



Learning Tools to Build Your Business

**2009
TRAINING
SEMINARS**

www.RochesterBusinessAlliance.com

In the competitive global marketplace, a well-trained workforce is essential for success.

The Rochester Business Alliance can help you with a comprehensive approach to employee development that includes a variety of training services in a range of skills. Training can even be tailored to your needs.

It's all offered at highly competitive prices. Rochester Business Alliance members get discounts, and we can help you locate grants, scholarships and other programs to enhance your training dollars.

Our **training seminars** in this listing can help your employees improve on a variety of skills. Seminars, designed for individual employees, provide learning experiences as well as opportunities for networking with employees of other companies. Your discounted member seminar fee includes materials, lunches (for full day programs) and free parking. All seminars are held at the Rochester Business Alliance. Computer training programs are held at Accent Training. Directions to both locations are provided in the registration information at the end of this seminar listing.

Seminar registration is quick and easy. You'll find a registration form you can fax back at the end of this listing or you can register through our website www.rochesterbusinessalliance.com.

The Rochester Business Alliance also provides a variety of **health and safety seminars and consulting services**. Health and safety seminars are offered throughout the year and are supplemented with special program offerings as "hot" topics arise. Seminars address the latest in regulatory, compliance, and emerging issues. Training programs can be developed to address your company's specific operations, risks, or concerns and can be delivered on site. Our health and safety specialists are available to provide services such as audits, assessments, job design, or other expertise at your request.

The **Human Resource Management Certificate** program is designed to provide human resource skills and knowledge needed to successfully execute the human resource function. The certificate indicates professional certification to individuals completing:

- ★ the Human Resource Management Series (32 hours) AND
- ★ the Employment Law seminar OR the Advanced Employment Law seminar (4 hours each).

The Human Resource Management Certificate program is for

- those who are new to human resources, particularly those working in small companies
- supervisors, office managers, or others who are responsible for day-to-day operations
- those who wish to improve and update their knowledge of the changing and expanding field of human resources

To enroll in this certificate program, check the box for *Human Resource Management Certificate* on the seminar registration form when you register for your first certificate program course.

Let the Rochester Business Alliance help you enhance your employee development needs.

For information, contact:

[Barb Cutrona](mailto:Barb.Cutrona@RBAAlliance.com), VP Business Information and Training Services at (585) 256-4642.

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.

Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.

For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

2009 Seminar Schedule

* Indicates start date of multiple session program; *Italics indicate half-day sessions*

Accident Investigation Fundamentals	<i>April 23</i>	<i>June 11</i>	<i>September 17</i>	<i>November 19</i>	
Assertiveness	April 2	October 8			
Business Writing & E-Mails* (4 sessions)	<i>February 18+</i>	<i>May 7+</i>	<i>August 4+</i>	<i>October 7+</i>	
Change – Making It Happen	<i>February 26</i>	<i>April 7</i>	<i>June 23</i>	<i>October 1</i>	<i>November 10</i>
Coaching, Mentoring & Motivating* (6 sessions)	<i>March 9+</i>	<i>June 8+</i>	<i>September 14+</i>	<i>December 7+</i>	
Communication Power (Comm. Suite session)	<i>March 2</i>	<i>May 18</i>	<i>August 24</i>	<i>November 2</i>	
Communication Suite* (3 sessions)	<i>March 2+</i>	<i>May 18+</i>	<i>August 24+</i>	<i>November 2+</i>	
Conflict Management	February 18	April 28	July 15	October 5	
Critical Thinking	January 28	April 16	June 30	September 10	
Customer Service & Relations	February 24	May 12	August 14	October 20	
Dealing with Difficult Personalities	March 12	June 11	October 15	November 19	
Dynamic Listening (Comm. Suite session)	<i>March 4</i>	<i>May 20</i>	<i>August 26</i>	<i>November 24</i>	
Employment Law	<i>April 17</i>	<i>November 6</i>			
Employment Law Advanced	<i>April 17</i>	<i>November 6</i>			
Finance for Non-Financial Professionals	February 10	April 20	July 28	November 10	
Fundamentals of Occupational Health/Safety	Self-study course				
Gaining the Title, Earning the Respect (2 sessions)	February 12 & 19	April 21 & 28	June 9 & 16	October 22 & 29	December 1 & 8
HR Management Series Basic* (8 sessions)	<i>May 5+</i>				
HR Management Series Advanced* (6 sessions)	<i>July 21+</i>				
Leading the Safety Process (2 sessions)	<i>April 20 & 24</i>	<i>June 8 & 12</i>	<i>September 14 & 18</i>	<i>November 16 & 20</i>	
Leadership for Managers* (5 sessions)	<i>February 6+</i>	<i>June 5+</i>	<i>September 18+</i>		
Managing the Emergency	April 22	June 10	September 16	November 18	
Managing Time & Priorities	January 30	March 27	June 5	September 25	December 4
Negotiations	February 5	April 8	July 9	October 15	
OSHA Record Keeping	<i>April 21</i>	<i>June 9</i>	<i>September 15</i>	<i>November 17</i>	
Personal Effectiveness	March 18	June 17	October 21	November 11	
Presentations	February 4	April 2	June 9	August 13	November 3
Project Management	February 11	May 13	October 28	December 2	
Safety Committee Operations	<i>April 21</i>	<i>June 9</i>	<i>September 15</i>	<i>November 17</i>	
Supervision* (8 sessions)	<i>February 3+</i>	<i>May 7+</i>	<i>September 8+</i>	<i>December 3+</i>	
Thinking Strategically	<i>February 13</i>	<i>April 24</i>	<i>September 18</i>	<i>December 11</i>	
Understanding Messages/Others(Comm. Suite session)	<i>March 6</i>	<i>May 22</i>	<i>August 28</i>	<i>November 6</i>	

2009 Computer Training

Each participant gets a Quick Reference Book and has his or her own PC with an Instruction Projection Screen next to it

Microsoft Windows Intro \$129
 Jan 26 and 28 M W 8:15-11:15 am
 Feb 25 and 27 W F 8:15-11:15 am
 April 15 and 17 W F 8:15-11:15 am
 June 8 and 9 M T 8:15-11:15 am

Microsoft Windows Vista \$129
 Jan 21 and 23 W F 1:00-4:00 pm
 March 9 and 11 M W 8:15-11:15 am
 April 29 & May 1 W F 8:15-11:15 am
 June 23 and 25 T Th 1:00-4:00 pm

