CREATIVE LEARNING INNOVATIONS

SIMPLE.EFFECTIVE.AFFORDABLE.LEADERSHIP.DEVELOPMENT

COURSES AND PROGRAMS | 2023—24

HOW OUR PROGRAMS AND COURSES CAN BENEFIT YOU

The ability to continually improve skills is at the core of professional development.

Industry trends and technological advancements move rapidly, and keeping pace with the times is more important than ever.

Ongoing professional development can prevent potential stagnation by maintaining—and improving the skills necessary for a successful career.

From gaining confidence to building better relationships, professional development opportunities can expose new and experienced professionals to new ideas and expertise.

Employers who encourage their employees to seek out professional development opportunities are providing an opportunity to increase job satisfaction and career advancement.

Employees who show the initiative to learn and develop skills can signal to their employer that they are ambitious and enthusiastic about continuing to grow.

If you are someone who wants to advance your career but isn't sure how to do so, professional development can encourage you to step out of your comfort zone and open up the possibility for leadership opportunities you may not have sought out otherwise.

ENROLLMENT OPTIONS

All courses and programs must be approved before enrollment. If you are interested in enrollment contact your Direct Supervisor or Human Resources Representative.

PROGRAM ENROLLMENT

To enter a Development Program:

- Check to see if a prerequisite is required.
- Fill out and submit an interest form to your direct Supervisor.
- The direct Supervisor will submit the form to the Department Manager, the Vice President of Operations & Technical Services, and Human Resources for approval.

COURSE ENROLLMENT

To enroll in an individual course:

- Check to see if a prerequisite is required.
- Fill out and submit an interest form to your direct Supervisor.
- The direct supervisor will submit the form to the Department Manager, the Vice President of Operations & Technical Services, and Human Resources for approval.

Contents

PROGRAMS

ABOUT OUR PROGRAMS

We offer engaging, enjoyable group and individual programs.

All programs are online, self-paced, and flexible to accommodate the unexpected problems and increases in workloads that leaders often face.

Rather than being based on a random set of competencies, each program considers the goals of the individual and the business.

They are not a crash course in leadership skills. Instead, they are slow-paced targeted programs allowing learners to apply skills in real-time.

All programs are online and self-led, with the exception of mentorships and on-the-job training if applicable.

On-the-job training and mentoring are assigned by your employer, with a reflection assignment completed online.

Program participants should expect to devote 30-60 minutes of time each week to the program.

If you have questions about enrollment, please contact your direct Supervisor or Human Resources representative.

Programs

LEADERSHIP DEVELOPMENT PROGRAM (LDP)

PROGRAM LENGTH

Eighteen consecutive months.

DESCRIPTION

The Leadership Development Program focuses on a number of key leadership topics and competencies.

Through self-assessments, feedback, and cross-functional training, the program explores how leadership affects both individual and team development.

AGENDA TOPICS

- Delegation.
- Active listening.
- Conflict management.
- Teamwork and team building.
- Personal action planning.
- Developing your career path.
- Interviewing.

ENROLLMENT

- LDP is best suited for first time or established leaders, individuals looking to advance their career to the next level, or employees with high potential.

PROGRAM COST

- Available upon enrollment.

MAXIMUM NUMBER OF LEARNERS

- Five per group

ACCELERATED LEADERSHIP DEVELOPMENT PROGRAM (ALDP)

PROGRAM LENGTH

Nine consecutive months.

DESCRIPTION

The Accelerated Leadership Development Program, is a condensed, advanced version of the Leadership Development Program.

Through the program participants will strengthen their existing skills, identify areas of improvement, explore their personal values, and ethical approaches to leadership.

AGENDA TOPICS

- Managing conflict through consensus.
- Handling disciplinary actions.
- Communicating with tact and diplomacy.
- Emotional intelligence.
- Problem-solving.
- Strategic action planning.

ENROLLMENT

- ALDP is best suited for first time or established leaders, individuals looking to advance their career to the next level, or employees with high potential.

PROGRAM COST

- Available upon enrollment.

MAXIMUM NUMBER OF LEARNERS

- Five per group

Programs

TEAM LEAD PROGRAM

PROGRAM LENGTH

Twelve months divided into four quarterly sessions.

Quarterly session can be completed consecutively or non-consecutively.

All four quarterly sessions must be completed within two-years from the start date of the Program.

DESCRIPTION

Participants in the Team Lead Program will learn strategies to maintain a focus on results, drive performance, improve employee engagement, and increase productivity while maintaining a safe workplace.

AGENDA TOPICS

- How the actions and behaviors of leadership set the example for the team.
- How to get your team started effectively at the beginning of their day.
- How to transition into the role of the leader.
- Dealing with difficult personalities, emotions, and behaviors.
- When in a multi-shift environment, improve the transition from one shift to the next.

ENROLLMENT

- This program is best suited for individuals who are new to the role and those who are established Team Leaders.

PROGRAM COST

- Available upon enrollment.

MAXIMUM NUMBER OF LEARNERS

- Ten per quarter

SENIOR TEAM LEAD PROGRAM

PROGRAM LENGTH

Twelve months divided into four quarterly sessions.

Quarterly session can be completed consecutively or non-consecutively.

All four quarterly sessions must be completed within two-years from the start date of the Program.

DESCRIPTION

Participants in the Senior Team Lead Program will learn to implement actionable skills to address leadership challenges, explore communication strategies, and drive employee engagement.

AGENDA TOPICS

- How to avoid perceptions of favoritism by applying rules consistently.
- Handling disciplinary actions.
- Essential employment laws.
- How to set performance expectations, train, and onboard new hires.

ENROLLMENT

- This program is best suited for individuals who are new to the role, high potentials, or those transitioning to the role of Senior Team Leader.

PROGRAM COST

- Available upon enrollment.

MAXIMUM NUMBER OF LEARNERS

- Four per quarter

PROFESSIONAL PROGRAM

PROGRAM LENGTH

Eight consecutive months.

DESCRIPTION

The Professional Program supports participants in the creation of a strategic professional development plan.

Participants will evaluate and assess goals, resources, strengths, weaknesses, opportunities and threats to support personal and professional continuous improvement initiatives.

AGENDA TOPICS

♦ How to build rapport with external and internal contacts.

♦ How to support the culture, ethics, and values of the organization.

♦ How to align work with the organization's overall strategic initiatives.

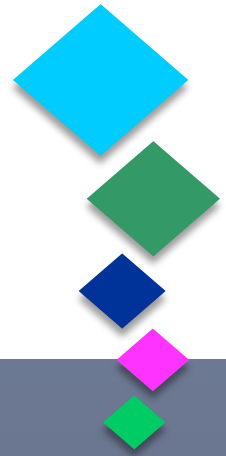♦ How to manage time and results independently.

ENROLLMENT

♦ The Professional Program is best suited for established leaders who have desire to leverage existing knowledge and skills to drive results.

PROGRAM COST

♦ Available upon enrollment.

MAXIMUM NUMBER OF LEARNERS

♦ Two per program

OUR PHILOSOPHY

Leadership is a process, not a task.

Programs

SUPERVISOR PROGRAM

PROGRAM LENGTH

Eight consecutive months.

DESCRIPTION

The Supervisor Program provides participants with the tools and approaches necessary to maintain both a focus on results and on involving the team to drive performance.

AGENDA TOPICS

- Balancing and setting healthy boundaries for relationships with and between team members.
- How to utilize the chain of command to ensure communication is making its way to front line employees.
- Complete interactive exercises to gather feedback on improvement opportunities.

ENROLLMENT

- The Supervisor Program is best suited for existing supervisors or those transitioning from a Senior Team Lead role to a Supervisor role.

PROGRAM COST

- Available upon enrollment.

MAXIMUM NUMBER OF LEARNERS

- Two per program

MANAGER PROGRAM

PROGRAM LENGTH

Eight consecutive months.

DESCRIPTION

The Manager Program includes intensive, personalized assessments, innovative exercises, and peer feedback to effectively lead and manage others.

AGENDA TOPICS

- The importance of succession planning.
- Identifying and developing individuals with high potential.
- Balancing influence, authority, and power.
- Avoiding reverse delegation.

ENROLLMENT

- The Manager Program, is best suited for existing Managers or those who are transitioning from a Supervisory role to a Managerial role.

PROGRAM COST

- Available upon enrollment.

MAXIMUM NUMBER OF LEARNERS

- One per program

Programs

SENIOR MANAGER PROGRAM

PROGRAM LENGTH

Eight consecutive months.

DESCRIPTION

The Senior Manager Program is an innovative program designed to unleash the full potential of experienced leaders.

Participants in the program will leverage existing knowledge and skills to significantly elevate their mastery of setting and achieving cross-departmental and individual goals.

AGENDA TOPICS

- Empowering team members to solve problems on their own.
- Aligning individual goals with the overall goals of the department and organization.
- Analyzing leadership strategies and solutions.
- Articulating a strategic conceptual framework.
- Self-awareness and the identification of blind spots.

ENROLLMENT

- The Senior Manager Program, is best suited for existing Senior Managers or those transitioning from a Manager to a Senior Manager role.

PROGRAM COST

- Available upon enrollment.

MAXIMUM NUMBER OF LEARNERS

- One per program

DIRECTOR PROGRAM

PROGRAM LENGTH

Eight consecutive months.

DESCRIPTION

The Director Program focuses on executive leadership skills needed to drive and inspire organizational growth.

Participants should expect to enhance their personal leadership skills, motivate teams and departments for greater productivity, and stimulate creativity and innovation.

This is a powerful, highly interactive program to build and leverage existing capabilities.

AGENDA TOPICS

- How to navigate change, strategy, and innovation.
- Evaluate how executive leaders impact the culture and overall environment of the organization at both the plant and the corporate levels.
- Identify drivers for strategic change.
- The psychology of organizational dynamics.

ENROLLMENT

- The Director Program is best suited for seasoned leaders looking to significantly elevate their mastery of transformative leadership or those transitioning into the role of Director.

PROGRAM COST

- Available upon enrollment.

MAXIMUM NUMBER OF LEARNERS

- One per program

COURSES

ABOUT OUR COURSES

There are two course enrollment options available. The first option is to enroll in an individual course and the second is to create a customized course bundle.

INDIVIDUAL COURSES

Hone in on a specific need to deepen your knowledge base with one of our individual courses.

These specialized courses are typically completed with a two-week timeframe unless otherwise noted in the description.

Not only can you learn a new skill but these courses can act as quick and efficient refreshers to increase motivation and engagement, show a commitment to continuous improvement, and boost productivity.

CUSTOM COURSE BUNDLES

We offer customized course bundles allowing individuals to accelerate their learning.

Select any three courses to create a customized bundle.

After successful completion of the course bundle a $50 credit will be applied to the learner's account.

The credit can be applied to any single course taken by the learner within 90 days of completing the bundled courses.

