



We'll take the next leg.

(CBI . A training partner that can run with your ideas.)

ESSENTIAL WORKSHOPS TAUGHT BY INDUSTRY EXPERTS

Biomanufacturing | Corporate & Public Safety | Healthcare
Hospitality & Tourism | IT/Computer |
Leadership Development | Quality/Performance

cbi center for
business+industry
One source. Countless solutions.
northampton.edu/cbi


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

- 2** Biomanufacturing
- 4** Corporate & Public Safety
- 10** Healthcare
- 13** Hospitality & Tourism
- 19** IT/Computer
- 26** Leadership Development
- 37** Quality/Performance

CBI Workshop Registration

Register for CBI Workshops by using our *new* on-line system. Please visit **northampton.edu/lifelearn** and click on the ***Center for Business & Industry*** catalog.

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

Why become an AFFILIATE ORGANIZATION?

The Center for Business & Industry (CBI) and Northampton Community College has a long history of working with and supporting local businesses and organizations.

LifeLearn, our new content management system, was developed to meet the needs of workforce development. This new system provides web-based course search and enrollment tools that facilitates immediate purchases for individuals, groups and others.

BECOMING AN AFFILIATE ORGANIZATION

allows you to take advantage of all that this system has to offer. A sample of benefits includes:

- Reserve seats in classes for your employees, guaranteeing a spot in that class.
- Pay immediately via corporate credit card or arrange to use an organization's purchase order or be invoiced for your purchases.
- Assign person(s) as purchasing agents within your organization.
- Keep abreast of all the programs CBI offers.
- Future opportunities for registration discounts and promotions.

We are excited about this new system and the unique opportunities it provides for us to continue working with you and streamlining our interactions and processes.

Need more details? Please contact our Client Development Specialist at 610-861-5064 or ddinan@northampton.edu.

Damian Dinan
Client Development Specialist

BIOMANUFACTURING

FDA INSPECTION PREPARATION

This overview of what to expect when being inspected, will include small group evaluation of case studies and trend sheets from actual inspections by the US Food and Drug Association (FDA). *This class is held on Main Campus.*

Wed, Jan 23, 8:00 AM - 3:30 PM

BIOWK100.(2)

Fee: \$149.00 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. *This class is held on Main Campus.*

Mon, Feb 11, 8:00 AM - 3:30 PM

BIOWK101.(2)

Fee: \$149.00 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. *This class is held on Main Campus.*

Mon, Mar 18, 8:00 AM - 3:30 PM

BIOWK102.(2)

Fee: \$149.00 includes continental breakfast and lunch.

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



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). *This class is held on Main Campus.*

Mon, Apr 15, 8:00 AM - 3:30 PM

BIOWK103.(4)

Wed, May 8, 8:00 AM - 3:30 PM

BIOWK103.(5)

Fee: \$149.00 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. *This class is held on Main Campus.*

Mon, Jun 3, 8:00 AM - 3:30 PM

BIOWK104.(2)

Fee: \$149.00 includes continental breakfast and lunch.



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. *Take this as an individual course or as part of The Economics of Safety Certificate.*

Tue, Mar 12, 10:00 AM - 12:00 PM

SAF138.(2)

Fee: \$49.00

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. *Take this as an individual course or as part of The Economics of Safety Certificate.*

Tue, Feb 12, 10:00 AM - 12:00 PM

SAF136.(2)

Fee: \$49.00

ASSESSING THE COST OF WORKPLACE ACCIDENTS

Direct and Indirect Costs equals the “REAL” costs of workplace accidents. Direct costs are obvious, indirect costs are not always readily apparent. While not immediately, 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. *Take this as an individual course or as part of The Economics of Safety Certificate.*

Tue, Jan 15, 10:00 AM - 12:00 PM

SAF135.(2)

Fee: \$49.00

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 any remediate safety issues. *Take this as an individual course or as part of the Successful Safety Committee Certificate Program.*

Tue, May 7, 1:00 PM - 3:00 PM

SAF143.(2)

Fee: \$49.00

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. *Take this as an individual course or as part of the Successful Safety Committee Certificate Program.*

Tue, Mar 12, 1:00 PM - 3:00 PM

SAF139.(2)

Fee: \$49.00

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. *Take this as an individual course or as part of the Successful Safety Committee Certificate Program.*

Tue, Jan 15, 1:00 PM - 3:00 PM

FIR201.(2)

Fee: \$49.00

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. *Take this as an individual course or as part of The Economics of Safety Certificate.*

Tue, Apr 9, 10:00 AM - 12:00 PM

SAF140.(2)

Fee: \$49.00

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. *Take this as an individual course or as part of The Economics of Safety Certificate.*

Tue, May 7, 10:00 AM - 12:00 PM

SAF142.(2)

Fee: \$49.00

“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

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.

