



Professional Development Training Descriptions

COMMUNICATION & CUSTOMER SERVICE

Grammar for the Business Professional

Instructor: Dr. Patrice Williams-Shuford

Format: 2-8 hours

Description: This training will provide a refresher on the rules of grammar/punctuation to help employers and employees be successful in business environments that demand clear, concise, and correct e-mails, memos, letters, and reports. Participants will learn how to avoid making common errors in daily writing.

Specific topics to be covered include the following:

- Agreement
- Capitalization
- Commonly Confused Words
- Consistency of Tense
- Parallel Structure
- Punctuation Marks

Selling You Way to Success – Advanced Sales

Instructor: Shane Moody

Format: 4-8 hours

Description: Nothing happens in the business world until someone sells something. It's the basis for all successful businesses. This session is designed for experienced sales professionals or those just beginning their careers. It's also for anyone in your company or organization, because, after all, we're all in sales in some fashion or another. This thought-process driven session will teach:

- Critical self-evaluation tools to judge your effectiveness as a salesperson
- Learning how to think like your prospects and customers
- Bringing your customers thought processes in line with yours
- Using customer needs to effectively sell your product
- Learn the keys to needs-satisfaction selling
- Learn to use key words and phrases that create a positive selling situation
- Participate in exercises that improve your process

Negotiation Techniques

Instructor: Anita Skipper

Format: 4-7 hours

Description: The ability to successfully negotiate is an essential life skill. This training will provide the ability to recognize effective negotiation practices, learn new negotiation skills, and develop self-awareness during a negotiation process. The aim of win-win negotiations is to find a solution that is acceptable to both sides.

Learning Objectives:

- Develop a plan for a negotiation
- Assess and evaluate the opposition
- Selecting a method of negotiation for success
- Use verbal and non-verbal language and props effectively
- Take advantage of timing in negotiations
- Ask the right questions during a negotiation
- Goal of a “win-win” negotiation

Public Speaking

Instructor: Ronnie Stanley

Format: 6-8 hours

Description: Learn the art of public speaking and communicating your message in an effective and persuasive manner. You will develop the necessary skills to present your content in a clear and memorable manner while learning how to reduce nervousness and engage the attention of your listeners. Participants will develop and organize presentation content and learn the benefits of rehearsing in front of an audience. Gain the confidence needed to deliver an impressive presentation during this training.

Conflict Resolution: Surviving and Thriving When You’re Surrounded by Emotional Vampires

Instructor: Terri Fedonczak

Format: 4 hours

Description: Conflict resolution is not just reserved for the boardroom; emotional vampires can drain you of joy, energy and productivity. Dealing with negative people is a survival skill that is important in both your work and family life. This class will provide tools that run the gamut of short circuiting the nasty co-worker to teaching your teenager to handle the “mean girls”.

We will use life coaching tools to introduce the difference between your emotional self and social self and how they both affect how you communicate. Among the tools you will learn is

how to conserve your energy by staying in your own business, because as Dr. Wayne Dyer said, “What other people think of me is none of my business. One of the highest places you can get is to be independent of the good opinions of other people.” Together we will cure your approval junkie, so that you can get along with anyone...even your mother-in-law! You will also learn how to use the Thought Work of Byron Katie to manage the negative thought shrapnel of emotional vampires. Finally, you will learn how to develop a gratitude practice that fills your soul, thereby providing a joy shield to protect you from negative energy and to create a positive environment that nourishes you and everyone around you.

The Art of Persuasion

Instructor: Ronnie Stanley

Format: 4-6 hours

Description: Persuasion and other political skills are strong predictors of performance ratings of employees, often outstripping both intelligence and personality traits. Research has shown that people with strong social skills command higher fees and salaries than equally talented but less socially adept colleagues. Persuasion is particularly important in times of organizational change and uncertainty. Is your organization going through turmoil after a merger or reorganization? Are you having trouble getting the attention of a critical decision maker? Does the budget process always turn into a war—or a game of hide and seek?

The Art of Persuasion will cover the following topics:

- Credibility and Power
- Developing a persuasive message.
- Motivation and Influencing
- Strategies for Influencing others

Dealing with Difficult People

Instructor: Dr. David Schjott

Format: 2-6 hours

Description: The presentation title is “The Sky is Falling: Dealing With Difficult People.” Real world scenarios will be presented and suggested strategies to use when confronting a difficult situation. Participants will engage in exercises that will identify excuses people use and developing ways to overcome those excuses. Workplace success depends on understanding those you work with and knowing how to communicate with them in an effective manner.

12 Strategies for Improving Communication with Children and Adolescents

Instructor: Dr. David Schjott

10 Easy Steps to Improving Communication in the Workplace

Instructor: Dr. David Schjott

DiSC for Personal Growth and Improved Communication

Instructor: Jody Bicking

Format: 3-4 hours, depending on group size

Description: The first step to true understanding of other people is to first understand oneself.

The *Classic DiSC* is an easy to interpret tool, which can enable a person to understand their basic

personality and tendencies. With that valuable knowledge, a participant will have a foundation for interpreting how others perceive and react to the world. Having this perspective, participants will learn how to modify their personal actions, based upon the situation, thus improving and making interpersonal communication more effective.

This program offers valuable insight and applicability for business as well as all other relationships. The program is 3 ½ hours and includes a DiSC Profile and an accompanying personalized 30 page detailed report. The program is fast-paced, action oriented, with exercises developed for adult learning engagement. Participants can expect to have fun while gaining invaluable insights which are guaranteed to improve communication capabilities.

Colors Communications Styles Assessment

Instructor: Multiple Instructors Available

Format: 30 minutes to 2 hours

Description: What is your Color? Are you Red, Blue, Yellow or Green? During this personality assessment you will find out the answers to these questions. Each person is a unique blend of the four colors or styles. Colors is an attempt to identify various personality styles and label them with colors Personality assessments such as Colors can help assemble teams, provide better communications among team members, determine your strengths and identify your gaps. Colors can also affirm a person's assumptions of their strengths and weaknesses. You will also receive tips on how to communicate with someone of a different color and how they view your communication style. Communication is the key to success, so understanding your own and others styles will help understand why you and others communicate the way you do!



LEADERSHIP/MANAGEMENT

Illusion of Inclusion: Implementing Change in the Workplace

Instructor: Dr. Patrice Williams-Shuford

Format: 4 hours

Description: Implementing change in the workplace is oftentimes very difficult. Employees are typically resistant to change. However, if those in supervisory roles make it a point to include all the stakeholders in every phase of the process, change is possible to achieve and will have

minimal negative repercussions. The presenter of this session will provide participants with specific ideas for including all factions in the decision-making process and will also offer ideas about how to deal with individuals whose goal is to sabotage the change process.

Attendees will benefit in the following ways:

- Understand what is involved in the process of implementing change.
- Understand who should be involved in the change process.
- Understand that change usually occurs in phases, over time.
- Acquire practical strategies for initiating change.
- Acquire strategies for dealing with the challenges associated with implementing change.

