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Northampton
Community College

Decades of business and industry experience and a powerful network of resources converge at CBI, enabling our expert teams to design and deliver specialized training and strategic solutions that improve performance, productivity and profits.

Flexible, round-the-clock services include corporate and public safety, healthcare, hospitality and tourism, leadership, IT/computer training, trades and more for organizations across the country.
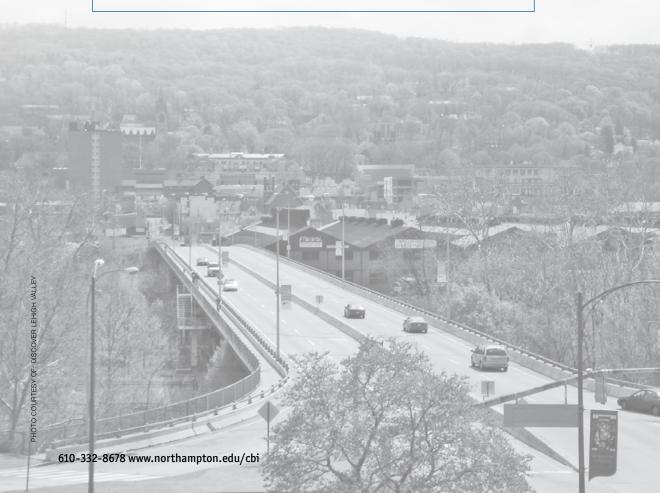
IN THIS EDITION

CBI Workshop Registration

Register for CBI Workshops by using our *new* on-line system. Please visit **www.northampton.edu** and click on the ***Business & Community*** link.

For questions, you can contact us at **cbi@northampton.edu** or (610) 332-8678.

PHOTO COURTESY OF: DISCOVER LEHIGH VALLEY

What does your business need? ...

...to improve performance, increase productivity and meet regulatory standards?

Sometimes you know exactly what you want and can simply call CBI to schedule a class.

Other times, however, you need a customized approach.

That's where I can help.

Start by telling me about your organization and its culture. In turn, I'll collaborate with our assessment team to quickly identify your issues and opportunities, determine employee skill levels and ultimately create a specially tailored training program that moves your business forward.

From leadership development to energy and process audits, I'll make the process simple. Call me.

Damian Dinan, 610-861-5064
ddinan@northampton.edu

BIOMANUFACTURING

FDA INSPECTION PREPARATION

Want to be better prepared for your next US Food and Drug Association (FDA) inspection? Join us for an information session to find out what to expect when the FDA visits for an inspection. We will complete several group evaluations of case studies and trend sheets garnered from actual inspections by the FDA.

Who Should Attend?
Production workers + first line supervisors

Tu, Nov 13, 8:00 AM-3:30 PM
Program Code: BIOWK100

Fee: $149 includes continental breakfast and lunch

INTRODUCTION TO ASEPTIC PROCESSING

What is aseptic processing, what is a cleanroom and what types of products need to be processed in a cleanroom? Includes practice simulation of cleanroom processes with optional critique of individual product handling skills.

Who Should Attend?
Production workers + first line supervisors

Th, Sep 27, 8:00 AM-3:30 PM
Program Code: BIOWK101

Fee: $149 includes continental breakfast and lunch

INTRODUCTION TO BIOMANUFACTURING

Covers the basics of biologics vs. traditional pharmaceuticals, upstream processing, downstream processing and future trends in the field.

Who Should Attend?
Production workers + first line supervisors

Tu, Aug 21, 8:00 AM-3:30 PM
Program Code: BIOWK102

Fee: $149 includes continental breakfast and lunch

INTRODUCTION TO GMP

Brief overview of regulatory aspects with a focus on why they are important. Ends with a hands-on simulation game for reviewing and practicing the use of basic documents (i.e. SOP's, specification sheets and batch records).

Who Should Attend?
Production workers + first line supervisors

Tu, Sep 18, 8:00 AM-3:30 PM
Tu, Nov 6, 8:00 AM-3:30 PM
Program Code: BIOWK103

Fee: $149 includes continental breakfast and lunch

OVERVIEW OF CLEANROOM MICROBIOLOGY

Introduction to the microbes commonly involved in cleanroom contaminations. Hands-on activities demonstrate most common modes of cleanroom contamination and reinforce the individual's role in contamination control.

Who Should Attend?
Production workers + first line supervisors

Tu, Oct 16, 8:00 AM-3:30 PM
Program Code: BIOWK104

Fee: $149 includes continental breakfast and lunch

" Whenever we come up with a training need, we call CBI. From finding dramatic ways to **energize our company tours** to coordinating highly specialized technical programs, they listen to our needs and consistently respond with **custom training** and **creative solutions** that fit perfectly. They've even offered to integrate credit portions where appropriate. It's a great one-stop shop. "

Joan Zachary
Training Manager, C.F. Martin + Company

CORPORATE & PUBLIC SAFETY

ADVOCATING FOR SAFE WORK PRACTICES

Workplace injuries cause alarm in the workplace and in the community. Learn how to professionally advocate for workplace safety, and become a partner with management to achieve workplace safety in your work environment.

Who Should Attend?
Safety Committee Members + HR Managers + Management + Supervisors + Anyone associated with workplace safety

Tu, Oct 9, 10:00 AM-12:00 PM
Program Code: SAF138

Fee: $49

ASSESSING HAZARDS AND SAFETY RISKS

Assessing hazards and risks associated with injuries, accidents, and deaths in the workplace is an important exercise for every organization. Learn how to make these assessments for your company by identifying workplaces hazards and prioritizing mitigations needed to avoid workplace accidents.

Who Should Attend?
Safety Committee Members + HR Managers + Management + Supervisors + Anyone associated with workplace safety

Tu, Sep 4, 10:00 AM-12:00 PM
Program Code: SAF136

Fee: $49

CBI Workshop Registration
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ASSESSING THE COST OF WORKPLACE ACCIDENTS

Direct + Indirect Costs = the "REAL" costs of workplace accidents. Direct costs are obvious, indirect costs are not always readily apparent. While not immediately tangible, the sum of indirect costs will adversely affect the bottom line. Substantial hidden costs accrue until they are revealed on the profit loss statement. Learn how to use a few simple tools for calculating "REAL" costs associated with workplace accidents.

Who Should Attend?
Safety Committee Members + HR Managers + Management + Supervisors + Anyone associated with workplace safety

Tu, Aug 7, 10:00 AM-12:00 PM
Program Code: SAF135

Fee: $49

DOCUMENTATION AND REPORTING ON SAFETY

Creating a snapshot tool that details safety work in progress, work to be done, and results achieved to date, is a way to highlight the importance of safety, and communicate the work of the safety committee. Tracking trends while identifying areas of concern is critical to achieving a safe working environment. Discussion will focus on the OSHA 300 log as a functional mechanism to identify and remediate safety issues.

Who Should Attend?
Safety Committee Members + HR Managers + Management + Supervisors + Anyone associated with workplace safety

Tu, Dec 4, 1:00 PM-3:00 PM
Program Code: SAF143

Fee: $49

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

ENGAGING THE WORKFORCE IN SAFETY PRACTICES

Getting other employees to actively participate in safety committee work can be difficult if employees don't fully understand the mission of the Safety Committee and its' role at the company. Develop an activity plan that keeps the workforce informed, engaged, and committed to best safety practices at the company.

Who Should Attend?

Safety Committee Members + HR Managers + Management + Supervisors + Anyone associated with workplace safety

Tu, Oct 9, 1:00 PM-3:00 PM
Program Code: SAF139

Fee: $49

FIRE AND LIFE SAFETY PREPAREDNESS BASICS

Designed for institutional and industrial settings, this program teaches employees how to identify and assess various fire and life safety hazards. Learn how to prevent, control, diminish or eliminate fire hazards and life threats. Emphasis is placed on personal safety for all actions taken.

Who Should Attend?

Safety Committee Members + HR Managers + Management + Supervisors + Anyone associated with safety

Tu, Aug 7, 1:00 PM-3:00 PM
Program Code: FIR201

Fee: $49

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

INDUSTRY SPECIFIC SAFETY BASICS

Healthcare providers have different safety issues than manufacturers. Learn specific safety basics for any or all of the following different industry groups: healthcare, manufacturing, supply chain logistics and transportation, food and beverage, and office business. Information provided will allow you to compare your company with like organizations or businesses in your group.

