

SCORE SouthEast Wisconsin

Management and Employee Relations

MRA Institute of Management [formerly called Management Resource Association] offers management guidance and skills enhancement, and classes for employee training and relations

Human Resources

- Recruiting – interviewing
- Reference checking
- Job descriptions
- Employee handbook assembly
- Employee training classes
- Health insurance strategies
- Employee opinion surveys
- Performance reviews
- Employment law
- Employee Benefits administration:
 - Policies, compliance, and surveys
- Compensation plans and wage surveys

Management

- Leadership classes
- Team building
- Strategic planning
- Safety and Health issues
- Problem analysis and solving
- Conflict management
- Diversity training/ affirmative action policies
- Lean operations

Customer service

- Sales skills and training

Communication Skills

- Personal development
- Presentation skills
- Business writing
- Negotiation skills

Library of Business Materials – for your own research and problem solving.

Classes are at MRA offices, at your own business site, or online.

There are basic, and continuing education classes both, half-day and full-day. Some are certificate courses.

MRA locations are in Brookfield [WI], Northern Illinois, and Western Iowa.

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