COMMUNICATION
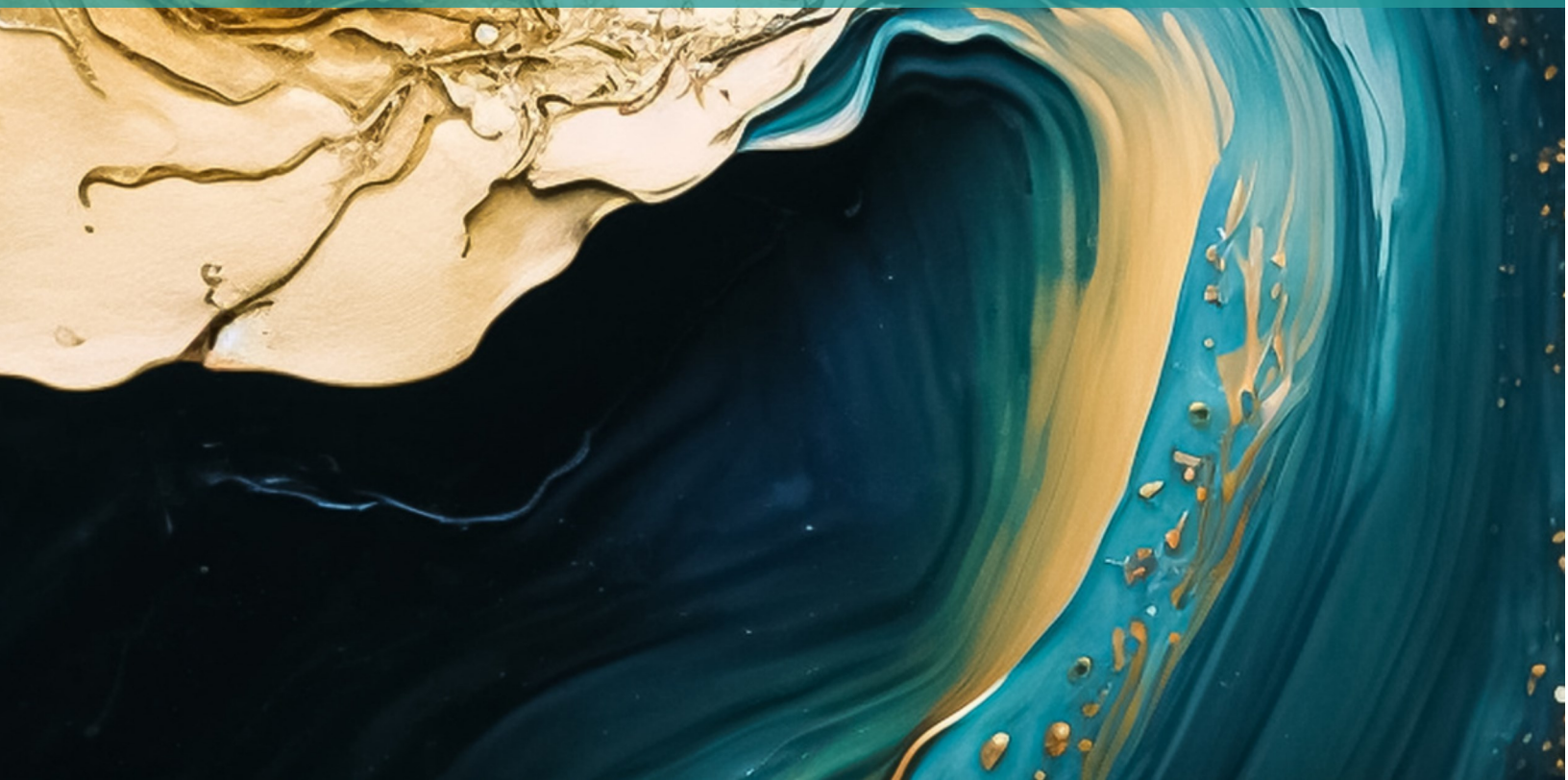
Communication

ACTIVE LISTENING

COURSE LENGTH

Two weeks Sept. 25—,Oct 6, 2023

Enroll by Aug. 28 2023

DESCRIPTION

Active listening is an essential communication skill.

Learn to listen, process information, and respond to clarify and elicit more information.

LEARNING OBJECTIVES
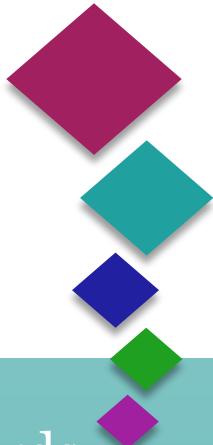
- Understand the significant difference between hearing and listening.
- How to use active listening to help solve workplace problems and conflicts.
- Responding with the intent of clarifying the speaker's message.
- Learn to use questions, probing tools, and paraphrasing to encourage others to speak.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

"The two words information and communication are often used interchangeably, but they signify quite different things. Information is giving out; communication is getting through."

— Sydney J. Harris

Communication

ACTIVE AND EMPATHETIC LISTENING

COURSE LENGTH

Two weeks Oct. 16—27, 2023

Enroll by Oct. 9, 2023

DESCRIPTION

Effective communication depends not only on how people talk but also on how they listen and respond to what others are saying.

Empathic listening is a structured listening and questioning technique that allows you to develop and enhance relationships with a stronger understanding of what is being conveyed, both intellectually and emotionally. As such, it takes active listening techniques to a new level.

LEARNING OBJECTIVES

♦ How to listen with the purpose of understanding the speakers point-of-view.

♦ Learn to connect with the other person's experience without losing yourself.

♦ Listen without judgment or bias.

♦ Provide support and encouragement rather than advice or criticism.

♦ Avoid defensive reactions when communicating.

♦ Understand how emotions may impact the delivery of a message.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

ADVANCED BUSINESS WRITING

COURSE LENGTH

Three weeks Oct. 30—Nov.17, 2023

Enroll by Oct. 23, 2023

DESCRIPTION

The ability to communicate clearly through written communication is more important now than ever.

Through this course participants will expand on existing writing abilities giving them a competitive edge.

Cover current stylistic preferences that impact workplace writing.

Demonstrate the use of the organization's preferred style guides or style sheets if one is available.

LEARNING OBJECTIVES

♦ Learn the difference between formal and informal written communication.

♦ How to write purposeful messages that drive results.

♦ Explain the proofreading and editing skills needed to locate and correct mistakes in written documents.

♦ Avoid grammar, spelling, and punctuation errors.

COST PER ENROLLMENT

♦ $350

MAXIMUM NUMBER OF LEARNERS

♦ Four

Communication

ASSERTIVE COMMUNICATION

COURSE LENGTH

Two Weeks Oct. 2—13, 2023

Enroll by Sept. 25, 2023

DESCRIPTION

Through this course, participants will learn to find the right balance between being too forceful or too lenient when communicating.

Learn to make space for yourself and let others know you are worth listening to.

LEARNING OBJECTIVES

♦ How to gain respect of your opinions and the opinions of others.

♦ Learn to communicate with a sense of assertiveness, transparency, and self-assurance while expanding your capacity to motivate, inspire, and empower people.

♦ Build rapport with others and avoid common obstacles to effective communication.

COST PER ENROLLMENT

♦ $250

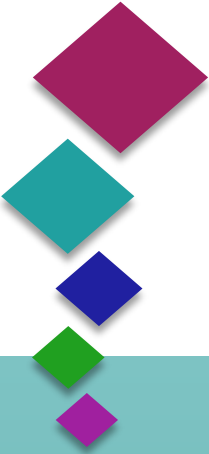### MAXIMUM NUMBER OF LEARNERS

♦ Four

"The most important thing in communication is to hear what isn't being said."

— Peter Drucker

Communication

> "The art of conversation is the art of hearing as well as being heard."
>
> — William Hazlitt

BUSINESS WRITING BASICS

COURSE LENGTH

Three weeks April 29—May 17, 2024

Enroll by April 22, 2024

DESCRIPTION

This course focuses on improving the understanding of the basic principles of good writing and how to use these principles to write effectively in a wide range of business-related contexts.

In this course, participants will learn the importance of written communication and how it can build rapport and credibility.

LEARNING OBJECTIVES

- How written communication contributes to the success of individuals and teams.
- Set goals to target specific opportunities to improve your written communication.
- Build upon existing skills to identify grammar, punctuation, and spelling errors.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Communication

EMAIL ETIQUETTE

COURSE LENGTH

Two weeks Oct. 30—Nov. 10, 2023

Enroll by Oct. 16, 2023

DESCRIPTION

The way that you communicate via email is every bit as important as how you speak directly to others.

Whatever stage you're at in your career, implementing good email etiquette will allow you to make the best possible impression.

LEARNING OBJECTIVES

- Creating an appropriate tone in email messages.
- Understand the difference between formal and informal messages.
- Recognize legal risks associated with sending written messages.
- How to create signature and subject lines.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

HIGH-IMPACT PRESENTATIONS

COURSE LENGTH

Two weeks Sept. 16—28, 2024

Enroll by Sept. 9, 2024

DESCRIPTION

Confidence and credibly are key factors to capture the attention of an audience.

This course will help to develop techniques aimed at empowering participants to present with confidence.

LEARNING OBJECTIVES

- Structuring a presentation.
- How to plan and arrange a space to present, seating arrangements, visual and audio equipment, and the date and time.
- How to create compelling presentations using appealing visual aids and customized charts and graphs to engage your audience.
- Preparing and practicing.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Communication

HOW TO SPEAK IN FRONT OF A LIVE AUDIENCE

COURSE LENGTH

Two weeks Oct. 21—Dec. 1, 2024

Enroll by Oct. 14, 2024

DESCRIPTION

Whether you are a beginner or an experienced speaker, this course will elevate your public speaking skills to the next level.

This course provides participants with tools and strategies to increase confidence and help to make speaking in front of others more enjoyable.

LEARNING OBJECTIVES

- Gain credibility with your audience and keep them engaged.
- How to outline the narrative for a presentation.
- The importance of practicing before speaking.
- How to read the room.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

NON-VERBAL COMMUNICATION

COURSE LENGTH

Two weeks Nov. 11—23, 2024

Enroll by Nov. 4, 2024

DESCRIPTION

Non-verbal communication or body language is a powerful communication tool.

When you know how to stand properly, you can convey power, self-confidence, and trust.

This course will teach you how to do that, giving you the power of self-confidence to remain in control and be more assertive.

LEARNING OBJECTIVES

- How to use body language to build self-confidence.
- Communicating face-to-face.
- How to understand and interpret other people's body language to pick up on unspoken issues or feelings.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Communication

PROFESSIONAL COMMUNICATION

COURSE LENGTH

Two weeks Feb. 5—16, 2024

Enroll by Jan. 29, 2024

DESCRIPTION

In this course participants will explore professional approaches to communication in today's competitive, diverse, and global business environment.

Develop and expand the ability to build rapport and credibility with others. Evaluate the effectiveness of various forms of professional communication within a business environment.

Leverage existing skills in written, verbal, and visual displays of communication.

LEARNING OBJECTIVES

♦ The importance of thinking before speaking or sending written communications.

♦ The difference between formal and informal communication.

♦ How to avoid misunderstandings.

♦ Develop strategies to communicate effectively and adhere to consistent standards for all interactions.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

"The biggest problem with communication is we do not listen to understand. We listen to reply."

— Stephen Covey

LEADERSHIP

Leadership

ACCOUNTABILITY AND INTEGRITY

COURSE LENGTH

Two weeks Sept. 30—Oct. 11, 2024

Enroll by Sept. 23, 2023

DESCRIPTION

Through the accountability and integrity course participants will learn the behaviors of accountable professionals including the importance of acting with integrity and following through on your word.

Reflect on past experiences and evaluate how the outcome could have been improved. It will show participants that honesty and trust are the biggest tools in fostering better relationship.

LEARNING OBJECTIVES

- How to build an accountable workplace through teamwork and collaboration.
- How to get employees to take ownership of their work by applying positive and corrective consequences.
- Establishing an accountable workplace.
- Demonstrate and encourage accountability.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

BECOMING A GREAT LEADER

COURSE LENGTH

Three weeks Dec. 2—20, 2024

Enroll by Nov. 25, 2024

DESCRIPTION

This course is an introduction to leadership.

Learners will examine topics such as understanding leadership, engaging people's strengths, attending to tasks and relationships, developing leadership skills, and the significant differences between managing and leading.
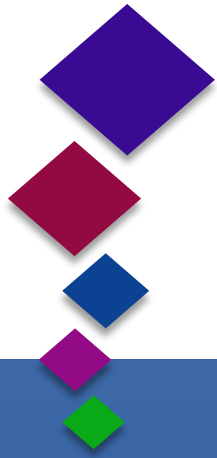
LEARNING OBJECTIVES

- Creating the sense in your team that you as the leader are working to make the department better.
- The importance of explaining "why" when assigning work your team might resist or to get them to buy-in to the need to change.
- Differentiate between leadership, management, influence, and power.

