



Management Training

Designed for Print Professionals



WHO SHOULD ATTEND?

Current supervisors, managers, and executive managers & those being considered for a supervisory position.

COST

PIA MEMBERS:

\$ 150 per individual/per session or
\$ 475 per person for the entire series

NON-MEMBERS:

\$280 per non-member/per session or
\$605 per non-member for the entire series

Only 10 to 15% of managers are formally trained to manage and properly develop their people to successfully respond to today's growth-driven marketplace. This program is a great opportunity to invest in your people and grow, prosper and create a culture that will attract and keep good people through the dynamic changes ahead.

Instructors include Jim Barlow, Rob Donaldson and Chuck Wittmer

September 10

Supervising Others

Attendees will learn the basics on delegating, managing time, setting goals and expectations, resolving conflicts, and administering discipline.

October 8

Coaching & Mentoring

This session focuses on how to better coach your employees to higher performance. This includes relationship building and setting the right goals. Learn how to foster a great working relationship with your employees through understanding them and strategic goal setting.

November 12

Employee Motivation

This session will give participants several types of tools to become a great motivator, including influencing skills and setting realistic expectations. Participants will also learn about five of the most popular motivational models, and how to bring them together to create a custom program.

December 10

Leadership & Influence

Sometimes leadership finds you and you are not prepared. Once you learn the techniques of true Leadership and Influence in this session you will be able to build the confidence needed to face your leadership challenges and make the right decisions to take the lead. It will become easier, natural, and rewarding.

REGISTRATION

Registrations will be to karissa@piasc.org

Karissa will send materials to every registrant one week before the sessions begin.

EACH WORKSHOP SESSION WILL BE PRESENTED BY TWO INSTRUCTORS AND WILL INCLUDE:

- **Training Manual** - Each workshop has a specific training manual (50-60 pages) that will be provided for each attendee to refer to, refresh and reinforce the workshop long after the session is over. A handy quick reference handout will also be provided. These documents will be printed and mailed to each registrant by PGAMA prior to the respective virtual workshop session.
- **Presentation with Review Questions** – Each workshop will cover 10 to 12 modules followed by 20 to 25 review questions per workshop. Case study illustrations will also be presented for discussion.
- **Exam and Certificate of Completion** – The respective workshop questions will be issued as a PDF to the registrants prior to the respective workshop session presentation along with a bubble answer sheet. The bubble answer sheet must be completed, scanned, and emailed or faxed to the instructor for grading. A passing grade of 80% is required by the attendee to obtain a personalized Certificate of Completion via email. Those that pass all four workshop sessions will receive a personalized hardcopy Manager Training Certificate of Completion by mail.

INSTRUCTOR - JAMES (JIM) C. BARLOW, JR., CMDSM, EMCM, MDP, MDC

President/Principal, Mail Systems Management, LLC T/A Mail Systems Management Consultants

Jim has a diverse business background with over 30 years in the mailing and printing industries. He is an experienced leader with accomplishments in executive management, marketing, sales, finance, and production solving business problems to promote growth, reduce costs, and increase profits. Extensive mail services engagements include 13 years supporting outsourced management offerings for Xerox Global Services. Jim is a MSMA Certified Mail and Distribution Systems Manager (CMDSM), a USPS Executive Mail Center Manager (EMCM), a USPS Mail Design Professional (MDP) and a MSMA Mailpiece Design Consultant (MDC). He is a highly rated speaker and frequently presents at the National Postal Forum, MAILCOM, MSMA Chapters, various USPS Postal Customer Council Education Seminars and PIA affiliates. In addition, Jim is Past-President of the Washington Metro Chapter of the MSMA, Past Industry Chairman and current board member of the Greater Baltimore Postal Customer Council, a member of PGAMA and an approved consultant for Mailers Hub.

INSTRUCTOR - CHARLES (CHUCK) M. WITTMER, CMDSS, MDC PRESIDENT/PRINCIPAL, POSTAL OPTIMIZATIONS PROGRAMS CONSULTING, LLC

Chuck Wittmer has more than 30 years of executive business experience in the industries of mailing, printing and media. He has held the titles of General Manager, Director of Operations, Director of Sales and Development, Marketing Manager and one of his favorites, Sales Representative. He currently owns Postal Optimizations Programs Consulting, LLC where he consults with manufacturing operations to increase efficiencies and manage service providers. Chuck serves on the Mail Systems Management Association (MSMA) National Board of Directors as its Executive Director, Education and on its Chicago Chapter Board. He is certified by MSMA as a Certified Mail and Distributions Services Supplier and Mailpiece Design Consultant.

INSTRUCTOR - ROBERT (ROB) D. DONALDSON, JR. Rob possesses an Associate of Science in Electronics Engineering from the Community College of the U.S. Air Force and a Bachelor of Science in Mechanical Engineering from Southern California. In his Twenty-seven years in manufacturing and quality engineering, his professional career began as a product development engineer, where he is listed on 6 US Patents as the sole inventor. He later progressed into management in quality, process/manufacturing, and mechanical design in a broad range of industries aspiring to the level of Operations Manager and later to Plant General Manager. His competencies highlights are employing lean enterprise leadership to TS-16949, ISO-13485, and ISO-9001 quality systems, Kaizen, FMEA, PPAP, APQP, and other lean manufacturing/root cause analysis methodologies, and a 6-Sigma Green Belt certification.