Windows: "How Do I..." \$129
 Feb 9 and 11 M W 8:15-11:15 am
 April 6 and 8 M W 8:15-11:15 am
 June 16 and 18 T Th 1:00 – 4:00 pm

Microsoft Word Intro \$129
 Jan 20 and 22 T Th 1:00-4:00 pm
 March 4 and 6 W F 8:15-11:15 am
 April 20 and 22 M W 1:00-4:00 pm
 June 23 and 25 T Th 8:15-11:15 am

Microsoft Word Advanced \$129
 Jan 28 and 30 Th F 1:00-4:00 pm
 March 9 and 11 M W 1:00-4:00 pm
 April 27 and 29 M W 1:00-4:00 pm
 June 10 and 12 W F 8:15-11:15 am

Microsoft Word 2007 Intro \$149
 Jan 21 and 23 W F 8:15-11:15 am
 March 25 and 27 W F 1:00-4:00 pm
 May 5 and 6 T W 8:15-11:15 am
 June 15 and 17 M W 8:15-11:15 am

Microsoft Word 2007 Advanced \$149
 Feb 11 and 13 W F 1:00-4:00 pm
 April 2 and 3 Th F 8:15-11:15 am
 May 12 and 14 T Th 8:15-11:15 am
 June 22 and 24 M W 1:00-4:00 pm

Microsoft Excel Intro \$129
 Feb 17 and 20 T F 8:15-11:15 am
 March 30 and 31 M T 8:15-11:15 am
 May 4 and 5 M T 8:15-11:15 am
 June 10 and 12 W F 8:15-11:15 am

Microsoft Excel Advanced – Part 1 \$129
 Jan 26 and 27 M T 8:15-11:15 am
 Feb 24 and 26 T Th 8:15-11:15 am
 April 14 and 16 T Th 8:15-11:15 am
 May 11 and 13 M W 8:15-11:15 am
 June 16 and 18 T Th 8:15-11:15 am

Microsoft Excel Advanced – Part 2 \$129
 Feb 5 and 6 Th F 8:15-11:15 am
 March 2 and 4 M W 1:00-4:00 pm
 April 21 and 23 T Th 8:15-11:15 am
 May 18 and 19 M T 8:15-11:15 am
 June 23 and 25 T Th 8:15-11:15 am

Microsoft Excel 2007 Intro \$149
 Feb 2 and 3 M T 8:15-11:15 am
 March 26 and 27 Th F 8:15-11:15 am
 April 28 and 30 T Th 8:15-11:15 am
 June 1 and 3 M W 1:00-4:00 pm

Microsoft Excel 2007 Adv – Part 1 \$149
 Feb 10 and 12 T Th 8:15-11:15 am
 April 7 and 9 T Th 8:15-11:15 am
 May 11 and 13 M W 1:00-4:00 pm
 June 9 and 11 T Th 8:15-11:15 am

Microsoft PowerPoint Intro \$129
 Jan 28 and 30 W F 1:00-4:00 pm
 March 9 and 11 M W 1:00-4:00 pm
 May 14 and 15 Th F 8:15-11:15 am

Microsoft PowerPoint Advanced \$129
 Feb 23 and 25 M W 1:00-4:00 pm
 June 2 and 4 T Th 1:00-4:00 pm

Microsoft PowerPoint 2007 Intro \$149
 Jan 20 and 22 T Th 1:00-4:00 pm
 March 5 and 6 Th F 8:15-11:15 am
 April 20 and 21 M T 1:00-4:00 pm
 June 3 and 5 W F 8:15-11:15 am

Microsoft PowerPoint 2007Adv \$149
 Feb 4 and 6 T Th 1:00-4:00 pm
 March 30 and 31 M T 1:00-4:00 pm
 Apr 28 and May 1 T F 1:00-4:00 pm
 June 16 and 18 T Th 1:00-4:00 pm

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.

Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.

For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Microsoft Access Intro \$129
Jan 21 and 23 W F 8:15-11:15 am
Feb 23 and 27 M F 8:15-11:15 am
April 6 and 8 M W 1:00-4:00 pm
May 12 and 14 T Th 1:00-4:00 pm
June 24 and 26 W F 8:15-11:15 am

Microsoft Access Report/Form Design \$129
Jan 29 and 30 Th F 8:15-11:15 am
March 9 and 10 M T 8:15-11:15 am
April 13 and 15 M W 1:00-4:00 pm
May 18 and 19 M T 1:00-4:00 pm

Microsoft Access Advanced - Part 1 \$129
Feb 9 and 13 M F 8:15-11:15 am
March 24 and 26 T Th 8:15-11:15 am
April 20 and 24 M F 8:15-11:15 am
June 2 and 4 T Th 8:15-11:15 am

Microsoft Access Advanced 2 \$129
Feb 19 and 20 Th F 1:00-4:00 pm
Apr 27 and May 1 M F 8:15-11:15 am
June 9 and 11 T Th 1:00-4:00 pm

Microsoft Access 2007 Intro \$149
Jan. 26 and 28 M W 1:00-4:00 pm
March 2 and 3 M T 8:15-11:15 am
April 22 and 24 W F 1:00-4:00 pm
June 8 and 10 M W 1:00-4:00 pm

Microsoft Access 2007 Advanced \$149
Feb 26 and 27 Th F 1:00-4:00 pm
March 25 and 27 W F 1:00-4:00 pm
May 4 and 5 M T 1:00-4:00 pm
June 15 and 17 M W 1:00-4:00 pm

Each program is 2 sessions. \$129 per person.

Computer training programs are held at:

Accent Training
Gateway Plaza
2352 Lyell Avenue
Rochester, NY 14606.

Accident Investigation Fundamentals

Course Objective

This program will provide accident investigators with the skills and tools necessary to get to the bottom...the root causes... of any incident.

Skills Learned

From this course, participants will be able to understand and apply the following as part of their daily workplace safety and health efforts:

- The root causes of accidents and the safety culture
- The OSHA guidelines and attributes of excellence for accident investigation
- The accident investigation process...what to investigate, who does it, and why
- Tips and techniques for a thorough investigation and useful report, including TOR™ process
- Accumulating and using accident data
- Determining and presenting costs to drive change

Recommended For

Individuals who conduct accident investigations— supervisors, safety staff, and accident investigation teams. Managers who are committed to cutting accident losses to zero will also find this training invaluable.

Course Length

One half day
8:30 am – 12:30 pm

Dates

April 23
June 11
September 17
November 19

Cost

\$125 Members
\$165 Future Members

Delivered By

L. H. “Chip” Dawson

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Assertiveness

Course Objective

Enhance your personal and professional success by developing and using an assertive communication style.