Nonprofit Board Effectiveness

Instructor: Shane Moody

Format: 4-6 hours

Serving on nonprofit boards is both rewarding and impactful. This four hour class will teach you the fundamentals of serving on a nonprofit board. Grow as a community leader through serving others and partnering with other leaders on a board. Included in this interactive session are the following nonprofit board topics:

- Board's role in strategic planning
- Board engagement
- Board expectations
- Board operations and structure (committees, officers, terms, composition, manual, orientation sessions, information systems)
- Ideal board profile
- Roberts Rules of Order
- Panel of nonprofit Executive Directors

Project, Engineering, and Acquisition Certification (PEAC)

Instructor: Dr. Jeffery Riemer

Format: 82 Hours

Description:

The Leadership Challenge: Leading with Integrity

Instructor: Dr. Jeffery Riemer

Format:

Description: This presentation is designed to provide practical examples of leadership with integrity. Scenarios will be presented to generate dialogue on the pro's and con's of alternative courses of action. The seminar develops themes for how principle based leadership and business ethics translate into daily operations with the purpose of expanding the student's capabilities as a leader.

Learning Objectives:

1. Appreciate the significance of integrity in the workplace.
2. Understand the implications of poor choices in leadership situations.
3. Understand how principle based leadership is applied in daily operations

4. Understand how business ethics translate into daily operations.
5. Develop a personal leadership goal that will demonstrate your commitment to leading with integrity

The Leadership Challenge: Inspire a Shared Vision

Instructor: Dr. Jeffery Riemer

Format:

Description: This presentation is designed to provide an overview of the “Inspire a Shared Vision” practice of exemplary leadership espoused by Kouzes and Posner (2002), in their book titled *The Leadership Challenge*. The seminar develops the themes of envisioning the future and enlisting others with the purpose of expanding the student’s capabilities as a leader. A brief introduction of the other Kouzes and Posner leadership practices “Enable Others to Act, Model the Way, Challenge the Process, and Encourage the Heart,” are also presented.

Learning Objectives:

1. Understand the importance of being forward looking.
2. Appreciate the significance of having a vision.
3. Understand how to look forward in times of rapid change.
4. Understand how to develop a shared sense of destiny.
5. Understand how to enlist others in a common vision by appealing to shared aspirations.

The Leadership Challenge: Challenge the Process

Instructor: Dr. Jeffery Riemer

Format:

Description: This presentation is designed to provide an overview of the “Challenge the Process” practice of exemplary leadership espoused by Kouzes and Posner (2002), in their book titled *The Leadership Challenge*. The seminar develops the themes of searching for opportunities and experimenting and taking risks with the purpose of expanding the student’s capabilities as a leader. A brief introduction of the other Kouzes and Posner leadership practices “Enable Others to Act, Model the Way, Inspire a Shared Vision, and Encourage the Heart,” are also presented.

Learning Objectives:

1. Understand the importance of seizing the initiative.
2. Appreciate the significance of making challenge meaningful.
3. Understand how to search for opportunity by seeking innovative ways to change, grow, and improve.
4. Understand how to initiate incremental steps and small wins.
5. Understand how to experiment and take risk by constantly generating small wins and learning from mistakes

The Leadership Challenge: Encourage the Heart

Instructor: Dr. Jeffery Riemer

Format:

Description: This presentation is designed to provide an overview of the “Encourage the Heart” practice of exemplary leadership espoused by Kouzes and Posner (2002), in their book titled *The Leadership Challenge*. The seminar develops the themes of recognizing contributions and

celebrating the values and victories with the purpose of expanding the student's capabilities as a leader. A brief introduction of the other Kouzes and Posner leadership practices "Enable Others to Act, Model the Way, Inspire a Shared Vision, and Challenge the Process," are also presented.

Learning Objectives:

1. Understand the importance of focusing on clear standards.
2. Appreciate the significance of personal appreciation.
3. Understand the importance of recognizing contributions by showing appreciation for individual excellence.
4. Appreciate the significance of telling the story.
5. Understand the importance of celebrating the value and victories by creating a spirit of community.

The Leadership Challenge: Model the Way

Instructor: Dr. Jeffery Riemer

Format:

Description: This presentation is designed to provide an overview of the "Model the Way" practice of exemplary leadership espoused by Kouzes and Posner (2002), in their book titled The Leadership Challenge. The seminar develops the themes of finding your voice and setting an example with the purpose of expanding the student's capabilities as a leader. A brief introduction of the other Kouzes and Posner leadership practices "Enable Others to Act, Inspire a Shared Vision, Challenge the Process, and Encourage the Heart," are also presented.

Learning Objectives:

1. Understand the importance of clarifying your values.
2. Appreciate the significance of expressing yourself.
3. Understand how to build and affirm shared values.
4. Understand the importance of setting an example by aligning actions with shared values.

The Leadership Challenge: Principles of Success

Instructor: Dr. Jeffery Riemer

Format: 2 Hours

Description: This presentation is designed to provide guiding principles of success. Thirteen principles of success are discussed using examples from the presenter's experience. The seminar provides attendees with practical steps that can be applied in the workplace to help themselves and individuals they supervise to be more successful.

Learning Objectives:

1. Appreciate the significance of core values and guiding principles in defining a roadmap for success.
2. Understand that success is defined differently for each individual, but the principles to attain success are universal.
3. Understand the importance of consistency, as it relates to what you say and what you do.
4. Understand the pitfalls that can derail your success.
5. Develop a personal definition of success, and a plan for how to achieve success.

Knowledge Management

Instructor: Dr. Jeffery Riemer

Format:

Description: This presentation is designed to provide an appreciation for the impact 76 million baby-boomers leaving the workforce can have on an organizations success. The seminar presents a framework for determining an organization's risk of knowledge loss. A method for assessing an organization's Knowledge Management State and Workforce Retirement Risk is presented so attendees can begin to assess the level of risk their organization may have of losing knowledge critical to their success.

Learning Objectives:

1. Appreciate the significance of 76 million baby-boomers leaving the workforce.
2. Understand how to assess an organization's Knowledge Management State.
3. Understand how to assess an organization's Workforce Retirement Risk.
4. Understand the relationship between Knowledge Management State and Workforce Retirement Risk, and the impact it has on the risk of knowledge loss.
5. Develop an initial assessment of your organization's risk of knowledge loss.

The Change Cycle: A Blueprint for a More Balanced Work and Personal Life

Instructor: Terri Fedonczak

Format: 4 hours

Description: Do you feel stuck in a dead end job/relationship? Are you searching for a way to add more meaning to your life? In this economic environment, there are no more "sure things." As Martha Beck advises in her bestseller, Finding Your Own North Star, "The only security lies in adapting to constant change." As a Certified Martha Beck life coach, Terri Fedonczak will demonstrate how to use the Change Cycle tool to balance your life. Join Terri to learn how to navigate all four squares of the Change Cycle in order to facilitate everything from finding a new job to finally losing those last 10 pounds.

Rising Stars: A Workshop for Emerging Managers

Instructor: Karen Valaitis

Format: 4 hours

Description: Ambitious people are actively seeking new opportunities. A new manager will have many new challenges and responsibilities. These might include gaining credibility from people who were peers but who are now subordinates and earning the trust of superiors. In order to be successful, new managers must learn to balance their new role with the need to maintain positive relationships. The key to this success will lie in their ability to effectively communicate, delegate and motivate. This workshop will prepare your rising stars for a new role in management. Key topics will include: 1) Effective Negotiation Skills, 2) Dealing with Difficult Conversations, 3) Powerful Meeting and Presentation Skills, 4) How to Delegate and 5) Managing People for Better Performance.

Supervision I

Instructor: Dr. David Goetsch

Format: 4 hours

Description: This course will help supervisors and future supervisors learn how to lead teams in ways that ensure peak performance and continual improvement. Participants will learn how to lead, communicate, motivate, coach, resolve conflict, make decisions, and handle employee complaints among other things.