COST PER ENROLLMENT

- $350

MAXIMUM NUMBER OF LEARNERS

- Four

Leadership

> "The supreme quality for leadership is unquestionably integrity. Without it, no real success is possible, no matter whether it is on a section gang, a football field, in an army, or in an office."
>
> — Dwight D. Eisenhower

COACHING AND MENTORING

COURSE LENGTH

Two weeks Aug. 12—23, 2024

Enroll by Aug. 5, 2024

DESCRIPTION

Discover how to coach and mentor others to develop and act on their own strengths and improvement opportunities.

Participants will develop techniques to enhance the knowledge and skills of team members to effectively guide, build, and train a strong and successful team.

LEARNING OBJECTIVES

- The fundamental differences between coaching and mentoring.
- Assess personal areas of coaching and mentoring strengths and areas of improvement.
- The phases of a mentorship.
- Steps to effective coaching.
- Key roles and responsibilities of a coach and mentor.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Leadership

DEVELOPING OTHERS

COURSE LENGTH

Two weeks June 10—21, 2024

Enroll by June 3, 2024

DESCRIPTION

In this course, participants will learn how to use motivational factors and actions to develop others.

It focuses on the leader's role in developing talent, including the practical process and the skills necessary to help others rise to their full potential.

LEARNING OBJECTIVES

♦ Describe the role of the leader when developing others.

♦ How to spot employees with high potential.

♦ Learn the challenges of developing others.

♦ Explain the benefits of developing others to you, the organization, and the individual.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

GENUINE LEADERSHIP

COURSE LENGTH

Two weeks Dec. 4—16, 2023

Enroll by Nov. 27, 2023

DESCRIPTION

Ensuring that relationships are built on trust is important for every organization.

Trust is not just something you say, it's something you do and build.

Through this course participants will develop the skills to promote honesty and build trust throughout the organization.

LEARNING OBJECTIVES

♦ How to show your team that you are willing to invest in them and care about their well-being.

♦ The importance of giving trust to earn trust.

♦ How to remain resilient when struggling as a leader.

♦ Leadership qualities and principles.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Leadership

HANDLING MISTAKES

COURSE LENGTH

Two weeks Oct. 9—20, 2023

Enroll by Oct. 2, 2023

DESCRIPTION

Mistakes occur for many reasons and when they occur it can be a great tool for learning.

Sometimes we want to cover up our mistakes but that doesn't resolve anything, by handling them openly and honestly, we are not only bettering ourselves, but we are also instilling trust in those around us and developing integrity.

LEARNING OBJECTIVES

♦ How to use mistakes as opportunities to learn and grow.

♦ Why failure not only improves information recall but also critical thinking skills.

♦ Reflect on past experiences when admitting an error led to a positive result.

♦ Overcoming mistakes.

♦ Dealing with the emotions that come with making a mistake.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

HONDA PHILOSOPHY

COURSE LENGTH

Two weeks Oct. 30—Nov. 10, 2023

Enroll by Oct. 23, 2023

DESCRIPTION

The Honda Philosophy consists of Fundamental Beliefs including "Respect for the Individual" and "The Three Joys", the Company Principle, and Management Policies.

This philosophy forms the basis for all company activities and sets the standard for the conduct and decision-making of all associates throughout the Honda Group.

LEARNING OBJECTIVES

♦ Understand the core values of the Honda Company Principle.

♦ Identify gaps in current practices.

♦ How to apply the Honda Philosophy.

♦ History of the philosophy.

♦ Structure of and fundamental beliefs.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Leadership

LEADERSHIP STYLES AND THEORIES

COURSE LENGTH

Two weeks May 20—31, 2024

Enroll by May 13, 2023

DESCRIPTION

Today's leaders need to do the humbling yet invigorating work of stepping back from their assumptions to gain a view of their true leadership style. The way leadership is approached has a direct affect the performance of a team and job satisfaction.

Learn when to strategically use a more direct style, a more laidback style or more of a compliance style.
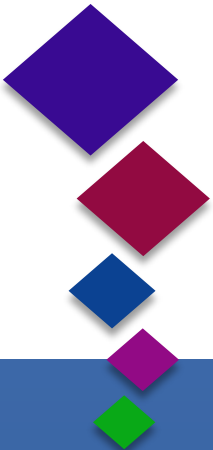
LEARNING OBJECTIVES

♦ Review leadership styles, theories, and identify overlaps and differences.

♦ Discover how your approach as the leader impacts the performance and job satisfaction of your team.

♦ Leadership styles in modern organizations.

♦ Self-assessment: Leadership behaviors.

♦ History of leadership styles and theories.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

"The best leaders don't know just one style of leadership—they're skilled at several, and have the flexibility to switch between styles as circumstances dictate."

— Daniel Goleman

Leadership

MOTIVATING OTHERS

COURSE LENGTH

Two weeks Sept. 30—Oct. 11, 2024

Enroll by Sept. 23, 2024

DESCRIPTION

A key leadership role is to be a motivator – someone who inspires their team to achieve targets and goals in order to maximize their success.

As a business tool, motivation is often overlooked. This can lead to a workplace that suffers due to decreasing productivity and performance.

Get it right and you'll have happy, engaged team members who are enthusiastic about helping the team achieve success.

LEARNING OBJECTIVES

♦ How your beliefs about others influence their behavior and performance.

♦ How team motivation and performance are a reflection of the leader.

♦ Types of motivation.

♦ Motivational factors.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

TEAM DYNAMICS AND PERSONALITY

COURSE LENGTH

Three weeks April 29—May 17, 2024

Enroll by April 22, 2024

DESCRIPTION

Bringing team members together can sometimes be a challenging task especially when there is a clash of personalities.

Participants will learn strategies to leverage differences in personality types to create synergy within a team.

LEARNING OBJECTIVES

♦ How to build healthy relationships with team members.

♦ Learn to capitalize on styles, personalities, and strengths of team members.

♦ Communicating and working with groups.

♦ Comprehending team and personality dynamics.

♦ Elements of a high performing team.

COST PER ENROLLMENT

♦ $350

MAXIMUM NUMBER OF LEARNERS

♦ Four

Leadership

TEAMWORK AND TEAM BUILDING

COURSE LENGTH

Four weeks April 8—May 3, 2024

Enroll by April 1, 2024

DESCRIPTION

The Teamwork course is designed to help you build an empowered team with the skills needed to elevate teamwork through team building and create a more respectful workplace.

Participants will learn how to develop stronger bonds among team members and even encourage healthy conflict.
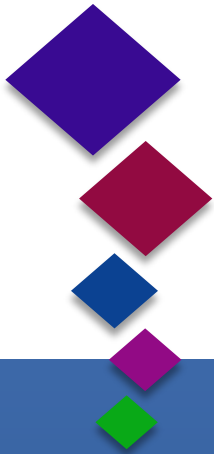
LEARNING OBJECTIVES

♦ How to develop and motivate a team for optimum performance.

♦ Harness a team's ability to be innovative.

♦ How to collaborate with team members when making decisions.

♦ How to function as a leader and a member of the team.

♦ Impactful collaborative decision making.

♦ Effective teambuilding techniques.

COST PER ENROLLMENT

♦ $350

MAXIMUM NUMBER OF LEARNERS

♦ Four

"The key to successful leadership is influence, not authority."

— Ken Blanchard

MANAGEMENT

Management

ADDRESSING EMOTIONS AT WORK

COURSE LENGTH

Two weeks Dec. 4—17, 2023

Enroll by Nov. 27, 2023

DESCRIPTION

Handling emotions (particularly negative ones) at work is often seen as a measure of professionalism.

When people are stressed, upset, or angry, it can affect their work performance and interactions with others.

By understanding and acknowledging the role emotions play in the workplace, participants can create a positive environment to help them and their team excel.

LEARNING OBJECTIVES

♦ How to transition from being reactive to being proactive.

♦ Appropriating behavior in different situations.

♦ Handling your own emotions and the emotions of others.

♦ Emotions and how they relate to mood and disposition.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

ADDRESSING WORKPLACE INCIVILITY

COURSE LENGTH

Two weeks Jan. 22—Feb. 2, 2024

Enroll by Jan. 15, 2024

DESCRIPTION

To address the growing problem of incivility in the work setting, this training introduces the concept of civility, its importance to a company, as well as its typical causes and effects.

Develop the skills needed to effectively promote and practice civil behavior, as well as different ways to systematize civility in the workplace.

LEARNING OBJECTIVES

♦ How to increase awareness of incivility.

♦ Addressing disrespectful behavior before it spreads.

♦ How to create a work culture that models civil behavior.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Management

BULLYING

COURSE LENGTH

Two weeks Oct. 23—Nov. 3, 2023

Enroll by Oct. 16, 2023

DESCRIPTION

Bullying isn't just confined to the playground. In fact, research suggests that almost three-quarters of us have experienced workplace bullying in some form or another, either as a victim or a witness.

And bullying doesn't have to be physical violence – it usually amounts to verbal, written, or social harassment of some sort.

In this course participants will understand their responsibility with regard to preventing bullying, as well as the effects of bullying.

LEARNING OBJECTIVES

♦ The steps to take when it is determined that bullying is occurring.

♦ What to do if you witness bullying.

♦ How to create a culture with a zero tolerance for bullying behaviors.

♦ The line between bullying and harassment.

♦ Types of bullying.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

CO-EMPLOYMENT

COURSE LENGTH

Two weeks Oct. 9—20, 2023

Enroll by Sept. 4, 2023

DESCRIPTION

A company hires contingent workers to do role - or project-based work on its behalf, but not as traditional employees.

They could include independent contractors, consultants, freelancers, temps, or other outsourced labor, such as gig workers.

In this course participants will learn about the different types of employment statuses including co-employment.

LEARNING OBJECTIVES

♦ Learn about the different classifications for workers in alternative employment arrangements.

♦ Challenge the common misconceptions of the contingent workforce.

♦ Learn the supervisory responsibilities of managing a contingent workforce to avoid unnecessary liability.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

CONFLICT MANAGEMENT

COURSE LENGTH

Two weeks Oct. 16—27, 2023

Enroll by Oct. 9, 2024

DESCRIPTION

When conflict is left unchecked, these conflicts can escalate.

In this course, participants will learn how to approach conflict with confidence.

Learn about your conflict style and how to adjust it to accommodate the situation at hand.
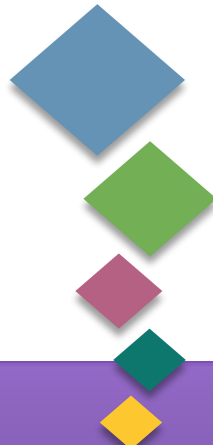
LEARNING OBJECTIVES

♦ Recognize that conflict is not always negative.

♦ Understanding and dealing with defensive behavior in yourself and others.

♦ How to remain calm and collected when dealing with passive or aggressive behaviors.

♦ How to spot disagreements before they turn into conflict.

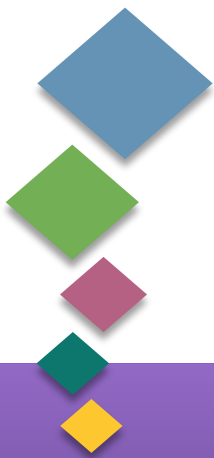♦ Conflict management styles.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

"Management's job is to convey leadership's message in a compelling and inspiring way. Not just in meetings, but also by example."

— Jeffrey Gitomer

> "Be not afraid of growing slowly, be afraid of only standing still."
>
> — Chinese Proverb

CONTINUOUS IMPROVEMENT—TEAM KAIZEN

COURSE LENGTH

Four weeks Oct. 28—Nov. 22, 2024

Enroll by Oct. 21, 2024

DESCRIPTION

Participants will learn several philosophies of continuous improvement and how to utilize them within a team.

Continuous improvement has been a key part of business culture for decades.

The Japanese term for continuous improvement is Kaizen which simply means change for the better and is the base of continuous improvement tools and approaches.

Making "change for the better" is vital for all businesses. In fact, kaizen is the secret behind the huge successes of companies such as Toyota, General Electric, Google, Apple, Motorola, Microsoft, and prominent celebrities and athletes.

LEARNING OBJECTIVES

- Reap significant improvements for the team and organization through collaboration and commitment to continuous improvement.
- Conduct a team improvement initiative.
- Outline the benefits of Kaizen to a team.