Skills Learned

- Identify and compare the four styles of communication
- Identify the personal and professional benefits of developing and using an assertive style of communication
- Heighten awareness of the impact of negative thoughts and words
- Understand the power of non-verbal communication
- Use strategies to improve overall communication

Recommended For

All employees who recognize the need to become more assertive in their relationships.

Course Length

One half day
8:30 am - 12:30 pm

Dates

April 2
October 8

Cost

\$125 Members
\$165 Future Members

Delivered By

Sequetta Wright

Business Writing and E-Mails

Course Objective

This workshop will provide techniques and tips for improving written business communication. Participants will learn to write clear, concise, effectively worded notes, memos, e-mails, letters, proposals, and reports.

Skills Learned

- Present a professional image for yourself and your company
- Target writing to the needs and level of the audience
- Write for results
- Make clear, complete, and concise points
- Word difficult messages in positive and effective ways
- Eliminate redundant, flowery/pompous, and inexact wording
- Recognize common grammar errors and how to correct them
- Develop effective format and layout of letters, e-mails, and reports
- Follow a process that eliminates wasted time and writer's block
- Practice editing and proofreading effectively

Recommended For

Those who want to improve the effectiveness of their written communication skills and present a professional image for themselves and their organizations.

Course Length

Four half-days
8:30 a.m. – 12:30 p.m.

Dates

February 18, 25, March 4, 11
May 7, 14, 21, 28
August 4, 11, 18, 25
October 7, 14, 21, 28

Cost

\$ 390 Members
\$ 530 Future Members

Delivered By

Penny Cannon

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Change – Making It Happen

Course Objective

In today's rapidly changing world, many organizations need to prepare the mindset and fire-up the passion of their employees toward change and all its dimensions, especially in creating continuous improvement efforts. In order for individuals, teams, and organizations to reach excellence, they must first embrace and support change efforts that lead to higher performance, productivity, and profitability. This course will foster a deeper understanding of change as it relates to the growth and development of people and business.

Outcomes

- A higher awareness and sense of urgency toward the importance of change
- Understanding the paradigm shift required to create and execute change efforts
- Higher appreciation of the meaning, value and impact of change
- Be ready to deal with unplanned changes by managing and be prepared to deliver planned change by leading
- Learn to use change models, tools, and processes

Recommended For

All individuals looking to gain insight into change and contribute to the growth of others and their organizations

Course Length

One full day
8:30 am – 4:30 pm

Dates

February 26
April 7
June 23
October 1
November 10

Cost

\$195 Members
\$265 Future Members

Delivered By
Dan Hedberg

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Coaching, Mentoring & Motivating

Course Objective

An organization can only be as successful as the sum of their employees' success. Today, organizations are relying on fewer people to accomplish more. The most successful organizations realize that their competitive advantage relies on the productivity of those they employ. In short, today's leaders need to have the ability to coach and mentor their people, motivating them to succeed. In this interactive seminar workshop, managers, supervisors and team leaders can now master the latest techniques; innovative tools and best practices to achieve improved team performance and increased productivity.

Skills Learned

- Why leaders need to be coaches
- How to evaluate employees' strengths and weak areas
- Develop a team environment that fosters synergy
- Reinforce and improve the behavior and motivation of peak performers
- Coaching exercises that top coaches employ
- Build the trust and rapport necessary for effective coaching
- Learn how to listen with an empathetic ear and encourage open, two-way communication
- How to sustain trust when confronting poor performance
- How to be confident in the face of a difficult challenge
- Guiding a dialogue on performance
- The delegation process...difficulties of delegation...signs of poor delegation
- Turning all interactions into productive outcomes
- Foster positive attitudes by providing effective feedback
- Acknowledge the emotions and ideas of others to build trust and improve communication in team situations
- Adjust communication behaviors to communicate with different styles
- Listen actively to separate message content from feeling
- The power of questions to accelerate change and bring out new ideas

Recommended for

Employees tasked with coaching or mentoring.

Course Length

Six 4-hour sessions (24 hours)
8:30 am – 12:30 pm

Dates

March 9, 11, 13, 16, 18, 20
June 8, 10, 12, 15, 17, 19
September 14, 16, 18, 21, 23, 25
December 7, 9, 11, 14, 16, 18

Cost

\$595 Members
\$775 Future Members

Delivered By

Michael Mattie

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Communication Suite

Course Objective

This unique, suite of three half-day courses is designed to give you a strong foundation in essential communication skills and competencies. Through practice sessions and role plays, you'll be on your way to developing the confidence and communication know-how you need to establish yourself in the business world—and keep moving ahead throughout your career. Each of the three half-days will cover an important element of the communications process.

Skills Learned

- Optimize communication skills you already have
- Get strategies to better assimilate verbal information
- Effectively interpret the knowledge you hear
- Improve work relationships and reduce misunderstandings
- Communicate clearly and appropriately—and with greater confidence
- Choose the right words even in difficult circumstances
- Expand your influence and be recognized for your skills

Session Number One - Communications Power

- The benefits of improving communication skills
- Effective communication techniques
- How to use proven speaking techniques to win support
- Signals that discourage people from opening up

Session Number Two - Dynamic Listening

- Discover a powerful communication model for turning all interactions into productive outcomes
- What active listening really means and how to do it.
- Clarify to minimize misunderstanding and wasting time
- Foster positive attitudes by providing effective feedback
- Adjust communication behaviors to communicate with different styles

Session Number Three - Understanding Messages from Others

- Discerning, analyzing and evaluating
- Visual aspects of verbal communication
- Relating information productively to your own experiences
- The power of questions - how to use questions to sell your ideas

Course Length

Three half-days (12 hours for the suite) OR Four-hour individual sessions
8:30 am – 12:30 pm

Cost

Suite

\$285 Members

\$375 Future Members

Individual Sessions

\$125 Members

\$165 Future Members

Dates

March 2, 4, 6

May 18, 20, 22

August 24, 26, 28

November 2, 4, 6

Delivered By Michael Mattie

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.

Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.

For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Conflict Management

Course Objective

Would your organization benefit by improving your employees' ability to deal effectively with conflict in the workplace? Participants in this course will learn how to understand and deal with conflict. Using proven strategies and techniques, participants will learn to anticipate and handle conflict in a positive manner.

