

Professional Development Course Catalog

Arizona Western College
Continuing Education
Entrepreneurial Center
1351 South Redondo Center Drive
Yuma, AZ 85365
Phone: (928) 317-7674
Fax: (928) 317-7615



ARIZONA WESTERN COLLEGE

Continuing Education



Arizona Western College Continuing Education is focused on providing you with a variety of learning opportunities to build skills in using Microsoft Office software or learning a new language. Also available are invigorating personal enrichment courses such as belly dancing, watercolor painting or relaxing with yoga. The choice is yours! Invest in yourself. Courses in this brochure are non-credit.

Don't Miss Out and Register Early!

Enroll early. Many classes fill up quickly. We will accept your registration as long as there is still room. Community Education classes may be canceled before the first class meeting if the minimum class size isn't met. Decisions to offer or cancel courses are generally made 2 days prior to course start date. Do not be disappointed by registering too late! If a class is canceled, you will receive a full refund.

The College reserves the right to cancel classes due to insufficient enrollment. Time, dates and locations are subject to change.

Please Note: Arizona Western College and their offsite learning centers will be closed for the winter break, last 2 weeks of December. If you would like to enroll in winter season classes during the closure, please leave a message at (928) 317-7674 or email us at continuinged@azwestern.edu.

Please leave the following information and we will contact you upon our return to confirm your enrollment.

- Full Name
- Telephone Number (please include area code)
- Email Address

Want to Know More?

Check out our Website at www.azwestern.edu/continuinged regularly for more, new or added classes.

Or visit us on Facebook at AWC Continuing Education.

Easy Ways to Register

Yuma

Mail or In Person at:
AWC Entrepreneurial Center
1351 S. Redondo Center Drive
Yuma, AZ 85365
Email: ContinuingEd@azwestern.edu
Phone: 928-317-7674
Fax: 928-317-7615

Wellton

Mail or In Person at:
AWC Wellton Learning Center
28851 County 12th Street
Wellton, AZ 85356
Email: WelltonLearningCenter@azwestern.edu
Phone: 928-785-4175
Fax: 928-314-9436

Parker

Mail or In Person at:
AWC Parker Learning Center
1109 Geronimo Avenue
Parker, AZ 85344
Email: awc.lapaz@azwestern.edu
Phone: 928-669-2214
Fax: 928-669-5350

Quartzsite

Mail or In Person at:
AWC Quartzsite Learning Center
695 N. Kofa Ave at Quail
Quartzsite, AZ 85346
Email: awc.lapaz@azwestern.edu
Phone: 928-927-8299

Methods of Payment Accepted

Checks or money orders payable to AWC— Visa, Discover, Master Card—payments can be received in person or by phone. Purchase Orders and Third Party Billing accepted.

Refund/Cancellation Policy

A 100% refund is granted or another individual may attend in your place if a request is made two working days prior to the start of class. A 50% refund will be issued if notice is received less than two working days prior to class start date. No refunds will be issued after the first day of class.

Please allow 4 - 6 weeks to receive your refund. If you do not cancel at least 24 hours before the class begins and you do not attend the class, you will be charged the entire fee.

WANTED! Continuing Education Instructors

Arizona Western College Continuing Education is always looking for new ideas in regard to personal enrichment classes. If you are interested in teaching and/or have an idea for an enrichment course at AWC, please call our offices or log onto our website for a Teaching Interest Form and New Course Proposal form at www.azwestern.edu/continuinged or call 928-317-7674.

Create a Class

Do you see a need for a class that has not been offered or do you have a special interest that you think others might like to learn? Send your Teaching Interest Form along with your name, daytime phone number and address to:

AWC Continuing Education
1351 S. Redondo Center Drive
Yuma, AZ 85365

Your Opinion Counts

Your comments are welcomed and assist AWC Continuing Education in the delivery of programs and services. Our Mission Statement includes the commitment to provide lifelong learning opportunities through innovative partnerships which enhance the lives of people in Yuma and La Paz counties.

- Do they meet your needs?
- Do you have any ideas for new programs?
- Is our staff providing the service (quality/care) that you would expect?

If you have any concerns or questions we would like to hear them. Please contact the Continuing Education division at 928-317-7674.

Like us on



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Adapting Your Leadership Style

Course Description:

As most experienced leaders know, people come in all shapes and sizes, and what works for one employee (in terms of communicating, motivating, giving feedback, etc.) doesn't have the same results with another employee. Understanding and speaking to different styles will make you a more effective leader. In this program you will assess your personal leadership style and apply and practice tools for building connections with employees, running productive meetings and enhancing employee motivation.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify the qualities of an effective leader.
2. Make the mental shift from individual productivity to influencing others.
3. Recognize style differences in others and cater to their preferences.
4. Build rapport using verbal and nonverbal messages.
5. Conduct constructive one-on-ones.
6. Give positive and negative feedback to different styles.
7. Develop individual motivation approaches for employees.
8. Facilitate a meeting effectively.



The Art of Effective Communication

Course Description:

It is not unusual to hear people in companies say, "We have a communication problem here." This two day program will provide methods and information to analyze and improve your own communication and help you help others. We communicate in many ways: with our words, tone, eyes, and bodies to name a few. Understand the hidden meanings behind the various communication methods and devise strategies to communicate more effectively and avoid unnecessary conflict.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Establish a working definition of communication.
2. Review communication models and their key elements.
3. Apply personality assessments to develop effective communication skills.
4. Investigate different styles for communicating and aspects each employs.
5. Establish how tolerance for disagreement affects effective communication.
6. Devise strategies to avoid unnecessary conflict.
7. Identify common communication filters and their potential impact.
8. Analyze how authority shapes communication.
9. Adopt tools for effective communication.
10. Develop a personal communication action plan.

Course Description:

Lay the foundation for more effective communication in this highly interactive workshop. Develop creative ways to establish rapport and build relationships through a deeper awareness of the power of nonverbal communication. Learn how to avoid common communication barriers. Recognize communication styles preferences, and tailor your communication to be more effective with each style. Learn methods for de-escalating difficult situations and resolving conflict effectively. Through a series of structured experiences, develop and learn to apply skills that improve your effectiveness when marketing your services in any communication skill.

The purpose of this training is to teach people the skills they need so that others will want to grant them the power to affect outcomes. Our approach is to teach someone how to develop and maintain rapport, how to resolve conflicts and handle difficult situations, and how to recognize others' needs and support them in meeting their needs while meeting their own as well ("win-win"). The training concludes with emphasizing the qualities that influential people have and give the participants an opportunity to assess themselves in these areas.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Build rapport and develop genuine relationships.
2. Improve communication skills, including verbal and nonverbal messages, to be more effective with others.
3. Recognize common barriers to communication.
4. Understand and use communication styles to tailor your communications.
5. Resolve conflicts.

Assertiveness Skills

Course Description:

Assertiveness Skills are crucial to professional development, as well as other aspects of life. Some of these skills include asking for what you need, handling confrontations gracefully, and putting ideas forward with confidence. Not only do these skills improve teamwork, focus discussions, and build relationships, but they also help individuals to become competent, constructive, confident, and perform at their best. Assertiveness Skills provides the skill development, practice, and understanding individuals need to learn to how to be truly assertive.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Define assertiveness.
2. Recognize the assertiveness continuum.
3. Identify personal blocks to assertiveness.
4. Demonstrate assertive language and behaviors.
5. Avoid language and behaviors that are not assertive (passive, aggressive and passive-aggressive behaviors).
6. Use assertive behaviors in everyday situations.



Balancing Priorities

Course Description:

Everything on my project list is due yesterday; ugh, I just don't know where to start. How many times have you heard this plea for help? The demand for productivity is greater than ever before. Deadlines are tight, resources are limited, technology is complex, and oftentimes employees have the added challenge of reporting to more than one manager. It's no surprise this pressure can lead to increased conflict and overwhelming feelings of confusion. That is, until you equip them with the skills they need to manage their workload effectively.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Understand why it is important to manage your priorities.
2. Describe obstacles to managing your priorities.
3. Prioritize your tasks, activities, and responsibilities.
4. Employ strategies for making the best use of your time.
5. Describe ways to use technology to stay on track.

Behavioral Interviews

Course Description:

When new hires fail to meet initial expectations, not only must organizations spend time and resources hiring replacement employees, but also potentially suffer a loss of productivity and, in some cases, a damaged reputation as the result of an employee's poor performance. A negative attitude, lack of punctuality, and an inability to work well with others or resolve conflict are all behavioral issues that employers can otherwise uncover during an interview—with the right know-how. Basing its teachings on the basic premise that past performance is the best indicator of future performance, Behavioral Interviews leads participants through a structured interview process from reviewing resumes to conducting interviews to evaluating candidates.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Use competencies to develop behavioral-based questions.
2. Recognize the characteristics of, and effectively develop, behavioral-based questions.
3. Explore useful techniques for reviewing resumes.
4. Identify the elements to look for in candidates' answers to behavioral-based questions.
5. Follow a structured method for evaluating candidates objectively.