Ethical Issues in the Workplace

Instructor: Dr. David Schjott

Format: 2-6 hours

Description: This topic illustrates the importance of ethics and moral responsibility by employees and companies alike. Example will be discussed where ethics were clearly violated, and other will be discussed where a violation may not be so clear. This topic is an inter-active discussion, with common sense examples and sharing of ideas to make the workplace a more vibrant and responsible entity. Types and categories of ethics will be addressed and the role they play in our work culture will also be discussed.

Leading in a Changing Environment

Instructor: Dr. David Goetsch

Format: 4-6 hours

Description: A seminar for executives, managers, supervisors, and team leaders who want to make diversity an asset in their organizations. Participants will learn:

- What diversity is and what it isn't
- Diversity-related concepts including prejudice, stereotyping, labeling, discrimination, and tolerance
- Why prejudice is a learned behavior that can be un-learned
- Un-learning prejudice and embracing diversity
- How to help others in the organization un-learned learned prejudices and embrace diversity
- How to lead diverse teams
- How to turn diversity into a productivity-enhancing asset

Leader as Strategist and Mentor

Instructor: Dr. Frank Goldstein

Format: 4-6 hours

Description: This presentation is designed to provide an overview of theory and practice in the core area of a leader as a strategist. In today's business environment, an individual leader without strategic insight can easily confuse leadership knowledge as an end all too achieving success.

The subsequent impact of that type of thinking will hurt their leadership potential and their business. The class takes an interdisciplinary behavioral science approach to the subject. In addition, it will cover strategic decision making leadership efforts and their relationship to business objectives and coherent purpose. The seminar offers a broad and general foundation in the terms and concepts of the strategic environment and leadership with specific suggestions for achieving both. It is also intended for the seminar to familiarize the student with major areas of study in the field. The seminar will provide students with the key skills associated with critical strategic thinking, analysis and actions to improve all aspects of the leader as strategist.

Change Management

Instructor: Dr. David Goetsch

Format: 4-6 hours

Description: It is said that people do not like change, but research shows that it is how change is typically handled in organizations that people do not like. When organizational change is handled well—meaning it is done *with* employees instead of *to* them—people are much more supportive of change. Another factor that inhibits acceptance of organizational change is fear of the unknown. People are always more comfortable with the known than the unknown. The theme of this seminar is that there is only one justifiable reason for making changes in an organization. That reason is to make things better (continual improvement). If a change will not result in improvement, why make it? This seminar presents a comprehensive model organizations can use to ensure that their personnel buy into changes, support them, and cooperate in making them succeed. The model comes from the book *Effective Change Management* by David L. Goetsch.

What is Servant-Leadership?

Instructor: Dr. John Richard Hoskins, MPA, MA, DMIN

Format: 2-4 hours

Description: This seminar is a basic general introduction to Servant-Leadership. Attendees will journey within the Story of servant-leadership, realize the importance of Presence, and participate as a Community as they learn. Each person will learn basic values and principles of servant-leadership such as vision, collective-intelligence, influence, listening, etc., and be introduced to some of the models involved in creating a servant-leader culture within an organization. Attendees will become familiar with the writings and thoughts of Robert K. Greenleaf, Ken Blanchard, Larry Spears, James Autry, James Sipe, Don Frick, and others.

Servant Leadership

Instructor: Dr. John Richard Hoskins, MPA, MA, DMIN

Format: 6-8 hours

Description: The phrase “Servant Leadership” was coined by Robert K. Greenleaf (former AT&T CEO). He said: “The servant-leader is servant first...servant leadership begins with the natural feeling that one wants to serve, to serve first.” Servant leadership style has been practiced all over the world in many successful companies. Jim Collins, in his book *Good to Great*, modeled his “level five leader” on the leadership principles discussed by Robert Greenleaf. Fortune Magazine’s annual list of the *100 Best Companies to Work For* identifies many servant leadership companies. Furthermore, five of the top *10 Best Companies to Work For* are companies practicing servant leadership. Listed below are just some servant leadership companies:

- SAS (#1 on the list of Best Companies to Work For)
- Zappos.com (6)
- Container Store (21)
- Whole Foods Market (24)
- Marriott International (71)
- Nordstrom (74)

- Starbucks (98)

Examples of historical servant leaders are Mahatma Gandhi, Mother Teresa, Abraham Lincoln, Martin Luther King, Jr., and Jesus of Nazareth. They are remembered because they affected the nations and the lives of thousands of people in their leadership positions. This course will enable you to understand the value of being a Servant-Leader in the marketplace by introducing you to:

- Servant-Leadership characteristics, models and principles
- Servant-Leadership for corporate professional development and for personal growth and transformation

Servant-Leaders as Decision Makers

Instructor: Dr. John Richard Hoskins, MPA, MA, DMIN

Format: 2-4 hours

Description: The great leader is seen as a servant first. A mark of a leader, an attribute that puts him or her in a position to show the way for others, is that he is better than most at pointing the direction. Every day we are challenged with decisions in our personal lives, workplaces, and other areas where life is lived out among people with conflicting interests and demands. The fundamental ingredient to healthy decision making is not knowledge. It is understanding people and processes from a servant-leadership perspective. By clearly stating and restating the goals the leader give certainty and purpose to others who may have difficulty in achieving it for themselves. Servant-leaders employ a number of essential tools in order to make the best possible decisions towards meeting goals. These include collaboration, accountability, effective listening, emotional intelligence, and handling conflict in a healthy, productive way. Servant-leaders recognize that decision making falls predominantly inside two crucial dimensions: (1) proper procedures that ensures a vigorous consideration of the depth and breadth of an issue and (2) a healthy criteria to base the decisions upon. This seminar will provide an overview of servant-leadership principles that lay the groundwork to address decision making within these two dimension so that attendees can make better decisions.

Conflict Resolution for Servant-Leaders

Instructor: Dr. John Richard Hoskins, MPA, MA, DMIN

Format: 2-4 hours

Description: Too many people deny, ignore, and evade (D.I.E.) conflict which is dreadfully damaging and leads to hidden agendas, passive-aggression, and a culture that does not value nor trust people. Servant-leadership principles utilize a holistic systems approach to engage valuable methods and processes that facilitate the peaceful ending of destructive conflict and subsequent retribution. Servant-leadership, within conflict resolution, identifies how we 'see' the world, looks deep into our 'iceberg' issues, emphasizes and respects the skills and talents of individuals, utilizes effective listening, appreciates emotional intelligence, and esteems the wisdom contained in various principles from the great philosophies and religions of the world. Servant-leaders attempt to resolve human differences in a healthy, productive ways leading to reconciliation while resolving the problem. This seminar will serve attendees by providing an overview of servant-leadership principles and assisting each person in the application of beneficial and holistic practices resulting in a peaceful resolution to problems leading to conflict.

Emotional Intelligence for Servant-Leaders

Instructor: Dr. John Richard Hoskins, MPA, MA, DMIN

Format: 2-4 hours

Description: The servant-leader always accepts and empathizes, never rejects. As a leader, he or she always accepts the person but sometimes refuses to accept some of the person's effort or performance as good enough. The leader needs a 'sense' of his or her own abilities and the abilities of others in order to maximize what is best for the organization. Emotional intelligence (EI) is the capacity to identify one's own and other people's emotions, to differentiate diverse emotions and characterize them correctly, and to employ emotional data to guide thinking and behavior for increased productivity. There are five basic components of EI: self-awareness, self-regulation, internal motivation, empathy and social skills. Research reveals that people with high EI have greater mental health, exemplary job performance, and more effective leadership skills. For example, Daniel Goleman's research in his book, *Working with Emotional Intelligence*, signified that EI accounted for 67% of the aptitudes believed essential for exceptional performance in leaders, and counted twice as much as technical expertise or IQ. Servant-Leaders will learn, in this seminar, to identify the foundational components for EI in both themselves and in others. Attendees will work together in a collaborative environment to identify individual paradigms and perceptions, practice deep listening skills in order to understand one another, and discuss various approaches to conflict resolution.