Who Should Attend?
Safety Committee Members + HR Managers + Management + Supervisors + Anyone associated with workplace safety

Tu, Nov 6, 10:00 AM-12:00 PM
Program Code: SAF140

Fee: $49

LEADING THE SAFETY CAMPAIGN

Building a culture of safety in your workplace is every employee's responsibility. Everyone has a role to play. Learn how to build and launch a campaign for safety at your organization and "kick-off" your employer's campaign with a "free" Safety Assessment from the Corporate and Public Safety Department at the Center for Business and Industry.

Who Should Attend?
Safety Committee Members + HR Managers + Management + Supervisors + Anyone associated with workplace safety

Tu, Dec 4, 10:00 AM-12:00 PM
Program Code: SAF142

Fee: $49

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PLANNING SAFETY COMMITTEE WORK ASSIGNMENTS

When safety committee members meet to discuss safety issues at the company, a plan should be developed to guide the work of the committee. The plan includes work assignments and a timetable for completion of each assignment. Learn how to develop a work plan for your committee while utilizing the planning tools that are provided.

Who Should Attend?
Safety Committee Members + HR Managers + Management + Supervisors + Anyone associated with workplace safety

Tu, Nov 6, 1:00 PM-3:00 PM
Program Code: SAF141

Fee: $49

SELECTING SAFETY MEETING TOPICS

Generating topics for Safety Committee Meetings can be easy if you stick to the topics that are pertinent to your work environment and important to the employees who work in it. Critical assessment and survey of the workplace is required to select appropriate topics. Successful safety outcomes are driven by the relevance of the topics. Through a process of site awareness you can develop a prioritized list of topics or individual programs that will help you achieve your safety goals.

Who Should Attend?
Safety Committee Members + HR Managers + Management + Supervisors + Anyone associated with workplace safety

Tu, Sep 4, 1:00 PM-3:00 PM
Program Code: SAF137

Fee: $49

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HEALTHCARE

HEARTSAVER CPR AED

This course provides basic CPR skills such as performing a head tilt-chin lift and giving compressions and breaths. The course provides training for anyone who wants to learn basic CPR and obtain a Heartsaver course completion card.

Key changes reflecting the new science from the *2010 American Heart Association Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care*. Contact Hours: 4

Who Should Attend?
Safety and Security Personnel + all Office Professionals

Wed, Jul 11, 8:00 AM-12:00 PM
Program Code: CPRFA200

Fee: $100 includes workbook and continental breakfast

HEARTSAVER FIRST AID, CPR, AED

This course is a classroom, video-based, instructor-led course that teaches students critical skills needed to respond to and manage a first aid, choking or sudden cardiac arrest emergency in the first few minutes until emergency medical services (EMS) arrives. Students learn skills such as how to treat bleeding, sprains, broken bones, shock and other first aid emergencies. This course also teaches adult CPR and AED use.

Key changes reflecting the new science from the *2010 American Heart Association Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care*. Contact Hours: 8

Who Should Attend?
Safety and Security Personnel + all Office Professionals

Wed, Aug 8, 8:00 AM-4:30 PM
Program Code: CPRFA202

Fee: $169 includes workbook, continental breakfast and lunch

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HEALTHCARE PRECEPTOR ROLE

Business has business coaching, healthcare has the preceptor role. Both are an integral part of professional development and building from within an organization the skills and leadership needed for positive employee morale and a successful culture. A preceptor guides, directs and supervises technical and patient care procedures to another. Do you have clinical knowledge you want to share in a professional setting, serve as role model, and provide support and orientation to new workers starting out in their career? This program will assist you in developing your leadership style on how to interconnect others in your healthcare organization as a process to ensure more successful outcomes.

This continuing nursing education activity was approved by the PA State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Who Should Attend?
Nursing professionals

Wed, Jul 18, 8:00 AM-4:30 PM
Program Code: HCONE100

Fee: $176 includes continental breakfast and lunch

> All of our CBI instructors have **real industry experience**, so our people really respond to their training, even if their class is at 3 a.m. **They go out of their way** to customize everything, process all of our grant paperwork for reimbursement, and do whatever is necessary to provide our employees the skills they need to succeed. Best of all, **they treat you like family**. That's why we keep coming back.

Sherry Hahn
HR / Safety Training Coordinator
Samuel Adams

NURSE AIDE - ADDRESSING THE HUMAN NEEDS OF THE AGING POPULATION

This course consists of four 2-hour modules presented in one 8-hour day: Module 1 - Delirium, Dementia & Depression - Interventions Explored; Module 2 - Preventing Dehydration and Malnutrition; Module 3 - End of Life Hospice and Bridge Programs; and Module 4 - Healthy Aging.

Who Should Attend?
Nurse Aides and their Supervisors

Tu, Oct 16, 8:00 AM-4:30 PM
Program Code: NAIDE101

Fee: $230 includes continental breakfast and lunch

NURSE AIDE MENTORING

Participants will learn to identify and define the roles and responsibilities of mentor and mentee. They will understand adult learning principles, mentoring, orientation, communication, conflict resolution, and feedback techniques.

Who Should Attend?
Anyone who is a Nurse Aide or Supervises Nurse Aides

Th, Sep 20, 8:00 AM-4:00 PM and Oct 18, 8:00 AM-12:00 PM
Program Code: NAIDE102

Fee: $340 includes continental breakfast on both days and lunch on the first day only

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HOSPITALITY & TOURISM

CONTROLLING FOODSERVICE COSTS

This class is a core course in the National Restaurant Association Educational Foundation (NRAEF) ManageFirst® certification program. It provides a detailed study in calculating, analyzing, and controlling food and labor costs. Food costs are evaluated thoroughly throughout every step of the foodservice process. Labor costs are calculated and analyzed to maximize productivity, service, and profits. Prerequisite: Read textbook material before class.

Who Should Attend?
Restaurant Owners + Managers + Supervisors + Chefs + Sous Chefs + Catering Owners and Managers

Tu, Oct 2 and 9, 1:00 PM-5:00 PM
Program Code: FDBWK112

Fee: $159 includes textbook

DESTINATION LEHIGH VALLEY

Destination Lehigh Valley provides training and motivation for travel and tourism professionals and local business owners who meet visitors and the general public. Developed through a partnership with the Discover Lehigh Valley (the Lehigh Valley Convention & Visitors Bureau), this series of training sessions explores the positive impact of regionalism as it relates to tourism and business development, as well as teaches best practices for providing outstanding customer service.

Who Should Attend?
Front Line Customer Service Representatives + Customer Service Personnel + Small Business Owners + Guest Service Agents + Tour Guides + Receptionists

Wed, Oct 31 and Nov 14, 9:00 AM-12:00 PM
Wed, Nov 7, 8:30 AM-1:00 PM
Program Code: HSPWK100

Fee: $35

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FOOD SERVICE SANITATION

The Serving Safe Food Certification Course compiled by the Educational Foundation of the National Restaurant Association is one of the most complete food safety training courses available in the food service industry. Topics include receiving, storing and preparing food safely; holding, serving and reheating food; applying knowledge and conducting employee training.

Students will take the certification exam during the class. Textbooks are available at the college bookstore. Read textbook before class.

Who Should Attend?
Restaurant Managers + Supervisors + Catering Owners and Managers + Food Vendors

Mon, Sep 24, 8:00 AM-5:00 PM
Mon, Dec 10, 8:00 AM-5:00 PM
Program Code: FDBWK100

Fee: $135

FOOD SERVICE SANITATION (SPANISH)

The Serving of Safe Food Certificate Course compiled by the Educational Foundation of the National Restaurant Association is one of the most complete food safety training courses available in the food service industry. This course offers students the opportunity to complete an in-class review of material and take the ServSafe® certificate exam during the last hour of class.

Textbook with test answer sheet available in the college bookstore. Prerequisite: Read textbook material before class. **This course is taught in Spanish.**

Who Should Attend?
Restaurant Managers + Supervisors + Catering Owners and Managers + Food Vendors

Mon, Nov 5, 8:00 AM-5:00 PM
Program Code: FDBWK102

Fee: $135

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

FOOD SERVICE SANITATION EXAMINATION RETEST

This is geared for individuals who need to test or retest to obtain the ServSafe Food Protection Manager Certification. Answer sheet available in the bookstore. Photo identification is required to take the exam. Exam available in English or Spanish.

