

Business and Information Technology Course Descriptions and Schedule

Administrative Skills

Supply Chain Management: 8 Hours

Supply Chain Management improves the coordination and relationship between suppliers, producers, and customers. It must be kept at a high level of organization to be successful in today's global economy. Goods and services are now pieced together from all over the world, and this process can be hectic and complicated if not managed correctly. With Supply Chain Management, your company and employees will be on target to lower costs, improve efficiency, and increase customer satisfaction. This course will provide participants with an understanding of how Supply Chain Management can improve and help almost any type of business.

Live, Instructor-Led Remote Course Dates	Time
October 19	9 am – 5 pm
October 28	9 am – 5 pm
November 24	9 am – 5 pm

Career Development

Accountability in the Workplace: 4 Hours

Accountability helps to ensure that every employee will take responsibility for their performance and behaviors, and continue to manage this responsibility. When we implement goals and communicate with one another, we can achieve powerful results. Building an accountable workplace requires strong teamwork and collaboration. Every team member must have a strong understanding of the values of the company and recognize the importance of their dedication, in order to attain success. This course will provide participants with informative tools and practical strategies that can be used to help empower the team to work towards achieving the benefits of accountability. Accountable employees will fuel performance and productivity and generate an enhanced workplace.

Live, Instructor-Led Remote Course Dates	Time
October 28	1- 5 pm
November 11	8 am-noon
November 30	8 am - noon
December 7	5 – 9 pm

Assertiveness and Self-Confidence: 4 Hours

The Assertiveness and Self-Confidence course will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally), and how to develop those feelings in their day-to-day lives. These skills will have a positive effect on many aspects of the participants' lives.

Live, Instructor-Led Remote Course Dates	Time
October 14	1- 5 pm
October 27	5- 9 pm
November 7	8 am-noon
November 14	8 am-noon
November 14	1 – 5 pm

Negotiation Skills: 8 Hours

Although people often think of boardrooms, suits, and million-dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. Through this course, participants will be able to understand the basic types of negotiations, the phases of negotiations and the skills needed for successful negotiating. The Negotiation Skills course will give participants a sense of understanding the other party and have the confidence to not settle for less than they feel is fair, but seek a win-win agreement. Participants will learn that an atmosphere of respect is essential, as uneven and untruthful negotiations could lead to problems in the future.

Live, Instructor-Led Remote Course Dates	Time
October 9	9 am – 5 pm
November 9	9 am – 5 pm

Creative Problem Solving: 4 Hours

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small. The Creative Problem Solving course will give participants an overview of the entire creative problem-solving process, as well as key problem-solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data and identifying resources will be covered throughout the course.

Live, Instructor-Led Remote Course Dates	Time
October 6	9 am – 1 pm
November 17	9 am – 1 pm
December 3	9 am – 1 pm

The Cloud and Business: 8 Hours

The cloud has become a vital component for business as technology becomes embedded in modern life. Every leader needs to understand the cloud and how it operates, as well as the potential dangers and pitfalls associated with cloud computing. Knowledgeable monitoring and maintenance can be the difference between the success and failure of the technology's use. With our The Cloud and Business course, participants will discover the specifics of how the cloud can be a successful business tool.

Live, Instructor-Led Remote Course Dates	Time
October 13	9 am – 5 pm
November 12	9 am – 5 pm
December 2	9 am – 5 pm

Human Resources

Contract Management: 4 Hours

It is easy to overlook the importance of contract management because it seems to be a boring, mundane topic. Contracts, however, are the basis of most business relationships. If contracts are managed well, business relationships will flourish. If they are not, companies face financial loss, relationship harm, and damaged reputations. With our Contract Management course, your participants will discover the specifics of how contract management works and how to effectively source agents.

Live, Instructor-Led Remote Course Dates	Time
October 17	10 am – 2 pm
October 19	8 am - noon
November 19	1 – 5 pm
November 30	4 – 8 pm

Human Resources

Crisis Management: 4 Hours

Crisis management is as important as finance management, personal management, etc. Having a clear and effective program and plan for an event is critical not only to your survival, but to the profitability and possibly the survival of the company as well. Being able to identify risk, assess the situation, and respond appropriately is important, and requires not only training but practice.

Live, Instructor-Led Remote Course Dates	Time
October 7	8 am - noon
October 7	1 – 5 pm
November 9	4 – 8 pm

Human Resources for Small Business Owners: 8 Hours

Human Resources for small business owners provides an introductory overview of key HR topics and the fundamental issues surrounding HR to help you effectively approach the challenging issues and everyday situations that you face in the business.