Course Description:

This course demonstrates how to design and present a professional budget, a task considered by many managers to be one of their most onerous responsibilities. Participants will see the value of budgeting and how to perform the process correctly. The budget process is broken down into eight simple steps and offers helpful tools to design a budget from scratch. After completing this course, you will be able to turn your departmental and personal goals into numbers, build, negotiate and manage your budget...even if you aren't a numbers person.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Understand the reasons for budgeting.
2. Identify different types of budgets and their implications.
3. Understand the planning and research involved in creating a budget.
4. Create a budget.
5. Negotiate and sell the budget to management.
6. Manage a budget once it is established.

Business Etiquette

Course Description:

This training will help you establish the context of a situation and lead a series of coaching conversations that make the individual responsible for proactively defining goals and becoming accountable to their commitments. You will understand how the various aspects of coaching conversations (such as defining the opportunity or problem, analyzing options, and developing an action plan) can motivate and support individuals to help them successfully meet their goals.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Use basic courtesy and manners.
2. Practice common business etiquette to build and maintain relationships.
3. Implement practices for respecting yourself.
4. Be resilient in difficult situations.
5. Interact in a respectful manner with coworkers and subordinates.
6. Interact respectfully with individuals with disabilities.
7. Establish positive human connections.
8. Maintain relationships with strong communication skills.
9. Use technology effectively.
10. Incorporate the traits of successful and respected managers into daily routines.
11. Balance work and personal life appropriately.



Challenging Negative Attitudes

Course Description:

This course explores how to challenge individual negativity as well as how to protect you from the negativity of others. Behavioral models to use in coaching yourself and others in how to build optimistic responses to any given situation are taught. Learn how negative norms become entrenched in an organization, department or team and how to create a more positive working environment.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Adjust your own attitude regarding your work situation.
2. Control the impact of negative situations.
3. Deal with negative people more effectively.
4. Determine how the explanatory styles contribute to pessimism or optimism.
5. Practice using disputation to enhance your optimistic side.
6. Discriminate between situations that call for optimism versus pessimism.
7. Use specific coping tools for dealing with change.
8. Identify the negative norms present in your own organization, department, or team.
9. Use a four-step process to eliminate negative organizational norms.

Coaching Conversations

Course Description:

This training will help you establish the context of a situation and lead a series of coaching conversations that make the individual responsible for proactively defining goals and becoming accountable to their commitments. You will understand how the various aspects of coaching conversations (such as defining the opportunity or problem, analyzing options, and developing an action plan) can motivate and support individuals to help them successfully meet their goals.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify the four steps of a coaching session and how they are applied in various contexts.
2. Recognize the correct application of inquiry and advocacy in a coaching session.
3. Apply basic coaching techniques to coaching for:
 - Performance improvement
 - Career development
 - Training for specific skills
 - Coaching a business team

Course Description:

This half day workshop is designed to help managers, supervisors, and leaders to understand the coaching process, to apply effective strategies for overcoming common coaching challenges, and to create and maintain a successful coaching relationship with an employee.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Learn to discern the difference between coaching and other development strategies.
2. Discover the key elements to successful coaching relationships.
3. Understand the coaching process and how to apply each step.
4. Identify common challenges to successful coaching.
5. Discover effective strategies for managing challenges.
6. Establish and maintain a successful coaching relationship with an employee.

Communication Mystery: Solved!

Course Description:

Communication Mystery: Solved! is an accelerated learning program in which learners will complete a series of activities through which they will learn communication skills, as well as uncover a murder mystery. The instructor plays both the trainer, as well as another role. The theme transports participants through assertive speaking skills, active listening skills and appropriate conflict resolution techniques, all the while trying to figure out the "who done it" mystery theme. It is an innovative and fun way to learn how to communicate.



Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize common myths and facts related to communication.
2. Understand the value or destructiveness of assumptions in communication.
3. Distinguish among the four paths of expression.
4. Construct a tool kit of assertive-speaking techniques.
5. Practice using assertive, positive language when communicating with others.
6. Use active listening skills to communicate with others in a group.
7. Practice effective listening techniques.
8. Become sensitive to behaviors that may or may not obstruct problem solving.

Conflict Management

Course Description:

Conflict is inevitable, but if left unchecked it can be highly destructive within an organization. This program offers approaches that will help you identify and enhance the most important aspects of conflict resolution. Develop communication skills that support conflict prevention and practice tools that will end conflict in even the most difficult situations. When you feel that conflict has gone beyond your means, this program offers the benefits of using a third party, as well as procedures for finding an effective mediator.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Understand the two basic types of conflict and reasons they occur.
2. Recognize four typical approaches to conflict.
3. Implement the basic steps of conflict resolution.
4. Practice communication skills to minimize and even prevent conflict.
5. Employ strategies for responding to challenging people such as dealing with an extremely angry person or someone who won't acknowledge the conflict.
6. Handle specific situations including dealing with your boss, client, or another department.

Creative Problem Solving

Course Description:

Course participants will learn how to integrate creativity with analytic thinking for effective problem solving, and to develop critical thinking skills. Creative problem solving is a valuable skill for today's fast-changing world. The concept of "innovation" and how it relates to the bottom line will also be emphasized. An innovative mindset not only identifies and evaluates great ideas for the marketplace; it also focuses on solving customer problems.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify roadblocks that prevent creative thinking.
2. Develop creative attitudes and learn to see that all problems have opportunities.
3. Rediscover your creative ability.
4. Focus and direct creative efforts.
5. Overcome criticism and gain acceptance for new ideas.
6. Learn creative and effective techniques to recognize and identify problems.
7. Explore techniques for managing creative people.
8. Realize the significance of humor and how it impacts creativity.

Course Description:

What's the #1 skill executives look for in their employees? Critical thinking. It's not about criticizing others—it's about understanding the problem, evaluating the evidence, and making logical and thoughtful decisions. It's a skill that can help your organization find smart solutions to tricky problems, avoid emotional thinking and mistakes, and work together more efficiently. Critical Thinking Skills is a training solution that provides individuals with tips, techniques, and thought exercises that help to develop critical thinking skills.



Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Define critical thinking.
2. Identify and adopt the characteristics of critical thinking.
3. Recognize and avoid critical thinking mistakes.
4. Identify assumptions.
5. Evaluate information accurately and thoroughly.
6. Distinguish between fact and opinion.
7. Implement the critical thinking process in business situations.

Culture Competency

Course Description:

Awareness and acceptance of difference within an organization creates an environment of cohesion and collaboration; two essential components in order to be productive. In this course participants will identify the components of cultural competencies in the workplace. They will work together to create a cultural competency profile including personal goals to empower individuals to practice acceptance within their environment. Participants will leave this course with more understanding of others cultures and traditions, while also learning positive techniques to generate awareness within their organization.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify the elements of cultural competence in the workplace.
2. Increase your understanding of your own cultural background and how it affects your perceptions and interpretations of other cultures.
3. Recognize the three dimensions of cultural awareness when interacting with other cultures.
4. Develop the skills needed to practice respectful and caring behavior toward culturally diverse individuals and groups.
5. Understand how values differ among cultures.
6. Identify different communication styles among diverse cultural groups.
7. Give and receive feedback in a caring, respectful way.
8. Adapt behaviors that support cultural competency and minimize behaviors that undermine it.

Customer Service over the Phone

Course Description:

In today's competitive environment, customer service is often the key that sets a successful company apart from others. This program ensures that your customer interactions will result in satisfied, happy customers by providing skills to manage all types of customer calls and situations.



Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize the components of customer service.
2. Identify the roles of a customer service representative.
3. Practice techniques for taking control of the call.
4. Learn to handle angry customers.
5. Implement strategies for staying motivated.

Dealing with Difficult Conversations

Course Description:

Most managers and team leaders will not readily welcome the task of having to let an employee go or provide them with a negative performance review. These are just a couple of examples of those difficult conversations which are an unavoidable and recurring instance in the workplace. Despite their compelling presence, they don't have to be feared or dreaded—they can be handled in such a way that increases self-confidence and encourages an environment of positivity. With realistic examples and role-playing activities, this program helps participants as they prepare, carry-out, and close difficult conversations in the most productive manner—leading them to embrace, rather than fear confrontation and produce long-lasting benefits for both the employee and organization.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize problems before they become a crisis.
2. Handle sensitive issues to avoid escalation.
3. Diffuse difficult situations through appropriate communication.
4. Express urgency without panic.
5. Deliver bad news.
6. Create an environment that encourages problems to be surfaced instead of swept under the rug.
7. Express emotions appropriately and help others express their feelings appropriately.
8. Discuss negative feedback constructively.
9. Create an action plan for dealing with difficult conversations.

Course Description:

This program helps ensure that every team operates at its highest potential by defining the team vision and mission, creating a mission critical action plan, establishing clear roles and expectations for individuals and obtaining unconditional commitment and accountability from every team member.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize the difference between teams and groups.
2. Understand the need for balance between task behaviors and team behaviors.
3. Take steps towards clarifying your team's position.
4. Create a team vision and mission statement.
5. Prepare a mission critical action plan.
6. Obtain unconditional commitment and accountability from team members.
7. Establish team guidelines.
8. Define effective individual team roles.