Skills Learned

- How to improve two-way communications
- The role of self-confidence in dealing with conflict
- How to make value decisions that culminate in win/win conflict negotiations
- How to improve self-control, by understanding yourself and others
- How to more effectively deal with work related stress
- How to employ highly effective conflict management strategies and techniques
- How to resolve conflict, while building self-esteem for all parties

Recommended For

All individuals concerned with effective and professional communication

Course Length

One full day
8:30 am – 4:30 pm

Dates

February 18
April 28
July 15
October 5

Cost

\$195 Members
\$265 Future Members

Delivered By

Michael Mattie

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Critical Thinking: A New Paradigm for Peak Performance

Course Objective

By applying critical thinking to the tasks and challenges you face in your work, you will begin to experience breakthroughs you never thought possible. You will feel sure you are on the thinking edge.

Skills Learned

- Become familiar with different styles of thinking and identifying your personal preferences
- Ask yourself “big picture” questions
- Learn how to challenge assumptions and expand perceptions about situations
- Come to better conclusions and decisions more often
- Influence and persuade others with clear thinking and clear language
- Learn how to find out what you don’t know—and solve the real problem
- Apply what you learn to the day-to-day operation of your business
- Use active listening and effective communication strategies to build rapport while probing for assumptions
- Understand Socratic dialogue techniques
- Apply the Socratic method for problem solving in a team setting and personal goal setting
- Other problem solving tools

Recommended For

People faced with challenges, tasked with decision-making and responsible for problem solving initiatives.

Course Length

One full day
8:30 am – 4:30 pm

Dates

January 28
April 16
June 30
September 10

Cost

\$195 Members
\$265 Future Members

Delivered By

Michael Mattie

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Customer Service and Relations

Course Objective

You don't get a second chance to be your customer's first choice. In reality, today a company's only sustainable competitive advantage is in the relationships they build with their customers.

Skills Learned

- How to create a winning customer service mentality
- How to constantly exceed customers expectations
- How to recognize customer styles and use them to your advantage
- How to win over a difficult customer
- How to soothe even the angriest customer
- How to profit from customer complaints

Recommended For

Employees who interact with customers face-to-face or on the phone

Course Length

One full day
8:30 am – 4:30 pm

Dates

February 24
May 12
August 14
October 20

Cost

\$195 Members
\$265 Future Members

Delivered By

Michael Mattie

Dealing with Difficult Personalities

Course Objective

This course will focus on identifying different types of personalities and behaviors using on strategies for dealing positively with the emotionally charged environment at work.

Skills Learned

- Ability to identify many different types and styles of personalities
- Assessing situations and determining the appropriate response
- Understanding the power of perceptions
- Using respect in emotional situations
- Staying focused on the issue while dealing with emotion , tension, and anxiety
- Enhanced communication skills and strategies

Recommended For

People interested in interacting more effectively with others

Course Length

One half day
8:30 am – 12:30 pm

Dates

March 12
June 11
October 15
November 19

Cost

\$125 Members
\$165 Future Members

Delivered By

Sequetta Wright

Employment Law

Course Objective

To provide a broad understanding of laws applicable to New York State employers/employees

Skills Learned

- The concept of employment at will
- Federal anti-discrimination laws
- State anti-discrimination laws
- The EEOC and the New York State Division of Human Rights
- Other employment related claims (defamation, lawful activities bill)
- Basic wages/hours law
- Evaluation, discipline and termination

Recommended For

Managers, directors, assistants or anyone who deals with Human Resource issues from time to time; those new to the Human Resource function

Course Length

One half day
8:00 am – 12:00 pm

Date

April 17
November 6

Cost

\$125 Members
\$165 Future Members

Delivered By

Sharon Stiller, Esq.
Boylan, Brown, Code, Vigdor & Wilson LLP

Employment Law - Advanced

Course Objective

An in-depth discussion of significant Human Resource topics relating to current employment law, with an opportunity to address other questions of concern to the participants

Skills Learned

Participants will be able to ascertain if they are providing legally correct responses to Human Resource issues and to take other proactive routes to prevent employment litigation.

- The interrelationship between the ADA/FMLA and New York Human Rights law involving disabled individuals
- Special issues involving disabled employees, such as mental disabilities
- E-mail and other monitoring issues
- The newest ways to prevent sexual harassment liability and liability relating to harassment in general
- Conducting legally permissible investigations, including sexual harassment investigations
- Compensatory time, deductions from wages and other wage/hours issues

Recommended For

HR directors, managers, or specialists with experience in Human Resource issues.

Course Length

One half day
12:30 pm – 4:30 pm

Date

April 17
November 6

Cost

\$125 Members
\$165 Future Members

Delivered By

Sharon Stiller, Esq.
Boylan, Brown, Code, Vigdor & Wilson LLP

Finance for Non-Financial Professionals

Course Objective

To help non-financial managers understand key financial terms and financial reports. To learn how to analyze financial statements, understand profit, financial condition and cash flow. To understand what drives the budgetary process and financial control processes. Participants will need to bring a calculator to this course.

Skills Learned

- Understand financial terminology by definition and application
- Read financial statements and analyze the results and interpreting their meaning
- Understand cash flow and its relationship to the financial condition of an organization
- Identify the role and responsibility of managers in relation to profitability, cash flow, and the financial condition
- Understand capital budgets, operating budgets, return on investment, return on assets, and depreciation
- Understand cost-volume-profit and break-even analysis
- Understand how income tax and sales tax liabilities impact a business

Recommended For

Professionals, managers and supervisors

Course Length

One full day
8:30 am - 4:30 pm

Dates

February 10
April 20
July 28
November 10

Cost

\$195 Members
\$265 Future Members

Delivered By

Michael Mattie

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Fundamentals of Occupational Health and Safety for the New Safety Officer

Course Objective

Through a combination of live and electronic education, this program will provide participants with a comprehensive understanding of the occupational health and safety process that will allow them to oversee all aspects of safety, including coaching management, guiding compliance, and advising supervisors and employees on their roles.

Skills Learned

From this course, participants will be able to understand and apply learning in the following areas:

- Health and safety as a key element of workplace culture
- Elements of the health and safety management strategic process
- Overview of OSHA standards
- Dealing with OSHA
- Emergency management
- Incident investigation, root cause analysis and Technique of Operations Review™
- OSHA recordkeeping
- Behavioral safety overview
- New employee orientation
- Personal protective equipment program management
- Off the job safety
- Job safety analysis
- Safety committee management
- Hazard recognition and control
- Effective health and safety training

Recommended For

Personnel with responsibility for workplace safety and health coordination, both full-time and collateral duty, who have limited formal training or experience in the field.