Who Should Attend?
Restaurant Managers + Supervisors + Catering Owners and Managers + Food Vendors

Mon, Sep 24, 3:30 PM-5:00 PM
Mon, Nov 5, 3:30 PM-5:00 PM
Mon, Dec 10, 3:30 PM-5:00 PM
Program Code: FDBWK101

Fee: $20

FOODSERVICE CUSTOMER SERVICE

This class is an elective course in the National Restaurant Association Educational Foundation (NRAEF) ManageFirst® certification program. This course analyzes the composition of customer service, providing the participant with the knowledge and techniques needed to measure and achieve excellence in customer service. Prerequisite: Read textbook material before class.

Who Should Attend?
Restaurant Owners + Managers + Supervisors + Chefs + Sous Chefs + Catering Owners + Managers

Th, Nov 20, 11:00 AM-5:00 PM
Program Code: FDBWK114

Fee: $139 includes workbook

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HOSPITALITY AND RESTAURANT MANAGEMENT

This class is a core course in the National Restaurant Association Educational Foundation (NRAEF) ManageFirst® certification program. This course assists the restaurant manager with balancing the needs of the operation with the needs of the employee. Also, and probably most importantly, prevention of problems along with problem solving techniques are studied.

Prerequisite: Read textbook material before class.

Who Should Attend?
Restaurant Owners + Restaurant Managers + Supervisors + Catering Managers + Chefs + Sous Chefs

Tu, Sep 11-18, 1:00 PM-5:00 PM
Program Code: FDBWK110

Fee: $159 includes workbook

FOODSERVICE HUMAN RESOURCES MANAGEMENT AND SUPERVISION

This class is a core course in the National Restaurant Association Educational Foundation (NRAEF) ManageFirst® certification program. Principles of Human Resources management such as managing, hiring, developing, and terminating are discussed and studied. Also general legal guidelines are reviewed. Prerequisite: Read textbook material before class.

Who Should Attend?
Restaurant Owners + Managers + Supervisors + Chefs + Sous Chefs + Catering Owners and Managers

Tu, Oct 23-30, 9:00 AM-5:00 PM
Program Code: FDBWK111

Fee: $229 includes workbook

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MENU MARKETING AND MANAGEMENT

This class is an elective course in the National Restaurant Association Educational Foundation (NRAEF) ManageFirst® certification program. Key elements of menu planning are presented including target market, competition, consumer trends, and restaurant trends. Effective menu design and layout principles are discussed as two of the most important sales and marketing tools. The role of item pricing, profit margin, profit contribution, and sales mix analysis are studied. Prerequisite: Read textbook material before class.

Who Should Attend?
Restaurant Owners + Managers + Supervisors + Chefs + Sous Chefs + Catering Owners + Managers

Tu, Dec 11, 11:00 AM-5:00 PM
Program Code: FDBWK113

Fee: $139 includes workbook

RAMP ALCOHOL SERVER/SELLING

RAMP was created by the Liquor Control Board to help licensees and their employees to serve alcohol responsibly. The Alcohol Server/Seller Training consists of training for a licensee's alcohol service staff (this includes anyone who serves alcoholic beverages and/or checks IDs) and is conducted by an approved PLCB trainer. In order to comply, at least 50% of the licensee's alcohol service staff must complete a PLCB approved alcohol server/seller education program. This percentage must be maintained at all times. Upon successful completion of the course, students will receive PLCB RAMP certification.

Who Should Attend?
Service Staff, such as Restaurant + Banquet + Cocktail Servers + Bartenders + Host Staff + Security Staff

Mon, Oct 29, 6:00 PM-9:00 PM
Program Code: FDBWK106

Fee: $29

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

SERVSAFE FOOD HANDLER TRAINING

The Safe Food Handler Certificate Course compiled by the Educational Foundation of the National Restaurant Association is recommended for employees in the food industry seeking Food Handler training or for any food facility seeking a compliant solution for employees who perform any duties that involve the preparation, storage or service of food. Course guide provided in class.

Who Should Attend?
Food Handlers + Food Servers

Mon, Sep 17, 12:00 PM-2:00 PM
Program Code: FDBWK104

Fee: $29

SERVSAFE FOOD HANDLER TRAINING (SPANISH)

The Safe Food Handler Certificate Course compiled by the Educational Foundation of the National Restaurant Association is recommended for employees in the food industry seeking Food Handler training or for any food facility seeking a compliant solution for employees who perform any duties that involve the preparation, storage or service of food. Course guide provided in class. **Course taught in Spanish.**

Who Should Attend?
Food Handlers + Food Servers

Mon, Nov 26, 8:00 AM-4:30 PM
Program Code: FDBWK105

Fee: $29

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IT/COMPUTER

ADOBE PHOTOSHOP BEGINNING SEMINAR

A brief introduction to the benefits of using Photoshop. All tools and areas of this program will be explained by the use of hands-on instruction. This is a foundational course to lay the groundwork for more specific and advanced learning of this versatile program. Sample topics to be covered will be workflows, layers and palettes, color filters and 3D animation.

Who Should Attend?
Anyone involved with photo or graphic creation and touch-up for print or the web.

Wed, Sep 26, 8:30 AM - 4:30 PM
Wed, Nov 28, 8:30 AM - 4:30 PM
Program Code: ADOBE203

Fee: $189

ADOBE PHOTOSHOP FOR SMALL BUSINESS

Join us to review how Photoshop meets the needs for common business practices. Topics covered will be web optimization, slices, common file types, process and spot colors, batch processing and creating actions. We highly recommend that participants have completed an Introduction to Photoshop, Photoshop for the Beginner or have equivalent experience.

Who Should Attend?
Anyone involved with photo or graphic creation and touch-up for print or the web.

Wed, Oct 17, 8:30 AM - 4:30 PM
Program Code: ADOBE207

Fee: $189

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

CREATING FORMS IN DREAMWEAVER USING PHP/MYSQL

Intermediate users will learn how to use Dreamweaver to create forms and customize ready-made scripts. We will cover a basic overview of MySQL/PHP. By the end of the session, you will be able to create a MySQL database, a form for the "front end" of the database and learn how to use PHP to make the connection between the form and the database. It is highly recommended that participants have a basic knowledge of Dreamweaver and have created web pages prior to participating in this course.

> **Who Should Attend?**
> Web Designers + Office personnel that are interested in online databases and form creation

Wed, Oct 3, 1:00 PM-5:00 PM
Program Code: ADOBE102

Fee: $99

EMAIL, SOCIAL MEDIA AND MOBILE MARKETING

Participants will learn how to develop marketing strategies using the new tools on the web. We will review how to create an email, social media and mobile marketing plan to reach your intended audiences. Knowledge of social media sites a plus.

> **Who Should Attend?**
> Marketing managers + web designers + small to medium-size business owners + anyone else responsible for marketing campaigns that involve online components

Mon, Aug 20, 8:30 AM-11:30 AM
Th, Oct 18, 1:30 PM-4:30 PM
Program Code: PCWEB300

Fee: $69

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EXCEL 2010 MACROS AND TEMPLATES

Learn advanced features of Excel through this in-depth session that focuses on creating macros and templates within Excel 2010. Templates are great tools when you are creating worksheets that need to be completed by others. Macros help you automate tasks that you repeat on a regular basis.

Who Should Attend?
All business + office personnel with a working knowledge of Microsoft Excel

Th, Oct 11, 8:30 AM-11:30 AM
Wed, Dec 12, 8:30 AM-11:30 AM
Program Code: PCMSE350

Fee: $69

EXCEL 2010: PIVOTTABLES AND LOOKUPS

Intermediate users interested in learning more about PivotTables, PivotCharts and the HLOOKUP and VLOOKUP functions will find this "in-depth" session on these topics helpful. These have been hot topic areas that we felt needed their own slot!

Who Should Attend?
All business + office personnel with a working familiarity with Excel

Th, Sep 13, 1:30 PM-4:30 PM
Mon, Dec 3, 8:30 AM-11:30 AM
Program Code: PCMSE250

Fee: $69

FACEBOOK FOR BUSINESS

Join us to learn how businesses and individuals use Facebook differently. We will discuss Fan pages, how to set them up and drive people to your website using Facebook. We will also discuss advertising options via Facebook.

Who Should Attend?
Marketing managers + web designers + small to medium-size business owners looking to capitalize on Facebook for marketing opportunities

Th, Sep 27, 1:30 PM-4:30 PM
Tu, Nov 27, 1:30 PM-4:30 PM
Program Code: PCWEB320

Fee: $69

INTRODUCTION TO DREAMWEAVER SEMINAR

Participants will learn how to use Dreamweaver CS5 to create and modify Web sites. Participants will learn how to plan and define a Web site; create pages and format text; define structural elements; create and apply CSS style rules; insert and modify tables, images, and links; test and manage Web site files; and publish a site.