COST PER ENROLLMENT

- $450

MAXIMUM NUMBER OF LEARNERS

- Four

Management

DEALING WITH DIFFICULT PEOPLE

COURSE LENGTH

Two weeks Sept. 30—Oct. 11, 2024

Enroll by Sept. 23, 2024

DESCRIPTION

Dealing with difficult people is different from dealing with unacceptable behavior.

Behaviors are not as complex as personalities and some people are more difficult to deal with than others. This can be especially challenging when an employee is a high performer, loyal, and has been a part of the team for a long time.

However, if left unchecked or unresolved, it can lead to lost production, absences, attrition, and even legal actions.

LEARNING OBJECTIVES

♦ Use a seven-step process to deal with difficult employees.

♦ Learn to diffuse potential disruptions caused by difficult people.

♦ How to separate the problem from the person.

♦ Using agreement to frame a solution.

♦ Articulate how attitudes and actions impact others.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

DEALING WITH UNACCEPTABLE EMPLOYEE BEHAVIOR

COURSE LENGTH

Three weeks Oct. 2—20, 2023

Enroll by Sept. 25, 2024

DESCRIPTION

Overall, managing difficult employees is never easy, and it is a skill that can take years to develop.

However, when leaders identify unacceptable employee behavior, it can be managed; either to improve behavior and performance or move on from the organization.

Participants will learn to understand the role of the leader when dealing with undesirable behavior through coaching, confronting, and correcting the problem behavior.

LEARNING OBJECTIVES

♦ Understanding your role in the coaching, confronting and correcting process.

♦ How to comment on a performance, safety or quality issue.

♦ How to address difficult situations and unacceptable behaviors.

♦ Spotting early warning signs.

COST PER ENROLLMENT

♦ $350

MAXIMUM NUMBER OF LEARNERS

♦ Four

Management

DIVERSITY AND INCLUSION

COURSE LENGTH

Two weeks Dec. 9—20, 2024

Enroll by Dec. 2, 2024

DESCRIPTION

Ensuring that all employees are given equal access to opportunities and are empowered to contribute fully to an organization unlocks the value of diversity in the workplace.

Not only is the culture of a diverse workplace healthier, research has also shown that such organizations also tend to outperform competitors.

LEARNING OBJECTIVES

♦ How learning from different cultures can improve job satisfaction and morale.

♦ How to harness cultural differences for innovation.

♦ How to respond when there is a clash of cultures.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

EMPLOYEE ENGAGEMENT

COURSE LENGTH

Two weeks Dec. 2—13, 2024

Enroll by Nov. 25, 2024

DESCRIPTION

The main objective of employee engagement is learning how to help team members to understand how their work contributes to the overall achievement of company goals.

In this course participants will discover tools and methods to retain employees and decrease turnover.

LEARNING OBJECTIVES

♦ How to contribute to employee engagement.

♦ Promote a culture of workplace engagement.

♦ Identify the benefits of an engaging work culture.

♦ How to revitalize work and help others to become more engaged.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Management

ESSENTIAL EMPLOYMENT LAWS

COURSE LENGTH

Two weeks Sept. 18—29, 2023

Enroll by Sept. 11, 2023

DESCRIPTION

In this course, participants will learn about essential employment laws, how to create a fair and compliant workplace, prevent legal disputes, and costly claims.

LEARNING OBJECTIVES
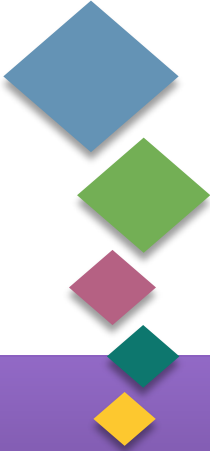
- Learn the role leaders play in essential employment laws.
- Understand the role of HR when it comes to employment law.
- How to spot potential violations.
- Handling harassment complaints.
- Preventing retaliation.
- Laws and the agencies that protect them.

COST PER ENROLLMENT

- $250

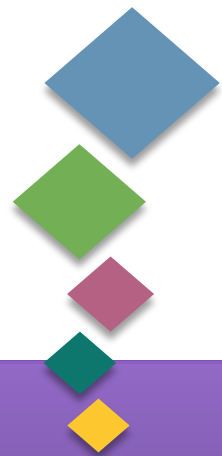### MAXIMUM NUMBER OF LEARNERS

- Four

"Rank does not confer privilege or give power. It imposes responsibility."

— Peter Drucker

Management

> "Corporate culture matters. How management chooses to treat its people impacts everything for better or worse."
>
> — Simon Sinek

HANDLING DISCIPLINARY ACTIONS

COURSE LENGTH

Two weeks Nov. 27—Dec. 8, 2023

Enroll by Nov. 20, 2023

DESCRIPTION

For many leaders, disciplinary procedures are the least favorite part of their job.

Disciplining is an integral part of a management role but when done incorrectly, the negative impact can cause tension and ill feeling.

LEARNING OBJECTIVES

- The importance of following the written disciplinary policies outlined in employee handbooks and code of ethics documents.
- Remaining impartial to deliver fair treatment of all employees.
- Handling disciplinary actions with care and professionalism.
- The role of HR as an impartial advisor.
- Reasonable suspicion.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Management

HARASSMENT

COURSE LENGTH

Two weeks Nov. 11—22, 2024

Enroll by Nov. 4, 2024

DESCRIPTION

Workplace harassment is an increasing issue in organizations today.

Harassment is not okay and must be reported so the company can handle the issue properly and remediate any future problems.

Participants will recognize the necessity for the whole organization to be on board with monitoring and reporting any issues.

LEARNING OBJECTIVES

♦ The importance of saying something when you see something.

♦ How to foster a safer and more productive workplace for everyone.

♦ Identifying harassment.

♦ Protecting employees from harassment.

♦ Creating awareness of what is and is not appropriate.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

HIRING RIGHT THE FIRST TIME

COURSE LENGTH

Two weeks Nov. 4—15, 2024

Enroll by Oct. 28, 2024

DESCRIPTION

Hiring the best candidate for a role can often be long and complex.

While an impressive resume might look great on paper, how do you know whether that person will be a good fit for your organization?

Unfortunately, the outcomes of recruiting the wrong person can seriously affect team productivity and lead to significant financial losses.

LEARNING OBJECTIVES

♦ How to choose the right candidate.

♦ Avoid the negative consequences of a "bad hire."

♦ Understand the benefits of hiring for motivational fit and not just skills and abilities.

♦ Recruitment strategies.

♦ The importance of comparing candidates to the role and not to each other.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Management

INTERVIEWING SKILLS

COURSE LENGTH

Two weeks Nov. 6—17, 2023

Enroll by Oct. 30, 2023

DESCRIPTION

Successful hiring is the result of successful interviewing.

The right techniques can attract the best talent when bias and emotion is eliminated from the interviewing process.

This course will teach participants how to prepare for interviews, ask the right questions, avoid the wrong questions, plan for and conduct job interviews.

Participants will learn to determine the purpose of the interview, set interview expectations up front, and ask effective questions.

LEARNING OBJECTIVES

- How to "break the ice" in an interview.
- How to set interview expectations up front and ask effective questions.
- The common mistakes leaders make during job interviews.
- Determine the expectations and ultimate goal of the interview.
- Conduct fair and legal interviews.
- Styles and types of interviewing.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

LEADING A CROSS-GENERATIONAL WORKFORCE

COURSE LENGTH

Two weeks Oct. 9—20, 2023

Enroll by Oct. 2, 2023

DESCRIPTION

Today's workplace is more diverse than ever.

Not only are more people from different backgrounds and cultures working together, but for the first time in history, there could be up to five generations of employees working together.

This course will help participants to learn the value of having a cross-generational workforce.

LEARNING OBJECTIVES

- How events shape a generation.
- History of generational labels.
- How to identify unconscious bias when leading a cross-generational team.
- The five generations in the workforce.
- Reflect on personal experiences that shaped your generation.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

LGBTQ+ AWARENESS AND INCLUSION

COURSE LENGTH

Two weeks Nov. 13—24, 2023

Enroll by Nov. 6,2023

DESCRIPTION

Sexual orientation and gender identity include people who identify as lesbian, gay, bisexual, transgender, questioning, queer, intersex, pansexual, two-spirit (2S), androgynous, or asexual to name a few.

There are many other terms, but they are commonly shortened to LGBTQ+.

Participants in this course will learn to identify and spot discrimination and harassment of LGBTQ+ employees.
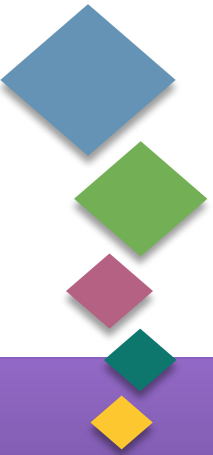
LEARNING OBJECTIVES

♦ Learn the difference between personal opinion and workplace codes of conduct.

♦ What you can do to support LGBTQ+ awareness and inclusion.

♦ Explain how exclusion affects people who identify as LGBTQ+.

♦ Legal aspects.

♦ How to put a stop to LGBTQ+ harassment and discrimination.
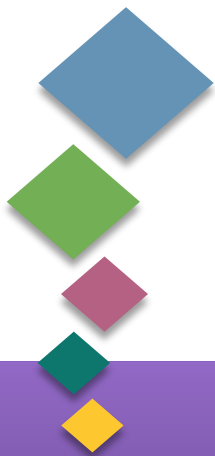
COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

"A boss tells you what you can do to achieve a goal. A leader asks what you can do to advance a vision."

— Simon Sinek

Management

"A genuine leader is not a searcher for consensus but a molder of consensus."

— Martin Luther King, JR.

MANAGEMENT OF CONFLICT AND CONSENSUS

COURSE LENGTH

Two weeks Jan. 22—Feb. 2, 2024

Enroll by Jan. 15, 2024

DESCRIPTION

From conflict to consensus – How to get there.

Knowing how to resolve workplace conflicts effectively can turn potentially destructive situations into positive, productive opportunities for growth and development.

Additionally, knowing how to build consensus among employees through conflict can enhance motivation and cooperation and create an atmosphere in which agreement generally prevails over conflict.

LEARNING OBJECTIVES

- ♦ How to recognize indications of potential conflicts.
- ♦ Learn how conflict can be positive when managed appropriately.
- ♦ Types and sources of conflict.
- ♦ Identifying and minimizing conflict before it becomes a problem.
- ♦ Overcome the fear of managing conflict.

COST PER ENROLLMENT

- ♦ $250

MAXIMUM NUMBER OF LEARNERS

- ♦ Four

MINTZBERG'S TEN MANAGEMENT ROLES

COURSE LENGTH

Two weeks March 11—22, 2024

Enroll by March 4, 2024

DESCRIPTION

Organizational leaders are often faced with the challenge of switching roles as tasks, situations, and expectations change.

In a single day, a leader could be required to motive others, negotiate with a supplier, analyze data, resolve a conflict, and deliver a presentation.

Participants will examine Mintzberg's ten management roles and learn how to apply them in a variety of situations.

LEARNING OBJECTIVES

♦ How each role is classified into separate categories.

♦ Learn about the different managerial roles identified by renowned management theorist Henry Mintzberg, including interpersonal, informational, and decisional roles.

♦ Applying the model.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

PRESIDING OVER A MEETING

COURSE LENGTH

Two weeks March 25—April 5, 2024

Enroll by March 11, 2024

DESCRIPTION

Through this training participants will learn the needed skills in planning and implementing a successful meeting.

Learn planning and leading techniques to preside over a meeting to engage attendees and leave a positive and lasting impression.

LEARNING OBJECTIVES

♦ Explore strategies that avoid wasting time and make meetings more efficient.

♦ How to create meeting goals and action plans.

♦ Avoiding time wasters and distractions during meetings.

♦ How to prepare for and set meeting agendas.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Management

PROJECT MANAGEMENT

COURSE LENGTH

Three weeks April 22—May 10, 2024

Enroll by April 15, 2024

DESCRIPTION

The Project Management course teaches participants how to monitor and control project work to exceed stakeholder expectations.