Delivery Method and Participant Expectations

Course materials will be provided to participants in CD format with electronic linkage to on-line resources, allowing for self-study at a pace and in a location that best suits the participant. The course instructor will meet with participants at a half-day opening session that will cover complex materials. Assignments will be made during the course of study. Work products will be evaluated and critiqued, and the instructor will provide individualize coaching, by e-mail and by telephone throughout the course. A half-day on-site meeting and tour at the participant's work location will allow for workplace-specific discussion and safety program evaluation. The course will end with a closing session that allows for discussion of open issues and group review of course material. Participants must have access to a computer with an Internet connection and e-mail account and be prepared to spend an estimated 50 hours ± on self study and assigned projects related to participant's work location.

Duration of Study

It is expected that study will extend over a period of between three to six months and be dependant on participant's commitment to regular effort. Completion in less than three months is possible, but will not extend beyond six months without Rochester Business Alliance and instructor agreement. **This program will be scheduled at the convenience of the participant(s).** Because of the nature of the program, there is no requirement for a minimum class size, although participants will be grouped for opening and closing sessions, where possible.

Cost

\$1,500 Members / \$1,710 Future Members

Delivered By

L. H. "Chip" Dawson

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.

Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.

For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Gaining the Title, Earning the Respect

Course Objective

To provide useful tools for the new supervisor to enhance job performance and effectiveness of employees and teams.

Skills Learned

- Understand your role as supervisor and the impact perceptions and the expectations others have on your effectiveness
- Build new relationships with management, peers, and staff members.
- Sharpen your role as leader
- Establish yourself as the supervisor
- Strengthen communications at all levels
- Manage your time effectively
- Develop your employees, which includes motivating and delegating.
- Interview and hire the best candidates
- Evaluate employee performance and determine future professional development

Recommended For

The newly promoted supervisor (in the position less than twelve months) who needs to establish and polish supervisory skills, or someone who is assuming supervisory responsibilities within their job description.

Course Length

Two full days, a week apart
8:30 am - 4:30 pm

Dates

February 12 & 19
April 21 & 28
June 9 & 16
October 22 & 29
December 1 & 8

Cost

\$390 Members
\$530 Future Members

Delivered By
Dan Hedberg

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Human Resource Management Series - Basic

Course Objective

A pragmatic update of the basic and current issues in human resource management, this seminar will prepare practitioners on the roles and responsibilities of the HR function. This seminar is particularly useful as a refresher class or for newer professionals wanting to strengthen and expand their knowledge of this growing, dynamic field. Employees who are the solely responsible for the day-to-day operations of Human Resources will also find this beneficial. The program is delivered in eight 4-hour interactive sessions, with the option to attend all or individual sessions.

Session 1: **Overview of the HR Role**

May 5

HR management, the emerging role of HR, the strategic planning process, developing the organization culture, diversity, succession planning, overview of employment law

Session 2: **Staffing and Recruiting**

May 12

Applicant sourcing, recruiting on the Internet, interviewing, selection, applicant communications, applicant tracking, reference and background checks, pre-employment testing, turnover and retention

Session 3: **Employee Rights and Discipline**

May 19

Performance management and appraisal, dispute resolution, maintaining morale, team building, the disciplinary process, termination, content and use of an employee handbook

Session 4: **Compensation**

May 26

Job descriptions, job analysis, Fair Labor Standards Act, salary surveys, wage and salary structures, broad banding

Session 5: **Benefits**

June 2

Linking pay to performance, incentive plans, merit plans, basic benefit plans, trends in benefits, benefits communications

Session 6: **Health, Safety and Security**

June 9

Legal requirements for workplace safety and health, worker's compensation, ADA, OSHA overview and record keeping requirements, workplace violence, life threatening illnesses

Session 7: **Training and Development**

June 16

New hire orientation, training needs assessment, approaches to training, training media, the psychology of learning, evaluating training effectiveness

Session 8: **HR Effectiveness**

June 23

Employee attitude surveys and exit interviews, benchmarking and assessment, HR audits, employee suggestion programs, HRIS as a measurement tool, using the internet as a resource, networking through professional organizations

Recommended For

Individuals desiring to expand their knowledge of the general HR function.

Course Length

Eight four-hour sessions (32 hours) for the series OR Four-hour individual sessions

Cost

<u>Series</u>		<u>Individual Sessions</u>	
\$595	Members	\$125	Members
\$745	Future Members	\$165	Future Members

Delivered By

Toni R. Zeiser, SPHR

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.

Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.

For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Human Resource Management Series - Advanced

Course Objective

These workshops are a continuation of the Basic Human Resource Management Series with emphasis on practicing and applying concepts, tools, and techniques used in the human resource function. The series is delivered in six 4-hour interactive sessions, with the option to attend all or individual sessions. The practicum component of each session allows participants to work on active issues with feedback from the group.

Session 1: **Staffing and Recruiting**

July 21

Recruiting initiatives, candidate profiling, screening and selection of candidates, interviewing techniques, retention efforts

Practicum: Develop a standardized list of interviewing questions for your organization

Session 2: **Human Resource Development**

July 28

Orientation, training, employee development, succession planning, career planning, performance evaluation

Practicum: Review current performance evaluation(s) for your organization and develop recommendations for change.

Session 3: **Employee and Labor/Management Relations**

August 4

Human resource policies, employee rights, health, safety, and security, union/management relations, grievance processes

Practicum: Review current policies and procedures for your organization and develop recommendations for change.

Session 4: **Benefits Administration**

August 11

Incentive plans, reward and recognition programs

Practicum: Review a proposed benefit package and develop a cost analysis and recommendation for changes

Session 5: **Compensation Plan Designs**

August 18

Wage and salary administration

Practicum: Review job descriptions provided and use a point factor analysis plan for grading jobs

Session 6: **Labor Law Updates**

August 25

Review recent law and mandated changes and their impact, challenges of implementation

Practicum: Design implementation and communication plans for changes and adjustments required.

Recommended For

Individuals desiring to expand their practical knowledge of human resources

Course Length

Six four-hour sessions (24 hours) for the series. 8:00 am – Noon. Sessions can be taken independent of the series.

Cost

<u>Series</u>		<u>Individual Sessions</u>	
\$595	Members	\$125	Members
\$745	Future Members	\$165	Future Members

Delivered By Toni R. Zeiser, SPHR

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.

Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.

For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Leading the Safety Process

Course Objective

This program will provide participants with information about the strategic role of safety and health in organizational operations and their role in the process. It will allow participants to lead their organization to safety and health excellence as measured by significantly lower loss costs and markedly improved employee safe behaviors.