Listening for Servant-Leaders

Instructor: Dr. John Richard Hoskins, MPA, MA, DMIN

Format: 2-4 hours

Description: Only a true natural servant automatically responds to any problem by listening first. True listening builds strength in other people Do you ever wonder if what you have to say improves the silence? Do you seek first to understand before being understood? Do you really value each other in your organization? Often, we find that our listening skills are just plain terrible. Listening requires teamwork and collaboration. Listening often means breaking through paradigms and prejudices we all have. Conflict Resolution begins with listening as does just being a friend. This course will seek to increase our ability to deeply listen to one another. The course includes both right and left brain cooperative exercises to bring people together. Attendees will experience joy, companionship, teamwork, authenticity, integrity, and a deep feeling of being part of something greater than oneself.

Servant-Leadership and Teamwork

Instructor: Dr. John Richard Hoskins, MPA, MA, DMIN

Format: 2-4 hours

Description: The servant-leader is a servant first. It begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. Leading requires teamwork. Servant-leadership is about people working together. Servant-Leadership is about valuing employees in order to accomplish the vision, mission, and purpose of the organization. Servant-leadership is creating a team that produces quality work within an environment that seeks ultimate growth and professional development for each employee. This seminar brings people together to listen to one another, to increase emotional intelligence, to resolve conflict, and to make better decisions for the organization and one's life.

Empowering Team Members for Peak Performance

Instructor: Dr. David Goetsch

Format: 2-4 hours

Description: Team members who are not empowered can do nothing more than wait to be told what to do. In a situation where they need to think on their feet, react quickly to changing circumstances, innovate, and adapt, they are helpless. Consequently, it is critical that team members be empowered to apply their critical thinking skills, experience, judgment, and common sense in ways that help them adapt and overcome as problems arise and conditions on the ground change. This seminar teaches team leaders how they can empower their team members without abdicating their own responsibility or turning their team into an artificial “democracy.” Participants will learn to apply Dr. Goetsch’s *Ten-Step Model for Empowering Team Members* to actual situations.

Critical Thinking for Leaders and Teams

Instructor: Dr. David Goetsch

Format: 2 – 4 hours

Description: The ability to think critically is a must if a team is going to achieve peak performance. There are three reasons for this: 1) things are not always what they appear to be on the surface, 2) advice—no matter how well intended—is not always good, and 3) information provided—even from the best sources—is not always accurate. Consequently, failing to think critically can lead to costly errors, bad decisions, counterproductive actions, and ineffective strategies/tactics. This seminar covers 12 things people can do to become critical thinkers, 9 things that are the antithesis of critical thinking, and several group activities that require participants to use critical thinking skills.

Change Management

Instructor: Dr. David Goetsch

Format: 2 – 4 hours

Description: Continually improving team performance is an essential part of achieving and maintaining organizational excellence. However, continual improvement means continual change. Further, the world teams operate in, is always in flux. Change is an ever-present certainty in today’s high-tech, global environment. Consequently, team leaders must be effective change leaders and team members must be effective change agents. Common wisdom suggests that people resist change; that they don’t like it. However, research suggests that it is how change is done that people don’t like, not change per se. Participants in this seminar will learn how to apply Dr. Goetsch’s widely-used *Seven-Step Model for Effective Change Management* to actual situations.

What’s Your Leadership Style?

Instructor: Dr. David Goetsch

Format: 4 hours

Description: A seminar for executives, managers, supervisors, and team leaders who want to become better leaders who are able to inspire employees to perform at peak levels and continually improve. Participants will learn:

- What developmental leadership is
- The Eight Cs of developmental leadership

- Leadership styles (caring, character, communication, clarity, commitment, courage, credibility, and competence)
- Applying your leadership style to transform people and organizations

Lead by Example – Walk the Talk

Instructor: Karen Valaitis, MBA

Format: 4-6 hours

Description: Today, leaders need new skills and fresh outlook to build sustainable organizations. However, nothing builds and sustains credibility like a boss who leads by example. People are put into positions of authority, but it is up to the individual to earn the respect and trust of the team. Doing what you say, when you say it can inspire and motivate people, inspire and stimulate creativity, introduce a positive change and result in extraordinary results from your team or organization. Leading, and living, by example isn't as hard as it might sound. This course will cover useful strategies for modeling behavior that will inspire your employees to work hard, maintain loyalty, and help your organization grow.

John Maxwell Leadership Training-Everyone Communicates Few Connect

Instructor: Peggy P. Brockman, Certified John Maxwell Team Speaker, Trainer & Coach

Format: 8 hours

Description: In leadership expert, John C. Maxwell's book *Everyone Communicates Few Connect*, we learn that connecting increases your influence in EVERY situation. Only one thing stands between you and success. It isn't experience; it isn't talent. If you want to succeed, you must learn how to connect with people. And while it may seem like some people are just born with it, the fact is anyone can learn how to make every communication an opportunity for a powerful connection.

If you can connect with others- one-on-one, in groups, and with an audience – your sense of community improves, your ability to create team work increases, and your influence skyrockets. People who connect with others have better relationships, experience less conflict, and get more things done than those who cannot connect. Leaders who have learned the art of connection are able to communicate their ideas persuasively, establishing buy-in and attracting followers. During this engaging, and sometimes life changing session, we will review Maxwell's book and you will learn and practice:

- The art and skill of connecting
- Why connecting is more important than just communicating
- How to get and keep the right people in your organization
- What it takes to be a high achiever versus a low or average one
- What the three connecting questions are
- The importance of words, tone of voice, and body language
- What the one thing is people will remember about your communication and why it is important.
- The four unpardonable sins of a communicator.
- John Maxwell's Connection Checklist
- The five things Connecting requires and how you rate on these
- What makes people listen to you
- The barriers and choices to finding common ground with someone

- The art of keeping it simple
- How to be interesting
- What The Inspiration Equation is and how to use it
- How to give yourself a credibility check-up and know what you need to work on

John Maxwell Leadership Training-Learning to Become A Person of Influence

Instructor: Peggy P. Brockman, Certified John Maxwell Team Speaker, Trainer & Coach

Format: 4 hours

Description: John C. Maxwell is a world renown author and speaker on leadership and personal and professional development. He was voted the #1 Leadership Guru in the World and recently received Toastmaster International's Golden Gavel award. This session is taken from John's book *Becoming a Person of Influence*. Whatever your vocation or aspiration, you can increase your impact on others by Becoming a Person of Influence. Learn simple, insightful ways to interact more positively with others, and watch your personal and organizational success go off the charts.