Improve the ability to form productive relationships and facilitate well organized action plans that ultimately lead to high-functioning teams.

LEARNING OBJECTIVES

♦ How to decide on tasks to achieve project goals.

♦ Learn to schedule effectively to maximize productivity.

♦ Discover the methodologies of project management.

♦ Initiate and monitor progress.

♦ Planning and preparing for a project.

COST PER ENROLLMENT

♦ $350

MAXIMUM NUMBER OF LEARNERS

♦ Four

RESPECTING THE CHAIN OF COMMAND

COURSE LENGTH

Two weeks Sept. 9—20, 2024

Enroll by Sept. 2, 2024

DESCRIPTION

Despite effective communication being an essential leadership skill, some leaders still overlook the chain of command.

In this course, participants will learn the importance of following the chain of command and how not following it can have devastating results.

LEARNING OBJECTIVES

♦ Learn the pitfalls of thoughtlessly implemented chains of command.

♦ The advantages of a formal line of communication.

♦ Discover strategies to restore and maintain the chain of command.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Management

THE IMPORTANCE OF WORKPLACE CONFIDENTIALITY

COURSE LENGTH

Two weeks Oct. 21—Nov. 1, 2024

Enroll by Oct. 11, 2024

DESCRIPTION

The importance of confidentiality in the workplace cannot be overstated.

It is common for managers to have access to sensitive information such as financial information, health insurance information, social security numbers, and information about employees, businesses, and customers.

Laws protect some of this sensitive information, but not all.

LEARNING OBJECTIVES

- Learn the difference between legal and casual confidentiality.
- Develop awareness of and accountability when it comes to protecting confidential information.
- Learn to set boundaries on sharing personal information in the workplace.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

WORK ETHIC

COURSE LENGTH

Two weeks Oct. 14—25, 2024

Enroll by Oct. 7, 2024

DESCRIPTION

A simple, well-written code of conduct helps everyone understand company values, and the ways people should work together.

Working ethically eliminates uncertainty and mistakes; for a company it guards against the risk of misconduct.

LEARNING OBJECTIVES

- Explain the benefits of a code of conduct
- Outline what can go wrong in the absence of a code of conduct.
- Utilize tips to keep the workplace ethical.
- Adhering to codes of conduct.
- Define work ethic.
- Strategies to increase awareness of work ethics.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

MANAGING PERFORMANCE

Managing Performance

DEFINING PERFORMANCE EXPECTATIONS

COURSE LENGTH

Two weeks June, 3-14, 2024

Enroll by May 27, 2024

DESCRIPTION

Performance expectations go beyond a job description and include a range of expected outcomes such as the impact of the work on the organization/team/department, expectations of behaviors, and the commitment to the organizational core values to name a few.
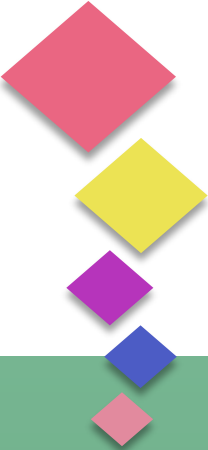
LEARNING OBJECTIVES

- Explaining performance expectations.
- Identify when a performance discussion is needed.
- How to respond to questions and concerns about work priorities and goals.
- Reasons employees don't perform and how to correct and prevent them.
- The link between an individuals performance and the overall performance of the company.

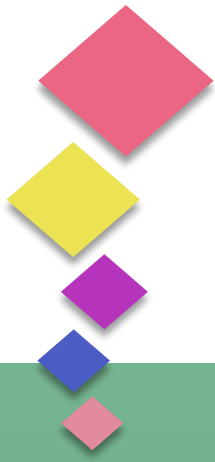### COST PER ENROLLMENT

- $350

MAXIMUM NUMBER OF LEARNERS

- Four

"Individual commitment to a group effort—that is what makes a team work, a company work, a society work, a civilization work."

— Vince Lombardi

Managing Performance

"Become the kind of leader that people would follow voluntarily, even if you have no title or position."

— Brian Tracy

DELEGATING FOR SHARED SUCCESS

COURSE LENGTH

Two weeks Oct. 14—25, 2024

Enroll by Oct. 7, 2024

DESCRIPTION

Leadership development isn't just about the development of the leader.

Great leaders not only practice continuous improvement of their abilities, but they also strive to develop others by improving the attitudes, behaviors, knowledge, capabilities, experience, and skills.

Understand the role of the leader in developing people and maximizing development opportunities within others.

LEARNING OBJECTIVES

♦ How to distinguish between assigning and delegating.

♦ Understand how delegation can empower others.

♦ Identify the major benefits of employee empowerment to the team.

♦ The role of coaching in delegation.

♦ Avoid reverse delegation.

♦ Become effective at delegating lower-priority items.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Managing Performance

EFFECTIVE PERFORMANCE MANAGEMENT

COURSE LENGTH

Two weeks Nov. 4—15, 2024

Enroll by Oct. 28, 2024

DESCRIPTION

Managing performance allows for an open discussion between a manager/supervisor and a direct report to strengthen the relationship.

Through this course participants will discover how to conduct well-designed performance reviews and evaluations.

LEARNING OBJECTIVES

♦ How to get employees to take ownership of their work by applying positive and corrective consequences.

♦ Identify the root causes of performance management failure.

♦ Analyze your performance management practices.

♦ Behaviors to integrate into the performance review process.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

GIVING CONSTRUCTIVE FEEDBACK

COURSE LENGTH

Two weeks May 27—June 7, 2024

Enroll by May 20, 2024

DESCRIPTION

Delivering constructive criticism is one of the most challenging things for anyone.

Through this training, participants will gain valuable knowledge and skills to assist them with this challenging task.

When an employee commits an action that requires feedback or criticism, it needs to be handled in a very specific way.

Constructive criticism, if done correctly, can reduce problematic behaviors.

LEARNING OBJECTIVES

♦ The importance and value of constructive criticism.

♦ How to provide team members with feedback on their positive and negative attributes.

♦ Giving and receiving feedback.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Managing Performance

GIVING RECOGNITION

COURSE LENGTH

Two weeks Aug. 19—30, 2024

Enroll by Aug. 12, 2024

DESCRIPTION

Recognition is a powerful motivator that plays a strong role in helping organizations meet objectives.

Being appreciated is a basic human feeling and reaps great rewards.

Through this training, participants will recognize the value of recognition when it comes to engagement, motivation, and loyalty.

LEARNING OBJECTIVES

♦ How to demonstrate appreciation towards others.

♦ The importance of recognition as it relates to job satisfaction, team morale, and engagement.

♦ Types of recognition.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

HOW TO COMPLETE A PERFORMANCE REVIEW

COURSE LENGTH

Two weeks July 22—Aug. 2, 2024

Enroll by July 15, 2024

DESCRIPTION

Performance reviews are a form of communication and as such they can be powerful motivators when executed correctly.

In this course participants will learn how to write and deliver effective performance evaluations to nullify problematic behaviors and develop well-rounded and productive employees.

LEARNING OBJECTIVES

♦ The core components of performance and behavior.

♦ How to confront low performance.

♦ Conducting a corrective conversation.

♦ Delivery and preparation.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Managing Performance

HOW TO WRITE A JOB DESCRIPTION

COURSE LENGTH

Two weeks Aug. 26—Sept. 6, 2024

Enroll by Aug. 19, 2024

DESCRIPTION

Writing a job description is both an art and a technique.

A well-written job description will outline not only the tasks of the position but also the expectations.

It is a document to reference when evaluating performance.

In this course, participants will learn how to conduct a thorough job analysis to write a comprehensive job description.
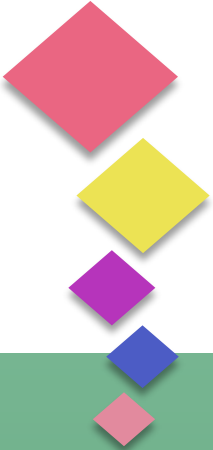
LEARNING OBJECTIVES

♦ How to evaluate jobs objectively and determine their relative values to the organization.

♦ Clarify job responsibilities and expectations.

♦ Legal and fair job descriptions.

♦ Identifying performance objectives.

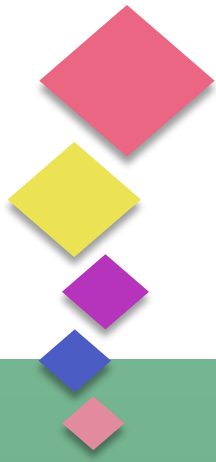### COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

"Overcoming barriers to performance is how groups become teams."

—John Katzenbach

Managing Performance

"The task of management is to make people capable of joint performance, to make their strengths effective and their weaknesses irrelevant."

—Peter Drucker

IMPORTANCE OF ONBOARDING

COURSE LENGTH

Two weeks June 10—21, 2024

Enroll by June 3, 2024

DESCRIPTION

Whether it is intentional or not, performance expectations are being set for new hires during their onboarding experience.

First impressions do have a profound affect on others and when a new hire isn't provided with clear expectations from the start of their employment they could slow the team down and frustrate the team.

Without a solid onboarding program, organizations risk experiencing not just a high turnover rate but also increased stress and decreased productivity.

LEARNING OBJECTIVES

♦ Equipping new team members for success: Effective on-the-job training and coaching to build capability and confidence.

♦ How to retain new hires.

♦ How onboarding impacts performance expectations.

♦ The differences between orientation and onboarding.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Managing Performance

PLANNING FOR A PERFORMANCE DISCUSSION

COURSE LENGTH

Two weeks Aug. 12—23, 2024

Enroll by Aug. 5, 2024

DESCRIPTION

Performance reviews are a form of communication and can be powerful motivators when executed correctly.

Through this course participants will learn the importance of planning for a performance discussion to set mutual expectations.

LEARNING OBJECTIVES

- How to connect the individual's work to the company's goals and bigger picture.
- Anticipate "rough waters" ahead and plan for how you will respond.
- Understanding how the workload and challenges of an employee should be an interactive process involving the individual and manager.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

SETTING PERFORMANCE GOALS

COURSE LENGTH

Two weeks Aug. 12—23, 2024

Enroll by Aug. 5, 2024

DESCRIPTION

Performance management is a continuous process of managing the performance of employees as soon as they enter the organization.

The focus here is to plan and align the goals of the employees to the strategic goals of the organization, review and assess progress, and develop the knowledge, skills, and abilities of people.

LEARNING OBJECTIVES

- How to create action plans to improve performance by setting challenging yet attainable goals.
- How to set performance goals through collaboration and identification of which tasks are a priority.
- Use performance goals to make team members feel valued and help to create an impact.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

PERSONAL DEVELOPMENT

Personal Development

AVOIDING PROCRASTINATION

COURSE LENGTH

Two weeks April 1—12, 2024

Enroll by March 25, 2024

DESCRIPTION

In this course, participants will learn to discover the root causes of procrastination and how to modify habits and behaviors through self-discipline.

Many believe that procrastination is laziness but the concepts are very different.

Evaluate and reflect on the psychology of procrastination.

LEARNING OBJECTIVES

- Explore how to set priorities and say no when appropriate.
- Discover what is within your control when it comes to procrastination.
- Uncover the root causes of procrastination.
- Change to a mindset of thinking about the positive and productive reasons for doing a task.
- Learn to focus on what you want to do instead of what you want to avoid.
- Get things done by dealing with distractions and overcoming procrastination.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

BALANCING WORK AND LIFE

COURSE LENGTH

Two weeks May 6—17, 2024

Enroll by April 29, 2024

DESCRIPTION

The lines between work and life are blurring and employees have more distractions than ever.

Striking a good work/life balance is vital for professional and personal well-being.

Getting it wrong could cause your mental and physical health to suffer, which isn't great for your productivity and it can impact everyone around you, both in and out of work.

