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# Training Course Catalog

Your Guide to HR, Leadership, and Professional  
Development Training.



# Welcome to EANE's 2025 Course Catalog

At EANE, we believe that investing in your team's development is the key to organizational success. Our expert trainers and comprehensive programs help employees at all levels build the skills they need to thrive. With over 60 training topics, we offer customized learning experiences that deliver measurable results.

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## Who We Are?

EANE (Employers Association of the NorthEast) is dedicated to empowering businesses by developing their most important asset—people. Our team of experienced professionals delivers high-quality training, HR solutions, and business support that drive success. We help organizations enhance leadership, improve communication, and foster workplace excellence.

EANE provides unmatched training solutions designed to meet the evolving needs of businesses. Whether you’re looking to develop strong leaders, build high-performing teams, or stay compliant with HR regulations, we have the expertise and programs to help.

**Our benefits include:**

- A wide range of training programs tailored to various skill levels
- Industry-leading instructors with real-world experience
- Flexible learning formats to accommodate busy schedules
- A commitment to measurable outcomes and professional growth





# A Message From Gary Dawson

At EANE, we believe that learning should be more than just checking a box—it should be a strategic investment in your people and your organization’s success.

Our training programs are built with that in mind. Whether you’re developing new leaders, upskilling your team, or navigating complex workplace challenges, our goal is to provide practical, relevant learning that drives real results. We work closely with our members and expert facilitators to ensure every course delivers value—through real-world application, interactive experiences, and tools you can use immediately.

We know your time is valuable. That’s why we offer flexible learning options, tailored content, and a support team ready to help you every step of the way. You don’t just get a class—you get a partner in building a stronger, more capable workforce.

We’re excited to support your journey.  
Let’s grow together.

**Gary Dawson,**  
**Director of Learning**  
**& Development**



# Why EANE?

## Learning Options

EANE offers practical training designed to build essential skills and boost performance across your organization. From foundational workplace competencies to advanced leadership strategies, our programs meet learners where they are. Explore topics including supervisory and leadership development, HR training for all experience levels, team building to strengthen collaboration, communication skills for greater impact, and professional development that supports growth and confidence on the job.

## On Site Training

EANE delivers customized training directly to your team—either on-site or virtually. We work with you to tailor content that aligns with your goals and build a schedule that fits our team’s availability. On-site training is a cost-effective way to keep employees engaged and learning without the travel. Whether you need a one-time session or a multi-week program, our expert instructors bring high-quality learning experiences right to you.

## Credits & Recertification

EANE is an approved provider for HRCI™ and SHRM®.

- Earn recertification credits for many programs
- Get \$50 off HRCI exam fees
- Join study groups or bootcamps for PHR, SPHR, SHRM-CP, SHRM-SCP, and more

Find eligible courses in this catalog or at [www.EANE.org](http://www.EANE.org).

## Principles of Leadership

This immersive leadership series equips supervisors and managers with essential skills to boost employee engagement and drive productivity. Through hands-on group exercises, self-reflection, and peer collaboration, participants learn to effectively manage relationships at all levels. The program emphasizes practical application, enabling immediate use of new strategies on the job. It also fosters personal growth by helping identify development opportunities in real-world contexts.

### Learning Objectives

- **Session 1:** Understanding Your Leadership Role & Managing Diverse Work Styles
- **Session 2:** Communication Skills & Establishing Performance Expectations
- **Session 3:** Coaching for Development & Leading Change
- **Session 4:** Managing Performance Problems and Handling Conflict

### Who Should Attend

Front-line supervisors and managers & professionals in any industry.

**HRCI™ & SHRM® Credits:** 26

“This course gave me a whole new perspective on what it means to lead. I left with practical tools I could immediately apply to motivate my team and manage challenges more confidently”

## DiSC

This series leverages the findings of the Everything DiSC® Management Profile assessment tool which participants complete before the training series begins. DiSC assessments are available in English and Spanish form. Everyone will get the English assessment to complete unless you contact us and request the Spanish form. The completed report will be sent in the language the assessment is completed in. Please note that the course will be delivered in English.



# Foundational Leadership

High-performance organizations increasingly rely on Team Leaders, Lead Workers, and Group Leaders—individuals with limited authority but significant responsibility for driving results. This interactive certification program builds the essential skills needed to communicate clearly, influence effectively, set goals, solve problems, train peers, and resolve conflicts. Through group discussions, role-plays, and action planning, you'll develop practical strategies to guide teammates, deliver constructive feedback, and better understand diverse behavioral styles within your team.

## Learning Objectives

- Understand management expectations, leadership traits, and how to build trust and credibility.
- Practice core communication, feedback, and training techniques tailored to different behavioral styles.
- Learn strategies for managing conflict, including the C.A.L.M. method, and create an action plan to apply skills on the job.

## Who Should Attend

New and emerging managers, supervisors and team leads.