In this session we will learn practical and easy principles to apply to everyday life:

- Obtain a better understanding of influence
- Ten ways to increase influence with others
- Managers will see their employees respond with new enthusiasm
- Parents will connect with their children on a deeper level
- Coaches will see players blossom
- Pastors will reach more people
- Sales people will break records.
- Community leaders will create a united team effort in their committees
- Four mistakes often made by people in the middle of the pack
- Five integrity issues for influencers
- Climbing the LADDER to better listening

John Maxwell Leadership Training-Leadership Gold

Instructor: Peggy P. Brockman, Certified John Maxwell Team Speaker, Trainer & Coach

Format: 8 hours

Description: In John C. Maxwell's book *Leadership Gold*, we learn that few people are successful unless a lot of people want them to be. He condenses a lifelong journey of studying and practicing leadership into 26 simple lessons. The underlying message within each lesson is simple: leadership matters. Growing as a leader maximizes your talents, leverages your relationships, and magnifies your successes. In this essential training, you will be introduced to the biggest, most important principles John uncovered about influence. Leadership Gold wastes no time wading through peripheral issues. Instead, the program cuts to the heart of what it takes to attain influence and to lead with excellence. Lessons covered include:

- If it's lonely at the top, you are not doing something right
- The toughest person to lead is always yourself
- The best leaders are listeners
- Don't send your ducks to eagle school
- Keep your mind on the main thing

- Your biggest mistake is not asking what mistake you are making
- Don't manage your time, manage your life
- People quit people, not companies
- Leaders distinguish themselves during tough times

John Maxwell Leadership Training How to Be a REAL Success

Instructor: Peggy P. Brockman, Certified John Maxwell Team Speaker, Trainer & Coach

Format: 4 hours

Description: SUCCESS is: knowing your purpose in life; growing to your maximum potential; sowing the seeds that benefit others. It is a rather simple recipe yet requires awareness, study, practice and mentoring to achieve. Earle Wilson says "Success is simply a matter of luck. Ask any failure!" This John C. Maxwell leadership program covers four main elements to success:

- **Relationships** – The only relationship in your life that is continual and therefore most important, is with yourself. The first person you must learn to get along with is YOU!
- **Equipping** – Great leaders grow their vision from "ME" to "WE". Recognizing and building on the leadership potential in those around you and applying teamwork laws will help you take others to a higher level by equipping them with the proper skill sets.
- **Attitude** – Our attitude is a choice. Improving it through daily practices, understanding the affect it has on you and others, and adopting an attitude that makes challenges easier to overcome is your key to success.
- **Leadership** – Leadership takes time and energy to develop. We overestimate the event and we underestimate the process. The secret to becoming a successful leader is discovered in your daily agenda.

Zig Ziglar Leadership Training - Building the Best You

Instructor: Cynthia Kennedy

Format: Can be delivered in a 30-minute keynote up to a full-day interactive workshop

Description: Is it really possible to be happy, healthy, and prosperous? Can you really expect to have solid family relationships, peach of mind and a feeling of security? Is there hope for a better tomorrow? The answer is a resounding "YES!"

This workshop will tell you how you can take control of your destiny. Your future is not determined by other people or circumstances. In fact, regardless of your circumstances there is one undeniable freedom; the freedom to choose your attitude toward those circumstances.

You can take charge of your life by climbing the stairway to success. It is possible to make radical changes in your life by taking small, consistent action steps. You will discover that you have everything already necessary to make your life better. You will leave with an action plan to take your life where you want it to go.

In the *Building the Best You!* course you will learn:

- The qualities successful people possess (and how you can possess them, too)
- The power of relationships and to build strong, healthy, winning ones
- Learn how to get more of the things money will buy and all of the things money won't buy
- The importance of your attitude and how to keep it positive
- How to keep yourself motivated and striving towards your goals

- The importance of the words you choose
- The power of taking the first step

Zig Ziglar Leadership Training – Goal Setting and Achievement

Instructor: Cynthia Kennedy

Format: Can be delivered in a 30-minute keynote up to a full-day interactive workshop

Description: Do you have a target or goal in life? Unless you have definite, precise, clearly set goals, you are not going to realize the maximum potential that lies within you. What about you and your goals? Are they clearly in focus, or still pretty fuzzy?

You will learn the power of goal setting and the easy steps it takes to guarantee you can achieve any goal you set using the goal setting formula. People like to complain about lack of time when the lack of direction is the real problem. Time can be an ally or an enemy. What it becomes depends entirely upon you, your goals, and your determination to use every available minute.

The dictionary says a goal is an aim or purpose. It's a plan. Something you expect to do.

Whoever you are, wherever you are and whatever you do, you should have goals. Mothers should have goals. Sales people should have goals. Student, doctors, business people, athletes should have goals. With definite goals you release your own power, and things start happening!

In the Goal Setting and Achievement course you will learn:

- The 4 basic reasons people don't set goals
- The power of dreaming
- How to qualify your dreams so you are working on the most important ones first
- How to identify specific goals
- The 7-step formula for setting goals
- Achieving goals
- The power of commitment

Zig Ziglar Leadership Training – Building Winning Relationships

Instructor: Cynthia Kennedy

Format: Can be delivered in a 30-minute keynote up to a full-day interactive workshop

Description: Relationships are extremely important. How well you get along with your boss, your customers, your friends and your family members can determine the accomplishments you achieve in life.

If you can build a winning relationship then you will have taken a huge step towards the success in life that you seek. A balanced life requires relationships with other people. Learning how to build winning relationships is a key to achieving a successful life.

Learn the four steps you can take to build healthy relationships in your family and at work. Strengthen your network of contact and see opportunities open up that you never thought possible.

In the Building Winning Relationships course you will learn:

- The 4 steps to build strong, healthy relationships
- The ONE thing you can do to turn around any relationship
- The power of responding
- The consequences of blame
- The power of service

- How to develop the good in others
- And much, much, much more!

Time Management

Instructors: Terri Fedonczak

Format: 2-6 hours

“I don’t have time for that” is a phrase we hear a lot in this hurry scurry world of Not Enough. This is especially true in the land of not-for-profit, when the things you “don’t have time for” are often exactly what you need to make your journey through your one precious life joyful and rewarding. After all, if you can’t find time to help yourself, how will you be able to help others? This is not your mama’s time management class, because time management is really emotion management. When you can clean up your thoughts about time, you will stop the time sucking duo of overwhelm and lack-based decision making. Using life coaching tools, we will tame your ToDo list and bring clarity to your day. You will be able to choose what you want to do with your time, because (spoiler alert) we all have the same amount of time...it’s all in how you choose to spend it.

Do you have Curb Appeal – Business Etiquette?

Instructor: Julie Cotton

Format: 1-2 hours

Description: Your outward appearance is critical to creating a lasting impression. The old clique of “you never get a second chance to make a first impression” is still alive! Learn what your clothing and body language portrays about your image and your business. Networking is key to business and understanding the rules of conversations as well as social media dos and don’ts. In this training you will also learn the art of business dining. Ever been confused about with bread plate and drink glass is yours? Managing your personal brand starts and end with you, now is the time to invest in your personal brand.

Business Etiquette

Instructor: Monica Earley

Format: 1-4 hours

Description: In the work force, success requires both technical job knowledge and confident social skills. The objective of business etiquette is to increase awareness of business social skills that set you apart of the competition and positively impact the work environment. Topics covered include:

- first impressions - eye contact and posture
- world class handshakes
- name badges
- dress
- introductions - how to make them
- business card exchange - presenting and receiving
- business entertaining - invitations, receiving lines, receptions, ice breakers, etc
- conquering "mingle phobia"
- networking

U.S. Flag Protocol

Instructor: Monica Earley

Format: 1-2 hours

Description: Understand how to using the flag.

- laws and regulations
- the National Anthem
- patriotic customs - displaying the flag and flag precedence
- other flags (international, state, organizational, positional)

Executive Dining Skills

Instructor: Monica Earley

Format: 1-4 hours

Description: The global business environment compels us to socialize and conduct business at the dining table more than ever before. Executives at all levels host guests and conduct business over meals. In this competitive atmosphere of opportunities, good dining skills are a must.