Delegating for Growth

Course Description:

Delegating for Growth is an interactive skills training course that will help any manager to better understand the purpose of delegation, prepare for and apply the steps to delegating effectively, and learn to recover from inevitable mistakes or disappointments. This training program will help to increase company-wide productivity, foster employee confidence at all levels, and develop a team-driven culture. Most tasks and projects can be delegated. In particular, if you find yourself doing the tasks and activities you were promoted from, that's a clear sign of items you should be delegating. Not sure how? That's where we come into play.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize delegation as a tool for employee growth (not just as a way to lighten your own workload).
2. Prepare yourself to delegate effectively.
3. Assess your employees to determine their delegation needs.
4. Match employees and projects appropriately.
5. Identify barriers to delegation and overcome them.
6. Apply the steps to delegating effectively.
7. Handle mistakes, missteps and failures as learning opportunities.

Developing Positive Relationships at Work

Course Description:

It's no secret that the aim of every organization is to hire the best talent. But when it comes to success in the workplace, Ivy League degrees and decades of professional experience are of no use if individuals fail to develop and maintain healthy relationships. In other words, when the people in your organization can't work together and "play nice," business is bound to suffer.

Developing Positive Relationships is the positive learning experience your organization needs to ensure that individuals unite around a common mission, value diversity, rise above personal slights, take responsibility, and cultivate an environment based on trust.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Base every working relationship on a common purpose.
2. Demonstrate actions that build trust and avoid those that erode trust.
3. Model the positive relationship behaviors you seek in others.
4. Manage, not manipulate, relationships.
5. Implement strategies to improve or survive relationships.
6. Set boundaries and stand your ground.

Developing Your Direct Reports

Course Description:

Developing Your Direct Reports is a course in which participants will learn Development Coaching. So what's the difference between Performance Management and Development Coaching? Performance management is focused on eliminating the weaknesses of the past and present. Development coaching, on the other hand, targets employee strengths as the basis for future performance and the achievement of long-term goals. And the other major difference? It requires the direct and regular involvement of the manager.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize the difference between performance management and development coaching.
2. Implement a strengths based approach to development.
3. Provide employees with the tools to assess their strengths and development needs.
4. Conduct a positive development discussion.
5. Identify a variety of paths to development.
6. Create an effective individual development plan.

Course Description:

This instructor-led course explores diversity in the workplace. It begins by examining the various aspects of diversity, defining diversity and guiding students through a look at the components of diversity that they personally bring with them. The impact of perception is also examined. Stereotypes are identified and defused through an experiential exercise. Techniques to manage conflict successfully, communicate with respect, confront others who do not appreciate a diverse workplace and handling sensitive situations are examined.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Describe how diversity impacts the workplace.
2. Identify areas of common ground.
3. Identify techniques for effective communication.
4. Describe strategies for managing issues.
5. Develop an action plan.

Effective Listening Skills

Course Description:

Without the proper training, two things can stand in the way of effective listening: bad habits and style differences. The first step to becoming a better listener is to break and eliminate those habits. The second step is to understand the different ways people listen, along with its benefits and potential trouble spots. Using a five-step process, individuals learn how to eliminate barriers to good listening, improve communication skills, maximize productivity, and build interpersonal relationships.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Describe the importance of listening.
2. Identify barriers to listening well.
3. Implement the steps of active listening.
4. Uncover hidden messages.
5. Listen in emotional situations.
6. Increase information flow to enhance productivity and teamwork.



Effective Negotiation Skills

Course Description:

This training is organized in a way to layer coaching with training. Once the participant understands not only what they want but why they want it, they can be in the ideal space to really listen, prepare, and persuade with skill and integrity. These skills offer participants tremendous leverage to reap great rewards and create win-win relationships.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Develop an effective plan and strategy for any negotiation.
2. Recognize interests and issues and avoid unnecessary positions.
3. Become more persuasive.
4. Use techniques that draw information from the other party.
5. Minimize conflicts and deadlocks.
6. Ask and answer questions to control the negotiations.
7. Deflect personal, hostile, or irrelevant objections by reestablishing common ground in the negotiations.
8. Create a list of concessions that can be "given" during the negotiation to use as bargaining tools.
9. Read body language, facial expressions, and other signals to uncover "hidden" messages.

Emotional Intelligence

Course Description:

No doubt technical and task-oriented skills are important to bring to any working environment, but research has proven that real success comes from those who have honed the soft skill of emotional intelligence. No organization is without its ups, downs, and of course, turnarounds, which is why emotional intelligence is an essential aspect for anyone in the working field. In a world of deadlines, organizational changes, limited resources, and conflicting orders (to name a few stressors), having the ability to control your emotions is essential to navigating the unavoidably high-stress environment that often shapes the working world.

Emotional intelligence is recognizing your emotional triggers and knowing when and how to use them in a way that enables you to not only deal with these stressors objectively, but to also develop strong connections with your co-workers. Emotional Intelligence: A Scientifically Proven Method for Developing the Skills of Success, introduces the four essential aspects to honing this soft skill - interpersonal skills, adaptability, and resilience - and strategies for developing each; helping you to confront issues, tackle problems, and manage change and stress with composure and clarity.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Manage your emotions by recognizing how thoughts and emotions are connected.
2. Improve your self-control by identifying physical cues that indicate your emotions may be taking over.
3. Discover how emotional intelligence can help you develop more positive relationships at work and a more optimistic outlook.
4. Learn how to use assertive communication to express your needs and feelings appropriately.
5. Explore how to use emotional intelligence to bounce back from setbacks.

Course Description:

Employee Engagement is a half-day training course that introduces leaders and managers alike to the tools and techniques for ensuring employees feel valued and supported in their day-to-day responsibilities. Organized into four distinct categories or strategies for employee engagement, the program offers self-assessments, interactive activities, and practical knowledge for becoming an effective and influential leader.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize the importance of knowing every employee as a unique individual.
2. Identify each employee's strengths and how to leverage them in the workplace.
3. Show your support by minimizing obstacles that frustrate employees—including yourself!
4. Create a career path and meaningful work for each employee.
5. Foster an environment where employees feel free to ask and say anything.
6. Show appreciation and recognition in a way that is meaningful to each employee.



Ethics in the Workplace

Course Description:

Workplace ethics go beyond doing the right thing. An ethical workplace establishes a solid foundation for organizational behavior, cultivates better teamwork and productivity, creates consistent standards for company offerings, ensures the legality and enforcement of corporate policies, and supports company growth and reputation. This half-day program explores how workplace ethics should be developed, how to create the standards and policies that support them, how employees can be trained and managed to follow and support these standards, and how to deal with problems where ethics are concerned.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Dispel common myths about business ethics.
2. Describe the ideal ethical workplace.
3. Implement ethics guidelines and policies in your organization.
4. Identify and resolve typical ethical dilemmas.
5. Recognize common excuses for unethical behavior and what to do about them.
6. Deal with unethical coworkers, customers and vendors.

Financial Intelligence

Course Description:

Financial Intelligence is a back-to-basics training program that's perfect for anyone who needs to learn how to read, interpret, and analyze the ten most commonly used accounting instruments. Managers, particularly, will benefit from understanding the financial consequences of their decisions. And, in doing so, be more able to contribute to planning and strategy discussions. From budgets and income statements to EBITDA, break-even analysis, and profitability ratio, this program empowers individuals to control operations, justify requests, translate performance into financial terms, and quantify their contribution to the organization.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify the advantages of analyzing financial information.
2. Understand the purpose and benefits of budgets.
3. Differentiate among various financial instruments.
4. Conduct horizontal and vertical analyses using your organization's financial information.
5. Recognize which ratios are most important to your organization.

Fundamentals of Strategic Planning

Course Description:

What ensures the long term success of an organization? Nothing! However, it has been proven that companies that partake in serious strategic planning have a significant edge in being successful over those that don't. This program identifies the elements of an effective strategic planning model, gives you the tools to discover your strengths, weaknesses, opportunities and threats when setting a strategic vision and helps you avoid common pitfalls that derail strategic plans.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify the elements of an effective strategic planning model.
2. Identify a good foundation for creating a strategic team.
3. Discover your strengths, weaknesses, opportunities, and threats when setting directions.
4. Define strategic values.
5. Participate in a strategic planning effort.
6. Avoid common pitfalls that derail strategic plans.

Course Description:

Successful implementation of a project or initiative is founded not only on careful planning, but on the knowledge of what it will really take to “make things happen”⁰. This one-day course, designed for members of project teams, organization change agents, special task force members, and high level contributors within the organization, demonstrates the best strategies for effective implementation of critical work goals. Learn the keys to implement your project, team, and individual tasks for maximum efficiency, even before the project begins. Understand the direction you and your co-workers need to take, establish priorities to drive success, and build plans to produce actionable outcomes. Discover how the motivation of yourself and others to become engaged and accountable for the processes and the execution of tasks which lead to clear, measurable results.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Implement your project, team and individual tasks.
2. Understand the direction in which you and your coworkers are headed.
3. Establish the priorities that will drive success.
4. Build plans that produce actionable outcomes.
5. Motivate yourself and others to be enthused and engaged.
6. Execute your tasks.
7. Be held accountable to clearly defined results.