**HRCI™ & SHRM® Credits:** 13

# Communication Skills for Leaders

Effective leaders communicate clearly, listen actively, and use non-defensive techniques to foster understanding and collaboration. In this interactive session, you'll explore real-life scenarios and practice using key communication strategies in the right context. You'll learn to apply four core skills—speaking in specifics, asking for input, listening and responding, and using reinforcement techniques. By the end, you'll create a personalized action plan to implement these skills on the job.

## Learning Objectives

- Learn and apply four core communication skills: Speak in Specifics, Ask for Input, Listen and Respond, and Use Reinforcement Techniques.
- Practice using these skills through real-life scenarios and interactive exercises.
- Develop a personalized action plan to apply effective communication techniques on the job.

## Who Should Attend

Front-line supervisors, managers and professionals in any industry

**HRCI™ & SHRM® Credits:** 3.5

“Clear, confident communication is a must for any leader. This course helped me refine my approach and gave me practical techniques I now use every day.”

## Leading Different Workstyles

Using the DISC Assessment Tool, you'll gain insight into how your preferred work style influences communication with individuals and teams. By understanding what motivates and stresses you at work, you'll learn to adapt your approach to better connect with others and boost overall team performance. Finally, you'll create a development plan tailored to support one of your direct reports.

### Learning Objectives

- Gain insight into what motivates and stresses you in the workplace by exploring your personal behavioral style.
- Learn how to recognize and adapt to the diverse communication styles of your coworkers to enhance collaboration and team performance.
- Use this understanding to create a targeted development plan that supports the growth of one of your direct reports.

## Critical Thinking for Better Decision Making

In this workshop, you'll explore what critical thinking is, what can hinder it, and how to overcome those obstacles using practical frameworks. You'll learn to recognize which decisions can be made quickly, which require more deliberate thought, and how to adapt your approach—especially in uncertain situations—for more effective, outcome-driven choices.

### Learning Objectives

- Understand the importance of critical thinking and its role in effective decision-making.
- Explore and practice decision-making frameworks to improve your decision-making process.
- Apply your learnings to develop a personal action plan for making more conscious and effective decisions.

## Effectively Managing Conflict

Conflict is a natural part of workplace interaction—but how you handle it makes all the difference. This program helps you recognize early signs of conflict, understand different conflict modes, and apply practical strategies for resolution. By the end, you'll develop a personalized action plan to approach conflict with confidence and clarity.

### Learning Objectives

- Recognize early signs of workplace conflict and understand its underlying causes.
- Identify different conflict modes and when each is most effectively used.
- Apply the C.A.L.M.E.R. technique and develop a practical action plan to manage and resolve conflict constructively.

## Performance Management: Leading with Purpose

Effective performance management not only protects your organization but also drives growth by fostering employee development and engagement. This course teaches a holistic approach to performance management, helping you align employee goals with organizational objectives.

### Learning Objectives

- Understand the importance of a holistic approach to employee development, performance management, and the performance management cycle.
- Learn how to establish SMART goals, provide continuous feedback, and deliver specific, behavior-based feedback through role-play and activities.
- Explore the role of performance appraisals, legal protections, and specific considerations for Massachusetts organizations, including compliance with the Paid Family and Medical Leave law.



## Time Management

This program helps you distinguish between what's truly important and what's simply urgent, while exploring both your short and long-term goals. You'll assess your current time management habits and identify areas for improvement through a personalized Time Mastery assessment. Learn strategies for prioritizing tasks, handling interruptions, and using the 5S system to stay organized and effectively manage demanding schedules.

## The Art of Courageous Conversations

In this interactive session, you'll learn how to navigate difficult conversations and deliver sensitive feedback in a constructive way. We'll explore the benefits of courageous conversations and the common barriers that prevent them. You'll gain strategies for preparing and conducting these conversations, along with techniques for managing emotional reactions. By the end, you'll have a concrete plan to approach your next challenging conversation—whether with an employee, boss, partner, or even your mother-in-law.

## Documentation Skills for the Supervisor

In this interactive, half-day program, you'll learn how a consistent disciplinary process improves employee performance and helps manage deficiencies while reducing legal risk. We'll explore the pros and cons of progressive discipline and how it can hold employees accountable while reinforcing positive behavior. You'll also learn the “who, what, when, and how” of effective performance documentation, including a simple formula to ensure accuracy. Through exercises and role play, you'll practice these documentation skills using real-world scenarios to build confidence and competence.

## Coaching for Development

In this session, managers will develop essential coaching skills to help employees reach higher levels of effectiveness. By learning to ask powerful questions, practice active listening, and provide focused guidance, managers can support their team's growth and success. Coaching is a vital skill for every manager, enabling them to understand when and how to use it to drive performance. Ultimately, this training will enhance both managerial effectiveness and employee development.