Topics covered include:

- Invitations and R.S.V.P.
- Introductions
- Host, guest of honor, and guest responsibilities
- Silverware savvy
- Navigating the place setting
- Toasting and gifts - when and how
- Thank you notes

Working with the Military

Instructor: Monica Earley

Format: 1-2 hours

Description: Details to know ahead of time when conducting business with the US military or senior ranking officials in the Department of Defense.

- Customs, courtesies and traditions
- Ceremonies and conferences
- Receptions and socials
- Seating
- Flag protocol
- Military and civilian rank structure



COMPUTERS & TECHNOLOGY

Microsoft PowerPoint

Instructor: David Chancellor

Format: 4-8 hours

Description: This Introduction to PowerPoint 2013 training class is designed for students who are interested in learning the fundamentals needed to create and modify basic presentations using Microsoft Office PowerPoint 2013. Students will explore the PowerPoint environment and create a presentation. Students will format text on slides to enhance clarity and add graphical objects to a presentation and modify them. Students will also add tables and charts to a presentation to present data in a structured form and then finalize a presentation.

Class Goals

- Identify the components of the PowerPoint 2013 interface.
- Create a presentation.
- Format text on slides.
- Add graphical objects to a presentation.
- Modify graphical objects in a presentation.
- Work with tables in a presentation.
- Add charts to a presentation.
- Prepare to deliver a presentation.
- Pointers on delivering a presentation.

Microsoft Access 2013

Instructor: David Chancellor

Format: 8 hours

Description: This Introduction to Microsoft Access 2013 training class starts by covering basic database concepts. Students will then learn to design and create databases and tables, query those tables, and create forms and reports.

Class Goals

- Learn basic database concepts.
- Learn to design and create databases.

- Learn to create and manage tables.
- Learn to write queries to generate reports and to insert and modify data.
- Learn to create and customize forms.

Microsoft Outlook 2013

Instructor: David Chancellor

Format: 4 hours

Description: This course will provide the student with the necessary skills needed to start sending and responding to email in Microsoft® Office Outlook® 2013, as well as maintaining a Calendar, scheduling meetings, and working with tasks and notes. Students will compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. Students will also customize the Outlook environment, Calendar, mail, folders, and also track, share, assign, and quickly locate various Outlook items. As well as, personalize email, organize Outlook items, manage Outlook data files, share and link contacts, save and archive email, create forms, and work offline and remotely.

Microsoft Word 2013, Introduction

Instructor: David Chancellor

Format: 8 hours

Description: Microsoft Office Word 2013 delivers innovations that can help you easily create professional-quality documents, control distribution of sensitive information, and collaborate with others. In this first series of Microsoft Word 2013, you will create, edit, and enhance standard business documents using Microsoft Office Word 2013. The intended audience for this Word 2013: Level 1 Course is the individual who wants to gain very basic knowledge of working with Word 2013.

Microsoft Word 2013, Advanced

Instructor: David Chancellor

Format: 6-8 hours

Description: In this advanced level word course you will learn to work with more complex documents. Topics include: Collaborating on documents, managing document versions, securing documents, creating a table of contents and bookmarks, creating and applying styles in documents, as well as, insert, size, position and edit graphics and use WordArt. You will also learn how to create document templates, create and edit macros, add footnotes and endnotes, create form letters and labels using mail merge. This Advanced Word course is aimed at users who need to manage long documents, collaborate with others, format, design, and secure documents. Students should have already completed basic word or have the equivalent experience prior to attending this class.

Microsoft Excel 2013, Introduction

Instructor: David Chancellor

Format: 8 hours

Description: Microsoft Office Excel 2013 - Level 1 teaches students how to work with worksheets and workbooks to analyze data using a variety of features to create, modify and format common business reports such as budgets, inventory reports, invoices, and charts. This course is designed for students who desire the skills necessary to create edit, format, and print

basic Microsoft Office Excel 2013 worksheets and manage and audit numerical reports. The intended audience for this course is the individual who desires to gain the necessary skills to create, edit, format, and print basic Microsoft Office Excel 2013 worksheets.

Microsoft Excel 2013, Intermediate/Advanced

Instructor: David Chancellor

Format: 8 hours Description: Microsoft Office Excel 2013 – Level 2 Primary focus is on using the analysis components within the application to budget and manage financial expenses.

Attention is also devoted to summarizing large amounts of data rapidly, performing what-if analyses, and working problems back to find variables when a desired outcome or scenario is known. You will learn more advanced concepts such as working with data ranges, linking multiple workbooks and saving spreadsheets as Web pages. You will also learn to manage workbook data, use tables, analyze table data, automate worksheet tasks, enhance charts, share Excel files and incorporate Web information. Learn to analyze data with Pivot Tables, exchange data with other programs, customize Excel and advanced worksheet management, and program with Excel.

Social Media - Facebook, Twitter, Blogs

Instructor: Stefany Thorpe

Format: 8 hours

Description: Through a hands-on, interactive approach, this introductory workshop teaches businesses how to strategically leverage social media to build dynamic, engaged online communities to increase SEO ranking and position, build brand awareness and loyalty and develop new relationships.

Workshop Topics

- Social Networking 101
- How to Use What You Already Know About Facebook for Your Business
- Every Business Must Tweet
- Grow Your Business Like a Weed with LinkedIn
- Heads Up! Are You on Google +
- Start a Blog on Wordpress
- How to Develop a Comprehensive Social Media Marketing Strategy
- Lose the Jargon and Find Your Unique Social Media “Voice”
- How to Build Community and Engage Your Followers
- Is the Latest Social Media Du Jour Right for You?
- Time Savers: Trust Me, You’ll Thank Me For This Later

Oops! Did I Post That?

Instructor: Stefany Thorpe

Format: 2 hours

Description: Social Media Etiquette is often an oxymoron. At any given moment, even the most reserved of individuals are setting themselves up for major failure, often unbeknownst to them, by throwing any measure of caution or concern to the wind. What you post on social media is continually being scrutinized by everyone (employers included), and while you may think that you are within your rights to exercise your “Freedom of Speech,” what is really happening is quite different.

This course is designed to enlighten and educate learners about the dos and don'ts of social media by utilizing 10 memorable social media commandments, also known as social media etiquette, as follows:

1. Thou shalt understand that privacy settings will never, ever fully protect thee.
2. Thou shalt not post in extremity of emotion.
3. Thou shalt turn the digital cheek to posts that offend thee.
4. Thou shalt look carefully on thy friends and followers for, to others, they are a reflection of thee.
5. Thou shalt never share racist, sexist, or crude content and then express surprise at the professional and personal fallout.
6. Thou shalt remember that the eyes of strangers may always fall on thy posts.
7. As thou judgest others' conduct online, so thou art judged.
8. Thou shalt periodically purge thy social accounts.
9. Courteous and pleasant are thy watchwords.
10. Thou shalt recall that personal interactions trump social media.

Introduction to QuickBooks

Instructor: Sharon Travis

Format: 8 hours

Description: Introduction to QuickBooks offers direct, hands-on training. Participants will learn to produce customizable financial reports, process your own payroll (separate subscription required), and save time every day by knowing better how to use this tool!

The course is designed for new QuickBooks users who want to learn what is available. This is a great course for small business owners and managers, or those who have bookkeeping responsibilities. It will assist in helping the user to better understand financial statements and reports.