Skills Learned

From this course, participants will be able to understand and apply the following as part of their daily leadership efforts:

- The safety and health process as suggested by academic research and industry best practices
- The strategic role of occupational safety and health in operations, employee development and financial return
- Safety and health program management guidelines and attributes of excellence
- Safety and health tools and techniques from the leaders perspective

Recommended For

Executives and managers with the power to establish and change the direction and application of key business processes

Delivery Method

In the opening session, participants will learn and discuss core course material. The book *Safety for the Leader/Manager* will be provided and a workplace-specific survey and research tasks will be assigned.

Participant Expectations

Participants will be expected to undertake self-study and conduct a basic employee survey during the period between the two class sessions.

Course Length

Two half days
8:30 a.m. – 12:00 p.m.

Dates

April 20 & 24
June 8 & 12
September 14 & 18
November 16 & 20

Course Value

\$195 Members
\$265 Future Members

Delivered By

L. H. “Chip” Dawson

Leadership for Managers

Course Objective

This program presents the practical concepts, strategies, and skills needed to enhance a leader's performance. Create an environment of trust where people do better work. Leverage skills and resources to improve effectiveness.

Skills Learned

- Improve interpersonal skills
- Understand values and build trust
- Understand the power of vision
- Lead change
- Use the keys to leadership: style, trust, strength, outlook, passion, communication
- Understand and manage personal style
- Use mentoring and strategic goal setting to amplify results
- Sharpen communication skills – speaking, listening, writing, and non-verbal
- Enhance presentation and negotiating skills
- Reduce stress and conflict in the workplace
- Ask for feedback
- Use positive teamwork
- Master corporate etiquette and avoid political mistakes
- Understand improvement efforts: Lean thinking, empowerment, diversity

Recommended For

Leaders desiring improvement in their performance

Course Length

Five four-hour sessions (20 hours total)
8:30 am – 12:30 pm

Dates

February 6, 13, 20, 27, March 6
June 5, 12, 19, 26 July 3
September 18, 25, October 2, 9, 16

Cost

\$495 Members
\$645 Future Members

Delivered By

Robert Whipple

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Managing the Emergency

Course Objective

This program will provide participants with information necessary to assess threats, prepare a comprehensive emergency plan, organize and train internal response teams, manage any emergency, coordinate with community emergency responders, and direct an effective recovery.

Skills Learned

From this course, participants will be able to understand and apply the following to prevent or minimize the impact of natural and man-made emergencies:

- Regulatory overview of emergency management and business continuity requirements
- *Disaster/Emergency Management and Business Continuity Programs (NFPA 1600)*
- *National Incident Management System (NIMS)*
- *Integrated Emergency Response Plan (One Plan)* guidance
- DHS Private Sector Preparedness *Corporate Crisis Certification* law
- Tips and techniques covering specific elements of emergency response and business continuity plans
- The attributes of excellent emergency plans and emergency resources developed under the *OSHA Safety and Health Program Management Guidelines*
- Emergency management resources
- Team training approaches and practical application of learning with group exercises

Recommended For

Executives and senior managers, emergency managers, security managers, safety and health staff, emergency response team leaders and members

Course Length

One full day
8:30 am – 4:00 pm

Dates

April 22
June 10
September 16
November 18

Cost

\$195 Members
\$265 Future Members

Delivered By

L. H. “Chip” Dawson

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Managing Time and Priorities

Course Objective

Develop the skills and knowledge necessary to manage tasks and responsibilities to maximize the potential of work time.

Skills Learned

- Assess which tasks and responsibilities their time and personal resource are presently being invested in
- Identify and use important principle to increase the availability of time for “important” tasks
- Organize and priorities their tasks and assignments to use their time more efficiently
- Use an eight-step model to organize themselves

Recommended For

All employees

Course Length

One full day
8:30 am – 4:30 pm

Dates

January 30
March 27
June 5
September 25
December 4

Cost

\$195 Members
\$265 Future Members

Delivered By

Robert Brancato

Negotiations

Course Objective

This course will provide participants with the skills and tools needed to become a great negotiator with the ability to build strong, lifelong, win-win relationships. Participants will learn negotiating tactics and understand how to use them through real-life examples and exercises.

Skills Learned

- Know the outcomes and elements of the negotiation process
- Use the key principles to negotiation strategy
- Build trust
- Understand the role of nonverbal behavior
- Uncover counterparts needs, clarify issues
- Listen!
- Analyze different negotiating styles
- Identify negotiating pressure points
- Recognize unethical tactics

Recommended For

All employees

Course Length

One full day
8:30 am – 4:30 pm

Dates

February 5
April 8
July 9
October 15

Cost

\$195 Members
\$265 Future Members

Delivered By

Michael Mattie

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

OSHA Record Keeping

Course Objective

This program will provide participants with a detailed working understanding of the regulation, including all-new forms, new definitions of work-relatedness, new recording criteria, new criteria for first aid and medical treatment, new approaches to illness recording, mandatory privacy cases, expanded employee access to records, longer posting provisions and executive certification.

Skills Learned

From this course, participants will be able to understand and apply the following in order to fulfill their recordkeeping responsibilities under OSHA:

- The recordkeeping requirements for employers set forth in the 2001 OSHA recordkeeping regulation
- Modifications and changes to the rule since implementation
- Issues, concerns, and questions raised by the rule
- Recordkeeping requirements placed on the employer by other OSHA standards

Recommended For

Individuals who are responsible for preparing and maintaining records of occupational injuries and illnesses under the OSHA Recordkeeping Regulation, Part 1904. Senior managers who must certify annual summaries should also consider participating.

Course Length

One half day
8:30 am – 12:30 pm

Dates

April 21
June 9
September 15
November 17

Cost

\$125 Members
\$165 Future Members

Delivered By

L. H. “Chip” Dawson

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Personal Effectiveness

Course Objective

Leadership begins with leadership of self. Formal leadership is the outgrowth of self-leadership. Self-leadership involves the ability to set a specific direction for yourself and proceed in that direction with self-confidence. This seminar will introduce the components of self-leadership and provide techniques to determine and establish a base to improve effectiveness.

Skills Learned

- Developing a positive self-image
- Motivating yourself
- Building success attitudes
- Capturing the power of mistakes
- Managing time
- Communication and interpersonal skills
- Setting goals
- Valuing excellence and hating mediocrity
- Seeing visions and envision possibilities
- Self-discipline and self-control
- Stretching yourself – getting out of your comfort zone

Recommended For

Anyone who aspires to a leadership position or provides leadership

Course Length

One full day
8:30 am – 4:30 pm

Dates

March 18
June 17
October 21
November 11

Cost

\$195 Members
\$265 Future Members

Delivered By

Sequetta Wright

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Presentations

Course Objective

To enable participants to make memorable, effective presentations with confidence, clarity, and authority.