The Golden Rule

Course Description:

An increasingly demanding workplace creates greater pressure and stress for every employee. In addition, impersonal electronic communication has taken precedence over face-to-face interactions. Sometimes, this increased stress, and the lack of personal contact leads to more abrupt, informal face-to-face communication. The Golden Rule is designed to help employees consistently demonstrate respect in their day-to-day interactions. From electronic to face-to-face communication, participants learn the behaviors that contribute to a respectful environment. They will learn how to establish self-respect, develop reciprocity with colleagues, and maintain respect when faced with stress, uncertainty, and change.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Examine the behaviors that contribute to a respectful workplace at the individual and organizational level.
2. Recognize the importance of building an organizational culture that fosters respect.
3. Implement strategies to maintain a respectful work environment when faced with stress, uncertainty, and change.
4. Maintain and rebuild respect after there has been an offense.

How to Handle Change and Upheaval

Course Description:

It's important to recognize that events occurring in the workplace may be due to change. First and foremost, we must have an understanding of why changes are occurring. In this training, the participants will be asked to evaluate how well they respond to change. They will learn that everyone experiences a negative reaction to change from time to time. However, it's important that the negative reaction doesn't become a habit.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Evaluate typical attitudes toward change.
2. Recognize the signals of change-related stress.
3. Understand the four parts of the change cycle.
4. Apply positive strategies for coping with change.

How to Make Yourself Indispensable

Course Description:

Indispensable employees are always indispensable, no matter where they go or what they do. That's because it's more about attitude than skill set. They know the key to their success is to work smarter, not harder. They understand where to focus their energy to get the greatest return on their efforts. They take time out to plan and they offer a solution for every problem. They get the difference between being proactive and being reactive. They also know they are replaceable...and perhaps most importantly, they want to be replaceable. It's how they climb the ladder faster than everyone else.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Take ownership of your responsibilities and results.
2. Take initiative to go above and beyond what is expected of you.
3. Expand your sphere of influence.
4. Perform well under pressure.
5. Adapt to changing situations.
6. Be someone others want to work with.
7. Help others improve their performance.
8. Avoid being "irreplaceable"—locked into your role and unwilling to share your knowledge.

Course Description:

While it is not always possible to check emotions at the door, it is possible to figure out what triggers emotional responses and then learn how to respond appropriately. From minimizing frustration to conquering negative self-talk, this training will give individuals the tools they need to control physical responses, reframe thinking, handle accidental outbursts, and learn long-term strategies for channeling emotions productively.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize the messages our emotions send us at work.
2. Understand the trigger-perception-response cycle.
3. Reframe our thinking to avoid emotional outbursts.
4. Replace emotional outbursts with productive confrontations.
5. Recover from your own or another person's emotional outburst.
6. Employ long-term strategies to channel emotions productively.



Ideas Into Action

Course Description:

Innovation is usually less about a revolutionary idea and more about evolution and execution. Simply put, the goal of innovation is to introduce something new or to make something better. But that doesn't mean it has to be complex or difficult. Whether it's improving customer return policies or developing high-tech products, innovation can happen anywhere in an organization — and by anyone.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize common myths and misconceptions about innovation.
2. Use multiple intelligences to generate a variety of ideas.
3. Apply the characteristics of creative people to any problem or issue.
4. Follow a four-step process for team innovation.
5. Promote innovation without regulating it.
6. Use cross-functional teams to foster innovation.
7. Spot sacred cows in your organization.

Increasing Your Emotional Intelligence

Course Description:

People with high emotional intelligence are poised, outgoing and cheerful, have empathy for others, express their feelings directly but appropriately, and have a capacity for developing meaningful relationships. All of these traits are very important aspects of a collaborative, high achieving workplace. This program offers you techniques to increase and develop your emotional intelligence. It guides you through proven methods to apply emotional intelligence in the workplace to enhance employee relationships and increase productivity.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Develop your level of emotional intelligence.
2. Identify negative consequences of unmanaged emotions on your personal effectiveness.
3. Describe the importance of emotional intelligence to building good relationships.
4. Increase your empathy and social skills.
5. Practice techniques to achieve greater self-awareness, self-control, and self-motivation.
6. Understand how emotional intelligence can be applied at the workplace to enhance employee relationships and increase productivity.

Leadership 101

Course Description:

Great leaders aren't just born that way—they must learn how to lead and influence others through experience, mentoring, and training. By addressing everything from trust to perception to attitude, Leadership 101 is a training program that gives both newly emerging and experienced leaders and managers the tools and techniques for developing and refining their skills. The bottom line? This learning resource will help your organization retain employees and clients, make better decisions, and improve performance.



Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify key characteristics of leaders.
2. Build trust and confidence with employees.
3. Avoid behaviors that undermine leadership.
4. Promote teamwork and esprit de corps.
5. Act decisively.
6. Demonstrate leadership in a crisis.

Course Description:

Organizational shifts can bode either a positive or negative experience for those involved depending on how effectively they are led through the process. Leaders play a vital role in seeing that employees understand the benefits and new opportunities brought about by change. Leading Others through Change recognizes that to affect a positive and productive experience, leaders must ACT - Active the change, Create a Plan, and Transition the change. Using a 10-step process as its basis, this program takes participants through the three phases and identifies techniques for ensuring that the change is not only a success, but that it becomes a lasting part of the culture. They'll learn to manage resistance, garner commitment, and increase motivation for the change from start to finish, including how to evaluate efforts in order to steer the success of future initiatives.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Understand why change initiatives fail and how to ensure their success.
2. Implement a framework to actively lead change efforts.
3. Plan for the success of future change through close evaluation of the current initiative.
4. Identify, acknowledge, and manage resistance to ensure an efficient transition.
5. Apply techniques for increasing and gaining commitment to the change.

Learning to Manage

Course Description:

So you're highly knowledgeable and skilled in your career field, your hard work has paid off and a job promotion is likely or has already come your way. You relish in the prospects and rightfully so — a managerial role is an exciting and advantageous opportunity, but if you're not equipped with the management know-how, it can be a surprisingly overwhelming transition. How do you make it a success? Learning to Manage walks you through the process of successful management by introducing the tools and techniques for effectively handling five target areas — people, projects, performance, problems, and even personal development because successful management starts with being able to manage yourself. Each of these areas is essential to minimizing the stress associated with the transition from individual work as you learn to delegate, communicate, and most of all, develop your employees — laying the foundation for productivity and organizational success.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Understand how to make the transition into management.
2. Avoid the common pitfalls that derail new managers.
3. Discover how to communicate effectively up and down your organization.
4. Explore ways to effectively delegate work and encourage employee development.
5. Identify how to manage task-related and interpersonal crises.
6. Develop self-awareness and determine the support you need to successfully manage employees.

Managing Managers

Course Description:

Managing managers takes courage, and in this course we give you a simple, but effective two-pronged approach focusing on developing your business strategy, while also improving your leadership skills.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Understand your role as liaison between senior management and front-line managers.
2. Identify the special challenges facing your managers.
3. Help managers recognize their dual focus between long-term planning and daily performance.
4. Inspire a shared vision.
5. Adjust your leadership style to meet your managers' needs.
6. Use delegation to empower your managers.

Managing Offsite Employees

Course Description:

Organizations are buzzing about the potential benefits and competitive advantage an off-site workforce has to offer. Decreased turnover and absenteeism. Improved retention. Cost reduction. Access to a larger pool of talent. And there are perks for the individual too, including increased flexibility, independence, and a better work-life balance. But let's face it. Managing a remote workforce takes more than smartphones, WiFi, web cams, and expense allowances. It requires the right employees in the right jobs with the right skills and the right resources. And it also requires managers with the know-how to communicate effectively, maintain a sense of community, cultivate teamwork and develop relationships built on trust.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Discuss the benefits and challenges of off-site working relationships for employees, managers, and organizations.
2. Explain the importance of successfully managing off-site employees.
3. Identify the factors and tools that must be in place for an off-site employee to be effective.
4. Describe the role that trust and communication play in the success of an off-site relationship.
5. Employ strategies that help off-site employees stay on track and that deal with common problems faced by managers.
6. Follow a set of best practices for successfully managing off-site employees.

Course Description:

Explore strategies for managing stress and minimizing its effects. This program provides a look at the stress cycle and discusses how to intervene at each step in the cycle. It looks at how to achieve balance and gain renewed energy and enthusiasm.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify the major stressors in your life.
2. Establish your optimal stress level.
3. Recognize the elements of the stress cycle.
4. Avoid "catastrophizing" and other unproductive self-talk.
5. Discuss the effects of mood on stress and learn to cope when in a bad mood.
6. Recognize when extreme moods require professional help.
7. Implement strategies for saying no diplomatically.
8. Communicate effectively, even when stressed.
9. Deal with people who stress you out.
10. Incorporate mental strategies for managing stress.
11. Integrate physical strategies for managing stress.
12. Develop problem-solving skills to reduce stress.
13. Reduce stress by developing a perspective of gratitude.
14. Live with a "no regrets" attitude.

Managing Teams

Course Description:

Leading a team is a big responsibility. The effectiveness of the team depends in large part on the quality of your management skills. This program gives you the tools to help ensure that your team runs efficiently while maintaining a high level of motivation and satisfaction among individual team members. Topics covered include developing and using a project plan, establishing accountability among team members, conducting meetings efficiently, helping the team make good decisions, handling conflict productively and rewarding team accomplishments appropriately.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Determine the fundamentals for establishing a team.
2. Develop a team charter and project plan.
3. Clarify team roles and personality types.
4. Define leadership responsibilities and functions.
5. Understand how to lead through coaching.
6. Facilitate team meetings effectively.
7. Make decision-making beneficial.
8. Handle conflict appropriately.
9. Understand and deal with communication issues.
10. Troubleshoot problem situations on the team.
11. Measure a team's success.
12. Reward team accomplishments.