This course will include:

- Overview of QuickBooks
- Getting started with QuickBooks
- Customizing QuickBooks and the Chart of Accounts
- Banking with QuickBooks
- Exploring QuickBooks for vendors, purchases, and inventory
- Employee information and payroll
- Producing reports and graphs

Intermediate/Advanced QuickBooks

Instructor: Sharon Travis

Format: 4-8 hours

Description: QuickBooks Intermediate training offers direct, hands-on training. Participants will produce customizable financial reports, and save time every day by knowing better how to use this tool! The course is designed for current QuickBooks users who want to learn how to better use what is available. This is a great course for small business owners and managers or those who have bookkeeping responsibilities. Those that want to better understand how to use the tools at their disposal.

Security+ Certification Boot Camp

Instructor: David Chancellor

Format: 28 hours

Description: This comprehensive course prepares individuals to take and pass the CompTIA Security+ Certification Exam. Interactive demonstrations and numerous practice quizzes along with hands-on exercises reinforce the concepts and provide the framework for a personalized study plan for exam success.

Who will benefit from this course?

This course is beneficial to those who wish to obtain the CompTIA Security+ Certification Exam, including security professionals, government and military personnel, and civilian contractors who must fulfill the Department of Defense 8570.1 Directive. Security personnel and managers with previous technical skills or background, who are looking to enhance their careers through certification, will also benefit greatly.

CompTIA Security+ exam topics include:

- Network Security (21%)
- Compliance and Operational Security (18%)
- Threats and Vulnerabilities (21%)
- Application, Data and Host Security (16%)
- Access Control and Identity Management (13%)
- Cryptography (11%)

Our Security+ Boot Camp covers the following material during our Hands-On labs:

- Malware (Virus, Worms, Trojans)
- Key Logger
- Password Cracking
- Access Control
- Privilege Escalation
- Buffer Overflow
- Port Scanner
- Protocol Analyzer Software
- Hashing
- Encryption
- Penetration Testing

Network+ Certification Boot Camp

Instructor: David Chancellor

Format: 28 hours

Description: Our CompTIA Network+ Certification course is an instructor-led class, taught by an expert with real-world experience. It covers both lecture and hands-on learning, which will allow candidates to have training in the practical application of the course concepts without having to buy any additional software and will prepare them for success on the certification exam. This course also ensures that the successful candidate has the important knowledge and skills necessary to manage, maintain, troubleshoot, install, operate and configure basic network infrastructure, describe networking technologies, basic design principles, and adhere to wiring standards and use testing tools.

After completing this course, you will be able to:

- Describe the basic components and characteristics of a network
- Identify wired network-to-network connections
- Install LAN wiring components
- Differentiate between wired internetworking devices
- Configure the TCP/IP communication protocols for a wired connection
- Install wireless networking components
- Identify common security threats and mitigation techniques
- Secure operating systems and network devices
- Control access to the network
- Monitor network resources
- Troubleshoot the network.

Our Network+ Certification boot camp covers the following material during our hands-On labs:

- Configuring a network adapter
- Using Wireshark to capture packets
- Examining the IP configuration
- Performing a connectivity test
- Reconfiguring IP in Linux
- Reconfiguring IP in Windows Server
- IP addressing schemes
- Obtaining a new DHCP lease
- Observing the TCP handshake
- Using netstat
- Using Nmap
- Working with host names
- Working with the HOSTS file
- Testing name resolution
- Testing DNS
- Windows firewall
- Setting up a wireless network



HEALTHCARE & MENTAL HEALTH AWARENESS

Ethical Issues in Mental Health Counseling

Instructor: Dr. David Schjott

Dealing With Suicide, Grief and Loss

Instructor: Dr. David Schjott

Signs and Symptoms of Substance Abuse in the Workplace

Instructor: Dr. David Schjott

Conflict Management for the Health Care Providers

Instructor: Karen Valaitis, MBA

Format: 4-6 hours

Description: Although conflict is inevitable, the results of conflict are not. Your actions, or lack of actions, play a large role in whether the conflict experience will be positive or negative.

Potential conflicts can be identified early and strategies exist to help minimize adverse impacts to you and your organization. This course will help you learn to effectively manage conflict.

Specifically, you will be provided skills to assist with conflict resolution; you will participate in a self-assessment of your conflict patterns; you will learn how to better manage conflict in your life; and you will develop specific conflict communication skills.

Cultural Competency for Health Care Professionals

Instructor: Deanna Wharwood

Format: 8 hours

Description: What's Your CQ? In no other profession is an understanding of cultural norms so required as in healthcare. With over 90% of malpractice suits stemming from miscommunication, CQ training has become required for health care professionals in many states.

Participants will learn to see cues in cross cultural situations and discover how to disable the "cultural cruise control" that makes us unaware of how our own culture affects your perceptions.

Participants will develop a repertoire of behavioral skills appropriate to different intercultural

situations and they will be able to choose the right ones for a given interaction. CQ will help participants to be more effective in making decisions, communicating and negotiating across cultures, leading and motivating others who are culturally different and managing an international career or diverse patient populations.

Approved for 7 hours of CE credit for LPNs and RNs through CE Broker.

Question, Persuade, and Refer Certification

Instructor: Dr. Tonya Nascimento, Certified QPR Gatekeeper Instructor

Format: 2 hours

Description: QPR stands for Question, Persuade, and Refer – 3 simple steps that anyone can learn to help save a life from suicide. This two hour training is designed to increase understanding of the causes of suicide, how to recognize signs of impending attempts, and how to help the person who is suicidal seek help from a mental health professional.

Participants will earn the designation of Certified QPR Gatekeeper by successfully completing this training.



PROJECT MANAGEMENT INDUSTRY

PMP Certification Exam Prep

Instructor:

Format: 38 hours

Description: the PMP® Exam Preparatory Course, provides the knowledge needed to evolve the career of a successful Project Management Professional and get ready for the PMI® PMP exam. This course will prepare the student for the PMP exam over four days of intensive project management training with one of the most complete set of PMP® exam study tools currently available on the market. Discussion topics include: The Ten Knowledge Areas of Project Management: Integration, Scope, Time, Cost, Quality, Human Resources, Communications, Risk, Procurement and Stakeholder. The Five Process Groups of Project Management: Initiating, Planning, Executing, Monitoring and Controlling, and Closing. Two additional topics: Professional and Social Responsibility and Framework. This course aligns to the guidelines and best practices of the PMI® Project Management Book of Knowledge (PMBOK) 5th edition.

- PMP® Exam Success Study System includes the following:
- Crosswind Boot camp Manual and Web-based Exam Simulation Application with 26 tests (3000+ questions)
- Three 11" x 17" laminated certification exam placemat/wall posters (Processes, Swim lanes, and Mind maps)
- Web-based Flashcard Application
- Three audio downloads (Introduction and Study Strategies, Terms/Definitions, and Processes) via website for each student
- 3 PMP® Exam Quick Reference Guides
- Fulfills the required 35-hour PMI® contact hour requirement toward your exam application requirement
- Provides one of the most comprehensive set of study tools available to date



CONSTRUCTION INDUSTRY

OSHA 10-Hour Construction Industry

Instructor: Thomas Martin

Format: 14 hours

Description: This training program is intended to provide entry level construction workers information

about how to identify, abate, avoid and prevent job related hazards on a construction site. The training covers a variety of construction safety and health hazards which a worker may encounter at a construction site. Training should emphasize hazard identification, avoidance, control and prevention, not OSHA standards. Instructional time must be a minimum of 10 hours.