Skills Learned

- How to become great presenters to move people not just present information
- How to eliminate fear and re-channel energy and effort into dynamic presentation skills
- Simple presentation short cuts and formulas to save valuable time and reduce or eliminate unnecessary and costly visual aids
- Individual strong and weak points by constructive and patient coaching
- How to intellectually challenge audience members within the first five seconds of a talk and why this is so critical

Recommended For

Anyone who makes presentations

Course Length

One full day
8:30 am – 4:30 pm

Dates

February 4
April 2
June 9
August 13
November 3

Cost

\$195 Members
\$265 Future Members

Delivered By

Frank Paolo

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Project Management

Course Objective

Effective management of projects is essential in today's ever-changing business environment. This program will help participants gain a broad understanding of the basic core concepts of the project management process. Each stage of the project life cycle will be explored. Approaches that aid the project manager to complete the project on time and within budget will be identified and discussed. All the elements of project management, as prescribed by the Project Management Institute®, will be reviewed using interactive lecture and class exercise.

Skills Learned

- Develop customer requirements
- Formulate project objectives
- Organize a project plan
- Develop a work breakdown structure
- Create network diagrams
- Use critical path methodology
- Develop project schedules
- Prepare estimates for project costs, work to be performed and required resources
- Analyze and control the impact of project changes
- Develop project boundaries and success criteria
- Develop risk mitigation strategies
- Effectively close a project

Recommended for

Anyone who regularly participates on projects, including project leaders, team members and support people.

Course Length

One full day
8:30 am – 4:30 pm

Dates

February 11
May 13
October 28
December 2

Cost

\$245 Members
\$325 Future Members

Delivered By

Sequetta Wright

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Safety Committee Operations

Course Objective

This program will provide participants with the essential information required to effectively guide the workplace safety and health process using a safety committee approach

Skills Learned

From this course, participants will be able to understand and apply the following to ensure a successful and productive safety committee process:

- Core concepts and essential elements of safety committee operation
- Examination of the operational, cultural and strategic relationship between safety and the workplace
- Practical tools to facilitate committee operations, including inspection and investigation techniques, training approaches, and data collection
- An introduction to hazard control, including the hierarchy of controls, OSHA regulations for hazard control, and an introduction to ergonomics and personal protective equipment

Recommended For

Safety committee members from all levels of the organization *Note: It is essential that senior management members of the committee participate in this course.*

Course Length

One half day
12:30 p.m. – 4:30 p.m.

Dates

April 21
June 9
September 15
November 17

Course Value

\$125 Members
\$165 Future Members

Delivered By

L. H. “Chip” Dawson

Supervision

Course Objective

Provides participants with an understanding of the role of the immediate supervisor and the skills and knowledge necessary for successfully directing the actions of others. Participants will gain an understanding of the leadership skills and techniques that are critical to the increased development of employee performance and overall effectiveness.

Skills Learned

Using case studies and discussion groups, participants will explore the topics below.

- The role of the supervisor The management process of planning, organizing, and controlling
- Leadership Characteristics most effective in gaining and maintaining the respect of employees
- Motivation The basics of human relations and the skills in motivating employees
- Communications Methods that reduce misunderstandings in the workplace and encourage open communication
- Performance Management The evaluation process, coaching, performance improvement strategies, workplace behavior problems, progressive discipline actions
- Interviewing Techniques Selecting, hiring, and promoting employees
- Laws State and federal laws that cover discrimination, wages, safety, etc.
- Labor Relations Similarities and differences between non-union and union employees

Recommended For

All levels of supervision, especially those promoted to supervisory positions for the first time and those who could benefit from a refresher program.

Course Length

Eight four-hour sessions (32 hours)
1:00 pm – 5:00 pm

Dates

February 3, 10, 17, 24, March 3, 10, 17, 24
May 7, 14, 21, 28, June 4, 11, 18, 25
September 8, 15, 22, 29, October 6, 13, 20, 27
December 3, 10, 17, January 7, 14, 21, 28, February 4

Cost

\$795 Members
\$995 Future Members

Delivered By

Dan Hedberg

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Thinking Strategically

Course Objective

To develop an understanding and appreciation of the strategic plan process, so participants can work with their teams (at all levels of the organization) to “think more strategically” in planning for their future

Skills Learned

- Applying the strategic thinking process throughout the organization
- Defining the present state “Where we are now” strengths, limitations, initiatives
- Understanding the values by which the business is run
- Determining the vision/desired future state ~ “Where we want to be”
- Identifying the GAPS ~ “What prevents us from being there now?”
- Identifying the critical success factors to reach the vision ~ “80-20 Rule”
- Defining critical success factors in key result areas
- Determining how present initiatives support vision & key result areas
- Creating the strategic plan and defining objectives & activities

Recommended For

All employees

Course Length

One half day
8:30 am – 12:30 pm

Dates

February 13
April 24
September 18
December 11

Cost

\$125 Members
\$165 Future Members

Delivered By

Robert Brancato



Registration

Human Resource Management
Certificate Program Enrollment

Cancellation

Seminar Title: _____ Fee: _____

Seminar Date: _____ Time: _____

Participant(s): (1) _____ (3) _____

(2) _____ (4) _____

Organization: _____

Mailing Address: _____

Contact Person: _____

Telephone: _____ Fax _____ E-mail _____

Registrants canceling less than five working days prior to the start of the seminar will be billed for the entire seminar fee.
Cancellations must be made in writing. "No shows" will be billed the full seminar fee. Substitutions may be made at any time.

Select Payment Option

_____ Enclosed is **Check #** _____ made payable to **RIEF** (Rochester Industries Education Fund Inc.)

_____ **Credit Card #** _____ Exp. Date _____ CID # _____

Circle One: Visa Master Card

3-digit number
on back of card

Name as it appears on card: _____

Billing Address: _____

(if different than above) _____

_____ Send **Invoice** referencing Purchase Order # _____

All registrations will be confirmed by e-mail.

Send/Fax completed registration to:

Fax: (585) 244-4864 Phone: (585) 256-4641

Mail: RBA Training & Development
Attn: Edna Smith
150 State Street, Suite 400
Rochester, NY 14614

<input type="checkbox"/> Invoice code _____
<input type="checkbox"/> Process credit card
<input type="checkbox"/> Amount \$ _____

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.