Live, Instructor-Led Remote Course Dates	Time
October 14	9 am – 5 pm
November 6	9 am – 5 pm
December 7	9 am – 5 pm

Universal Safety Practices: 8 Hours

The importance of safety cannot be overstated. Every organization is responsible for the safety of employees while they are working. In 2015, OSHA estimated safety problems cost companies \$1 billion a week. Understanding universal safety practices and how to implement them will help keep everyone protected while ensuring the company's financial security. With our Universal Safety Practices course, participants will discover how safety affects employee engagement and the bottom line. Safety may seem like a boring topic, but an unsafe work environment cannot be ignored.

Live, Instructor-Led Remote Course Dates	Time
October 8	8 am – 4 pm
November 13	8 am – 4 pm
December 11	8 am – 4 pm

Leadership

Communication Strategies: 4 Hours

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you or the look you give the cat, it all means something. The Communication Strategies course will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

Live, Instructor-Led Remote Course Dates	Time
October 10	10 am – 2 pm
October 12	1 – 5 pm
November 11	8 am-noon
November 19	5 – 9 pm

High-Performance Teams (Remote Workforce): 8 Hours

High-performance teams (remote workforce) are organizations, teams, or groups working in a virtual environment that are focused on achieving the same goals. Bringing team members together through a virtual environment can be a challenging task. This course identifies these challenges and helps participants push through to success. With our High-Performance Teams (Remote Workforce) course participants will begin to see how important it is to develop a core set of high-performance skills while working remotely. By knowing and managing the way people interact in a remote environment, you will be setting up your high-performance teams to accomplish any task.

Live, Instructor-Led Remote Course Dates	Time
October 14	9 am – 5 pm
October 26	9 am – 5 pm
November 13	9 am – 5 pm

Leadership & Influence: 8 Hours

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew they had in order to guide and protect their offspring. Once you learn the techniques of true leadership and influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding

Live, Instructor-Led Remote Course Dates	Time
October 21	8 am – 4 pm
November 9	8 am – 4 pm
December 10	8 am – 4 pm

Women in Leadership: 8 Hours

In the United States today, women make up half of the workforce. Unfortunately for women, their male colleagues are promoted at a much higher rate. Women offer great work ethics and bring something different from men to the workforce, but many times it goes unnoticed. In this course, participants will learn about how organizations can develop women leaders and about the benefits of women in organizations, as well as advancements for the future of women. You will learn how women in the workplace cannot only benefit the women themselves but also your organization as well. With the Women in Leadership course, participants will learn how women are changing the workforce and will gain a new perspective on the workforce, and what benefits can come from hiring and promoting women to higher positions.

Live, Instructor-Led Remote Course Dates	Time
October 23	8 am - 4 pm
November 4	8 am - 4 pm
December 9	8 am - 4 pm

MS Office

MS Excel 2016 Essential: 8 Hours

Participants will gain an advanced level of understanding for the Microsoft Excel environment and the ability to guide others to the proper use of the program's full features, critical skills for those in roles such as accountants, financial analysts and commercial bankers. Participants will create, manage and distribute professional spreadsheets for a variety of specialized purposes and situations. They will customize their Excel 2016 environments to meet project needs and increase productivity. Expert workbook examples include custom business templates, multi-axis financial charts, amortization tables, and inventory schedules.

Live, Instructor-Led Remote Course Dates	Time
October 5 & 6	5 - 9 pm
November 23 & 24	5 - 9 pm

MS Excel 2016 Expert: 8 Hours

Participants will gain an advanced level of understanding for the Microsoft Excel environment and the ability to guide others to the proper use of the program's full features, critical skills for those in roles such as accountants, financial analysts, and commercial bankers. Participants will create, manage, and distribute professional spreadsheets for a variety of specialized purposes and situations. They will customize their Excel 2016 environments to meet project needs and increase productivity. Expert workbook examples include custom business templates, multi-axis financial charts, amortization tables, and inventory schedules.