## Leading Different Workstyles

Using the DISC Assessment Tool, you'll gain insight into how your preferred work style impacts your communication with individuals and your team. This understanding will help you motivate team members by adapting your approach to engage them more effectively. You'll also reflect on your DISC results to identify strategies for leveraging your strengths and working more effectively with colleagues who have different styles. Finally, you'll create a personalized development plan to support the growth of one of your direct reports.

## Leading Change

Change is a constant in today's workplace, and managers, supervisors, and leaders must understand how to navigate and lead through it effectively. Successful leaders know when to coach, train, or mentor their teams to foster adaptability and success. In this session, you'll learn to identify the common causes of resistance to change and apply techniques to help others overcome it. By mastering these practices, you'll be better equipped to guide your team through transitions and drive positive outcomes.



# Self-Awareness and Adaptability

Understanding how we interact with others—and how we’re perceived—can significantly improve our effectiveness at work. In this highly interactive program, you’ll explore your own communication style, challenge assumptions about others’ styles, and create a personal action plan to improve your adaptability. Using insights from the DiSC® assessment, completed prior to the session, you’ll identify your behavioral tendencies and learn how they impact your interactions. You’ll also gain strategies for recognizing and adapting to different behavioral styles to strengthen workplace relationships.

## Learning Objectives

- Identify your behavioral style using the DiSC® Profile System and explore the factors that influence behavior.
- Reflect on your behavioral tendencies and understand how they impact your interactions with others.
- Recognize the strengths and limitations of various styles and learn strategies to adapt your approach for more effective communication.

## Who Should Attend

Employees who want to understand how to work more effectively with others.

**HRCI™ & SHRM® Credits:** 26

## DiSC

DiSC assessments are available in English and Spanish form. Everyone will get the English assessment to complete unless you contact us and request the Spanish form. The completed report will be sent in the language the assessment is completed in. Please note that the course will be delivered in English.



## Project Management: A Blueprint for Success

Project Management involves using core management skills and tools to effectively organize resources and achieve project goals. In this highly interactive program, you'll learn proven techniques to build successful project plans and drive outcomes. The course covers the five process groups defined by the Project Management Institute and introduces approximately 20 practical tools. Participants are encouraged to bring a current or upcoming project to apply what they learn in real time.

### Learning Objectives

- Learn how to prioritize and organize tasks effectively to keep projects on track and aligned with overall goals.
- Explore and apply proven project management tools and techniques that support planning, execution, and successful project delivery.
- Develop a plan to monitor key project parameters—time, cost, and quality—to ensure performance stays within defined expectations.

### Who Should Attend

Individuals who manage projects of various sizes, whether they are working individually or with a project team.

**HRCI™ & SHRM® Credits:** 6.5

## Business Writing Excellence

With new technologies changing how we communicate, strong business writing skills are more important than ever. This workshop helps participants develop clear, purpose-driven writing by understanding their audience and adapting content for emails, reports, proposals, and more. Designed for professionals at all levels, the session emphasizes how to create documents that are both effective and impactful. Through exercises, discussions, and personalized feedback, you'll gain practical skills to improve your everyday business communication.

### Learning Objectives

- Apply the writing process to create clear, concise, and effective business documents such as emails, memos, and reports.
- Define audience and purpose before writing, and choose an appropriate tone to enhance communication impact.
- Analyze writing samples to identify strengths and weaknesses, and learn practical tips for managing and improving email communication.

### Who Should Attend

Anyone who communicates frequently in writing.

**HRCI™ & SHRM® Credits:** 3

**“This class transformed the way I approach writing at work. The feedback was incredibly helpful, now I write faster, clearer, and more professionally.”**

## Assertiveness in 90 Minutes

Assertiveness is a key skill that enhances your ability to express your needs clearly and confidently, even in difficult situations. In this virtual session, you'll explore the core components of assertive behavior and learn how to apply them effectively in the workplace. By the end of the session, you'll create a personalized action plan to help you confidently transfer these skills to your daily work interactions.

### Learning Objectives

- Understand the key components of assertive behavior, including clear communication, confidence, and respect for others' perspectives.
- Practice using assertive techniques in real-world scenarios to build confidence and effectiveness in your interactions.
- Create a personalized action plan to apply assertiveness skills on the job and enhance your workplace communication.

## Influencing without Authority

In today's collaborative organizations, the ability to influence others is crucial for achieving goals and driving results. Even without direct authority, individuals are often expected to influence colleagues and gain their commitment. This session will teach you how to understand your role as an influencer, plan your approach, and communicate your position in a positive and persuasive way.

### Learning Objectives

- Influence others to accomplish tasks, achieve goals, and gain cooperation and support.
- Identify personal strengths and opportunities for improvement.
- Build meaningful relationships and conduct critical conversations to effectively influence others.

## The Emotionally Intelligent Leader

Understanding and managing emotions is essential for effective leadership and team performance. Leaders with strong emotional intelligence (EQ) communicate clearly, manage stress, adapt to change, and build stronger relationships. The program includes an emotional intelligence assessment completed in advance to guide your personal development.