Take this as an individual course or as part of the Successful Safety Committee Certificate Program.

Tue, Apr 9, 1:00 PM - 3:00 PM

SAF141.(2)

Fee: \$49.00

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. *Take this as an individual course or as part of the Successful Safety Committee Certificate Program.*

Tue, Feb 12, 1:00 PM - 3:00 PM

SAF137.(3)

Fee: \$49.00

INDUSTRY OUTREACH SAFETY EDUCATION

This course is based upon the 10-hour Occupational Safety and Health Administration's General Industry and Construction Industry Outreach Training Program. Participants, entry level general industry and construction industry workers, will gain a broad awareness of how to recognize and prevent hazards within the confines of their respective workplaces.

Mon/Wed, Apr 10 – May 6, 1:00 PM - 3:00 PM SAF156.(2)

Mon/Wed, Apr 10 – May 6, 6:00 PM - 8:00 PM SAF156.(3)

Fee: \$145.00



ECONOMICS OF SAFETY CERTIFICATE

This Certificate Program is available for employees who complete the program requirements detailed below.

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
- ◆ Advocating for Safe Work Practices
- ◆ Industry Specific Safety Basics
- ◆ Leading the Safety Campaign
- ◆ Assessing Hazards and Safety Risks

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SUCCESSFUL SAFETY COMMITTEE CERTIFICATE

This Certificate Program is available for employees who complete the program requirements detailed below.

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

“ My contacts at CBI understand the **realities of our work** and **jump through hoops** to make things happen. ”



Tom Leibensperger
Safety & Environmental Site Rep.
Behr Paint

HEALTHCARE

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 a 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. Registered Nurses in full attendance of this program and completing an evaluation form may receive 6 contact hours of continuing nursing education.*

Thu, Mar 21, 8:00 AM - 4:30 PM

HCONE100.(2)

Fee: \$176.00 includes continental breakfast and lunch.

“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

NURSE AIDE — ADDRESSING THE HUMAN NEEDS OF THE AGING POPULATION

Our elderly population has many needs that Nurse Aides need to deal with on any given day. Today we will explore four of those areas. This course will consist of four 2-hour modules presented in one 8-hr. 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.

Thu, May 2, 8:00 AM - 4:30 PM

NAIDE101.(2)

Fee: \$230.00 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.

**Thu, Mar 7, 8:00 AM - 4:30 PM and
Thu, Apr 4, 8:00 AM - 12:00 PM**

NAIDE102.(2)

Fee: \$340.00 includes continental breakfast for both days and lunch for the first day.





HEALTHCARE LEADER CERTIFICATE

This Certificate Program is available for employees who complete the program requirements detailed below.

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

The following four programs are part of the ManageFirst® Certificate:

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. *Book Title: Hospitality & Restaurant Management, NRAEF, 13 978-13-228380-9. May purchase online or at Fowler Family Bookstore. Read textbook before start of class.*

Tue, Mar 12 & 19, 12:00 PM - 5:00 PM FDBWK110.(2)

Fee: \$149.00



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. *Book title: Controlling Foodservice Costs, ISBN 0-13-228336-0. May purchase online or at Fowler Family Southside Center Bookstore. Read text before start of class.*

Tue, Apr 2 & 9, 12:00 PM - 5:00 PM FDBWK112.(2)

Fee: \$149.00

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“ In addition to preparing **exceptional professionals** to work in our industry, the Hospitality program at the Center for Business and Industry (CBI) provides a key piece of training for our customer-focused staff. Every team member who interacts with a guest engages in CBI's Destination Lehigh Valley. This **information-rich program** delves into what our region has to offer and how to efficiently locate and access these attractions and events and then share that information in a meaningful way with our guests. Their knowledge and **ability to create excitement** and interest in the Lehigh Valley not only enhances the guest experience, it brings people back and, ultimately, stimulates our local economy. ”