Live, Instructor-Led Remote Course Dates	Time
October 5 & 6	8 am - noon
October 5 & 6	1 - 5 pm
October 8 & 9	5 - 9 pm
October 15 & 16	5 - 9 pm
October 26 & 27	8 am - noon
October 26 & 27	1 - 5 pm
November 5 & 6	5 - 9 pm
November 19 & 20	5 - 9 pm

MS Word 2016 Essentials: 8 Hours

Participants will gain a fundamental understanding of the Microsoft Word environment and the ability to complete tasks independently. They will demonstrate the correct application of the principal features of Word 2016 by creating and editing documents for a variety of purposes and situations. Document examples include professional-looking reports, multi-column newsletters, resumes and business correspondence.

Live, Instructor-Led Remote Course Dates	Time
October 12 & 13	5 – 9 pm
October 19 & 20	5 – 9 pm
November 16 & 17	5 – 9 pm

MS Word 2016 Expert: 8 Hours

Participants will learn to proficiently use the advanced features of Microsoft Word for document content management and advanced formatting, critical skills for those in roles such as editors, project managers, business information workers, and educators. Participants will create and manage professional multi-page documents for a variety of specialized purposes and situations. They will customize their Word 2016 environments to meet project needs and to enhance productivity. Examples of expert-level documents include a business plan, a research paper, a specialized brochure, and a mass mailing.

Live, Instructor-Led Remote Course Dates	Time
October 22 & 23	5 – 9 pm
November 26 & 27	5 – 9 pm

Sales/Marketing

Internet Marketing Fundamentals: 4 Hours

Marketing has changed dramatically over the past decade. Marketing is all about communicating, and the Internet has completely changed the way people communicate. The Internet is a marketer's dream come true, especially with social media, as you have a low-cost marketing tool that can reach a large audience. Internet Marketing Fundamentals will provide you with a great set of skills to market your business online. Content is the king of internet marketing, and you will need to know how to utilize your great content. If you want your business to grow, then you need to understand Internet Marketing Fundamentals.

Live, Instructor-Led Remote Course Dates	Time
October 8	9 am – 1 pm
October 27	9 am – 1 pm
November 11	9 am – 1 pm

Marketing Basics: 4 Hours

Marketing is an essential element for every business, regardless of product or service. It can be the missing piece of the puzzle that is needed to see the big picture. This course provides an introduction to marketing and its benefits, with a focus on how it can contribute to a business' growth. By gaining a basic knowledge of marketing, participants will be better informed to assist in marketing decisions that can help grow their business or their employer's.

Live, Instructor-Led Remote Course Dates	Time
October 6	9 am - 1 pm
November 3	9 am - 1 pm
November 18	9 am - 1 pm

Social Media Marketing: 4 Hours

Social media is a staple of modern life. It is so enmeshed in the way that we communicate that companies have little choice but to engage in social media as part of their marketing strategy. Before implementing any social media strategies, however, it's important to understand the benefits as well as the risks associated with different platforms used to reach current and potential customers. With our Social Media Marketing course, participants will discover the specifics of how to effectively use social media marketing and its pros and cons.

Live, Instructor-Led Remote Course Dates	Time
October 8	1 - 5 pm
October 16	1 - 5 pm
October 27	1 - 5 pm
November 11	1 - 5 pm

Supervisor/Manager

Budgets/Financial Reports: 4 Hours

Money matters can be intimidating for even the smartest people. However, having a solid understanding of basic financial terms and methods is crucial to career advancement. When terms like ROI, EBIT, GAAP and extrapolation enter the conversation, this course will provide participants the knowledge necessary to take part in the discussion. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions and financial legislation.

Live, Instructor-Led Remote Course Dates	Time
October 5	8 am - noon
October 14	1 - 5 pm
October 19	8 am - noon
October 28	1 - 5 pm
November 2	8 am-noon
November 11	1 - 5 pm
November 16	8 am - noon
November 30th	1 - 5 pm

Coaching and Mentoring: 4 Hours

You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet the quota this month even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off? You are baffled and you know being frustrated makes matters worse. What do you do? The Coaching and Mentoring course focuses on how to better coach your employees to higher performance. Coaching is a process of relationship-building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.

Live, Instructor-Led Remote Course Dates	Time
October 12	8 am - noon
November 11	4 - 8 pm
November 20	1 - 5 pm

Lean Process and Six Sigma for Non-Engineers: 8 Hours

Six Sigma is a data-driven approach for eliminating defects and waste in any business process. You can compare Six Sigma with turning on the water faucet and experiencing the flow of clean, clear water. Reliable systems are in place to purify, treat and pressure the water through the faucet. That is what Six Sigma does to business: it treats the processes in business so that they deliver their intended result. Our Lean Process and Six Sigma course will provide an introduction to this way of thinking that has changed so many corporations in the world. This course will give participants an overview of the Six Sigma methodology, and some of the tools required to deploy Six Sigma in their organizations.