Meeting Management

Course Description:

Successful completion of this program will increase your knowledge and ability to effectively prepare for meetings; identify clear and concise objectives, set realistic ground rules; problem solve effectively with meeting participants; actively make decisions and create an action plan; understand the role of the meeting leader; practice techniques as a conflict mediator; create an accountability chart; and plan for follow-through.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Prepare for a facilitation event by asking critical questions.
2. Build an effective agenda.
3. Begin and end meetings on time.
4. Avoid distractions that lead a group off track.
5. Solve problems in a group.
6. Choose the most appropriate form of decision making with a group.
7. Employ group process skills to generate discussion and keep it moving productively.
8. Handle "problem" personalities.
9. Write meeting minutes that get read.
10. Increase accountability for individual tasks and follow-up items.

Mental Models

Course Description:

Successful completion of this program will increase your knowledge and ability to effectively prepare for meetings; identify clear and concise objectives, set realistic ground rules; problem solve effectively with meeting participants; actively make decisions and create an action plan; understand the role of the meeting leader; practice techniques as a conflict mediator; create an accountability chart; and plan for follow-through.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Define mental models and describe how they influence the workplace.
2. Identify your own mental models.
3. Recognize assumptions in your mental models.
4. Reveal hidden assumptions.
5. Avoid typical mental mistakes.
6. Implement strategies to adjust inaccurate mental models.

Course Description:

Successful completion of this program will increase your knowledge and ability to effectively prepare for meetings; identify clear and concise objectives, set realistic ground rules; problem solve effectively with meeting participants; actively make decisions and create an action plan; understand the role of the meeting leader; practice techniques as a conflict mediator; create an accountability chart; and plan for follow-through.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify major factors that affect motivation.
2. Apply dialog and listening skills that model community, influence, and openness.
3. Take specific actions to foster trust within a group.
4. Model the concept of accountability.
5. Identify inhibitors to fostering group commitment and passion.
6. Teach a four-step process designed to help groups learn from mistakes.
7. Encourage group initiative-taking.
8. Create a group culture of ownership and accountability.
9. Identify and apply strategies for dealing with outside pressures that negatively affect motivation.
10. Identify and apply strategies for dealing with systems and policies that negatively affect group esteem.

The Multi-Generational Workplace

Course Description:

The basic premise of this program is that motivation is not something you do to others; people motivate themselves. This program is not about traditional extrinsic motivation techniques such as rewards, incentives, salary, etc. These use a carrot or stick approach that tries to get employees to change their behavior based on external factors. This program is about helping managers and supervisors create the appropriate climate that fosters positive feelings and eliminates obstacles, then employees will be intrinsically motivated. The three elements of this type of climate are community, influence and openness. The program focuses on providing the skills and techniques you will need to help groups develop a sense of community, to acquire influence over their work-related actions, and to enjoy the openness of shared information and feelings.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Describe the changing workplace.
2. Identify the four generations in the workplace.
3. Describe the characteristics of the four generations in the workplace.
4. Examine the stereotypes associated with each generation.
5. Identify potential challenges when interacting with the different generations.
6. Demonstrate techniques that foster respectful communication with different generations.
7. Develop an action plan to connect to all generations in your workplace.

Navigating Difficult Conversations

Course Description:

Most managers and team leaders will not readily welcome the task of having to let an employee go or provide them with a negative performance review. These are just a couple of examples of those difficult conversations which are an unavoidable and recurring instance in the workplace. Despite their compelling presence, they don't have to be feared or dreaded—they can be handled in such a way that increases self-confidence and encourages an environment of positivity. Navigating Difficult Conversations introduces participants to a seven-stage process for taking control in these situations and minimizing negative backlash to effect an environment of reduced stress, increased trust, improved relationships, and higher productivity. With realistic examples and role-playing activities, this program helps participants as they prepare, carry-out, and close difficult conversations in the most productive manner—leading them to embrace, rather than fear confrontation and produce long-lasting benefits for both the employee and organization.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Understand the nature of difficult conversations and what it takes to handle them.
2. Identify the seven stages of handling difficult conversations.
3. Use empathy in a way that minimizes negative responses and strengthens relationships.
4. Apply best practices for preparing, initiating, and delivering the conversation.
5. Discover how to generate solutions and bring the conversation to a close.

Organizational Trust

Course Description:

While the nature of day-to-day tasks and responsibilities certainly make up a large portion of employee job satisfaction, more often than not, the most influential aspect has to do with the interaction between colleagues. Organizations that promote a positive, supportive working environment or rather, those that emphasize a culture of trust are also those with the highest recruitment and retention rates — this is because they lay the groundwork for effecting respect, faith, and integrity at all levels. In turn, personal attributes such as these have far-reaching effects on the organization's success — they're more credible, productive, flexible, innovative, and able to adapt to changing circumstances and effectively handle crises.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Assess the level of trust in your organization and your own trustworthiness.
2. Be mindful of the results of distrust between employees and within an organization.
3. Identify the characteristics that engender trusting employees and organizations.
4. Discover the common "trust busters" and specific actions you can take to prevent their presence in the workplace.
5. Explore the ways organizations and teams can build a culture of trust.
6. Identify the warning signs of a low-trust organization and how to restore trust when it's been lost.

Course Description:

This program teaches you the basic concepts of a performance management system and the means needed for building and implementing a performance strategy within your organization. This understanding empowers you to translate your strategy into actions that can be measured and monitored throughout your organization.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Understand the elements of an effective performance management system.
2. Help employees create individualized performance goals.
3. Provide clear direction so that employees know what is expected of them.
4. Offer ongoing feedback for positive guidance and improvement.
5. Develop credible measurements that impact results and have meaning for employees and the organization.
6. Follow a fair and objective plan for progressive discipline when performance problems haven't been solved through other means.

Positive Approaches to Resolving Performance and Conduct Problems

Course Description:

Successful completion of this course will increase your knowledge and ability to define and identify problem employees or non-performers; assess and confront problem behaviors before more drastic measures need to be taken; conduct a successful confrontation session; develop and communicate standards that will ensure high quality performance; create a plan for employee "buy-in" and determine what helps motivate your employees; and carry out disciplinary sessions that work for both you and your employees.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Define and identify problem employees or non-performers.
2. Assess and confront problem behaviors before more drastic measures need to be taken.
3. Conduct a successful confrontation session.
4. Develop and communicate standards that will ensure high quality performance.
5. Create a plan for employee "buy-in" and determine what helps motivate your employees.
6. Carry out disciplinary sessions that work for both you and your employees.

Preventing Workplace Harassment

Course Description:

In this program, you'll learn the answers to all of your questions about dealing with harassment in the workplace. You'll read about real cases, learn some tips and tools for dealing with situations that may come up, and implement steps to prevent the occurrences of harassment.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Administer an effective harassment prevention policy.
2. Determine what qualifies as harassment and what does not.
3. Conduct a thorough investigation when a claim of harassment is made.
4. Implement steps to prevent the occurrence of harassment.

Productive Work Habits

Course Description:

Productivity isn't about quantity. It's about doing the right task, at the right time. In other words, it's about recognizing what to do when. But sometimes that's easier said than done. You can help employees and managers improve their productivity with Productive Work Habits.

Available as a half-day classroom training program and e-learning program, participants will begin to develop the positive habits they need to gain focus, learn how to prioritize tasks efficiently, become better organized, manage their time efficiently, work more effectively with colleagues—and even create better work-life balance.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize the difference between true productivity and "fake" productivity.
2. Prioritize your daily work based on your key results.
3. Improve your ability to focus.
4. Eliminate habits that detract from your productivity.
5. Work effectively with colleagues.
6. Cultivate the nine habits that will increase your productivity.

Course Description:

The buck stops here. As a project manager, that is often true. Project management is getting more complex as organizations are keeping a close eye on schedules and budgets in order to maintain productivity and profitability. This 2-day course covers the steps of project management from definition and planning to implementation, monitoring, completion and evaluation. You will be able to complete a thorough and accurate project plan including task identification, scheduling and budgeting; monitor the key project issues of schedule, budget and performance deliverables; and develop appropriate responses to potential problems. After the project is completed, you will deliver clear and effective reports that include a formal evaluation of the project.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Define the project and determine its time, cost and performance parameters.
2. Plan the details and sequence of execution.
3. Implement the work according to plan.
4. Monitor key parameters and milestones to ensure that the plan is adhered to.
5. Complete the project through the final deliverables.
6. Evaluate the project effort.

Resilience

Course Description:

Conflict, change, and stress are a regular part of everyday organizational life. The key to employee survival is resilience, the ability to bounce back after adversity. Being resilient doesn't prevent tough challenges from happening, but it does provide individuals with the strength and wherewithal to recover and move on time and time again.