Who Should Attend?
Anyone involved in web page design and maintenance

Wed, Sep 5, 8:30 AM-4:30 PM
Program Code: ADOBE101

Fee: $139 includes continental breakfast and lunch

MICROSOFT ACCESS 2007 BEGINNING SEMINAR

This course concentrates on the basic database concepts of Access 2007. Topics: design, create and maintain tables, create and work with queries, reports, forms, relationships, hyperlinks, and customizing objects.

Who Should Attend?
All business + office personnel that work with databases

Th, Aug 23, 8:30 AM-4:30 PM
Program Code: PCMSA101

Fee: $139 includes workbook, continental breakfast and lunch

MICROSOFT ACCESS 2007 INTERMEDIATE SEMINAR

Advance your skills by investigating concepts of database management using Access 2007. Topics include form customization and advanced controls, subforms and calculated controls, importing data and customizing reports, switchboards, macros and command buttons. Access 2007 Beginning Seminar or equivalent knowledge recommended.

Who Should Attend?
All business + office personnel with a working familiarity with Microsoft Access

Mon, Sep 24, 8:30 AM-4:30 PM
Program Code: PCMSA201

Fee: $139 includes workbook, continental breakfast and lunch

MICROSOFT ACCESS 2010 ADVANCED

Learn to work with complex Access databases by structuring existing data, writing advanced queries, working with macros, and performing database maintenance.

Who Should Attend?
All business + office personnel with a working familiarity with Microsoft Access

Th, Aug 2, 8:30 AM-4:30 PM
Program Code: PCMSA300

Fee: $139 includes workbook, continental breakfast and lunch

MICROSOFT ACCESS 2010 BEGINNING SEMINAR

Designed for participants that wish to learn the basic operations of the Access database program to perform their day-to-day responsibilities, and to understand the advantages that using a relational database program can bring to their business processes. Windows knowledge is required.

Who Should Attend?
Anyone that needs to design or interact with a database

Tu, Oct 9, 8:30 AM-4:30 PM
Program Code: PCMSA121

Fee: $139 includes workbook, continental breakfast and lunch

MICROSOFT ACCESS 2010 INTERMEDIATE SEMINAR

Designed for professionals that wish to learn how to improve and customize tables, queries, forms and reports. Sharing access data with other Microsoft applications or users will also be covered. Access 2010 Beginning seminar or equivalent knowledge is recommended.

Who Should Attend?
All business + office personnel with a working familiarity with Microsoft Access

Tu, Jul 24, 8:30 AM-4:30 PM
Th, Nov 15, 8:30 AM-4:30 PM
Program Code: PCMSA211

Fee: $139 includes workbook, continental breakfast and lunch

MICROSOFT ACCESS 2010: FORMS IN-DEPTH

Join us for this in-depth look at how to create forms using Microsoft Access. We will cover how to customize layouts, modify form controls, setting form properties, including subforms and applying themes. It is best if participants have a working knowledge of Access prior to attending this session.

Who Should Attend?
All business + office personnel with a working familiarity with Microsoft Access

Th, Oct 25, 8:30 AM-11:30 AM
Program Code: PCMSA250

Fee: $69

MICROSOFT ACCESS 2010: QUERIES IN-DEPTH

Designed for participants that want to devote more time to learning all they can about the various types of queries available in Microsoft Access 2010. We will cover select queries for multiple tables, parameter queries, running action queries including append, update, delete and make table. Session will include a brief review, but participants should have basic relational database and Access skills prior to attending this class.

Who Should Attend?
All business + office personnel with a working familiarity with Microsoft Access

Tu, Sep 18, 1:30 PM-4:30 PM
Mon, Dec 10, 1:30 PM-4:30 PM
Program Code: PCMSA255

Fee: $69

CBI Workshop Registration

Register for CBI Workshops by using our *new* on-line system. Please visit **www.northampton.edu** and click on the ***Business & Community*** link.

For questions, you can contact us at **cbi@northampton.edu** or (610) 332-8678.

MICROSOFT ACCESS 2010: REPORTS IN-DEPTH

Join us to take a more in-depth look at how to create Microsoft Access reports. We will review the design view and create reports using report controls. Learn how to add sorting and grouping, date and time, graphics and themes. We will review how to perform calculations within a report and how to use the label wizard.

Who Should Attend?
All business + office personnel with a working familiarity with Microsoft Access

Mon, Nov 19, 8:30 AM-11:30 AM
Wed, Dec 19, 8:30 AM-11:30 AM
Program Code: PCMSA260

Fee: $69

MICROSOFT EXCEL 2007 BEGINNER SEMINAR

Learn the basics of the most popular spreadsheet software. Create and edit simple worksheets, learn about cell references, automated tools and basic formulas. Designed for the beginner or those that are self-taught and want to refine their skills.

Who Should Attend?
Anyone new to Excel

Tu, Aug 28, 8:30 AM-4:30 PM
Program Code: PCMSE101

Fee: $139 includes workbook, continental breakfast and lunch

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

MICROSOFT EXCEL 2007 INTERMEDIATE SEMINAR

Learn to use these intermediate skills to streamline repetitive tasks and display spreadsheet data in more visually effective ways by using templates, charts, and graphics. You will also learn to analyze data using PivotTables and PivotCharts.

Who Should Attend?
All business + office personnel with a working familiarity with Microsoft Excel

Tu, Oct 2, 8:30 AM-4:30 PM
Program Code: PCMSE201

Fee: $139 includes workbook, continental breakfast and lunch

MICROSOFT EXCEL 2010 ADVANCED

Learn to automate some common Excel tasks, apply advanced analysis techniques to more complex data sets, troubleshoot errors, collaborate on worksheets and share Excel data with other applications.

Who Should Attend?
All business + office personnel with an intermediate knowledge of Microsoft Excel

Tu, Jul 17, 8:30 AM-4:30 PM
Program Code: PCMSE301

Fee: $139 includes workbook, continental breakfast and lunch

MICROSOFT EXCEL 2010 BEGINNING SEMINAR

Designed for students that desire to gain the necessary skills to create, edit, format, and print basic Microsoft® Excel 2010 worksheets. Windows knowledge is required.

Who Should Attend?
Anyone new to Excel and or new to this version

Th, Aug 9, 8:30 AM-4:30 PM
Mon, Oct 15, 8:30 AM-4:30 PM
Th, Dec 6, 8:30 AM-4:30 PM
Program Code: PCMSE103

Fee: $139 includes workbook, continental breakfast and lunch

MICROSOFT EXCEL 2010 INTERMEDIATE SEMINAR

Designed for professionals to gain advanced skills necessary for calculating data using functions and formulas, sorting and filtering data, using PivotTables and PivotCharts to analyze data and customizing workbooks. Excel Beginning Seminar or equivalent knowledge recommended.

Who Should Attend?
All business + office personnel with a working familiarity with Microsoft Excel

Tu, Aug 14, 8:30 AM-4:30 PM
Tu, Nov 6, 8:30 AM-4:30 PM
Program Code: PCMSE203

Fee: $139 includes workbook, continental breakfast and lunch

MICROSOFT OFFICE TRANSITIONS

Need help figuring out the new ribbon interface of Microsoft Office 2007 or 2010? Join us for a full-day dedicated to helping you feel comfortable with the new interface when using Word, Excel, PowerPoint and Access.

Who Should Attend?
Anyone with basic Windows knowledge and has used at least one of the Office applications in a previous version

Mon, Jul 16, 8:30 AM-4:30 PM
Th, Sep 20, 8:30 AM-4:30 PM
Tu, Nov 13, 8:30 AM-4:30 PM
Program Code: PCMSO100

Fee: $139 includes workbook, continental breakfast and lunch

CBI Workshop Registration

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MICROSOFT POWERPOINT 2010 BEGINNING SEMINAR

Designed for professionals that are interested in learning the fundamentals needed to create and modify business presentations by using PowerPoint 2010. Windows knowledge is required.

Who Should Attend?
Sales Professionals + Managers + Administrative Assistants + Public Speakers

Tu, Aug 7, 8:30 AM-4:30 PM
Program Code: PCMSP151

Fee: $139 includes workbook, continental breakfast and lunch

MICROSOFT WORD 2010 FORMS

Have you ever wanted to create an electronic form using Microsoft Word but weren't sure how to begin? Join us for this in-depth session that will cover tabs, tables, fields and form controls. You will have people filling in forms without shifting lines in the near future!