LEARNING OBJECTIVES

- Understand the need for a good work-life balance.
- Manage workloads to increase productivity.
- Strategies to set healthy boundaries between work and life.
- Discover how to change your responses to stress and make them more positive.
- Learn relaxation techniques and adopt a mindful approach to dealing with work and life stressors.
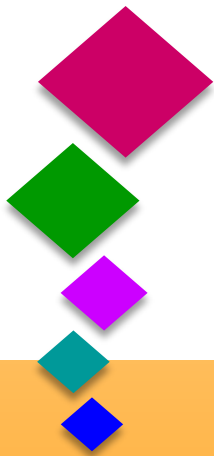- Gain a balance between professional goals and personal time.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Personal Development

"Productivity is never an accident. It is always the result of a commitment to excellence, intelligent planning, and focused effort."

— Paul Meyer

CONTINUOUS IMPROVEMENT—INDIVIDUAL KAIZEN

COURSE LENGTH

Four weeks Aug. 5—30, 2024

Enroll by July 29, 2024

DESCRIPTION

Continuous improvement has been a key part of personal development and business culture for decades. The Japanese term for continuous improvement is Kaizen which simply means change for the better.

Making "change for the better" is vital for business and personal growth.

This course offers a practical introduction to kaizen techniques and concepts.

It is designed to help individuals adopt kaizen tools, methodologies, and philosophies in order to boost productivity, improve resilience, and continue to improve.

LEARNING OBJECTIVES

- Complete a personal improvement initiative.
- Describe the personal benefits of continuous improvement.
- Complete a personal Kaizen.
- The origin and history of Kaizen.

COST PER ENROLLMENT

- $450

MAXIMUM NUMBER OF LEARNERS

- Four

Personal Development

DEVELOPING PERSONAL LEADERSHIP

COURSE LENGTH

Two weeks Sept. 2—13, 2024

Enroll by Aug. 26, 2024

DESCRIPTION

The Developing Personal Leadership course is designed to help leverage strengths and close the gaps in weaknesses.

In this course, participants will create a personal leadership development plan to put into practice immediately.

LEARNING OBJECTIVES

- Evaluate yourself through self-assessments and feedback questionnaires.
- Lay the foundational process of selection, prioritization of skills, and action planning for sustained leadership development.
- Evaluate opportunities for improvement through self-assessments.
- Use self-reflection, exercises, and learn tips to develop leadership skills.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

DEVELOPING YOUR CAREER PATH

COURSE LENGTH

Two weeks Sept. 16—27, 2024

Enroll by Sept. 9, 2024

DESCRIPTION

A career development path can increase job satisfaction, career satisfaction, motivation, productivity, and responsiveness in meeting departmental and organizational objectives.

In this course participants will use information through assessments to explore their career path, make a commitment, take-action, and evaluate what needs to be done to get where they want to be in their professional life.

LEARNING OBJECTIVES

- Identify what is needed to develop opportunities to advance your career.
- Identify what needs to be done to enhance skills, abilities, and knowledge to master your current role to prepare yourself to take the next steps in career advancement.
- Self-evaluate through career assessments.
- The steps to establishing a career path.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Personal Development

EMOTIONAL INTELLIGENCE

COURSE LENGTH

Four weeks July 15—Aug. 9, 2024

Enroll by July 8, 2024

DESCRIPTION

Emotional intelligence competencies are at the heart of effective workplace relationships and productivity.

This course provides knowledge of the theory and gives participants practical applications to develop emotional intelligence.

Participants will build an understanding of how emotions shape who we are, how we relate to others, and how to leverage emotional intelligence to improve relationships.

LEARNING OBJECTIVES

- Discover the main concepts to develop emotional intelligence.
- Learn about the biological purpose of emotions.
- Recognize that the brain can change and so can our reactions to events, experiences, and others.
- Complete self-assessments.

COST PER ENROLLMENT

- $350

MAXIMUM NUMBER OF LEARNERS

- Four

FOCUS AND THE EISENHOWER MATRIX

COURSE LENGTH

Two weeks March 4—15, 2024

Enroll by Feb. 26, 2024

DESCRIPTION

The Eisenhower Matrix is a time and resource management system that helps manage tasks in a way that organizes and prioritizes tasks by urgency and importance.

It helps you to identify which tasks are top priority and which can wait.

Participants will discover how to use the matrix to make decisions, delegate, schedule, and put tasks aside, making a workload more manageable and focused.

LEARNING OBJECTIVES

- Distinguish between important and urgent tasks.
- Use the Eisenhower Matrix to focus on tasks that are a priority.
- Sort through and categorize tasks.
- Eliminate the inessential and create value.
- Improve focus.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Personal Development

INTERPERSONAL EFFECTIVENESS

COURSE LENGTH

Three weeks Feb. 19—March 8, 2024

Enroll by Feb. 12, 2024

DESCRIPTION

It is no exaggeration to say that interpersonal skills are the foundation for success.

People with strong interpersonal skills tend to work well with others even in difficult situations.

Through this course participants will improve the ability to better understand others by developing their interpersonal skills.
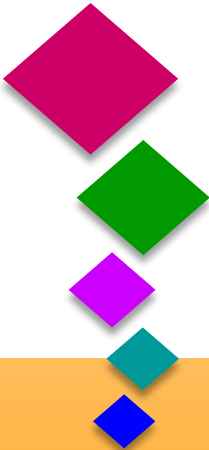
LEARNING OBJECTIVES

♦ The core ethical principles of interpersonal communication.

♦ How to balance your priorities with the priorities of others.

♦ Apply specific interpersonal problem solving, assertiveness and social skills to navigate adverse environments.

♦ Identify and explore your interpersonal behaviors.

♦ Improve interpersonal skills and increase communication competence in everyday social exchanges.

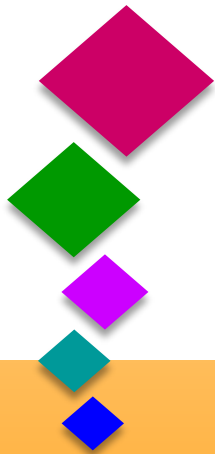### COST PER ENROLLMENT

♦ $350

MAXIMUM NUMBER OF LEARNERS

♦ Four

"The only person you are destined to become is the person you decide to be."

— Ralph Waldo Emerson

Personal Development

"If you are persistent you will get it. If you are consistent you will keep it."

— Harvey MacKay

PERSONALITY ASSESSMENTS

COURSE LENGTH

Three weeks Jan. 15—Feb. 2, 2024

Enroll by Jan. 8, 2024

DESCRIPTION

This course will guide participants to utilize personality assessments to better understand their personality type and the personality types of others.

The more we know ourselves and our personalities, the better equipped we are to practice empathy, self-awareness, self-regulation, and motivation.

LEARNING OBJECTIVES

♦ Understand that no personality type is better than another.

♦ Gain a better understanding of your strengths and weaknesses.

♦ Understand the impact of personality on relationships.

♦ Complete personality assessments.

♦ Explore how personality traits impact behavior.

♦ Understand the needs of different personality styles and how to work with them.

COST PER ENROLLMENT

♦ $350

MAXIMUM NUMBER OF LEARNERS

♦ Four

Personal Development

MANAGING AND AVOIDING STRESS

COURSE LENGTH

Two weeks March 18—29, 2024

Enroll by March 11, 2024

DESCRIPTION

Stress is generally a response to an inappropriate level of pressure and can come from internal or external sources.

When you aren't able to recognize the signs and symptoms of stress it can damage your mental and physical health, impacting every part of your life, including work.

This course provides participants with tools and strategies to cope with those stresses to stay healthy and productive.

LEARNING OBJECTIVES

- Identify the main causes of stress.
- Know how to spot signs of stress in yourself and others.
- Use simple and practical strategies to manage your stress.
- Identify stressful triggers.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

ORGANIZATION SKILLS

COURSE LENGTH

Two weeks Oct. 7—18, 2024

Enroll by Sept. 30, 2024

DESCRIPTION

Organization skills are some of the most important transferable job skills an employee can acquire.

This course is for any professional looking to better manage their time and ability to balance multiple tasks.

Participants will learn the importance of keeping not only their immediate work area tidy and organized but also shared areas.

LEARNING OBJECTIVES

- Recognize the benefits of having an organized workspace.
- Best practices for digital and paper file organization.
- Create a workspace that is free from clutter and distractions.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Personal Development

SELF-ACTUALIZATION AND MASLOW'S HIERARCHY OF NEEDS

COURSE LENGTH

Two weeks Sept. 23—Oct. 4, 2024

Enroll by Sept. 16, 2024

DESCRIPTION

Self-actualization needs are the highest level in Maslow's hierarchy and refer to realizing a person's potential, self-fulfillment, seeking personal growth, and peak experiences.

This highest level is the desire to accomplish everything possible to become the best possible version of yourself.

Participants will learn how to use the hierarchy as a form of empathy and motivation.

LEARNING OBJECTIVES

- Discover the advantages of understanding Maslow's hierarchy.
- Explain the impact of each level on worker motivation.
- Reflect on personal experiences and how they may relate to Maslow's Hierarchy.
- Learn the five levels of needs and how they relate to the workplace.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

SELF-AWARENESS AND BLIND SPOTS

COURSE LENGTH

Two weeks July 29—Aug. 9, 2024

Enroll by July 22, 2024

DESCRIPTION

Every one of us has blind spots when our mind can't take in information and, like a blind spot in your car, you can't see it.

Blind spots are common because we have difficulty being objective about ourselves.

The majority of people, 95%, believe they are self-aware. Research, however, proves that only 15% of us are self-aware.

LEARNING OBJECTIVES

- Improve self-awareness, self-control, and gain control over shifts in moods.
- Understand the importance of identifying blind spots and how they relate to self-awareness.
- Identify personal blind spots.
- Examine your self-perception.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Personal Development

SELF-MOTIVATION

COURSE LENGTH

Two weeks June 17—28, 2024

Enroll by June 10, 2024

DESCRIPTION

Most of us could benefit from tweaking our self-motivation in order to become more effective.

Being truly effective at work can pay off now and throughout our careers.

Participants will learn what motivation is, the advantages of getting into a state of flow, set goals and challenges to improve self-motivation.

LEARNING OBJECTIVES

♦ Reflect on when you were the most motivated and whether you are providing these opportunities to your team.

♦ Understand how attitude is linked to motivation.

♦ Identify obstacles that can unknowingly hinder self-motivation.

♦ Identify the four elements of motivation.

♦ The psychology behind what motivates us.

COST PER ENROLLMENT

♦ $250

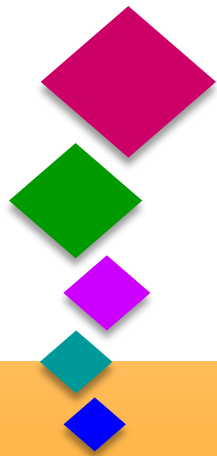### MAXIMUM NUMBER OF LEARNERS

♦ Four

"The best investment you can make is in yourself."

— Warren Buffett

Personal Development

> "Your level of success will seldom exceed your level of personal development."
>
> — Jim Rohn

SETTING SMART GOALS FOR TIME MANAGEMENT

COURSE LENGTH

Two weeks April 15—26, 2024

Enroll by April 8, 2024

DESCRIPTION

Considering the speed at which business moves these days, one thing is certain: if you can't manage your time effectively, you will have a hard time managing anything else.

Yet, most people waste precious minutes, hours, even days, reacting to what is going on around them rather than developing skills that will keep them moving forward and accomplishing their most important goals.

This training will help participants to set specific goals to improve how they manage their time.

LEARNING OBJECTIVES

- ♦ Gain a clear vision of your goals and increase the chances of reaching them.
- ♦ Identify specific areas of improvement in managing time.
- ♦ Achieve better results through effective planning and setting clear objectives.
- ♦ Identify obstacles and solutions to better time management.
- ♦ Use the SMART goal framework to target a specific area of time management improvement.