Developing resilience is a lot like engineering a building to withstand an earthquake. It requires a solid foundation and a flexible structure that won't crack or crumble under pressure. In human terms, it translates into self-esteem, connections with others, mental agility, and effective coping strategies.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Bounce back from adversity.
2. Build your self-esteem as a foundation of resilience.
3. Make and maintain connections to build resilience.
4. Accept and embrace change.
5. Use flexible thinking to overcome obstacles.
6. Implement stress management and relaxation strategies to maintain resilience.

Resolving Conflict at Work: Improving Workplace Relationships

Course Description:

Conflict is an inevitable part of work. Whether between individuals or teams, at some point, conflict will arise and need to be addressed. But resolving conflict doesn't need to be a negative experience, in fact, managing conflict can be a catalyst for positive change. This half-day program explores various work relationships and their impact on the employee, how business relationships can be managed to avoid unnecessary conflict, how to use effective resolution steps when conflict occurs, and how to deal with difficult people when managing conflict.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize your network of relationships at work and your part of them.
2. Positively manage business relationships to avoid unnecessary conflict.
3. Use effective conflict resolution steps when conflict occurs.
4. Deal with difficult team members.

Selling Essentials: Coaching for Performance

Course Description:

Ask any manager about sales coaching, and you're likely to see them roll their eyes in response. Why? Because most managers claim they don't have the time, the skills, the patience, or the need to do it. But in reality, creating a coaching culture will fundamentally change the way business is done. It will enable your organization to develop the potential of its sales team, retain its top performers, and multiply sales. And guess what? Coaching doesn't involve hours of classroom time, role playing, or a three-day retreat at a faraway conference center. In fact, it's not that at all. Coaching is about building a trust-based relationship that's focused on mutual growth, a little know-how about personal style, the ability to be flexible, and knowing when to seize everyday moments as learning opportunities.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Define coaching in a professional setting.
2. Explain the importance of effective coaching and feedback.
3. Identify your strengths and areas for improvement as a coach.
4. Describe the challenges of coaching.
5. Demonstrate how to use the Coaching Model.
6. Describe the best practices for giving feedback.

Course Description:

Do your sales reps think their job is done when they've closed a deal? Not so fast. Ask any seasoned sales professional and they will tell you that's a huge mistake. Why? The reality is that there's a long road ahead if they want to gain a client for life, from implementation and follow-up to building the relationship and developing client loyalty. But the payoff is worth the effort. That's because acquiring a new client costs far more in expense and effort than investing in an existing relationship.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Explain the process of product implementation and plan how to develop clients for life.
2. Describe how to develop strong, mutually beneficial client relationships.
3. Discuss effective techniques for building customer relationships.
4. Identify strategies for capitalizing on customer relationships.

Selling Essentials: Opening the Sales Call

Course Description:

Ten seconds or less. That's how long the window of opportunity is open for your salespeople to grab a client's attention. And that's why it's vitally important to arm them with the tools that enable them to be confident, sincere, engaging, and successful—before they set foot in their next face-to-face sales call. With the proper knowledge and preparation, your salespeople can establish themselves as experts, think on their feet, adapt to client expectations, and capture lifetime clients.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify strategies to use for preparing to open the sales call.
2. Describe the traits that help you to be successful when opening the call.
3. Explain the importance of building rapport.
4. Demonstrate how to open the call using a consistent framework.
5. Describe tips for successfully opening the sales call.

Selling Essentials: Presenting Solutions, Overcoming Objections, and Closing the Sale

Course Description:

It's true. Preparation is key, especially when it comes to selling. Successful salespeople know it. From mastering product knowledge to understanding what the client wants and figuring out how to clinch the sale, they always do their homework. Always. But knowing what to prepare—and how to prepare—can't be left to trial and error. That's because developing the ability to see through the client's eyes, pinpoint their needs, think outside of the box, and deliver a convincing presentation takes time, training, practice, and then more practice.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Effectively present solutions using the Presentation Model.
2. Describe the features and benefits of a product or service.
3. Identify typical customer objections.
4. Deal with and overcome objections using the Objection-Handling Model.
5. Describe the steps for closing.
6. Demonstrate how to close the sale.

Selling Essentials: Prospecting and Territory Management

Course Description:

Ask any sales professional about prospecting and most will tell you it's their least favorite thing to do. From figuring out how to develop a territory to finding qualified leads and making cold calls, it's enough to cause even the most seasoned people to cringe. Some even point fingers claiming it's not within the realm of their responsibility. But prospecting is the vital first step in the sales cycle, and the key to success is preparation, practice, and confidence. The training gives salespeople at all levels the know-how to tackle prospecting, maintain a healthy pipeline, and grow their business.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Define territory management.
2. Describe techniques for prospecting and qualifying customers.
3. Identify how to develop a pipeline of profitable customers.
4. Determine how to plan for sales opportunities.
5. Identify techniques for making contact with prospects.
6. Identify strategies you will implement for prospecting and territory management.

Course Description:

Whether you are working with fresh faces or seasoned pros, there are usually gaps between where salespeople are in their development and where they should be. That's why it's a good idea to assess skill levels from time to time, establish a baseline, and always have an action plan for improvement. The results are beneficial to the bottom line—for both the individual and the organization.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Assess your strengths and areas for improvement.
2. Describe customer-focused selling.
3. State trends in today's selling environment.
4. Explain the steps in the customer buying cycle.
5. Describe the customer's decision-making process.
6. Describe the steps in the sales process.

Selling Essentials: What to Ask and How to Listen

Course Description:

They've mastered prospecting, scoped out hot leads, and succeeded in getting their foot in the door. So far, your salespeople are off to a great start. But at this moment, they're sitting face-to-face with their next (hopefully) new customer, and after an engaging opening, they stop and think, hmm...now what? It's time to shift the focus to the customer.

So before your salespeople have the chance to jeopardize their next big deal, make sure they know how to keep the customer engaged, uncover their needs, learn their decision-making strategies, and know what not to say. Teach them what to ask—and how to listen.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify types of questions to uncover customers' needs.
2. Identify typical needs and challenges that customers have.
3. Describe challenges we have with listening.
4. Demonstrate how to use active listening techniques.
5. Identify and implement strategies for listening and questioning clients about their business needs.

Skillful Collaboration

Course Description:

Creative thinking, effective problem solving, increased productivity, job satisfaction, and more. The benefits of collaboration are significant, both for individuals and organizations. That is, when things run smoothly. But there's much more to collaboration than working side-by-side with people. There's an effective way to collaborate - and an ineffective way to collaborate. And believe it or not, sometimes it's the wrong choice altogether. That's because successful collaboration requires a combination of the right situation, well-honed skills, and an open mindset.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Understand when collaboration is an effective and beneficial approach to a project—and when it isn't.
2. Establish and communicate expectations to group members to ensure a successful collaboration.
3. Recognize the inward attitudes and outward behaviors necessary to collaborate well.
4. Implement communication strategies that foster collaboration and avoid those that hinder it.
5. Build your network to increase your ability to collaborate.
6. Identify non-collaborative behaviors and implement strategies to cope with them.

Social Media at Work

Course Description:

Social Media at Work: Reap the Rewards and Avoid the Risks is the on-trend training program that explores the do's and don'ts of using social media in the workplace. Packed with ripped-from-the-headlines examples, activities and exercise to test knowledge, a sample social media policy, and an action planning worksheet, it's the comprehensive solution your organization needs to help instill good judgment in employees, build a social media presence, safeguard against from potential pitfalls, and implement a sound policy.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize the benefits of using social media in the workplace.
2. Identify the various legal and ethical risks of using social media in the workplace.
3. Protect your organization against legal action resulting from intentional or unintentional violations of law or policy.
4. Encourage an "ambassador attitude" in employees.
5. Provide guidelines that help employees make good decisions when using social media at work.
6. Identify the elements of an effective social media policy.

Course Description:

So much of today's business interactions are not in person, but in writing via e-mail, fax, text or pagers. This makes writing skills more crucial than ever before. Business colleagues and customers will judge competency and professionalism based on your writing ability. Get back to the basics with this course and make sure your t's are crossed and your i's are dotted before sending out vital correspondence.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Implement techniques to effectively write all types of business documents.
2. Utilize outlining to plan documents.
3. Follow acceptable e-mail protocol.
4. Edit and proofread for complete and professional documents.

Succession Planning

Course Description:

Succession planning is necessary to maintain company culture and institutional knowledge, and to plan for the future with some assurance that key posts will be filled with capable people who can carry out the organization's vision. This program shows you how to conduct a gap analysis to identify current and future needs, how to create a pipeline of potential top leadership and how to bring selection systems, reward systems and management development into alignment with the process of leadership renewal.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify high-potential employees.
2. Conduct a gap analysis to identify current and future needs.
3. Develop a cadre of successors at several levels.
4. Use employee development plans (EDPs) as a tool for leadership development.
5. Consider individual results and adherence to values in your assessment of high-potential employees.
6. Identify pitfalls of poor planning or no planning.
7. Measure, evaluate and refine your succession management program.