Registration Information

There are 3 easy ways to register for RBA seminars. Register Early!

1. FAX

Copy and complete the *RBA Registration Form* in this catalog, and fax to (585) 244-4864. Confirmation of registration will be faxed or e-mailed to you.

2. MAIL

Copy and complete the *RBA Registration Form* in this catalog, complete and mail to RBA Training, attention Edna Smith, 150 State St., Suite 400, Rochester, N.Y. 14614. Confirmation of registration will be faxed or e-mailed to you.

3. ON-LINE

Register on-line through the RBA website www.RochesterBusinessAlliance.com or contact edna.smith@rballiance.com. Confirmation of registration will be e-mailed to you.

Cancellation Policy

Register early! Seminars are cancelled if minimum enrollment is not reached one week prior to the start date. Registrants canceling less than five working days prior to the start of the seminar will be billed for the entire cost of the program. Cancellations must be made in writing. "No shows" will be billed the full seminar fee. Substitutions may be made at any time.

Directions to the Rochester Business Alliance

Training seminars are held at the RBA at 150 State St., Rochester. (The RBA is located at 150 State Street in downtown Rochester.) Look for a dark building on white stilts at the corners of State and Andrews Streets. Free parking is available. Phone (585) 244-1800.

From the east

Take 490 heading west. Exit at Clinton Avenue. Take Clinton north to Andrews Street. Turn left (west). Follow Andrews Street almost to the end. The parking lot entrance to 150 State Street will be on your right.

From the west

Take 490 heading east. Exit at Plymouth Avenue. Turn right onto Plymouth Avenue. Take the immediate left onto Church Street. Church Street ends at State Street. Turn left onto State Street. Turn right onto Andrews Street. The parking lot entrance is on your left.

Computer training programs are held at Accent Training facility, Gateway Plaza, 2352 Lyell Avenue, Rochester. Phone (585) 247-6310.

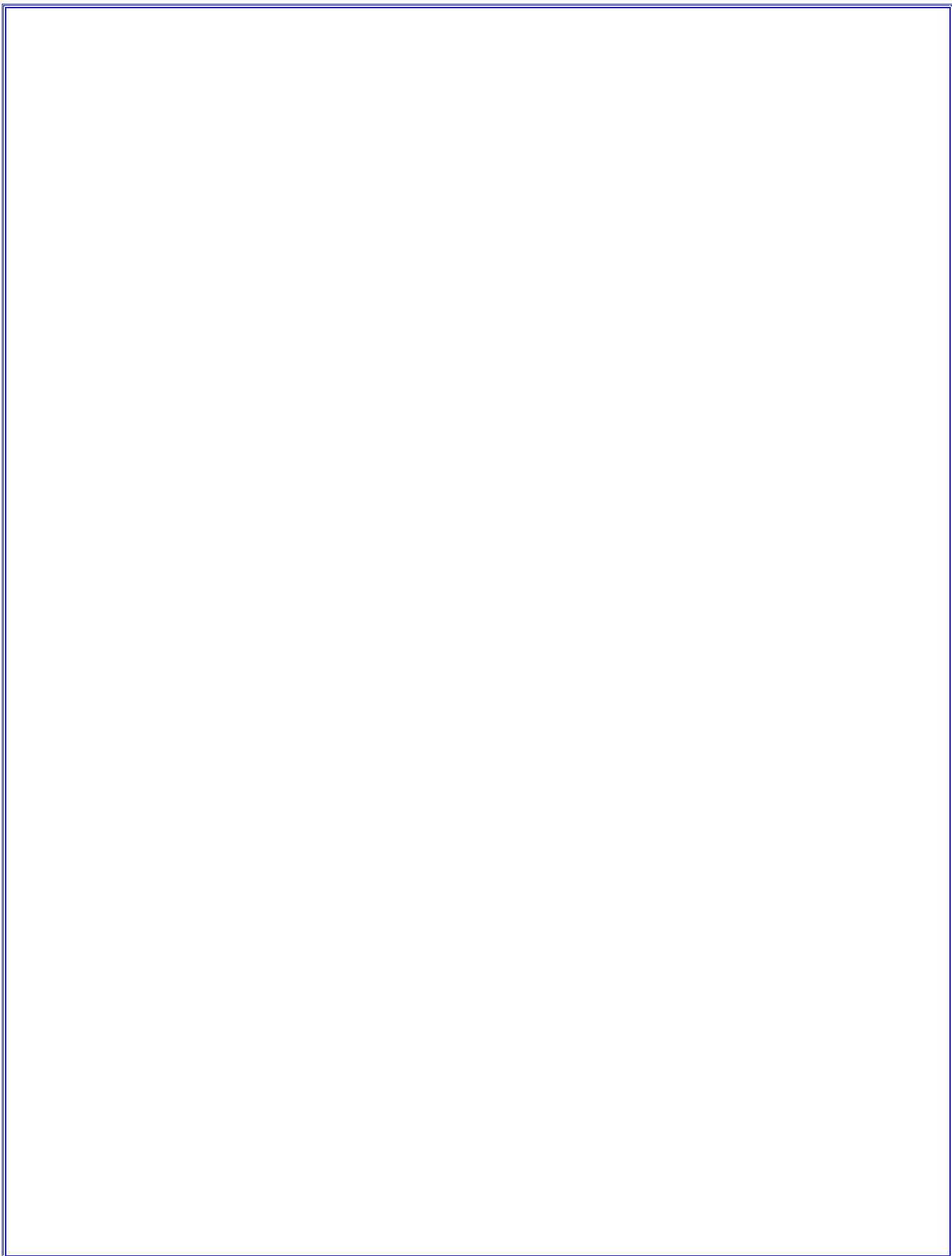
From the east

Take 490 heading west. Merge onto 390 North. Immediately exit at Lyell Ave. Turn left onto Lyell Ave. Gateway Plaza is on your right (Wegmans will be on your left).

From the west

Take 490 heading east. Take the Gates Center exit. Merge onto Buffalo Road. Turn left onto Howard Road. Turn right onto Lyell Avenue. Gateway Plaza is on your left (Wegmans will be on your right).

Register on-line at www.RochesterBusinessAlliance.com or email Edna.Smith@RBAAlliance.com.
Seminars are held at the Rochester Business Alliance, 150 State Street, Rochester, NY.
For directions, go to www.RochesterBusinessAlliance.com or call (585) 256-4641.



www.RochesterBusinessAlliance.com