff for a large Union and then as an employer consultant for a combined forty (40) years. He has been acting as an arbitrator for over ten (10) years. He is currently listed on the Michigan Employment Relations Commission Panel of Grievance Arbitrators. Appointment to the American Arbitration Association panel is pending.

“Learning is so much easier when the instructor is passionate about the material. Thank you for your passion!”
- Kim D.

“Bill and Tom’s expertise, made the whole program very interactive and engaging. Very well worth it.”
- Stefanie S.
INSTRUCTORS

M. Melissa Moon, DO, is board certified in Physical Medicine and Rehabilitation and works near Pittsburgh, Pennsylvania, in general adult rehabilitation, IMEs, and musculoskeletal medicine. Dr. Moon graduated from Michigan State University with a B.S. in Microbiology, she earned a DO degree from the College of Osteopathic Medicine at Michigan State University, and completed an internship at Sparrow Hospital.

Kristine Moore, JD, is Assistant General Counsel at Michigan State University, where she practices primarily in the areas of Clery and Violence Against Women Act compliance, disability law, Fair Labor Standards Act and other employment law issues. Kristine is a frequent speaker in the area of employment law. Prior to joining the Office of General Counsel in 2014, Kristine served as Assistant Director for Institutional Equity in MSU’s Office for Inclusion. Prior to that, Kristine was a partner at the Dickinson Wright law firm in Lansing, MI, where she practiced labor and employment law.

Steven J. Pollok, JD, is president and senior partner of Rapaport, Pollok, Farrell & Waldron, P.C. of Lansing, Michigan. He has specialized in practicing workers’ compensation law for almost 30 years as a claimant’s attorney. He has also taught workers’ compensation law as an adjunct professor at Thomas Cooley Law School since 1992. Steve has lectured frequently on numerous topics involving workers’ compensation issues to unions, management representatives, and attorneys. Steve has a bachelor of arts degree from Michigan State University and also a master’s degree in Labor and Industrial Relations from Michigan State University.

Tom Posey, B.A., is the principal and senior managing director at Present Values, LLC. A recognized labor strategist and negotiator, Tom’s past experience includes CHRO and executive human resources and labor relations leadership positions at Fortune 500 companies such as Anheuser-Busch, American Standard/Trane and BellSouth. He has worked with over twenty different unions, including the CWA, IBEW, IBT and IUOE, to negotiate effective agreements.

“Steve knows his stuff and does a good job of balancing his views.”
- R. Duane

“The most valuable aspect of the program was interacting with the instructor and group. I was able to learn from group members who were able to share their experiences and insights.”
- S. Matlock
INSTRUCTORS

**Tina M. Riley**, PhD, is Director of Human Resources Executive Education and Associate Director in the School of Human Resources and Labor Relations at Michigan State University. Dr. Riley is a results-based educator and executive coach with expertise helping individual leaders and organizations achieve their full potential through high-impact communications that build trust and promote engagement. She adopts an engaging and holistic approach to teaching that facilitates learners’ ability to move from theory to practice. Her teaching style makes complex concepts accessible to students and seasoned professionals alike.

**Kneisha Sanders**, ACC, M.S., is lead executive coach and founder of Resolution Coaching LLC. She holds a B.A. in Finance from Michigan State University (MSU) and a M.S. in Organizational Behavior with a concentration in Executive and Professional Coaching from the University of Texas at Dallas (UTD). She also received accreditation from the International Coach Federation (ICF) at the Associate Certified Coach (ACC) level. Kneisha has experience in facilitating coach training programs, working with international clients, and coaching both leadership programs and executives across multiple functions at fortune 500 companies.

**Michael Sanders**, JD, serves as President and Chair of the Executive Committee at Foster, Swift, Collins & Smith, P.C., and devotes his law practice to the defense of employers, third party administrators, and insurance carriers in workers’ compensation matters. He is the author of several published law review articles on workers’ compensation topics, and he is a frequent lecturer on this topic.

**Eileen M. Wilson**, PhD, is a faculty member at Michigan State University and has provided stewardship for MSU for 33 years including serving as special assistant in the Office of the President and Board of Trustees for two years, assistant dean of undergraduate education in the Broad College of Business and on numerous university committees. She holds a Master of Arts in Philosophy, Masters in Labor and Industrial Relations, and a PhD in College and University Administration. Dr. Wilson has over 30 years of HR/LR experience, taught labor management relations at MSU for over 15 years and teaches a study abroad program in St. Andrews Scotland each year.

‘Most valuable aspect of program? Everything! Tina is an awesome teacher. How might we improve? Have Tina speak during each day!’
- Lindsey B.
CUSTOMIZED PROGRAMS

Michigan State University HR Executive Education is a leader in the design, development and delivery of human resources, labor relations, leadership and management development programs. If you have a team of 10 or more people, MSU’s HR Executive Education will work with you personally to understand your organization’s unique challenges, and design a program that creates a positive culture of top performers.

We offer all of the professional programs in this catalog on a customized basis for teams of 10 or more, from Preventing Workplace Violence and Essential Skills for New Leaders, to Managing Across Generations. If you have an idea for a customized program not listed, MSU HR Executive Education will work with your leadership to design the perfect program to meet your team’s individual needs. We will travel to your location and work with your leadership team to develop a cost-effective, personalized program that will bring the power of Michigan State University to your organization.

Benefits of an MSU HR Executive Education Customized Program:

» Gain a strategic partner in Michigan State University, helping facilitate your organization’s ongoing professional development and growth
» Save time and money by having MSU HR Executive Education travel to your location to deliver your personalized training program
» Your team will enjoy a variety of engaging teaching methods, gaining knowledge, skills and abilities they can apply immediately
» Every participant receives personal attention and ongoing access to faculty and resources after training
» Cutting-edge programs dedicated to helping organizations and individuals remain competitive in their field
» Receive advanced training to ensure you maintain high-performing and engaged teams

Build Strong Teams

The Myers Briggs Type Indicator (MBTI), one of the most widely used and respected instruments, helps build understanding and relationships among teams.