Who Should Attend?
Administrative assistants + managers that design complex documents and forms for electronic sharing/completion

Mon, Oct 22, 8:30 AM-11:30 AM
Program Code: PCMSW250

Fee: $69

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

SEARCH ENGINE OPTIMIZATION AND WEB ANALYTICS

Participants will learn how to move their website to the top of a Google search. Topics that will be discussed are how you create keywords and remove roadblocks that keep your page from the top of the search list. Web Analytics, particularly Google Analytics, will be discussed and you will learn how to monitor the success of your website. Knowledge of website concepts a plus.

Who Should Attend?
Anyone that needs to incorporate online marketing into an overall business marketing plan

Tu, Sep 11, 8:30 AM-11:30 AM
Tu, Oct 30, 1:30 PM-4:30 PM
Program Code: PCWEB305

Fee: $69

"As our **chosen training sponsor**, Northampton's CBI works with us to develop curriculum that matches our policies, processes and equipment, as well as our culture. They also **respond quickly** to our more emergent requests – including one for a mini-training session following a conversion to Windows 7. **Within a day**, CBI people were onsite, bringing staff up to speed so we wouldn't lose productivity."

Randy Stokes
Director of Employee Relations
VF Licensed Sports Group

LEADERSHIP DEVELOPMENT

ACHIEVING PERSONAL EFFECTIVENESS

High performing organizations provide the focus to allow workers to utilize their time well. Participants in this workshop will explore how to align goals, prioritize tasks and activities, eliminate unnecessary activities, and manage their professional time efficiently to overcome barriers that get in the way of achieving results.

Who Should Attend?
Individuals who would like to improve their ability to manage their time

Fri, Oct 12, 8:00 AM-4:30 PM
Program Code: LDRWK100

Fee: $159 includes continental breakfast and lunch.

BASIC MANAGEMENT SKILLS

This introductory program provides an overview of the key functions of a manager / supervisor. The program, designed for individuals who are responsible for the supervision of people and their work, includes topics such as defining the role of a manager/supervisor, transitioning from the worker to manager role, aligning goals and priorities, planning and organizing people and work, building positive relationships, creating a motivational work environment, managing performance, and problem solving.

Who Should Attend?
Managers with limited experience seeking to improve management skills + Individuals who are new to the management role

Th, Jul 12, 8:00 AM-4:30 PM
Wed, Sep 12, 8:00 AM-4:30 PM
Program Code: LDRWK101

Fee: $235 includes continental breakfast and lunch

CBI Workshop Registration
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BETTER BUSINESS WRITING

Writing is a key means of communicating and demonstrating professionalism on the job. This highly interactive one-day program is designed to help the business communicator improve writing skills. Topics include: preparation, organizing ideas, understanding the needs of the reader, avoiding common grammar and spelling mistakes, and editing. Participants have the opportunity to create and edit their own documents.

Who Should Attend?
Individuals who are required to present ideas in writing as part of their responsibilities

Wed, Jul 11, 8:00 AM-4:30 PM
Wed, Nov 14, 8:00 AM-4:30 PM
Program Code: LDRWK102

Fee: $159 includes continental breakfast and lunch

COACHING FOR IMPROVED PERFORMANCE

A high performance work environment requires employees to also be high performing. Coaching is the most effective way to improve the performance of employees, leading to increased productivity and profitability for the company. This session focuses on the skills and behaviors necessary to support employees with coaching, and provides a structure for both a development plan and coaching conversations.

Who Should Attend?
Managers who want to improve the performance of their team.

Th, Sep 13, 8:00 AM-4:30 PM
Tu, Nov 6, 8:00 AM-4:30 PM
Program Code: LDRWK103

Fee: $235 includes continental breakfast and lunch

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CONFLICT RESOLUTION STRATEGIES

While it is true that conflict in the workplace is inevitable, this program examines the power for individuals and the organization in successful conflict resolution. As part of this one-day interactive program, participants will challenge the notion that all conflict is destructive, identify their own preferred style and options, and apply a conflict resolution model.

Who Should Attend?
Supervisors + managers who want to learn how to respond effectively when dealing with workplace conflicts

Th, Sep 27, 8:00 AM-4:30 PM
Program Code: LDRWK104

Fee: $235 includes continental breakfast and lunch

EFFECTIVE INTERACTIONS

Effective interaction skills are critical to building relationships and engaging employees in work. This one-day program focuses on listening and assertive communication. Participants have an opportunity to self-assess, practice skills and plan for successful interactions in high-stakes conversations.

Who Should Attend?
Individuals who want to build better work relationships

Th, Oct 4, 8:00 AM-4:30 PM
Program Code: LDRWK105

Fee: $235 includes continental breakfast and lunch

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

EFFECTIVE INTERVIEWING: MATCHING CANDIDATES WITH THE JOB

Whether you only interview occasionally, or you interview frequently, choosing the right candidate for a position is high-stakes for you and your organization. How do you uncover the information you really need to know about candidates for employment through paper screening and personal interviewing? This class will focus on identifying capability in individuals through behavior-based questioning, making the match between job requirements and qualifications, and avoiding personal biases in the screening and selection process.

Who Should Attend?

Managers + Supervisors + Team members who interview for screening and/or selection purposes

Tu, Sep 25, 8:00 AM-12:00 PM
Wed, Dec 5, 8:00 AM-12:00 PM
Program Code: LDRWK106

Fee: $110 includes continental breakfast

EXCEPTIONAL CUSTOMER SERVICE

Every contact with a customer is an opportunity for the customer to judge the quality of the product and service your company provides. This program allows participants to define excellence in service for their organization, discover the benefits of exceptional service, and apply strategies from top service providers to produce a high impact experience.

Who Should Attend?

Customer service representatives + Managers who want to improve the quality of service their organization provides to external and internal customers

Tu, Jul 24, 8:00 AM-4:30 PM
Fri, Nov 9, 8:00 AM-4:30 PM
Program Code: LDRWK107

Fee: $159 includes continental breakfast and lunch

FACILITATION: HELPING GROUPS SUCCEED

Groups and teams work most effectively when supported by a trained facilitator who has the ability to direct meetings that reduce frustration and produce results. This session examines the role of the facilitator, the challenges of consensus and managing diverse personalities / styles. Techniques to engage participants while maintaining focus are studied and practiced.

Who Should Attend?
First Line Supervisors + Managers

Wed, Aug 15, 8:00 AM-4:30 PM
Program Code: LDRWK108

Fee: $235 includes continental breakfast and lunch

INTRODUCTION TO PROJECT MANAGEMENT

This one-day introductory program explores the basic skills necessary to become an effective project manager. Participants will work within the Project Life Cycle to learn and apply tools that support successful execution. Meeting management / leadership is included in this class.

Who Should Attend?
Individuals who are new to project management +
Current managers responsible for projects that need a review of tools and processes

Tu, Aug 14, 8:00 AM-4:30 PM
Wed, Nov 7, 8:00 AM-4:30 PM
Program Code: LDRWK109

Fee: $159 includes continental breakfast and lunch

LEVERAGING YOUR STRENGTHS

Explore how your strengths can lead you to professional and personal success and satisfaction. This program dispels myths that have kept us focused on remediating weakness, rather than building upon strengths. Through self-assessment, you will identify core strengths and how to apply them to achieve greater success and productivity.

Who Should Attend?
Individuals who want to identify and use their talents and strengths for greater professional success

Wed, Aug 1, 8:00 AM-4:30 PM
Program Code: LDRWK110

Fee: $159 includes continental breakfast and lunch

MAKING EFFECTIVE PRESENTATIONS

For business professionals who need to make formal presentations, this class offers great ways to add polish and appeal to your presentations. A variety of skills, tools, and techniques to get your point across are covered with opportunity to practice and apply to your own presentation. Participants have the opportunity to develop a presentation and receive feedback.

Who Should Attend?
Individuals that deliver presentations and have little or no experience

Mon, Jul 16, 8:00 AM-4:30 PM
Program Code: LDRWK111

Fee: $159 includes continental breakfast and lunch

MANAGING THE PERFORMANCE OF OTHERS

Many people equate performance appraisals with performance management, and often this annual review is uncomfortable for both managers and employees. This class expands performance management to include goal setting, employee performance development, training, cross-training, giving challenging assignments, and regular performance feedback. By concentrating on the entire spectrum of performance management and development issues, you make the annual appraisal a constructive conversation.