The student will be able to:

- Identify major hazards
- Describe types of hazards
- Protect him/herself from these hazards
- Recognize employer requirements to protect workers from these hazards

The topic covered are:

1. Introduction to OSHA

2. Falls
3. Electrocutation
4. Struck-By (e.g., falling objects, trucks, cranes)
5. Caught-In or Between (e.g., trench hazards, equipment)
6. Elective - 2 hours of training will cover a variety of the following topics.
 - a. Cranes, Derricks, Hoists, Elevators, & Conveyors
 - b. Excavations
 - c. Materials Handling, Storage, Use and Disposal
 - d. Scaffolds
 - e. Stairways and Ladders
 - f. Tools - Hand and Power



BUSINESS & FINANCE

Protect Your Small Business from Fraud - 10 Simple Steps to Consider

Instructor: Tammy McGaughy, CPA, CFF, CFE

Format: 1 hour

Description: Small businesses are particularly vulnerable to fraud due to lack of resources to implement complete systems of internal controls (checks and balances) or separation of duties among limited staff. As such, it is important for owners to be aware of warning signs of fraud and ways employees can steal. The course will provide 10 simple fraud prevention and detection measures owners can implement to minimize fraud risks in their business.

Small Business Best Practices: Tax and Financial Considerations

Instructor: Tammy McGaughy, CPA, CFF, CFE

Format: 2 hours

Description: Small business owners have it rough. They're tasked with running their business, dealing with customers, maintaining solid employee relationships, maximizing profits, preventing fraud, minimizing taxes and more. Ever feel overwhelmed? This course will equip owners with the right tools (best practices) to consider in their small business, and will focus on hot topics as it relates to tax and understanding of financial statements.

The Impact of Minimum Wage Reform on Nonprofit Organizations

Instructors: Ginger Barry Boyd, P.A. & Jody Henderson, CPA

Format: 2-4 hours

Description: The session will answer the following questions:

- How do we determine if our nonprofit must comply with this new DOL ruling?
- Which organizations need to comply? Why?
- How do nonprofit organizations determine if employees are exempt?
- What is the timeline for compliance?
- What are the changes that can be expected in the years to come?
- If organizations choose to change employees to hourly compensation, what is the protocol?
- What is the easiest way for organizations to present the options to board members?
- What are the legal recommendations for how options are presented to staff and donors?



Individual Development

Mental Preparation: Are You Ready for Retirement?

Instructor: Dr. David S. Schjott

Format: 2-6 hours

Description: The focus of this lecture is to introduce participants to the realization that retirement is imminent for most of us, which begs the question: Are we prepared?

The purpose of this exploration is to examine the process of retirement, the shortfalls, the challenges, and the benefits. Emphasis will be placed on the need to have a solid foundation for retirement, including financial, personal, social, and emotional preparation. The workshop will be broken down into four critical areas:

1. Statistics – The focus of this presentation section is to introduce critical statistical challenges and changes during the past fifty years that may help one realize the value and challenges that accompany retirement. These statistical trends include an intriguing array of outcomes that may place stress on participants that include:
 - a. Increased age for retirement
 - b. Working after formal retirement

- c. Financial consideration shortfalls
 - d. Financial security
2. Economic Uncertainty – This section of the lecture will focus on the changing tides of economic challenges that confront most Americans literally on a daily basis. These include considerations such as:
 - a. Recession
 - b. Changes in Social Security
 - c. Technology (Cyber-crimes)
 - d. Entitlements
3. Retirement Fears – This section of the lecture will focus on fears and concerns that most all of us will have in as we move forward to retirement. This concerns will include such issues as:
 - a. Recognition among peers
 - b. Healthcare
 - c. Boredom
 - d. Unexpected crisis
4. Healthy Tips – This section will be the real focus of the workshop. The critical considerations for transitioning to a healthy, vibrant retirement age will include many considerations, which will include:
 - a. Funds
 - b. Living within your means
 - c. Making sure all of your business is order
 - d. Health issues
 - e. Familial issues

Participants will be able to:

- A. Understand some of the critical statistical changes that may impact their retirement
- B. Recognize some of the economic, political, and social changes that may lead to retirement uncertainty
- C. Articulate some to the retirement fears that accompany transitioning to a healthy life after work
- D. Define several key issues in regards to preparation cues that may help to reduce emotional stress in retirement
- E. Analyze what they are currently doing that may need to be adjusted in order to reach a vibrant and secure retirement

12 Strategies for Reaching Your Personal Best

Instructor: Dr. David Schjott

12 Strategies for Reaching Your Personal and Professional Best

Instructor: Dr. David Schjott

Build Your Pride: A Mother & Daughter Workshop to Conquer the World

Instructor: Terri Fedonczak

Format: 2-4 hours

Description: The Mother/Daughter relationship is unique. It can be a source of great love, support and power, OR it can be the source of endless frustration and hurt feelings, especially as

daughters reach middle school, high school and college. In the tween and teen years, daughters are developing their own independence, which can leave their parents in crisis. As a mom you feel that the aliens have captured your little girl and left an eye-rolling stranger in her place. As a daughter, you feel like your mom is following you around, just waiting for you to mess up. How do we bridge the gap and make mothers and daughters a powerful team again--a united force to rule the world?

Cue the trumpets...Pride Power to the rescue! Terri Fedonczak, certified life coach, speaker and author, witnessed Pride Power on safari in South Africa. While watching lionesses work together to accomplish what one lioness alone could not, Terri had a vision of how Pride Power could empower girls of all ages. Now, Terri runs workshops and retreats to teach moms and daughters how to work together, as a Pride. Together we can pool our lioness power and accomplish our dreams. In this workshop you will learn:

- What is appropriate for moms when it comes to discipline; when do you step back, and when do you step in?
- What is appropriate for girls when it comes to being independent while maintaining a feeling of comfort and support; how do you ask for help when you really need it?
- Tips for self-care at any age. You cannot save the world until you take care of yourself first!
- A new way to relate to your daughter/mom that invites cooperation and banishes frustration.

So Much Stress, So Little Energy! Strategies for Stress and Energy Management

Instructor: Dr. Tonya Nascimento

Format: 4 hours

Description: Ineffective energy-management can hinder your performance and zap your productivity. It can lead to additional and unnecessary stress. In this workshop you will learn practical and creative ways to manage stress and increase energy using your body and mind. Identify where you carry your stress in your body, gain awareness of your body's response to stress, and learn the science behind physiological relaxation. Learn the most energizing mindset to have, how to retrain your thoughts to increase energy and decrease negative stress, and develop a personal plan to balance stress and energy in your life – at work and at home – to maximize your productivity while maintaining an inner calm. Get more done, perform better, and feel less stress by using the strategies presented.

Training Topic – Teamwork Transformed

Instructor: Dr. Tonya Nascimento

Format: 1-2 hours

Description: Theory is one thing; action is another. Designed by performance psychological consultant, Dr. Tonya Nascimento, this team-building training offers participants the opportunity to put into practice the concepts of teamwork, collaboration, and communication in a series of fun, fast-paced activities.

Find the Right Job and Always Be Employed: Taking Control of Your Career

Instructor: Joe Sharpe

Format: 2-4 hours

Description: Trapped in a job you hate? Want to change careers but not sure how? At a dead-end? Tired of being downsized, right sized, outsourced or laid off? Been passed over? We can help.

Our training will help you to;

1. Develop a plan for your career change
2. Positively assess your skills, experience, and goals
3. Learn to excel at interviews
4. Improve job security
5. Take control of your career
6. Build and work a network
7. Learn how to market yourself to any employer
8. Stay marketable
9. Make social media work for you
10. Always be employed