Dr. Riley has been using the MBTI with individuals and organizational clients since 1999. The MBTI enables individuals and teams to communicate more effectively, make better decisions, and achieve outstanding results.

To learn more about partnering with MSU HR Executive Education on a customized program for your team, please contact Dr. Tina M. Riley by phone at (517) 432-6267 or email robert35@msu.edu

‘Our customized training was excellent! Everyone on our team who took the class had positive feedback, and is better off for it. They all have a better understanding of their roles and responsibilities. We cannot recommend Tina Riley highly enough. Our staff appreciated how she breaks things down and provides real-world examples of the information being taught. We are looking at future opportunities to have Tina Riley return and train our staff.’

- B. Gandy, Piston Automotive

HUMAN RESOURCES EXECUTIVE EDUCATION  | Learn more at: hrlr.msu.edu/hrexeced
ALSO AVAILABLE THROUGH THE SCHOOL

MASTER OF HUMAN RESOURCES AND LABOR RELATIONS (MHRLR)

Who will become the next global human resources and labor relations leaders? Spartans Will. Recognized globally as one of the top programs in Human Resources and Labor Relations, Michigan State University’s MHRLR places its professional graduates in top companies across the globe. With 98% student placement at or before graduation, average starting salaries over $75,000 and a lifelong networked community of human resources and labor relations professionals, MSU’s MHRLR is an excellent choice for individuals looking to advance their career. To learn more contact Melanie Zaremba at mzaremba@msu.edu

DOCTORAL PROGRAM

At MSU, we are deeply committed to training the next generation of human resources and labor relations scholars. Our doctoral program is a key part of our mission to be a global leader in the creation, teaching, and dissemination of knowledge about managing human resources, work, and the employment relationship.

Doctoral students:

» Engage in multidisciplinary analyses of complex HRM and labor relations issues
» Are part of a vibrant culture of community and teamwork among faculty and students conducting meaningful, cutting-edge research
» Are closely mentored by highly talented faculty members that match your research interests
» Receive full funding that covers tuition, health insurance, an annual stipend, and research support for up to 5 years

To learn more contact Dr. Maite Tapia, at tapiam@msu.edu

LABOR RELATIONS OUTREACH

Michigan State University’s Labor Relations Outreach brings together University faculty and Union leadership to provide education and training for union leaders and members. Our faculty offers the expertise and experience essential to bringing labor and management together to transform operations into resilient high-performance workplaces. To learn more contact Dr. Julie L. Brockman at brockma4@msu.edu

Visit hrir.msu.edu to learn more about each of these programs and how the School of Human Resources and Labor Relations is dedicated to helping advance your career. We are confident that you will enjoy our strong culture of community and engagement and enjoy a challenging and highly supportive learning experience.
OVERNIGHT ACCOMMODATIONS
Overnight accommodations are not included in the program fee. To reserve a room at the special rate, call the hotel listed for the program you will be attending. Be sure to refer to MSU and the name of the seminar. The special rate will be removed a month prior to the program, so we encourage you make your reservation early.

CANCELLATION POLICY
» Cancellation four weeks prior to program start: 10% cancellation fee; remainder of program fee refunded.
» Cancellation less than four weeks but at least two weeks prior to program start: 50% cancellation fee.
» Cancellation less than two weeks prior to program start: no refund.

Participants may send a substitute from the same organization for the same program and date with prior written notice to avoid the cancellation fee. Cancellation fees will apply even if the participant wishes to reschedule to a later date for the same or a different program. MSU reserves the right to cancel programs when enrollment criteria are not met or for conditions beyond our control. Any additional costs incurred by the enrollee of a canceled program are the responsibility of the enrollee.

SPECIAL ACCOMMODATIONS
Accommodations for people with disabilities or special dietary needs may be requested by calling HR Executive Education at (517) 355-9592. We will do all we can to accommodate you. It would be especially helpful if you would contact us at least three weeks before the program.

ADDITIONAL INFORMATION
» MSU’s Federal ID Number is 38-6005984
» Business casual attire.
» Please, no audio or video recording.

FOLLOW US ONLINE
ADDITIONAL AND REGISTRATION INFORMATION

PAYMENT OPTIONS

» Credit Card - Register and pay online using our secure website: hrlr.msu.edu/hree
» Pay By Phone - (517) 355-9592
» Check Enclosed - Make checks payable to Michigan State University

FOR OUR INTERNATIONAL PARTICIPANTS
Professionals from across the globe enjoy attending our informative and welcoming training programs. To make your registration experience as seamless as possible, we are happy to take your registration by phone at +1 (517) 355-9592.

Upon receiving your registration, we will send you, via email, a letter containing the information you need to obtain your visa. When you register, please let us know of your dietary restrictions and we will work with the hotel to ensure delicious meals that meet your needs.

QUESTIONS?
Contact Carrie Mejorado, Program Coordinator
Telephone: (517) 355-9592
Email: comclm@msu.edu

REGISTRATION FORM
Please complete registration form and return with payment to:

Human Resources Executive Education
Michigan State University
Attn: Carrie Mejorado, Program Coordinator
South Kedzie Hall
368 Farm Lane, Room S422
East Lansing, MI 48824

Program title/date: ________________________________
Participant’s name: ________________________________
Participant’s title: _________________________________
Organization: _____________________________________
Address: __________________________________________
City, State, Zip: _________________________________
Phone: ___________________________________________
Email: ___________________________________________