Who Should Attend?
First Line Supervisors + Managers

Mon, Jul 9, 8:00 AM-4:30 PM
Tu, Sep 18, 8:00 AM-4:30 PM
Tu, Dec 4, 8:00 AM-4:30 PM
Program Code: LDRWK112

Fee: $235 includes continental breakfast and lunch

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

PRACTICES OF SUCCESSFUL LEADERS

High-performing leaders attain outstanding results and levels of performance. This 3-day program gets at the heart of leadership by combining facilitator-led reviews of leadership research (Kouzes and Posner), with a 360°assessment tool and interactive exercises along with individual and group processes, and video case studies to develop understanding and application of the key practices of high-performing leaders.

Who Should Attend?
Middle managers moving into a leadership role + senior leaders

Wed-Fri, Sep 19-21, 8:00 AM-4:30 PM
Program Code: LDRWK113

Fee: $1,400 includes continental breakfast and lunch

PRESENTING WITH CONFIDENCE

Many people say that giving a presentation is high on their list of stressful activities and yet vital to their success at work or in the community. In this supportive and interactive session, we will highlight the basic skills for presenting with ease and decreasing anxiety. Learn more about what makes an effective presenter and the importance of body language in communication. We'll focus on how to plan, organize, and present information. Discover ways to most effectively assess and engage your audience for greatest impact and connection. In this half-day session, you will learn more about your natural strengths and ways to increase your confidence while enhancing your skills to connect clearly and meaningfully with your audience.

Who Should Attend?
This program is for anyone who wants to learn about how to give effective presentations, with little or no experience, or for those who have some experience and want reminders about how to polish and build on skills.

Wed, Oct 31, 8:00 AM-12:00 PM
Program Code: LDRWK114

Fee: $110 includes continental breakfast

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PROBLEM SOLVING TECHNIQUES

Finding the solution to a problem is a process that involves defining the problem, sorting symptoms from causes, generating ideas, making sound decisions, implementing the solution, and monitoring the outcome to assure success. This one-day program provides a critical thinking framework for approaching problems and decisions that foster creativity and innovation and provides application.

Who Should Attend?
First Line Supervisors + Managers

Wed, Oct 24, 8:00 AM-4:30 PM
Program Code: LDRWK115

Fee: $235 includes continental breakfast and lunch

SITUATIONAL LEADERSHIP

There is no perfect management style, but rather a flexible approach to managing others based upon their specific needs and gifts. In managing others, you have to be able to analyze an employee's competencies and commitment to determine how to manage the employee in each particular situation. This one-day program combines use of videotape case studies, instruments, and group discussions to help you identify your own leadership style, and learn how to use it effectively in specific situations.

Who Should Attend?
Managers

Th, Aug 16, 8:00 AM-4:30 PM
Tu, Oct 2, 8:00 AM-4:30 PM
Program Code: LDRWK116

Fee: $235 includes continental breakfast and lunch

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STRESS MANAGEMENT

Stress is a part of many people's lives. This class defines stress and its risks and benefits, helps individuals identify sources of stress, and looks at stress reduction techniques when stress reaches unhealthy levels. Participants make application of learnings through several self-assessments and creation of a prevention plan.

Who Should Attend?
Individuals who are experiencing stressful situations at work

Wed, Jul 25, 8:00 AM-4:30 PM
Wed, Oct 3, 8:00 AM-4:30 PM
Program Code: LDRWK117

Fee: $159 includes continental breakfast and lunch

SUCCESSFUL NEGOTIATIONS

Every day we face situations at work that require a negotiated solution. This class uses win-win strategies to negotiate solutions and maintain relationships. Tactics and styles for negotiation are evaluated, along with power and relational communication. Opportunity to apply to situations is provided through group role play.

Who Should Attend?
Those responsible for negotiating the best possible terms of an agreement for their organization

Th, Aug 2, 8:00 AM-4:30 PM
Program Code: LDRWK118

Fee: $159 includes continental breakfast and lunch

CBI Workshop Registration

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UNDERSTANDING YOURSELF: A VOYAGE OF SELF-DISCOVERY

How do you present your strengths and use your personality to its greatest benefit for you and your organization? This class uses two instruments to assist participants in identifying and leveraging their personal attributes and strengths both professionally and personally. Gain insight into your unique style and preferences through Gallup's Strengthsfinder and the Myers-Briggs Temperament sorter.

Who Should Attend?
Individuals at all levels who are interested in greater self-knowledge in order to enhance their performance and enjoyment of work and leisure activities

Tu, Nov 13, 8:00 AM-4:30 PM
Program Code: LDRWK119

Fee: $159 includes continental breakfast and lunch

VALUING EMPLOYEE DIFFERENCES & MANAGING ACROSS GENERATIONS

American workers are a diverse people, representing four generations. Valuing individuals and their differences, and creating relationships across differences is what success in business is about Strategies for individuals to counter influences that lead to exclusion of others will be addressed. Participants will experience skill building techniques in proven communication approaches that foster understanding and teamwork with all people. This program builds employees' awareness of the benefits and importance of valuing all people in the work environment.

Who Should Attend?
Managers + Supervisors + Team Leaders + Employees with co-workers and customers of different generations and Backgrounds

Tu, Jul 17, 8:00 AM-4:30 PM
Mon, Nov 12, 8:00 AM-4:30 PM
Program Code: LDRWK120

Fee: $159 includes continental breakfast and lunch

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WORKING WITH TEAMS

In order to use the gifts of individuals in the workplace, teams have become the basic working unit in organizations. Team environments require interaction and open communication and the need to function effectively as a member of a work team.

This one-day program focuses on roles / responsibilities, actions of successful teams, stages of team development, and strategies for dealing with individual differences in a team environment.

Who Should Attend?
Team leaders + Middle managers

Mon, Sep 24, 8:00 AM-4:30 PM
Program Code: LDRWK121

Fee: $235 includes continental breakfast and lunch

cbi center for business + industry

QUALITY/PERFORMANCE

CONTINUOUS IMPROVEMENT PROCESS AND TOOLS

The need to improve in order to reduce cost, meet customers' ever-changing expectations, and provide security for organizational sustainability and growth requires implementation of a continuous improvement process. This course provides an overview of the Plan-Do-Study-Act Process (PDSA) and includes the following: understanding your customer's needs, determining metrics that can give you a sense of current performance, identifying root cause and building a plan to correct deficiencies and improve system performance. Several tools will be demonstrated as a means to operate the PDSA process.

Who Should Attend?
Supervisors + managers + organizational leaders responsible for process / system improvement

Tu, Jul 10, 8:00 AM-4:30 PM
Wed, Dec 12, 8:00 AM-4:30 PM
Program Code: QUAWK100

Fee: $169 includes continental breakfast and lunch

INTRODUCTION TO QUALITY STANDARDS

This training is designed to familiarize attendees with the concepts of commercial sector specific Quality Standards and why various industry sectors have created and require conformance to the standards.

Who Should Attend?
Small business managers + Quality Managers + Engineering Managers + Quality Engineers

Tu, Oct 23, 8:00 AM-4:30 PM
Program Code: QUAWK101

Fee: $74 includes continental breakfast

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LEADING IN A QUALITY ENVIRONMENT

Committing to quality requires leaders at all levels to provide clear focus, measure and reward what matters, engage others in improvement, and hold people accountable for quality. This course focuses on setting clear expectations (measureable), and allowing people to participate in improving their work processes and results. (Consensus tools will be overviewed.)

Who Should Attend?
Organizational leaders + Change agents

Th, Sep 6, 8:00 AM-4:30 PM
Program Code: QUAWK102

Fee: $169 includes continental breakfast and lunch

LEAN FUNDAMENTALS

Many companies have had to significantly reduce costs and improve processes to be successful to compete in the new global economy. Has your company participated in an organized method that will implement permanent change? Do you know how to eliminate waste and standardize work? This overview will provide the basics of Lean production, Lean systems, standardized work and the JIT principles.

Who Should Attend?
Managers + Supervisors + Lead Workers and Staff involved with any processes

Tu, Aug 7, 8:00 AM-4:30 PM
Tu, Oct 9, 8:00 AM-4:30 PM
Th, Dec 6, 8:00 AM-4:30 PM
Program Code: QUAWK103

Fee: $169 includes continental breakfast and lunch

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

QUALITY MANAGEMENT SYSTEM INTERNAL AUDIT TRAINING

This is training is designed to provide the attendee with the understanding of internal auditing principles and practical application by the lecture presentation and review exercises.