### Learning Objectives

- Understand the five components of Emotional Intelligence and their impact on leadership effectiveness.
- Assess your top EQ scores and identify key development areas, while learning how EQ influences workplace interactions, change management, and conflict resolution.
- Create a personalized action plan to apply EQ skills and enhance overall well-being and performance at work.

## Totally Responsible Person®

The Totally Responsible Person (TRP®) workshop helps organizations foster a culture of responsibility, cooperation, respect, and teamwork by moving beyond unproductive behaviors. This practical program teaches employees, both leaders and contributors, how to shift from a "victim mentality" to a mindset of accountability, encouraging personal growth and learning in any situation.

### Learning Objectives

- Improve workplace results by using TRP® principles for giving and receiving feedback, handling gossip and criticism, and addressing enabling or rescuing behaviors.
- Develop a personal action plan to integrate TRP® principles into daily work practices, fostering a more responsible work environment.



## Assertiveness: The Art of Tactful Communication

Assertiveness goes beyond just communication; it plays a key role in building confidence, earning respect, and making decisive choices in challenging situations. By improving your assertiveness, you'll learn to express your feelings, set boundaries, and make requests in a clear, appropriate way. Developing these skills will help you communicate effectively and navigate difficult situations with ease.

## The Art of Feedback

Giving clear, specific feedback is essential for managers to drive behavior change and performance improvement. However, many managers struggle with the mindset, skills, and time needed to deliver constructive feedback that fosters growth. This session equips managers and supervisors with techniques to provide productive feedback, overcome barriers, and create a feedback culture that empowers employees to thrive.

## Impactful Speaking Skills

This program helps participants build the skills to make a strong, positive impression when speaking to groups, enhancing their confidence and ability to influence listeners. Through a focus on organization, preparation, and practice, you'll learn to deliver presentations that meet audience needs and achieve objectives in both in-person and virtual settings. The course emphasizes real-time application, with opportunities for peer feedback, video recording, and action planning to improve your presentation skills.

## Coaching for Development

Coaching is a vital skill for managers, helping them guide employees to higher levels of effectiveness through meaningful dialogue that fosters awareness and action. In this session, managers will learn how to ask powerful questions, practice active listening, and apply coaching techniques to support employee growth. Understanding when and how to coach is essential for creating a productive and successful work environment.

## Creating Workplace Respect

This program challenges participants to explore the importance of building and sustaining a respectful workplace culture. By identifying what contributes to or undermines a respectful environment, participants will gain a deeper understanding of how diversity, equity, and inclusion foster a sense of belonging, which in turn enhances productivity and engagement. The course also addresses how unconscious bias can be recognized and managed constructively, while emphasizing the value of authenticity in the workplace.

## Customer Service Excellence

This interactive course will help you enhance customer loyalty and retention by maximizing customer relationships. You'll learn to provide extraordinary customer service by improving communication, handling difficult situations, and leaving a lasting professional impression in every interaction. With practical tools and strategies, you'll develop the skills needed to boost customer satisfaction and contribute to your organization's success.

# EANE's 2025 Events

From Strategy to Safety, we Have You Covered

Plan ahead for a year of impactful learning, connection, and insight. Whether you're leading your organization's people strategy, tackling compliance, or building a safer workplace, EANE's signature events bring together expert speakers, real-time solutions, and a powerful professional community.

**April 8**  
**Leadership Summit**  
Sheraton Hotel  
Springfield, MA

**September 25**  
**HR Connect 2025**  
MGM Grand  
Springfield, MA

**October 23**  
**Safety Conference**  
Marriott Hotel  
Springfield, MA

**October 29**  
**EANE Annual Meeting**  
Springfield, MA

**Fall 2025**  
**Employment Law Summits**  
In-person & Online  
CT, MA, RI

See the Full Lineup & Register Early at  
**EANE.org or call 877.662.6444**  
EANE members save on every event.

## What's Trending in Training? Our **Top 10** Will Get You Ahead.

Practical, proven, and ready to deliver results—these are the classes organizations return to again and again. Join hundreds of professionals who choose EANE for expert-led learning in leadership, compliance, communication, and more.

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Principles of Leadership
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Leading Different Workstyles

View the Full Course Calendar & Register today at  
**EANE.org or call 877.662.6444**

EANE members save on every class.



## HR Essentials

This comprehensive, multi-day program offers an in-depth review of the key functions and regulatory requirements of the HR industry, including updated content on employment legislation in Connecticut, Massachusetts, and Rhode Island. Participants will gain critical knowledge to help reduce costs, avoid lawsuits, and effectively manage challenging HR issues. This course covers a wide range of topics, ensuring HR professionals are equipped with the latest insights and strategies for handling the complexities of the HR field.

### Learning Objectives

- Understand key employment and discrimination laws, such as ADA, FMLA, harassment, and wage-and-hour regulations.
- Learn about personnel and record keeping requirements, as well as legal interviewing and selection procedures.
- Explore employee orientation, training, discipline, documentation, termination processes, and OSHA requirements for a safe workplace.