Super Manager

Course Description:

As a manager, overseeing employee performance is an essential obligation. Yet, it's more than just ensuring a timely schedule of operations and quality production. Organizations that surpass expectations with unmatched success ensure employees receive the necessary support, resources, and guidance to get the job done. In a study on employee retention, a number of respondents pointed the finger back at their manager citing behaviors such as a lack of recognition and an inability to meet commitments as some of the top reasons for quitting. It takes a special manager to increase employee engagement and satisfaction in the workplace—it takes a super manager.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize and learn to balance the qualities of a super manager.
2. Develop self-awareness regarding your managerial skills and display attentiveness to your employees.
3. Demonstrate consistency in your values, attitude, and behavior.
4. Identify when and how to appropriately exercise mental flexibility.
5. Display humility and confidence in your decisions as a manager and show confidence in your employees.
6. Ensure that employees maintain focus.
7. Encourage employee satisfaction and motivation by creating a fun working environment.



Supervisor Communication Skills

Course Description:

Communication is a complex set of behaviors and interactions that involves both giving and receiving a plethora of information. In this course you will learn the importance of assertive speaking; asking directly for what you need from others without being aggressive. You will discover techniques for holding others accountable while also create and practice the art of equitable compromise.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify the characteristics of assertive behavior and include them in your interactions.
2. Ask directly for what you need without being aggressive.
3. Confront problem behaviors successfully.
4. Create equitable compromises with employees and peers.
5. Hold others accountable.
6. Manage conflicts to achieve productive outcomes.
7. Deal with difficult people effectively.

Course Description:

From production and marketing to customer service and fulfillment, organizations are made up of a series of interconnected parts. And while each function may appear to operate efficiently on its own, a change in just one cog can throw the whole system out of whack, creating a continuous chain reaction of problems. If your organization is plagued by nagging issues that affect its performance, it's time for a new approach. Systems thinking is a proactive problem-solving technique that examines the relationships between various organizational functions and how they impact each other. What makes systems thinking so powerful is that it enables your organization to predict the consequences of change eliminate solo thinking, adjust perspectives to see different viewpoints, and remain focused on the big picture.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Explain what systems' thinking is.
2. Identify the benefits of using systems thinking in the workplace.
3. Apply the tools of systems thinking to address a problem or situation.
4. Minimize the unintended consequences of major decisions.
5. Recognize the potential pitfalls of implementing systems thinking in the workplace.
6. Use systems thinking to improve innovation and productivity.

Taking Control of Conflict

Course Description:

Is conflict an ongoing battle in your organization? Apparently, it is for most. A recent study reveals that 85 percent of employees experience conflict at work—a staggering 2.8 hours each week—ranging from mild squabbles with teammates to explosive disagreements between managers. Let's face it. Conflict isn't going to become obsolete anytime soon. But individuals can learn how to handle it maturely and collaboratively with insight, knowledge, and the proper skills. And better yet, organizations can actually benefit from conflict in the form of increased productivity and improved relationships—that is, when it's managed successfully.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Identify your preferred strategy for handling conflict.
2. Understand the characteristics and drawbacks of each typical approach to conflict.
3. Recognize the various sources of conflict that most often occur in the workplace.
4. Implement strategies for effectively resolving conflicts that stem from each source.
5. Practice behaviors that minimize tension and conflict.
6. Proactively address issues before they escalate into problems.

Talk Like a Leader

Course Description:

Did you know the average person speaks up to 16,000 words each and every day? No doubt, that's a lot of chatter. But successful leaders know there's a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people. A training program that cuts through the noise to focus on four key areas of leadership communication: Vision, Competence, Relationships, and Support. An interactive workshop chock-full of activities, action planning exercises, and takeaway resources, Talk Like a Leader is the learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Discover key communication phrases that express your vision and competence.
2. Learn key communication phrases that reinforce your relationships and support of others.
3. Explore ways to demonstrate accountability and insist on it in others.
4. Learn how to deliver constructive criticism effectively.
5. Understand how to show appreciation and offer meaningful praise to others.

Team Building

Course Description:

Before you can build a cohesive team, individual team members must understand their own values and ways they connect with others. In this program you will learn skills to communicate more effectively, minimize misunderstandings and conflict, and build your sense of value. The program takes you further, helping you take your individual strengths to build a group identity. You will create a team mission statement, ground rules and a plan to foster trust and morale that will lead your team to success.



Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Establish well-defined goals and clear priorities.
2. Designate clear roles and duties.
3. Allow team goals to override individual goals.
4. Minimize unproductive competition and work collaboratively.
5. Deal with conflict effectively.
6. Listen to varying points of view.
7. Practice open and frequent communication.
8. Build trust and morale within the team.

Course Description:

Organizations know that every one of their employees is valuable and contributes unique talents and experience to each project or task at hand. So, comparatively, when employees come together as a team, the end result is typically even greater success—that is, when members understand how to work collaboratively. Effective collaboration not only helps to increase the quality of results, but also the productivity. Team Excellence is the training resource that ensures teams achieve these outcomes. Participants fundamentally learn to CARE by discovering techniques for effective Communication, maximizing individual Ability, producing Results, and fostering Esprit de corps. Among these techniques, they learn to create synergy, set goals, cultivate accountability, and coordinate effective team building activities, effectively allowing them to achieve high performance.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Recognize the communication characteristics of high-performing teams and team members.
2. Assess individual strengths in order to ensure the best possible team performance.
3. Set goals successfully and avoid common goal-setting mistakes.
4. Foster accountability among team members to ensure all members succeed.
5. Develop esprit de corps and coordinate effective team-building activities.

Time Management**Course Description:**

A simple glance at the desks of various workers reveals different organizational and time management practices that individuals have adapted to their personality. Personality preferences have an impact on how individuals successfully manage their time. Different approaches to time management are equally effective and neither approach is better than the other. In this program you will learn how to increase your personal effectiveness by using management techniques that fit your personality. You will apply time saving techniques, learn ways to overcome procrastination and find out a variety of methods to living a balanced life.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Define various approaches to time management.
2. Understand the relationship between time management style and personality preferences.
3. Select your personal preferences for working efficiently.
4. Assess your time management style.
5. Outline traditional time management steps.
6. Acknowledge when traditional time management works well.
7. Identify when traditional time management does not work well.
8. Recognize the causes of procrastination.
9. Implement tips to overcome procrastination.
10. Apply time-saving techniques.
11. Determine when tasks can be automated.
12. Identify the priorities and boundaries of your job.

The Toughest Supervisor Challenges and How to Overcome Them

Course Description:

When dealing with issues such as employee performance, personality clashes, and conflict, the truth is that there are no quick fixes. Successful supervisors know it takes time to do what's best for the long term success of the organization, its employees, and even themselves. They also know that they can overcome just about any challenge by exercising the "three keys": realism, restraint, and resolve. The Toughest Supervisor Challenges gives both new and experienced managers the supervisory skills, tools, and techniques they need to evaluate the situation at hand and choose the appropriate response.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Use realism, restraint, and resolve when facing any tough challenge.
2. Resolve conflicts between employees effectively.
3. Deal with layoffs in a way that minimizes the negative effects.
4. Show support for employees with performance issues while building a defensible case for discipline and/or termination if necessary.
5. Deal with employees' personal problems with sensitivity and fairness.
6. Take control and responsibility in a crisis situation.

What Customers Really Want

Course Description:

What is extraordinary customer service? We have all experienced it and, most likely remembered it. In this course participants will explore the concepts and benefits of superb customer service. Individuals will learn ways of building positive rapport with various types of customers and then apply those skills in activities and exercises throughout the course. They will dive deeper into workplace communication by examining the do's and don'ts of technology, and how to use these advances to further their customer alliances. Further groups will practice learned skills in dealing with difficult situations and making every interaction a positive experience.



Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Explore the concepts and benefits of extraordinary customer service.
2. Set extraordinary customer service standards for your area.
3. Identify ways of building customer rapport.
4. Improve your listening skills.
5. Take control of every call.
6. Say "no" in a positive way.
7. Remain calm when the customer is upset.
8. Cool down a hot customer.
9. Implement strategies to avoid burnout.

Course Description:

Did you know people make an average of 70 decisions each and every day? Sure, not all of them are high-impact, but nevertheless, decision making is a skill that's critical to performance and success. And while some decisions require little brainpower to execute, others are not so simple. Sometimes decision making is a frustrating challenge, especially when the available options conflict with personal values or there's concern for the potential consequences. It's the program that guides individuals through the key steps they need to take before, during, and after the decision-making process. From exploring personal values and understanding the role of emotions to analyzing data and discovering common decision-making traps, Why We Struggle with Tough Decisions first helps individuals to understand why they're struggling with a decision and then gives them the skills, techniques, and strategies to make the right choices with confidence and conviction.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Understand the role that emotions play in decision-making.
2. Describe how to make a decision effectively, recognizing key steps to take before, during, and after the decision-making process.
3. Identify your values in order to guide your actions, behaviors, and decisions.
4. Put into practice various methods for collecting and evaluating information.
5. Recognize—and avoid—the most common traps that complicate tough decisions.
6. Develop strategies to overcome your concerns about making and implementing tough decisions.

Women and Leadership

Course Description:

Women and Leadership identifies the specific challenges imposed on women in the workplace and provides an in-depth look at how they can combat these obstacles to maximize their strengths - helping not only women, but all professionals and organizations as they work to build the leadership skills of their employees.