Who Should Attend?
Quality managers + Quality engineers and supervisors + Key decision makers responsible for creating and implementing their organizations quality management systems

Wed-Th, Aug 15-16, 8:00 AM-4:30 PM
Wed-Th, Oct 17-18, 8:00 AM-4:30 PM
Wed-Th, Nov 7-8, 8:00 AM-4:30 PM
Program Code: QUAWK104

Fee: $289 includes continental breakfast and lunch

QUALITY MANAGEMENT SYSTEMS APPLICATION TECHNIQUES

This training is designed for those who need to have an in-depth understanding of Quality Management Systems and need to have an understanding of what is required to create an effective Quality Management System in an organization.

Who Should Attend?
Quality managers + Quality engineers and supervisors + Key decision makers responsible for creating and implementing their organizations quality management systems

Wed, Aug 8, 8:00 AM-4:30 PM
Th, Sep 20, 8:00 AM-4:30 PM
Tu, Oct 30, 8:00 AM-4:30 PM
Program Code: QUAWK105

Fee: $169 includes continental breakfast and lunch

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QUALITY MANAGEMENT SYSTEMS FOR SMALL BUSINESS

This training is designed for Small Businesses who have little knowledge of Quality Management Systems but sense the need for formalizing their Quality System.

Who Should Attend?
Supervisors + Managers + Quality Managers/Engineers

Tu, Jul 10, 8:00 AM-12:00 PM
Wed, Sep 12, 8:00 AM-12:00 PM
Wed, Nov 14, 8:00 AM-12:00 PM
Program Code: QUAWK106

Fee: $74 includes continental breakfast

ROOT CAUSE ANALYSIS

This training is designed to familiarize the attendees with the methods and tools used to determine and resolve problem creating causes.

Who Should Attend?
Quality managers + Engineering managers + Quality engineers

Tu, Aug 7, 8:00 AM-4:30 PM
Tu, Oct 9, 8:00 AM-4:30 PM
Tu, Nov 20, 8:00 AM-4:30 PM
Program Code: QUAWK107

Fee: $169 includes continental breakfast and lunch

SUPPLY CHAIN MANAGEMENT

Do you know really what supply chain management means: what it involves, why it is important and how products flow? This introduction will include discussion on various strategies where you will learn to align the correct strategy with your business needs. The course will also address better decision making, reducing inventory, improve efficiency, and therefore reducing costs.

Who Should Attend?
Managers + Supervisors + Lead Workers + Staff involved with inventory

Tu, Sep 11, 8:00 AM-4:30 PM
Th, Oct 25, 8:00 AM-4:30 PM
Program Code: QUAWK108

Fee: $169 includes continental breakfast and lunch

TRANSFORMATION OF CULTURE/CHANGE MANAGEMENT

Change is often difficult, but understanding the cultural forces favoring and resisting change can help overcome resistance and accomplish change. This class will provide a model for change management, as well as tools to support the creation of a change plan.

Who Should Attend?
Organizational leaders + Change agents

Th, Aug 9, 8:00 AM-4:30 PM
Program Code: QUAWK109

Fee: $169 includes continental breakfast and lunch

UNDERSTANDING THE BASICS OF QUALITY MANAGEMENT SYSTEMS

This training is designed for individuals who have limited understanding of Quality Management Systems. The training provides a generalized view of the concept of Quality Management Systems: what they are what they requires and what an organization's Quality Management System must contain to be effective.

Who Should Attend?
Quality managers + Quality engineers and supervisors +
Key decision makers responsible for creating and implementing their organizations quality management systems

Th, Jul 19, 8:00 AM-4:30 PM
Tu, Sep 4, 8:00 AM-4:30 PM
Th, Oct 4, 8:00 AM-4:30 PM
Program Code: QUAWK110

Fee: $169 includes continental breakfast and lunch

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

Certificate Programs

Certificate Programs are available for employees who complete the program requirements associated with each certificate program detailed below.

CORPORATE & PUBLIC SAFETY

ECONOMICS OF SAFETY CERTIFICATE

The motivation to implement required safety and health practices sometimes diminishes within the context of production schedules. When production is viewed as the priority above safety standards, the illusion of cost savings can quickly be replaced by the sobering realities associated with a workplace incident that causes a death or severe injury. The impact to the bottom line can be devastating. Information and awareness is a proactive way to avoid workplace tragedies while protecting the profitability of the organization. This program offers information on how to:

◆ Identify industry specific safety hazards
◆ Understand the ethical and financial benefits of regulatory compliance
◆ Perform job site safety and work analysis, to minimize safety risks
◆ Calculate the financial aspects of direct and indirect costs for non-compliance
◆ Partner with management to achieve workplace safety objectives

Five (5) required programs to earn the Economics of Safety Certificate with 1.0 Continuing Education Units (CEUs).

Required Programs:
◆ Assessing the Cost of Workplace Accidents
◆ Assessing Hazards and Safety Risks
◆ Advocating for Safe Work Practices
◆ Industry Specific Safety Basics
◆ Leading the Safety Campaign

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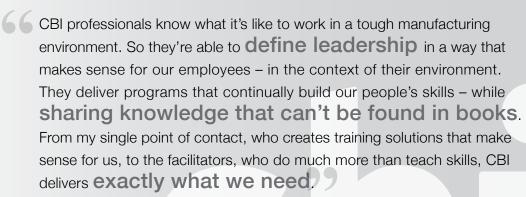
SUCCESSFUL SAFETY COMMITTEE CERTIFICATE

The intention of a safety committee is to identify and remediate organizational safety concerns while promoting and implementing best safety practices. The challenge for any organization is to stay on task while maintaining positive safety focused attitudes. Demonstrating commitment from all involved can only be achieved through activity that engages and informs all employees within the workplace. It is this engagement that fosters the desired safety culture within the organization. This program offers information on how to:

- Make safety and health within the organization everyone's business
- Develop fire and life safety awareness along with appropriate response
- Advocate the case for safety within your organization
- Partner with management to promote and implement best safety practices
- Effectively lead meetings while motivating committee members

Five (5) required programs to earn the Successful Safety Committee Certificate with 1.0 Continuing Education Units (CEUs).

Required Programs:
- Fire & Life Safety Preparedness Basics
- Selecting Safety Meeting Topics
- Engaging the Workforce in Safety Practices
- Planning Safety Committee Work Assignments
- Documentation & Reporting on Safety

"CBI professionals know what it's like to work in a tough manufacturing environment. So they're able to **define leadership** in a way that makes sense for our employees – in the context of their environment. They deliver programs that continually build our people's skills – while **sharing knowledge that can't be found in books**. From my single point of contact, who creates training solutions that make sense for us, to the facilitators, who do much more than teach skills, CBI delivers **exactly what we need**."

John Greenwade
Manager, Training and Development, Essroc
Italcementi Group

HEALTHCARE

HEALTHCARE LEADER CERTIFICATE

Six (6) required programs to earn the Healthcare Leader Certificate with 4.8 Continuing Education Units (CEUs).

Healthcare professionals are often promoted to supervisory and manager positions without any formalized developmental training that teaches them how to manage work and other people. And, because of the demanding work schedules in the healthcare profession, it is impractical to send employees off for weeks at a time to acquire the necessary knowledge, skills, and techniques. This program teaches employees how to:

◆ transition from worker to floor leader/supervisor/manager
◆ manage work and people
◆ become self aware in order to effectively communicate with different personality types
◆ conduct performance appraisals and develop individual development plans
◆ set goals and align the performance of others with the overall goals of the organization
◆ value other employees' culture differences
◆ manage workers from different generations
◆ coach others to high level performance

The Healthcare Leader Program is a comprehensive training program that consists of 6 different learning modules. Each module is 8 hours / 1 day in length for a total of 48 hours or 6 full days. However, training days are not consecutive which allows employees to use and practice the new skills learned in training before they attend the next module.

Required Programs:
◆ Basic Management Skills
◆ Effective Interactions
◆ Managing the Performance of Others
◆ Situational Leadership
◆ Valuing Employee Differences & Managing Across Generations
◆ Healthcare Preceptor Role

48 Instructional Hours
The Healthcare Leader Certificate Program was built to provide key employees in your industry with the skills they need to be successful in a leadership role.