### Who Should Attend

New HR professionals, business support professionals responsible for HR administration, including office managers, payroll administrators, financial professionals, etc., plus HR generalists seeking a refresher on basic HR concepts, laws, regulations, administration and best practices.

**HRCI™ & SHRM® Credits: 19.5**

“Looking back 2023, one of the most valuable workshops I have attended is your workshop—**HR Essentials**. I cannot thank you enough for all your unwavering support and teaching you have shared with us. I look forward to connecting with you throughout the upcoming year!”





## Harassment & Discrimination Prevention—Supervisors

This training emphasizes the importance of maintaining a harassment-free workplace, with managers and supervisors taking on additional responsibility to protect their employees from harassment and discrimination. Through real-life examples, you'll learn to view gray areas through the lens of the law, developing a non-judgmental, constructive approach to workplace relationships. This interactive program not only meets but exceeds the new Connecticut Harassment & Discrimination Prevention Training requirements.

### Learning Objectives

- Understand the legal definition of sexual and discriminatory harassment, and identify harassing behaviors.
- Learn harassment prevention strategies, available remedies for victims, and how to mitigate company expenses related to harassment.
- Gain skills in conducting proper harassment investigations and understand the civil and criminal penalties for harassing behavior.

### Who Should Attend

Managers and supervisors.

**HRCI™ & SHRM® Credits:** 2.5

## Harassment & Discrimination Prevention—Employees

This training emphasizes the importance of maintaining a harassment-free workplace, focusing on real-life experiences that may seem unclear without considering legal perspectives. Participants will develop an objective, balanced view that promotes positive and constructive relationships, all while meeting the new Connecticut Harassment & Discrimination Prevention Training requirements. The course aims to help individuals navigate challenging situations and prevent harassment in the workplace.

### Learning Objectives

- Understand the legal definition of sexual and discriminatory harassment, and identify behaviors that constitute harassment.
- Gain strategies to prevent harassment and learn about remedies for those who have experienced or witnessed such behaviors.
- Understand the civil and criminal penalties for harassment and how to foster a safer workplace.

### Who Should Attend

All individual contributors in an organization

**HRCI™ & SHRM® Credits:** 2

**“This course went beyond compliance—it helped me see how to build a more respectful and inclusive workplace culture.”**

## HR Professional Certification Study Group

EANE's HR Certification Study Program is designed to help individuals successfully prepare for HR certification exams by combining Distinctive HR study materials with interactive classroom sessions. Participants will receive comprehensive materials, including workbooks, audio recordings, webinars, and sample tests, covering key HR topics such as strategic management, employee relations, compensation, and occupational safety. In addition to self-study, the program offers highly engaging review sessions with discussions, activities, and practice tests led by certified HR professionals.

### Learning Objectives

- Study materials aligned with HR certification exam topics
- Interactive classroom sessions with discussions, exercises, and practice tests.
- Test-taking strategies and study tips to boost exam success.

## FMLA Master Class

If you find yourself unsure about how to handle the more complex situations that arise under FMLA, this program is for you. This attorney-led session will focus on tricky scenarios, such as what to do when an employee refuses FMLA or how to handle intermittent leave for exempt employees, providing practical guidance and solutions.

### Learning Objectives

- Examine unique FMLA situations and understand your company's rights and responsibilities.
- Gain knowledge to address real-life scenarios and avoid potential mistakes.
- Learn about the liability risks associated with improper FMLA administration and how to ensure compliance.

## aPHR™ Test Prep - Self-Study Course

The aPHR™ certification provides a strong foundation in human resource operations as practiced in the United States, making it ideal for individuals starting or transitioning into an HR career. With eligibility requiring only a high school diploma (or global equivalent), the aPHR™ can give candidates a competitive edge when entering the HR field. The certification exam is currently offered in the United States only.

### Tools & Resources

- Study guides, training games, audio files, course videos, digital flashcards
- Sample tests, including a final practice exam designed to mimic the HRCI exam (600+ sample questions)
- Sample study plan to help guide your progress through the course and keep you on track.

## Essentials of HR Strategic Leadership

EANE's HR Leadership Certificate Series offers a unique opportunity for HR professionals to enhance their skills through monthly facilitator-led sessions in a small, interactive group environment. Expert-led classes focus on core competencies that HR professionals should master to better serve employers and foster measurable growth. Additionally, each participant will receive seven one-on-one executive coaching sessions throughout the program to support their development.

### Learning Objectives

- Monthly interactive, expert-led sessions to enhance core HR competencies.
- One-on-one executive coaching to support individual development.
- A structured, measurable growth experience designed to empower HR leaders.

## Conducting Effective Stay Interviews

Have you ever asked your employees what they enjoy about their job or why they stay with your company? Stay interviews are a powerful tool to assess employee engagement and commitment, helping identify potential problem areas that may affect retention. This session will teach you how to effectively conduct stay interviews to increase retention and keep your employees motivated and committed to your organization.