Live, Instructor-Led Remote Course Dates	Time
October 27	8 am - 5 pm
November 11	8 am - 5 pm
November 24	8 am - 5 pm

Manager Management: 4 Hours

With this course, participants will be able to provide their teams of managers with skills, guidance and empowerment. They will then be better suited to lead and motivate their teams and thus produce fantastic results. To be a successful manager means having a wide range of skills and knowledge and this course teaches participants how to disperse their experience throughout the leadership team. Manager management takes a special type of leader, and this course will prepare participants to teach and lead new and experienced managers.

Live, Instructor-Led Remote Course Dates	Time
October 16	10 am - 2 pm
November 11	1 - 5 pm
December 8	4 - 8 pm

Supervising Others: 8 Hours

Supervising others can be a tough job. Between managing their own time and projects, helping team members solve problems and complete tasks, and helping other supervisors, a supervisor's day can fill up before they know it. The Supervising Others course will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict and administering discipline.

Live, Instructor-Led Remote Course Dates	Time
October 28	8 am – 4 pm
November 16	8 am – 4 pm
December 14	8 am – 4 pm

Business Acumen: 8 Hours

Through our Business Acumen course, participants will improve their judgment and decisiveness skills. Business acumen is all about seeing the big picture and recognizing that all decisions no matter how small can have an effect on the bottom line. Participants will increase their financial literacy and improve their business sense.

Live, Instructor-Led Remote Course Dates	Time
October 15	9 am – 5 pm
November 5	9 am – 5 pm
November 19	9 am – 5 pm

Workplace Essentials

Change Management: 4 Hours

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and participants will gain some valuable skills through this course. The Change Management course will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give participants an understanding of how change is implemented and tools for managing their reactions to change.

Live, Instructor-Led Remote Course Dates	Time
October 7	1 – 5 pm
November 4	8 am-noon
November 4	5 – 9 pm
November 18	8 am-noon
November 18	5 – 9 pm

Customer Service: 8 Hours

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the frontline of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their paychecks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers. Customer Service training will look at all types of customers and how we can serve them better and improve ourselves in the process. Participants will be provided a strong skillset, including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

Live, Instructor-Led Remote Course Dates	Time
November 20	9 am – 5 pm
December 4	9 am – 5 pm

Delivering Constructive Criticism: 4 Hours

Delivering constructive criticism is one of the most challenging things for anyone. Through this workshop, participants will gain valuable knowledge and skills that will 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 delivered correctly, provides great benefits to any organization. It provides the ability for management to nullify problematic behaviors and develop well-rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

Live, Instructor-Led Remote Course Dates	Time
October 5	8 am - noon
November 2	1 – 5 pm
December 5	8 am - noon

Handling a Difficult Customer: 4 Hours

Customer service positions are necessary in the workplace today. It helps companies give customers what they want and what they need. Although many customers can be difficult, with the right training, skills, and knowledge, any difficult customer can be handled properly and effectively. With a positive attitude, an employee can effectively deal with the most difficult customers and both parties can end the conversation satisfied. In the Handling a Challenging Customer course, participants will learn how engaging customers properly can benefit both the employee and the customer. Effective customer service can change a company's reputation for the better. Through this training, participants will gain a new perspective on how to react to negative customers and make them both satisfied and returning.

Live, Instructor-Led Remote Course Dates	Time
October 7	1 – 5 pm
November 4	1 – 5 pm
November 18	1 – 5 pm
December 4	1 – 5 pm

Pandemic Site Coordinator: 8 Hours

The United States, just like other parts of the world, is faced with a pandemic. While the Center for Disease Control and Prevention has promulgated a Preparedness Plan for Influenza Pandemic, individual businesses should take their own proactive actions for business continuity planning, including the appointment of a workplace pandemic coordinator or team.

