MINES
& ASSOCIATES
A National Business Psychology Firm

MINES and Associates Trainer Handbook

January 2019

Table of Contents

Overview of MINES and Associates

MINES and Associates has been in business since 1981. Since that time MINES has become a nation-wide provider of Employee Assistance Programs, wellness programs, managed behavioral healthcare, and organizational development and consulting services. MINES has developed a nationwide PPO network of over 24,000 provider locations spanning the entire United States.

Trainings

MINES offers a set amount of training hours for each of their client organizations. MINES offers a wide selection of trainings and seminars across a huge array of topics including stress and resilience, workplace conflict and safety, nutrition and fitness, communication and teambuilding, legal and financial, aging and caretaking, family and personal issues. MINES is also offers the opportunity to customize trainings to address the specific needs of a client organization.

Affiliate Trainings

MINES does allow some trainings to be put into our Training Catalog that are specific from an affiliate. If you would like to have your training in our catalog, please submit an overview and any handouts and the PowerPoint presentation. When we receive a request for that training, we would work with the client and the affiliate who the training belongs to. Please note that any trainings submitted would be subject to review by the MINES team and the description may be adjusted in the training catalog to fit with the style of the catalog.

Types of Trainings

MINES has a diverse training catalog that is adjusted and revised regularly. Feel free to review the catalog on the MINES Website to see the various lengths of the trainings and the type of trainings we offer. Here is where you can find all of them: http://minesandassociates.com/Training_Main.html. We have divided all our trainings between these categories:

- Employee Development Trainings (Most of these are MINES' trainings and materials)
- Leadership Development Trainings (Most of these are MINES' trainings and materials)
- Personal Development Trainings (Most of these are MINES' trainings and materials)
- Wellbeing Development Trainings (Most of these are affiliate trainings vs. MINES' materials)
- Legal and Financial Development Trainings (These are all affiliate trainings vs. MINES' materials)

BizPsych Trainings

Occasionally MINES also provides trainings that are longer than the typical training and are more in depth. MINES BizPsych division handles those requests and these may be special OD projects or trainings that require more time or a different set-up than our traditional trainings. The account manager will work with you on these and let you know about what may be included on these types of trainings.

Training Expectations

Set up

MINES will outreach the provider to see if they have availability and are interested in presenting the topic. MINES tries to utilize all trainers and match trainers with a variety of trainings that fit their specialties. When you have sign up, you will be requested to fill out a preferences sheet. Each year we request you update that so we can be aware of your preferences.

Introductions

Once we have chosen a trainer who has agreed to do the training, we will connect the trainer with the organization's HR or Training Manager. We will send you a calendar invite with their contact information, the EAP guide for the client so you know what benefits the clients have through us, and the evaluation forms. If possible, we will attach the handout for the training as well.

A/V needs review

We will also connect the organization and our trainer through an email so that the trainer can outreach the organization to see what the expectations are of the training, how many people are expected, A/V needs, and anything else you think is relevant to know.

Review with MINES

After you have this discussion with the client organization, please let the MINES account manager who set up the training know if you have any questions or needs about the training. Also please let us know if you think the training may not be the right training for what they are looking for or if there is an additional client need based on your conversation.

Training Review

If you have not done the training, you can always work with us to review the training, the exercises, and the main points of how to present the training. We will be happy to schedule a conference call or review in person. Also if you think we need to update a statistic or a slide, feel free to let us know and we will do this on your behalf unless we request you to.

Training Materials

Please work with MINES to determine if you can pick up the materials or if MINES should mail the handouts and evaluation forms to the organization. If you are doing your own training, please discuss with MINES if it is appropriate to have the client organization to print out handouts and evaluation forms or if MINES will do it on your behalf.

Day of the Training

Please make sure to work with the organization on what time they want you to arrive before the training. Some clients want you to come 30 minutes early, others don't want you to arrive too early. Please be respectful to their wishes. On the same note, please be respectful of the timeframe of the training and try to not run over the allotted time unless ok'd by the team lead. Also, at the end of the training, please let everyone know that we are their EAP and about their benefits they can use.

Evaluations

Please make sure to have everyone fill out an evaluation form regardless if the training was a MINES training or your own training. MINES can send you evaluation forms or email them if you need additional ones. There could be payment delays if evaluations are not returned to us in a timely fashion. Either you as the trainer or the HR person who set up the training can send us the evaluations. This is an important aspect of each training so we can see where we can improve the training, see what trainings are the most popular, and if there are any concerns we should address around the training.

After the Training

After you have completed the training, please contact us and let us know how it went, if there is any follow up you think might be useful or other trainings we should suggest to them. Also please let us know if there were any issues. Finally, it is important to send us the evaluations, if the HR didn't keep them.

Billing

You are to submit all billing to the MINES account manager who organized the training and to Johnny Matijevich. MINES will review the billing and if everything is correct, Johnny will pay it within a month. We prefer doing direct deposit vs. mailing you a check. If you don't currently receive direct deposit, please let Johnny know and he will send you a form to fill out with your banking information. Also, we will need your Tax Id number on file and if it is not your social security number, we will need your company name for IRS purposes.

Prep Time

We allow a 1 to 1 ratio of prep and training time. This means you are allowed to bill for 1 hour of prep time if the training is 1 hour or less. If the training is 2 hours, then you would be allowed 2 hours of prep. If you feel you need additional prep time, it MUST be approved by the account management team beforehand. This time usually includes the time that you discuss with the organization the needs of the training, review of the materials, and any review needed about expectations or exercises within the training.

Travel Time

Generally, we pay from door to door. This means we pay travel from your home to the place and back. Generally, we do not pay mileage on top of the hourly rate. If your travel time is more than 1 hour one way, please make sure we are aware of that.

Training Time

Training time is the actual training time. We would this to match up to the calendar invite. Any adjustments should be explained to the MINES account manager if appropriate.

Other Important information

MINES often works as a team to complete a training. This means that you may have been working a specific account manager, but someone else also may be on the email or contact you about the training. Our team efforts help assure Quality Assurance and to make sure that all needs are met even when someone is on vacation. Feel free to email the whole team if you aren't sure who you were supposed to contact for something.

MINES Contacts

Here are your account management team. This will be the team who outreaches you for a training request.

- Shellie Murphy at smurphy@minesandassociates.com or 303-953-4010
- Dani Kimlinger at DCKimlinger@minesandassociates.com or 303-952-4985
- Eric Mandel at elmandel@minesandassociates.com or 303-953-4095
- Patrick Heister at PJHiester@minesandassociates.com or 303-952-4990

Please always cc the account manager who set up the training, but if you have any of these needs, here are additional resource contacts at MINES:

- If you have any marketing or visual adjustments needed, please contact Nic at NJMckane@minesandassociates.com.
- If you have any contracting questions, please contact Raena at rmchatwin@minesandassociates.com.
- If you have payment questions, please contact Johnny at jmatijevich@minesandassociates.com.