## The Leave Management Playbook

Managing employee leave can be a challenge, especially when dealing with overlapping state and federal leave laws such as FMLA, ADA, and various state-specific laws like MA PFML, CT PFL, and RI TDI. HR professionals often face confusion about how these laws interact and when they apply, while also trying to avoid leave abuse. This half-day program is designed to help you navigate the complexities of these leave laws and develop a clear strategy for managing leaves while remaining compliant.

## Internal Investigations Workshop

To protect an organization from legal liability, employers must take immediate and effective steps to address harassment, discrimination, or any other behavioral issues in the workplace. This interactive workshop will teach you how to properly conduct an internal workplace investigation, covering everything from deciding whether to initiate an investigation, determining its scope, interviewing techniques, documentation skills, and presenting findings to support your actions. Participants will also receive a mock investigation scenario to review before the workshop, allowing for practical application of the skills learned.

## Legal Liabilities of the Supervisor

This program is designed to educate supervisors and managers, who play a crucial role in preventing discrimination and harassment in the workplace. As key figures who directly engage with employees daily, they have a unique responsibility for ensuring legal compliance and mitigating legal risks. The course will cover essential concepts like employment-at-will, hostile work environments, and reasonable accommodation, while also providing exposure to critical federal and state employment laws, including the ADA Amendments Act, FMLA, and Wage & Hour laws.

## Exceptional Onboarding Techniques

A great onboarding experience is more than just completing paperwork and watching training videos—it sets the stage for a new hire's success and long-term retention. This class will provide strategies and processes to enhance the new hire experience, helping your company create competitive advantage. By focusing on a strategic approach to onboarding, organizations can ensure that new employees are set up for success from day one.

## Designing and Implementing a Performance Review Process

This hands-on workshop will guide you through the steps of creating a comprehensive performance management system that helps managers and organizations effectively monitor and evaluate employee performance against established organizational standards. Participants will leave with a toolkit to implement their own performance review process, along with a personalized 2-hour post-workshop consulting session to support successful execution. With only 10 spots available, this program provides an exclusive opportunity for in-depth learning and guidance.



## Compensation Best Practices

In today's competitive labor market, it's essential for organizations to establish base pay structures and salary administration guidelines that promote both internal pay equity and external competitiveness. This session will guide you through the fundamental principles of compensation management, You'll leave with a clear understanding of how to design and administer an effective compensation plan, along with practical experience in conducting position evaluations.

### Learning Objectives

- Understand the importance of defining a total compensation philosophy for your organization.
- Learn how to create accurate, legally compliant position descriptions and evaluate positions effectively.
- Develop skills to analyze pay practices and design a base pay system that aligns with compensation objectives.

## Mental Health First Aid

Mental Health First Aid will teach managers, supervisors and HR professionals the skills needed to recognize and respond to an signs and symptoms of mental health and substance use challenges. In this course, you learn to identify risk factors and warning signs for mental health and addiction concerns, strategies to help employees in both crisis and noncrisis situations, and where you can turn to help them.

### Topics Addressed

- Depression and mood disorders, anxiety disorders
- Trauma, psychosis, substance use disorders
- At the successful conclusion of this training, you will certified in Mental Health First Aid

## Recruiting and Retaining Top Talent

Recruiting and retaining top talent are key components of building a strong workforce, and both are deeply tied to your company's brand and how you engage with current and future employees. Once great talent is onboard, it's essential to keep them engaged and motivated through clear communication and development initiatives. This session will provide valuable insights into improving both hiring and retention strategies.

### Learning Objectives

- Understand the importance of a strategic approach to both hiring and retention.
- Learn how to recruit more effectively with better interview techniques and evaluation processes.
- Discover how to engage and retain employees through communication and development strategies.

## Creating your Employer Brand

In today's competitive job market, organizations that succeed in attracting and retaining top talent often have one thing in common: a strong, compelling employer brand. With 86% of job seekers researching potential employers and 95% choosing to apply based on an employer's reputation. This hands-on webinar will help you build or refine your employer brand.

### Learning Objectives

- Identify what your company stands for and the heart of your employer story.
- Understand the importance of your social media reputation and how it impacts talent attraction.
- Discover who your company ambassadors are and create a plan for engaging them in promoting your employer brand.

## Excel - Level 1

In this six-hour Level 1 workshop, you'll dive into the new features and functionality of Excel® to help you work more efficiently. You'll explore the updated interface and navigation, as well as learn how to create, modify, and format worksheets, perform calculations, and manipulate data. The session will also cover how to develop a workbook from multiple worksheets, reposition worksheets without losing formatting, and customize the layout, including mastering the new print function.

