



MWWA SEMINAR FOR MANAGERS & SUPERVISORS

H.R. Toolkit for Managers & Conflict Resolution Skills

Remote Class Using ZOOM

****NEW COURSE**** MWWA 22-007, MA Wastewater ID: BC-2022-3715

This half day training will cover two topics important to anyone in a management or supervisory position. The first hour will provide tips and tools for effective recruitment, onboarding, workplace policies, performance management, job descriptions, employee discipline and how to handle those inevitable 'incidents' at work. The second hour will explore how employees prefer to be communicated with and how to accept and deliver criticism. Discussions will include different communication styles and the strategies for improving communication in the workplace.

Learning Objectives:

- Learn tips for effective recruitment, onboarding, and performance management
- Discuss the tools for proper employee discipline
- Explore the best methods of communicating with employees

This course is approved for **2.0 TCHs** (Training Contact Hours) for Massachusetts Water & Wastewater Operators. It will be taught using the Zoom platform. Participants will need to have a reliable highspeed internet connection and computer device with both video and audio capability. Please review our Student Expectations for Attending Virtual Training at www.masswaterworks.org/education.

LOCATION: Remote Training via Zoom
DATE: Thursday, September 8, 2022
TIME: 8:30 – 11:00 a.m.
COST: \$50 Members; \$90 Nonmembers

INSTRUCTOR: Mary Beth Bernard, SHRM-SCP, SPHR (HR Key Solutions)

AGENDA	8:30 – 8:45 AM	Course Overview & Introductions
	8:45 – 9:45 AM	Basic Concepts & Best Practices to Avoid Liability
	9:45 – 10:00 AM	Break
	10:00 – 10:45 AM	Styles & Strategies for Better Communication and Handling Conflicts
	10:45 – 11:00 AM	Q & A, Conclusions & Course Evaluations

Registrations must be done on-line (www.masswaterworks.org). If you need registration assistance, please email adminmwwa@masswaterworks.org or call 978-263-1388.

ATTENDANCE & TCH POLICY: Participation of the attendees will be confirmed throughout the Zoom session. Participation and completion of an online evaluation form are necessary to be eligible for TCHs. TCHs will be issued only when full payment is received.