Course Competencies:

Successful completion of this course will increase your knowledge of and ability to:

1. Understand the challenges that women face as they pursue leadership positions.
2. Assess limitations that women place on themselves.
3. Build skills that enhance your development as a leader.
4. Develop and manage relationships to maximize your leadership potential.
5. Overcome work-life challenges.
6. Recognize special issues women leaders face when they interact with others.
7. Use your natural strengths to build and maintain a strong team.
8. Implement a plan to target the leadership skills you most want to improve.



Introduction to Access 2010

Slash data entry time with the most used database. Access can help you manage, store, search, analyze, and display important information you've collected about your business, home, community, or any other entity.

Intermediate Access 2010

Build an entire database project from scratch. By the time you've completed the course; you'll have a fully functional database that tracks customer and order information.

Introduction to Excel 2010*

Become proficient in using Excel and discover dozens of shortcuts and tricks for setting up fully formatted worksheets quickly and efficiently. This course serves as an introduction to students who want to learn the basics to Microsoft Excel.

Intermediate Excel 2010*

Take your skills to the next level as you master charts, PivotTables, Slicers, Sparklines, and other advanced Excel features. This course serves as an intermediate study to students who want to know more about Microsoft Excel.

Advanced Excel 2010

Discover the advanced features and functions of Excel, including data analysis tools, database techniques, and advanced methods for using PivotTables. This course builds on the skills and concepts taught in Excel 2010: Intermediate.

Introduction to Excel 2013*

Do you work with numbers? Then you need to master Microsoft Excel 2013—and this is the place to do it. Even “non-techie” beginners will find it easy to learn Excel in this fun, step-by-step online course.

Intermediate Excel 2013*

Take your Microsoft Excel 2013 skills to the next level as you master charts, graphs, PivotTables, Slicers, Sparklines, AutoFilter, macros, and other advanced Excel functions.

Advanced Excel 2013

Master advanced features and functions of Microsoft Excel 2013, including analysis tools, data tables, PivotTables, and conditional formatting.

Introduction to PowerPoint 2010

Take your PowerPoint presentations from “so-so” to sensational! In these lessons, you'll learn how to use Microsoft PowerPoint 2010 to create professional-quality slide presentations that grab and hold your audience's attention from start to finish.

Introduction to Publisher 2010

Intro is perfect for beginners who want to learn how to produce professional-quality newsletters, fliers, letterheads, and brochures.

Office 2010

Get up to speed on the latest version of Microsoft Office 2010! In these lessons, you'll explore all the new features of Office as you work with Word documents, Excel spreadsheets, PowerPoint presentations, and Access databases.

Outlook 2010*

Are you overwhelmed by emails, meetings, and to-do lists? Harness the power of Microsoft Outlook 2010, and you'll instantly enhance your efficiency and productivity.

Introduction to Word 2010*

Become more efficient learning the basics of what PC Magazine ranked as one of the 'strongest and most intelligent programs ever written'.

Intermediate Word 2010*

Prior basic experience with Word is recommended. Office Intermediate will assist you with the intermediate levels of this application.

Access 2010 – Introductory Level

Discover how to achieve huge reductions in data entry errors by setting default values, creating validation rules, and building input masks. Find out how to make your database more user-friendly with custom data entry forms, smart lists, and other sophisticated controls.

Access 2010 – Intermediate Level

Build an entire database project from scratch. By the time you've completed the course, you'll have a fully functional database that tracks customer and order information.

QuickBooks® - Introductory Level*

This hands-on training will introduce you to the basic features of QuickBooks ®. You will discover how QuickBooks® can save time and help organize your home and/or business finances.

QuickBooks® - Intermediate Level (Payroll and Taxes)*

Learners should already be familiar with QuickBooks basics. This hands-on, interactive course will provide an overview of payroll in QuickBooks including payroll set up, payroll schedules, tracking tax liabilities and paying payroll taxes.



Each of the behavioral health courses can earn you 3 clock hours of continuing education toward your AZBBHE license renewal.

Ethical Issues in Mental Health Services for Culturally Diverse Communities

Successful completion of this course will increase your knowledge of and ability to:

1. Ethical issues
2. Approaches to concepts
3. Critical domains necessary
4. Critical domains necessary

PTSD-Post Traumatic Stress Disorder:

Successful completion of this course will increase your knowledge of and ability to:

1. Gain a greater understanding of the definition of PTSD.
2. Gain tools for assessing PTSD.
3. Be educated on the various treatment modalities for PTSD.

Sex Addiction— The Drug of the 21st Century:

Learn about this common issue as it relates to personal interactions and career issues. Current research shows that sexual addiction has the same physiological effect on the brain as cocaine. Recognize the symptoms of sexual addiction. Gain a greater understanding of affects to the partner/spouse. Review best practice standards for treatment options.



This flexible, interactive, 4-module certificate program prepares supervisors to become more effective in a diverse and ever-changing work environment. Successful completion of all four modules is awarded with a certificate of completion.

Successful completion.....:

1. Modern supervision challenges
2. Supervision and Human Resources
3. Functions of the supervisor
4. Skills of the supervisor

These four flexible and interactive modules prepare supervisors and potential supervisors to become more effective in a diverse and ever-changing work environment.

Students may elect to complete all four modules or select only those most applicable to their goals. On exiting the series, students will receive a Certificate of Completion indicating the modules completed and the specific competencies achieved.

Continuing Education Units Awarded!

A total of 12 hours per module earns you 1.2 CEUs each. Attend all four for 4.8 CEUs.

Modern Supervision Challenges

You will be able to demonstrate an understanding of the roles and responsibilities of a successful supervisor in a fast-changing, diverse work environment.

1. Identify supervisory roles and responsibilities
2. List the characteristics of a good supervisor
3. Complete a self-analysis of basic supervisory skills
4. Analyze team-building and communications scenarios
5. Describe consequences suffered by organizations as a result of poor quality work
6. Identify success measures for continuous quality improvement
7. Analyze quality control scenarios, including customer service issues

Supervision and Human Resources

Recognize the roles and responsibilities of a supervisor in relation to employee selection, orientation and training, performance appraisals, disciplinary action and impact of the law.

1. Identify the role of the supervisor
2. Discuss legal issues regarding employee selection
3. Explain the purpose and benefit of new employee orientation
4. Describe methods in coaching and evaluation during orientation
5. Explain the purposes and review various types of performance appraisals
6. List the government regulations on safety and health
7. Discuss labor relations



Skills of the Supervisor

You will be able to demonstrate an understanding and competency in using six supervisory skills: Communication; Motivating Employees; Improving Productivity; Supervising "Problem" Employees; Managing Time and Stress; Managing Conflict and Change.

1. Describe the process of communication
2. Identify various communication styles
3. Identify the relationship between motivation and performance
4. Explain when financial incentives and other benefits are likely to motivate employees
5. Identify common types of problem behavior among employees
6. Explain employee counseling methods and guidelines for effective discipline
7. Identify time wasters and how to conquer them
8. Identify stress management opportunities
9. Define types of conflict
10. Identify sources of change and how to positively implement it
11. Describe the types of power that supervisors can have to influence their employees

Functions of the Supervisor

You will be able to demonstrate an understanding of the basic functions of a supervisor in reaching goals and objectives, organizational authority, characteristics of an effective leader, creative problem solving and decision making.

1. Describe types of organizational planning and the supervisor's role
2. Identify the tools for control
3. Identify basic organizational structure
4. Discuss the benefits and challenges of delegation
5. Analyze different types of leadership styles
6. Explain how supervisors can develop and maintain good relations with their subordinates and peers
7. Describe steps and guidelines to effective, rational decision making
8. Describe guidelines for maintaining a creative environment

UGotClass Online Courses and Certificates

Get skills for the 21st Century!
Demonstrate your knowledge!
Boost your organization's bottom line!



Business Research Certificate

- Business Statistics
- Introduction to Business Research
- Qualitative Business Research

Certificate in Online Teaching

- Advanced Teaching Online
- Building Online Communities in Cyberspace
- Designing Online Instruction

Courses for K12 Teachers

- Gender in the Classroom
- Generational Learning Styles for K12 Teachers
- Online Teaching and Learning for K12 Teachers
- Social Media and Online Tools for K12 Teachers

Digital Brochures

eMarketing Essentials

- Boosting Your Web Site Traffic
- Improving Email Promotion
- Online Advertising

Entrepreneur Boot Camp

Extraordinary Customer Service

Generational Communication

- Working with Baby Boomers
- Working with Gen X and Gen Y

Green Buildings and Preparing for the LEED Green Associate Exam Green Workplace

Managing Teleworkers Certificate

- Keys to Telework Success
- Supervision of Teleworkers

Mentoring and Coaching in the Workplace

Practical Math for the Workplace

Social Media for Business Certificate

- Integrating Social Media in Your Organization
- Introduction to Social Media
- Marketing Using Social Media

Supervisory and Leadership Certificate

Virtual Meeting Planner Certificate

- Keys to Effective Design of Virtual Meetings
- Managing Virtual Meetings
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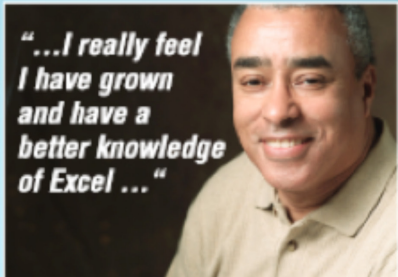
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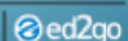
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