## Excel - Level 2

This Level 2 Excel® workshop builds on the foundational skills from Level 1 and deepens your mastery of Excel® with advanced techniques. You'll work on creating and managing workbooks, using templates, sorting, subtotaling, and filtering data. Additionally, you'll dive into advanced data analysis with PivotTables and PivotCharts, learn to calculate data with complex formulas, and enhance data presentations with customized charts and graphic objects. The course fee includes all training materials and six months of post-training phone or email support.

## Excel - Level 3

In this session, you will enhance your Excel skills by mastering macros, conditional formatting, and data validation criteria. You'll also learn how to streamline workflows, collaborate more effectively with others, and manage workbook access by sharing, tracking, and merging files. Additionally, you'll gain the ability to link data across cells, sheets, workbooks, and even between Excel files and Word or PowerPoint, optimizing your ability to work with multiple workbooks and analyze data efficiently.

## Excel - Formulas, Formulas, Formulas

In this instructor-led course, you'll enhance your formula knowledge in Excel, making your spreadsheets more dynamic and functional. You'll learn about the importance of absolute cell referencing and explore powerful formulas that will improve your data management and analysis. This course will help you work smarter by using advanced formulas to streamline your workflow and maximize the potential of your spreadsheets.

## Excel - Power Query Fundamentals

This instructor-led course focuses on creating well-structured data sets and the importance of data normalization. Participants will learn how to extract data from CSV and Excel files, automate basic transformations, and efficiently manipulate datasets by grouping or combining data from different tables or multiple files within a folder. This session will help you streamline data management processes and enhance your ability to work with large datasets.

## Data Visualization/Dashboards Using Excel Charts

In today's fast-paced business world, presenting your data in a clear and compelling way is essential for making informed decisions. Excel charts provide a powerful tool to visually communicate Key Performance Indicators (KPIs) and other critical data. In this instructor-led course, you will learn how to select the right chart types for your data, how to create dynamic dashboards, and how to use conditional formatting to emphasize important data points. By the end of the course, you'll have the skills to turn complex data into impactful visual narratives that captivate your audience.

## Excel for the HR Professional

This course is designed to help you become more productive by learning Excel skills that save time and simplify your work. You'll learn how to use DATE functions, apply conditional formatting to highlight key data, and leverage filters for efficient data retrieval. Finally, you'll explore how to create charts to visually represent your data, making it easier to analyze and share insights. A basic knowledge of Excel is recommended for this course.

### Learning Objectives

- Learn time-saving functions like CONCAT, LOOKUP, IF statements, and DATE functions.
- Use conditional formatting and filters for improved data management.
- Create charts to visualize your HR data for better analysis and presentation.

## Microsoft Copilot for the HR Professional

Discover how Microsoft Copilot streamlines and enhances your workflow. You'll explore how Copilot can assist with various tasks, including creating job descriptions, screening resumes, developing onboarding plans, generating training materials, and even creating surveys and analyzing their results. The course will also cover how Copilot integrates with Microsoft Apps to further improve your efficiency.

### Learning Objectives

- Learn how Microsoft Copilot can assist with job descriptions, resume screening, onboarding, how it integrates with Microsoft Apps, including Loop, and more.
- Discover the differences between the free and paid versions of Copilot and how they impact your HR tasks.

## Microsoft Outlook Survival Tips for Busy People

The Microsoft Outlook Survival course is designed to help you take control of your inbox and manage your time effectively. With emails constantly flooding your mailbox, it's easy to become distracted. This course will teach you best practices for email management, allowing you to customize Outlook to fit your personal working style and stay organized.

### Learning Objectives

- Learn best practices for managing time and emails effectively.
- Customize Outlook to match your working style.
- Discover shortcut tools for managing messages, your calendar, and tasks efficiently.

## PowerPoint for Busy Professionals

This course is perfect for professionals who need to create impactful presentations but are short on time. You will learn how to craft polished presentations efficiently by understanding different slide types and their purpose. By the end of the day, you'll have the tools and skills to deliver compelling, professional presentations with confidence.

### Learning Objectives

- Master creating presentations with the right slide types to tell your story effectively.
- Learn how to enhance your presentation with smooth transitions and animations.
- Explore delivery options, including turning presentations into engaging movies.



# Meet Your Learning & Development Team

From coordinating registrations, organizing materials and managing logistics, this team works hard to ensure every learning experience runs smoothly.



## Gary Dawson, Director, Learning & Development

Gary sets the vision for EANE’s L&D programs—curating courses that meet the evolving needs of today’s workplaces. He works closely with members and facilitators to ensure every offering is relevant, impactful, and aligned with your goals. With decades of experience and a strategic mindset, Gary is focused on helping organizations build strong, skilled teams.



## Katty Viruet, Training Coordinator

Katty coordinates all aspects of our on-site programs—from scheduling dates and securing facilitators to organizing materials and logistics. Katty is your go-to person for bringing expert-led training directly to your organization.