Northampton Community College is an approved provider of continuing nursing education by the Pennsylvania State Nurses Association an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

HOSPITALITY & TOURISM

MANAGEFIRST® FOR HOSPITALITY PROFESSIONALS

Created and certified by the National Restaurant Association Education Foundation (NRAEF), the **ManageFirst Program** provides current and future hospitality professionals with the key competencies to embark on a management career in a very demanding industry. The combination of education and work experience provides a sound basis for success in a leadership capacity. All workshops are facilitated by industry experienced instructors and feature a reference manual textbook that will be utilized for years to come.

Four (4) required management programs and one (1) elective program plus 800 Industry Work Hours (scheduled by participant with employer) to earn the ManageFirst® Certificate with 4.0 Continuing Education Units (CEUs).

Required Programs:
◆ Hospitality & Restaurant Management
◆ Controlling Foodservice Costs
◆ Food Service Human Resources Management & Supervision
◆ Food Service Sanitation (ServSafe®)*

Elective Programs:
◆ Foodservice Customer Service
◆ Menu Marketing & Management

Can be waived if already completed. Spanish version also available.
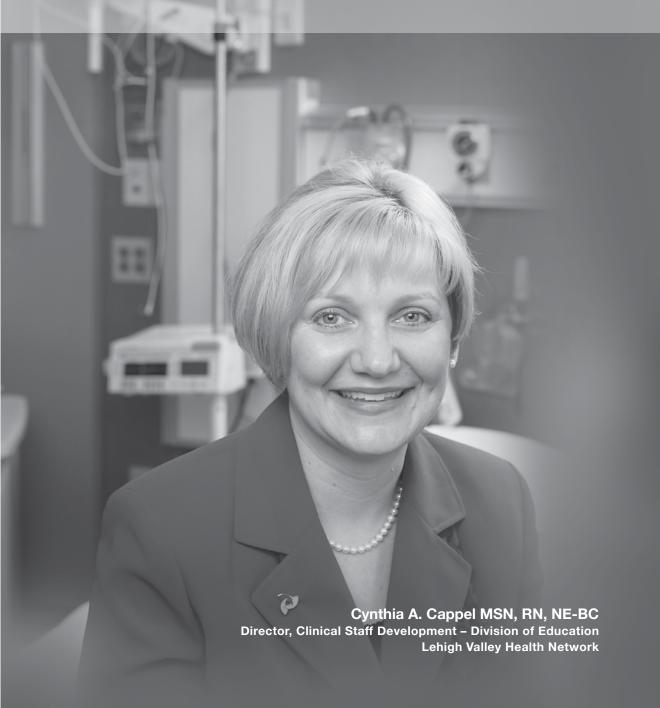
40 Instructional Hours
Content is research-based and current best practices are presented. Instructional methods are experiential, individualized, and participatory.

CBI Workshop Registration
Register for CBI Workshops by using our *new* on-line system. Please visit **www.northampton.edu** and click on the ***Business & Community*** link.

For questions, you can contact us at **cbi@northampton.edu** or (610) 332-8678.

“ During a spike in hiring several years ago, we contracted Northampton's CBI to collaborate with us on a **complete redesign of our curriculum** and deliver training to our technical partners. Together we quickly created a quality program that integrates Lehigh Valley Health Network's specific protocols, policies and equipment, and accommodates our fluctuating number of participants. They've successfully trained nearly 550 of our professionals at a substantial savings to our organization. ” They're an excellent partner.

Cynthia A. Cappel MSN, RN, NE-BC
Director, Clinical Staff Development – Division of Education
Lehigh Valley Health Network

LEADERSHIP AND EXECUTIVE DEVELOPMENT

MANAGEMENT CERTIFICATE PROGRAM

Employees are often promoted from within the organization without any formalized developmental training that teaches them how to manage work and other people to produce results for the organization. And, it is impractical to send employees off for weeks at a time to acquire the necessary knowledge, skills, and techniques they need to apply them to their new role with the company. For this reason, the Management Certificate program was built to serve all employers who want Supervisors, Managers, and High Potential Employees to be equipped with the skills they need to be successful in a leadership role.

This Certificate Program teaches employees how to:

◆ Transition from worker to supervisor/manager of other workers
◆ Manage work and people
◆ Plan for achievement of results
◆ Align individual performance goals with the company's goals
◆ Coach employees' performance to achieve company goals and objectives
◆ Become self-aware in order to effectively communicate with different personality types
◆ Learn how to flex your management style to the needs of your individual team members
◆ Resolve conflicts in order to focus on results and promote teamwork

Six (6) required management programs to earn the Management Certificate with 4.8 Continuing Education Units (CEUs).

Required Programs:
◆ Basic Management Skills
◆ Coaching for Improved Performance
◆ Managing the Performance of Others
◆ Effective Interactions
◆ Conflict Resolution Strategies
◆ Situational Leadership

48 Instructional Hours

Content is research-based and current best practices are presented. Instructional methods are experiential, individualized, and participatory.

Most programs are held at NCC's Fowler Family Southside Center. Please email us at cbi@northampton.edu to verify.

ADMINISTRATIVE PROFESSIONAL CERTIFICATE

Experience the excitement of achieving personal and professional success while earning college-level certification. Expand your knowledge of the skills necessary to provide effective administrative support by exploring the latest best practices in the field. Understand what it takes to be an effective administrative professional and why this is essential to increasing performance, productivity and profitability – individually, as a team and organizationally. Gain practical experience by attending the highly interactive, competency-based workshops highlighted in the Administrative Professional Certificate Program.

This Certificate Program teaches employees how to:

◆ Acquire the skills necessary to provide effective administrative support
◆ Receive professional training from qualified instructors with solid industry experience
◆ Learn the latest office practices applicable to a wide range of settings
◆ Increase productivity and effectiveness
◆ Improve competitiveness within your organization
◆ Increase skill sets and professional value

Five (5) required management programs to earn the Administrative Professional Certificate with 4.0 Continuing Education Units (CEUs).

Required Programs:
◆ Better Business Writing
◆ Effective Interactions
◆ Achieving Personal Effectiveness
◆ Introduction to Project Management
◆ Problem Solving Techniques

40 Instructional Hours
Successful completion awards employees the credentials valued by professionals in all industries.

Join the CBI Email List northampton.edu/cbimail

CUSTOMER SERVICE CERTIFICATE

Experience the excitement of achieving personal and professional success while earning credentials in the growing field of Exceptional Customer Service. Understand why building a culture of service is essential to increasing performance, productivity and profitability – individually, as a team, and organizationally. Exceed customer expectations, and your own, by attending the highly interactive, competency-based workshops highlighted in the Customer Service Certificate Program.

This Certificate Program teaches employees how to:

◆ Learn the latest customer service techniques applicable to a wide range of settings
◆ Receive professional training from qualified instructors with solid industry experience
◆ Achieve advanced professional skills
◆ Increase productivity and effectiveness
◆ Improve competitiveness within your organization
◆ Increase skill sets and professional value

Six (6) required management programs to earn the Customer Service Certificate with 4.8 Continuing Education Units (CEUs).

Required Programs:
◆ Conflict Resolution Strategies
◆ Effective Interactions
◆ Exceptional Customer Service
◆ Problem Solving Techniques
◆ Working with Teams
◆ Stress Management

48 Instructional Hours
This program is a unique opportunity for professionals seeking to expand their skills and earn credentials in the customer service profession.

CBI Workshop Registration
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For questions, you can contact us at **cbi@northampton.edu** or (610) 332-8678.

What does your business need?...

...to improve performance, increase productivity and meet regulatory standards?

Sometimes you know exactly what you want and can simply call CBI to schedule a class.

Other times, however, you need a customized approach.

That's where we can help.

Start by telling us about your organization and its culture. In turn, our assessment team will quickly identify your issues and opportunities, determine employee skill levels and ultimately create a specially tailored training program that moves your business forward.

From leadership development to energy and process audits, we'll make the process simple.

Call or email us today.

(610) 332-8678 | **cbi@northampton.edu**

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Northampton Community College
Center for Business **+** Industry
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511 E. Third Street
Bethlehem, PA 18015

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"**cbi** facilitators offered an endless supply of real-world examples during training and coaching and constantly adjusted their approach to match their audience.

Ken Buck, *SVP Human Resources, CPG International Inc.*

Specialized training, workshops and strategic solutions delivered round-the-clock by experienced business and industry experts in corporate and public safety, healthcare, hospitality, leadership, technology, trades and more.

Tell us what you need.

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One source. Countless solutions.

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