Live, Instructor-Led Remote Course Dates	Time
October 5 and 6	4:30 – 8:30 pm
October 10	8 am – 4 pm
October 15 and 16	4:30 – 8:30 pm
October 17	8 am – 4 pm
October 24	8 am - 4 pm
October 26 and 27	4:30 – 8:30 pm
November 5 and 6	4:30 – 8:30 pm
November 7	8 am – 4 pm
November 14	8 am – 4 pm
November 16 and 17	4:30 – 8:30 pm
November 21	8 am – 4 pm
November 30 & December 1	4:30 – 8:30 pm

Workplace Essentials

Risk Assessment and Management: 8 Hours

It is not possible to control or manage 100% of the risk, but knowing what to do before, during, and after an event will mitigate the damage and harm. Identifying potential hazards and risks and making it part of the day-to-day business is important. Safety should be the first priority as every business must face the reality of risks and hazards. Through our Risk Assessment and Management course, participants will be aware of hazards and risks they didn't realize existed in their workplace. Identifying hazards through proper procedures will provide participants with the ability to prevent an accident before it occurs. Limiting and removing potential dangers through risk assessment will be an incredible investment.

Live, Instructor-Led Remote Course Dates	Time
October 21	9 am – 5 pm
November 6	9 am – 5 pm
November 17	9 am – 5 pm
November 30	9 am – 5 pm

Virtual Team Building and Management: 8 Hours

There were an estimated one billion virtual workers in 2012, and the number has continued climbing. With a global workforce, you are provided with a cost-effective and talented pool of employees to draw from. With a virtual team, you are given a "Follow the Sun" production environment. With a virtual team, you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give participants the knowledge to work with these challenges and succeed in a growing global workforce.

Live, Instructor-Led Remote Course Dates	Time
October 7	9 am – 5 pm
November 10	9 am – 5 pm
December 1	9 am – 5 pm
December 4	9 am – 5 pm

Virtual – Self-Paced/Self-Study

Digital Citizenship: 4 Hours

Our Digital Citizenship course will give participants the guidance needed in the ever-changing digital world. As our lives are lived more and more online, we all need to translate our social skills into the virtual world. Digital citizenship allows us to connect, collaborate, and share by using technology appropriately. In-person meetings are on the decline, which makes it necessary to engage people digitally. Being a good digital citizen means you have a set of skills to work in the digital world

Diversity & Inclusion: 4 Hours

Experiencing diversity is a part of living in a civilized society. The difference does not equal a right way and a wrong way, it is a variety that can lead to a common goal. Understanding the various forms of diversity makes for a better company and world in general.

Managing Workforce Harassment: 4 Hours

Harassment can be based on a variety of factors that differ from the one doing the harassment, such as race, sex and disability. Experiencing uncomfortable situations in the workplace may be more than an offense against an individual. It can be a crime committed against the law, which is why this topic has become a very important one for every organization. The Workplace Harassment workshop will help give participants the tools necessary to recognize harassment in the workplace, as well as understand your rights and responsibilities under the law in regard to safety in the workplace. Through this workshop, participants will recognize that it is necessary for everyone to help create programs that teach employees to identify harassment and exercise anti-harassment policies.

Meeting Management - Making Meetings Work: 4 Hours

This course is designed to give participants the basic tools needed to initiate and manage their meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. Through this course, participants will learn the needed skills in planning and implementing a successful meeting. The Meeting Management course will explore how to reduce waste and make meetings more efficient. This is a hands-on course and each participant will help make it a more valuable experience by developing their skills in collaboration with other participants who share the same desire to improve their meeting management skills.

Organizational Skills: 4 Hours

Developing good organizational skills is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter through all aspects of participants' professional and personal lives. Throughout this workshop, participants will be given the tools necessary to develop better organizational skills. The workshop will provide for improved productivity, better management and an overall increase in professional growth.

Sensitivity Training: 4 Hours

This workshop explores how to create a more inclusive workplace that capitalizes on the differences in everyone. There are many different areas of focus in sensitivity training, including empathy, respect for others and cooperation towards a common goal. This type of training creates more positive and inclusive employees, a more profitable work culture and a more positive work-life for all. There are many areas sensitivity training must address as regulated by federal and state laws, with severe penalties faced by those who don't follow them. Some of these areas include: race, gender identification, religion, age and disability

Stress Management: 4 Hours

Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. Your participants will be shown how stress can be positive and negative, and we'll look at the "Triple A" approach that will form the basis of this workshop. The Stress Management workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

Time Management: 4 Hours

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis. This results in a decline in stress declines and an increase in personal productivity. These highly effective individuals are able to focus on the tasks with the greatest impact on them and their organizations. The Time Management workshop covers these crucial strategies and provides participants with a skill set that includes personal motivation, delegation skills, organization tools and crisis management.