## Shaynah Jerman, Training & Events Coordinator

Shaynah manages registration, plans events, and ensures every detail is planned and ready for a great learning experience. Whether you’re attending a virtual workshop or a full-day summit, Shaynah helps make the magic happen.



## Kevin Joly, Senior Learning & HR Advisor

As HR Business Partner of Strategic Initiatives at EANE, Kevin collaborates across teams to deliver impactful HR services, training, and resources tailored to member needs. With a background spanning HR operations, employee relations, and safety across multiple industries, he brings a well-rounded, hands-on approach to every engagement.



## Sandi Mauro, Senior Learning & HR Advisor

With over 25 years of HR leadership experience, Sandi brings deep expertise in strategic planning, organizational alignment, and talent development. At EANE, she partners with members to deliver practical, compliant, and people-focused HR solutions, backed by hands-on coaching and a passion for elevating the profession.

# Meet Your EANE Facilitators & Instructors

Our team of experts brings real-world experience, engaging delivery, and practical insight to every session.



## Pam Thorton, Director, Strategic HR Services

Pam is a seasoned HR leader and strategist with over 30 years of experience guiding organizations in both the private and nonprofit sectors. As EANE’s Director of HR Services, she leads the HR team and partners with members to deliver solutions in leadership, compliance, and workforce strategy.



## Mark Adams, IOM, SPHR, SHRM-SCP

As EANE’s Director of Compliance, Mark helps organizations across New England navigate complex employment laws with clear strategies that reduce risk and strengthen HR practices. A licensed attorney and seasoned educator, he’s a trusted speaker/ trainer on workplace investigations, employee handbooks, compliance trends, and more.



## Kim Dunn, SPHR, CPC

With over 25 years of executive experience, Kim is a trusted advisor in strategic planning, leadership development, and growth for companies ranging from Fortune 500s to family businesses. Known for her practical, results-driven approach, she partners with senior leaders and boards to navigate change, build strong teams, and drive lasting success.



## Gina Ohanesian, Instructor

Founder of Performance Alternatives, Gina is a seasoned leadership consultant and facilitator who helps individuals and teams communicate with impact and navigate organizational change. With over 6,000 programs delivered in 10 countries, she brings deep expertise in leadership development, strategic planning, and personal effectiveness.



## John Henderson, Instructor

A lifelong educator, John is the former Director of Education at EANE and now facilitates impactful training sessions through his company, JOBA Services. With experience delivering global education programs and a background in the nonprofit and association world, he tailors learning to meet diverse client needs.

# Meet Your EANE Facilitators & Instructors

Our team of experts brings real-world experience, engaging delivery, and practical insight to every session.



### Emmy Monticelli, Instructor

Founder of Momentum Leadership Solutions, Emmy helps leaders gain clarity, confidence, and purpose through practical, personalized learning experiences. With over 20 years of experience across multiple industries, her dynamic workshops focus on emotional intelligence, communication, and real-world leadership impact.



### Hope Lindauer, Instructor

As President of Lindauer Learning Systems, Hope brings over 25 years of experience delivering hands-on, practical computer training to clients across industries—including Fortune 500 companies. Known for her engaging style and real-world approach, she helps professionals boost efficiency through customized instruction and tailored tech solutions.



### Marge Stepansky, Instructor

As Senior Vice President at MDI, Marge brings over 25 years of experience leading dynamic leadership and DiSC workshops across industries, known for her engaging style and strong client relationships. With a background in HR, training, and operations, she designs impactful programs that build leadership capacity, strengthen teams, and improve performance.



### Valerie Harlow, Instructor

Valerie Harlow has over 30 years' experience in all facets of learning & development, talent development, and strategic planning and coaching. She is known for building effective partnerships and connections.



### Kristopher Sortwell, Instructor

As Vice President of Leadership Development and Business Acumen at MDI, Kris brings over 20 years of experience delivering engaging, high-impact training across both corporate and nonprofit sectors. Known for his energy, insight, and real-world approach, he helps leaders at all levels develop practical skills and drive meaningful change.

# More Than Training. A Strategic HR Partnership.

At EANE, we believe that better workplaces start with smarter training and stronger connections. That's why our Learning & Development programs and Membership benefits work hand in hand to support your team's success—at every level.

## What You Gain With EANE on Your Team

### Learning & Development

- 100+ live and virtual courses annually
- Leadership, communication, HR, technology & compliance training
- Onsite and custom programs available
- Certification prep and professional development pathways

### Membership Benefits

- Unlimited HR Hotline support
- Legal & compliance webinars
- Member discounts on all training
- HR templates, tools, and exclusive peer community
- Legislative alerts and workplace resources





## Building Better Workplaces

EANE.org | 877.662.6444

## Ready To Grow Your Team's Skills?



Explore the full schedule of upcoming classes, workshops, and certifications on our Training Calendar—updated regularly with new opportunities to learn and lead.

*Scan the QR code to view the calendar and register today!*

**Contact us:**

[www.EANE.org](http://www.EANE.org) | 877.662.6444

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