COST PER ENROLLMENT

- ♦ $250

MAXIMUM NUMBER OF LEARNERS

- ♦ Four

Personal Development

SWOT ANALYSIS

COURSE LENGTH

Four weeks April 1—26, 2024

Enroll by March 25, 2024

DESCRIPTION

In this course participants will examine their strengths, weaknesses, opportunities, and threats through a personal SWOT analysis.

Gain insight into challenges and opportunities you may have overlooked through feedback questionnaires and self-assessments.

Use the information gathered to develop a comprehensive and effective plan to leverage strengths, address weaknesses, capitalize on opportunities, and mitigate threats.

LEARNING OBJECTIVES

- Become familiar with the process of completing a personal SWOT analysis.
- Identify personal areas of strengths, weaknesses, opportunities, and threats.
- Identify and establish improvement opportunities.
- Cross reference strengths with weaknesses and opportunities with threats.

COST PER ENROLLMENT

- $450

MAXIMUM NUMBER OF LEARNERS

- Four

TIME MANAGEMENT

COURSE LENGTH

Four weeks April 29—May 24, 2024

Enroll by April 22, 2024

DESCRIPTION

Time Management is a learned skill and needs to be cultivated through improved planning.

In this course, participants will learn to develop a clear sense of purpose, prioritize, overcome negative behaviors, and use practical strategies, tools, and techniques to improve their time management.

This course is for any professional wanting to understand better how time management can enhance your work ethic - leading to a happier and more productive workplace for all.

LEARNING OBJECTIVES

- Understand what is and what is not within your control when it comes to managing your time.
- Use tools and strategies to improve time management.
- How to keep things in perspective.

COST PER ENROLLMENT

- $450

MAXIMUM NUMBER OF LEARNERS

- Four

STRATEGY & INNOVATION

Strategy & Innovation

ADVANCED STRATEGIC ACTION PLANNING

COURSE LENGTH

Three weeks Jan. 8—26, 2024

Enroll by Jan. 1, 2024

DESCRIPTION

Participants in this course will expand their skills to become effective strategic planners and make a stronger impact as a strategist at a senior level.

Discover the key frameworks to make better business decisions.

This course is advanced, as such permission will be needed to enroll.
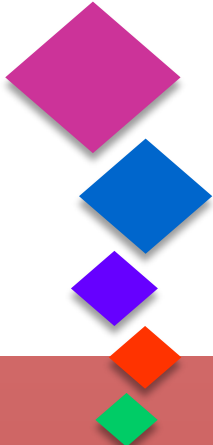
LEARNING OBJECTIVES

♦ Learn about the key factors that differentiate strategic success versus failure.

♦ Discover different conceptual frameworks for strategic thinking.

♦ Identify drivers for strategic change.

♦ The step-by-step strategic planning process.

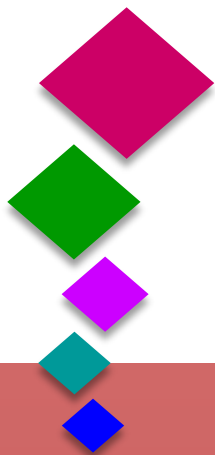♦ Advanced strategic planning terminology.

COST PER ENROLLMENT

♦ $350

MAXIMUM NUMBER OF LEARNERS

♦ Four

"Don't fool yourself; having a strategy map is not the same as having a strategy."

— Jeroen De Flander

Strategy & Innovation

> "Great leaders are almost always great simplifiers, who can cut through argument, debate, and doubt to offer a solution everybody can understand."
>
> — General Colin Powell

CHANGE MANAGEMENT

COURSE LENGTH

Two weeks Sept. 25—Oct. 6, 2023

Enroll by Sept. 18, 2023

DESCRIPTION

This course emphasizes the strategy and impacts of change management, the change process, and obstacles to change.

Most organizations today are in a constant state of flux as they respond to the fast-moving external business environment, local and global economies, and technological advancement.

In this course, participants will learn how to manage, communicate, and present change to team members.

This course is advanced, as such permission will be needed to enroll.

LEARNING OBJECTIVES

- ♦ How to simplify change, encourage the team, and make it easier to change.
- ♦ The psychology behind the tendency to resist change.
- ♦ How to handle adverse reactions to change.
- ♦ Apply models and approaches to change initiatives.
- ♦ Learn to apply specific approaches to overcome obstacles when resistance to change exists.

COST PER ENROLLMENT

- ♦ $250

MAXIMUM NUMBER OF LEARNERS

- ♦ Four

Strategy & Innovation

CRITICAL THINKING

COURSE LENGTH

Two weeks Jan. 29—Feb. 9, 2024

Enroll by Jan. 22, 2024

DESCRIPTION

Critical thinking is a disciplined way of thinking that can be applied to any topic or problem.

It requires thinkers to actively improve the quality of their thinking by deliberately managing the thought process.

LEARNING OBJECTIVES

- Learn about the history and origin of critical thinking.
- Sharpen your ability to think critically.
- How critical thinking can reduce stress, help resolve conflict, and develop empathy.
- Key characteristics of critical thinkers.
- Complete critical thinking exercises.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

LEADERSHIP AND STRATEGY

COURSE LENGTH

Two weeks Feb. 12—23, 2024

Enroll by Feb. 5, 2024

DESCRIPTION

Strategic Leadership is the ability to influence others and navigate the unknown effectively.

Master the ability to anticipate challenges, interpret results, challenge, decide, and align individual goals with organizational goals.

LEARNING OBJECTIVES

- How to align work to the organization's strategic initiatives.
- Evaluate the role of leadership in navigating change, strategy, and innovation.
- Evaluate how leaders impact culture and climate.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Strategy & Innovation

NEGOTIATION AND INFLUENCE

COURSE LENGTH

Two weeks Feb. 26—March 8, 2024

Enroll by Feb. 19, 2024

DESCRIPTION

In this course participants will learn how to build confidence and become successful negotiators.

The topics cover a wide range of negation situations and issues that leaders may face.

Learn the strategies and framework to influence others.

LEARNING OBJECTIVES

- How to be more persuasive and influential.
- How to negotiate agreements using the principles of effective negotiation.
- Key factors of successful negotiation skills.
- How to influence others.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

PROBLEM SOLVING AND DECISION MAKING

COURSE LENGTH

Two weeks Sept. 18—29, 2023

Enroll by Sept. 11, 2023

DESCRIPTION

The ability to solve problems is a combination of both analytical and creative thinking.

This course will provide the knowledge and skills to solve problems and make decisions.

This includes various brainstorming techniques, general decision-making techniques and processes.

LEARNING OBJECTIVES

- How to approach problems systematically using a six-step method.
- Problem-solving tools and methods.
- Develop a mindset to make decisions based on logic and the evaluation of facts.
- Approaches to solving problems and making decisions.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Strategy & Innovation

STRATEGIC ACTION PLANNING

COURSE LENGTH

Three weeks March 4—22, 2024

Enroll by Feb. 26, 2024

DESCRIPTION

Strategic planning is the process of setting goals, deciding on actions, and mobilizing the resources needed to achieve objectives.

This course is a complete guide for writing and implementing a strategic plan.

Delve into why a plan is needed and how it can energize and align team members toward a common goal.
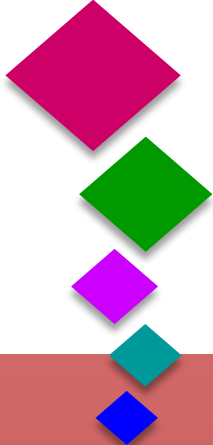
LEARNING OBJECTIVES

♦ Describe how a strategic plan assists in achieving goals.

♦ Identify resources necessary for attaining a goal.

♦ An introduction to strategic action planning terminology.

♦ Learn the step-by-step process to execute a plan.

♦ Create a personal action plan.

♦ How to follow through on a plan of action.
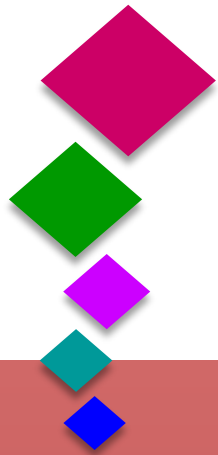
COST PER ENROLLMENT

♦ $350

MAXIMUM NUMBER OF LEARNERS

♦ Four

"You can't build a reputation on what you are going to do."

— Henry Ford

"If you want to live a happy life, tie it to a goal, not to people or things."

— Albert Einstein

SETTING SMART GOALS

COURSE LENGTH

Two weeks Aug. 5—16, 2024

Enroll by July 29, 2024

DESCRIPTION

Optimize your leadership skills by learning to not only create goals but implement solid plans of getting those goals accomplished through the SMART framework.

Goal setting is much more than simply saying you want something to happen.

Participants in this course will learn to clearly define exactly what they want to achieve.

LEARNING OBJECTIVES

- The difference between a vague and specific goal.
- Understand the importance of motivation and flexibility when it comes to goal setting.
- Set goals using the SMART framework.
- SMARTER goals.
- Following up on goals that have been set.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

Strategy & Innovation

SUCCESSION PLANNING

COURSE LENGTH

Two weeks June 17—28, 2024

Enroll by June 10, 2024

DESCRIPTION

Participants will learn the differences between succession planning and mere replacement planning.

How you prepare people to take on leadership responsibilities is just as important as hiring the right person for the job.

Discover the key concepts of career development, leadership development, and mentoring.

LEARNING OBJECTIVES

- Review structure and talent needs as a method of supporting the business strategy.
- How to review and realign structure as needed.
- Build development plans to grow high potential employees.
- Identifying individuals with high potential.

COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

TACT AND DIPLOMACY

COURSE LENGTH

Two weeks March 4—15, 2024

Enroll by Feb. 26, 2024

DESCRIPTION

Being likeable and a figure of authority can unfortunately create some challenges.

Through this training participants will recognize these possible areas of conflict and develop the skills and knowledge to overcome them.

LEARNING OBJECTIVES

- Explore the meaning of diplomatic and tactful communication and why it is important.
- How to develop tact and diplomacy and examples of using them in the workplace.
- The history of tact and diplomacy.
- Characteristics and behaviors of those with tact and diplomacy.
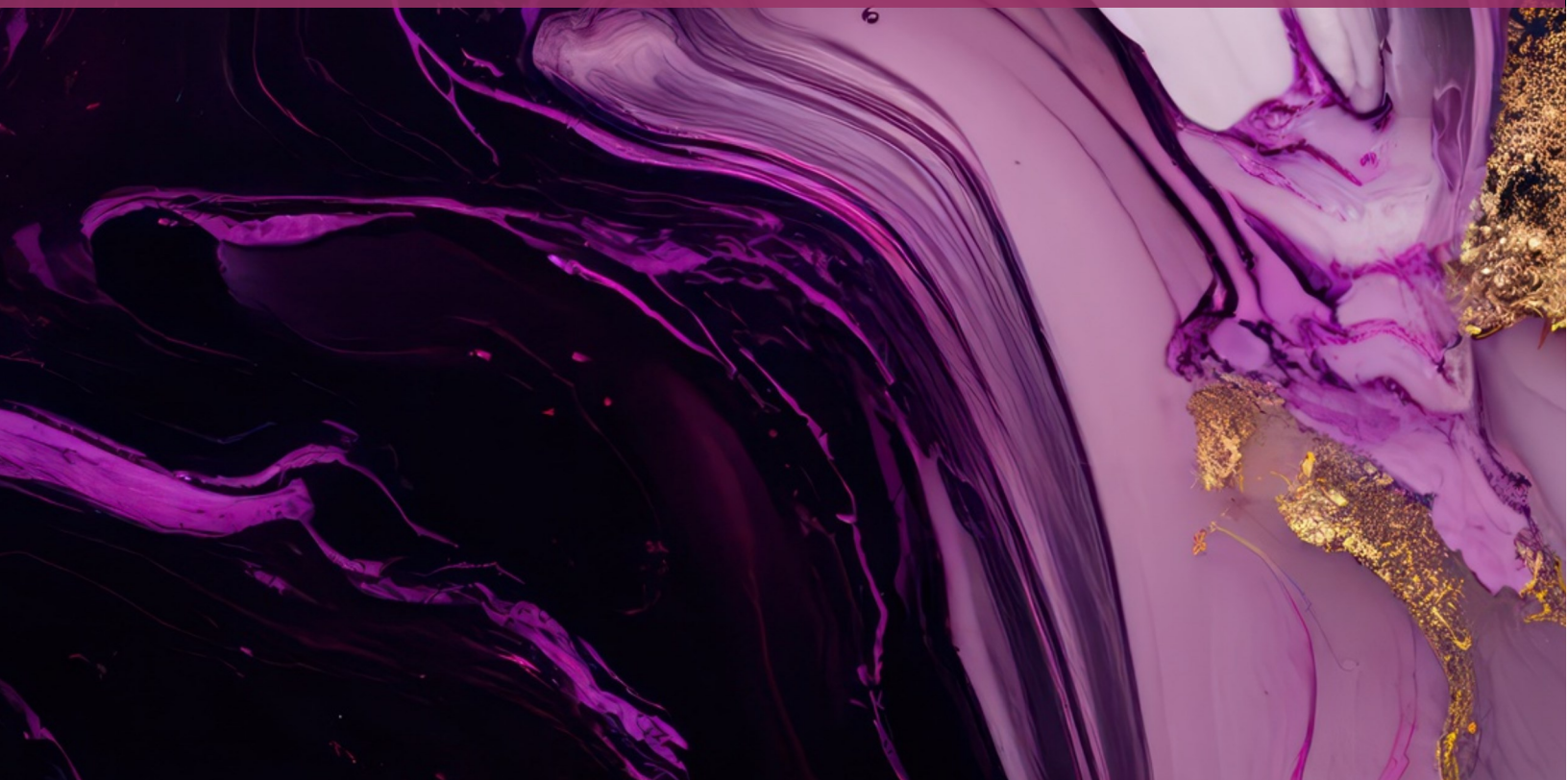
COST PER ENROLLMENT

- $250

MAXIMUM NUMBER OF LEARNERS

- Four

TECHNICAL SKILLS

Technical Skills

CYBERSECURITY

COURSE LENGTH
TBD

DESCRIPTION

Many employees falsely believe that the network used by their employer is not prone to attacks.

The truth is that anti-virus software can only lower the risk of malware and security beaches.

Any employee with a company email account should know the basic concepts associated with cybersecurity and what a company needs to stay secure.

LEARNING OBJECTIVES

♦ How to implement ways to be more secure online while at home or at work.

♦ Understand cybersecurity best practices that you can implement anywhere and everywhere.

♦ Keeping mobile devices safe.

♦ Network security.

♦ Password management.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

MICROSOFT EXCEL INTRODUCTION

COURSE LENGTH
TBD

DESCRIPTION

Participants will learn the basics of Excel including the ribbon tabs and their tools, viewing options, formatting,

Apply basic functions to a workbook form scratch or a template.

LEARNING OBJECTIVES

♦ The functions and formulas to add, subtract, divide, and multiply in Excel.

♦ How to navigate, save, and print in Excel.

♦ Shortcut keys.

♦ Cells, columns, and rows.

♦ Learn how to align, rotate, format cells, add watermarks, etc.

♦ The difference between a formula and a function.

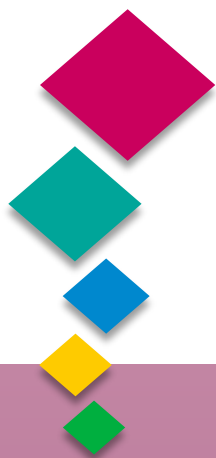### COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Technical Skills

"The technology you use impresses no one. The experience you create with it is everything."

— Sean Gerety

MICROSOFT EXCEL INTERMEDIATE

COURSE LENGTH

TBD

DESCRIPTION

The intermediate Excel course explains how to make the most of spreadsheets by using the program's advanced functions and formulas.

Participants may be required to take a skills aptitude test and obtain permission from a direct supervisor and HR prior to entering the intermediate Excel course.

LEARNING OBJECTIVES

♦ Linked data types, tools, and visualization.
♦ Tables and charts.
♦ Linking data.
♦ Formatting cells

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Technical Skills

MICROSOFT EXCEL ADVANCED

COURSE LENGTH
TBD

DESCRIPTION

This course involves advanced calculations, data analysis, visualization, macros, etc.

Participants will learn to create lookup functions, set Excel working options, enhance charts, protect worksheet data, perform advanced data operations, PivotTables, data consolidations, and create and use macros.

Participants may be required to take a skills aptitude test and obtain permission from a direct supervisor and HR prior to entering the advanced Excel course.

LEARNING OBJECTIVES

♦ How to create professional looking budgets, financial statements, team performance charts, invoices, and more.

♦ Pivot tables.

♦ Advanced formulas and functions.

♦ Data validation

♦ Array formulas

COST PER ENROLLMENT

♦ $350

MAXIMUM NUMBER OF LEARNERS

♦ Four

MICROSOFT OUTLOOK AND CALENDAR

COURSE LENGTH
TBD

DESCRIPTION

In this course, participants will learn to use Outlook to send, receive, and manage email messages, manage contact information, schedule appointments and meetings, create tasks and notes, and customize the Outlook interface to suit individual working styles.

LEARNING OBJECTIVES

♦ How to create appointments and events in Calendar.

♦ How to schedule a Teams meeting.

♦ Changing the overlay and view.

♦ Features of Outlook and Calendar.

♦ Adjusting options.

♦ Creating folders.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Technical Skills

MICROSOFT POWERPOINT INTRODUCTION

COURSE LENGTH

TBD

DESCRIPTION

PowerPoint is a quick and easy way to create a visual presentation.

But if you really want to make your presentations pop, then the functionality is there for you.

And this course will prepare participants to use PowerPoint to the fullest extent.

LEARNING OBJECTIVES

♦ Learn the basics of navigating PowerPoint, using templates, adding and cropping images, and creating layouts.

♦ How headers, footers, page numbers, and notes work.

♦ Create presentations form scratch or a template.

♦ Using rulers, grid snap, and guides.

♦ Adding text, images, art, videos, shapes, etc.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

MICROSOFT POWERPOINT ADVANCED

COURSE LENGTH

TBD

DESCRIPTION

Take your PowerPoint skills to the next level.

Through this course participants will learn to create powerful presentations to captivate an audience.

Participants may be required to take a skills aptitude test and obtain permission from a direct supervisor and HR prior to entering the advanced PowerPoint course.

LEARNING OBJECTIVES

♦ Learn advanced PowerPoint techniques such as screen recording, turning a presentation into a video, etc.

♦ How to add animations, transitions, videos, timers, pauses, and music.

♦ Tables, data visualization, hyperlinks, linking Excel spreadsheets.

♦ How to work with master slides.

♦ How to add sections, notes, and placeholders.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

Technical Skills

MICROSOFT WORD INTRODUCTION

COURSE LENGTH
TBD

DESCRIPTION

You might assume Word is easy enough to use a word processing program, and you're right: Its neat design makes it simple to navigate.

But Word has much more to offer besides a space to place text.

In this course participants will become familiar with the tools, terminology, screen components, and formatting available in Word.

LEARNING OBJECTIVES

♦ How to copy and paste, format, change font, line and paragraph spacing, etc.

♦ Learn to change page orientation, enter headers and footers, spell check, adjust margins, enter pictures, etc.

♦ Inserting pictures, tables, objects, shapes, etc.

♦ Cropping and resizing images.

♦ Add page numbers, footers, and headers.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

MICROSOFT WORD ADVANCED

COURSE LENGTH
TBD

DESCRIPTION

From experts to amateurs, if you work, you're likely to have to use Word at some point, and this course will help you use it to great advantage.

In this course participants will learn the advanced features of Word and how to utilize the program to its full extent.

Participants may be required to take a skills aptitude test and obtain permission from a direct supervisor and HR prior to entering the advanced Word course.
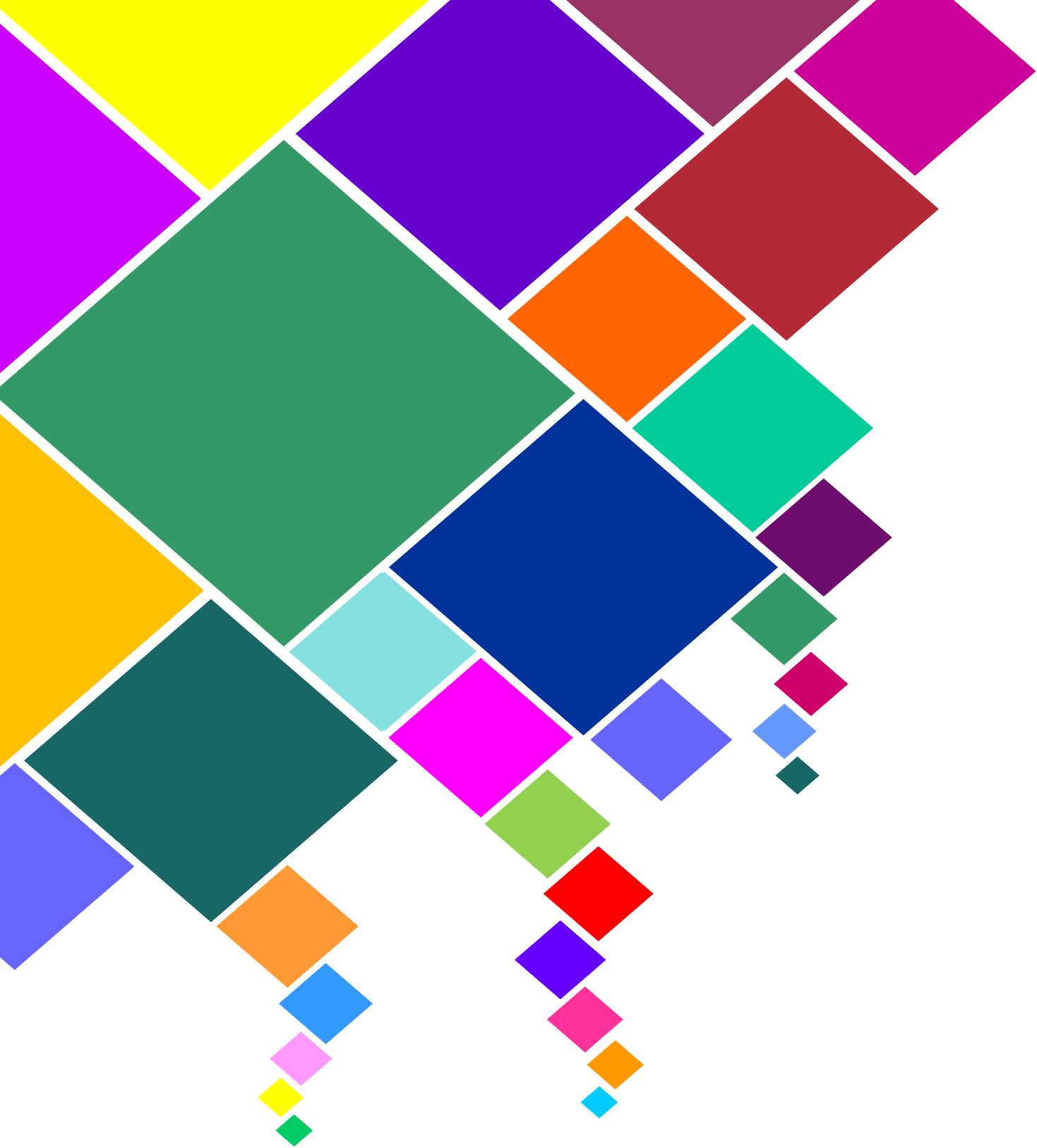
LEARNING OBJECTIVES

♦ Work with SmartArt, master pages, tables of contents, indexes, and references.

♦ Create forms and templates.

♦ Advanced options.

♦ Create watermarks, electronic forms, merge mail, and much more.

COST PER ENROLLMENT

♦ $250

MAXIMUM NUMBER OF LEARNERS

♦ Four

CREATIVE LEARNING INNOVATIONS

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