Andrea C. Weismiller
Regional Director of Sales & Marketing
JHG Hotel Management

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. *Book Title: Human Resources Management and Supervision. ISBN 978-0-13-222212-9. May purchase online or at Fowler Family Southside Center Bookstore. Read text before start of class. Lunch is on your own.*

Tue, Apr 23 & 30, 09:00 PM - 5:00 PM

FDBWK111.(2)

Fee: \$239.00

HOSPITALITY AND RESTAURANT MARKETING

This class is an elective course in the National Restaurant Association Education Foundation (NRAEF) ManageFirst certification program. Key elements of restaurant marketing include marketing plan and development, preparing the business and marketing plan, and understanding why customers buy. Advertising and personal selling, promotions, publicity and public relations are discussed as the most important sales and marketing tools. Understanding the importance of proper menu pricing and menu marketing will be studied. *Book Title: ManageFirst: Hospitality & Restaurant Marketing w/Answer Sheet, 2/E, ISBN 978-0-13-2181662. May purchase online or at Fowler Family Southside Center Bookstore. Read textbook before start of class. Lunch is on your own.*

Tue, May 14 & 21, 12:00 PM - 5:00 PM

FDBWK115.(1)

Fee: \$149.00

Programs are held at NCC's Fowler Family Southside Center unless otherwise indicated. You can also check our website at northampton.edu/lifelearn for the location of the individual program.

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 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. *Class designed for Guest Services Agents, Tour Guides, Receptionists and Customer Service Personnel.*

| | |
|---|--------------|
| Wed, Mar 27 & Apr 10, 9 AM - 12:00 PM; | |
| Wed, Apr 3, 8:30 AM - 1 PM | HSPWK100.(2) |
| Wed, May 1 & 15, 9 AM - 12:00 PM; | |
| Wed, May 8, 8:30 AM - 1 PM | HSPWK100.(3) |

Fee: \$35.00

FOOD SERVICE SANITATION

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 and take the ServSafe® certificate exam. *Textbook with test answer sheet available in the Fowler Family Southside Center Bookstore. Prerequisite: Read textbook material before class. Exam given last hour of class. Photo identification is required to take the exam.*

| | |
|---------------------------------------|--------------|
| Mon, Feb 25, 8:00 AM - 5:00 PM | FDBWK100.(6) |
| Mon, Apr 29, 8:00 AM - 5:00 PM | FDBWK100.(7) |
| Mon, Jun 24, 8:00 AM - 5:00 PM | FDBWK100.(8) |

Fee: \$135.00

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.*

| | |
|---------------------------------------|--------------|
| Mon, Mar 25, 8:00 AM - 5:00 PM | FDBWK102.(4) |
|---------------------------------------|--------------|

Fee: \$135.00

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. Exam only. No lecture included.*

| | |
|---------------------------------------|---------------|
| Mon, Feb 25, 3:30 PM - 5:00 PM | FDBWK101.(8) |
| Mon, Mar 25, 3:30 PM - 5:00 PM | FDBWK101.(9) |
| Mon, Apr 29, 3:30 PM - 5:00 PM | FDBWK101.(10) |
| Mon, Jun 24, 3:30 PM - 5:00 PM | FDBWK101.(11) |

Fee: \$20.00

RAMP ALCOHOL SERVER/SELLING

RAMP was created by the Pennsylvania 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 completion of the program, employees are required to complete a course examination and must receive an 80% or better. *Training conducted by an approved PLCB trainer.*

| | |
|---|--------------|
| Thu, Feb 28, 06:00 PM - 09:00 PM | FDBWK106.(3) |
| Thu, May 2, 06:00 PM - 09:00 PM | FDBWK106.(4) |
| Thu, Jun 20, 06:00 PM - 09:00 PM | FDBWK106.(5) |

Fee: \$35.00

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.

| | |
|---|--------------|
| Mon, Mar 11, 10:30 AM - 12:30 PM | FDBWK104.(2) |
|---|--------------|

Fee: \$29.00

MANAGEFIRST® FOR HOSPITALITY PROFESSIONALS

This Certificate Program is available for employees who complete the program requirements detailed below.

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.

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IT/COMPUTER

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. *This is a great class for marketing managers, web designers, small to medium-size business owners and others just getting started with email, social media and mobile marketing campaigns.*

Mon, Mar 18, 8:30 AM - 11:30 AM

PCWEB300.(4)

Fee: \$69.00

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 using Facebook.

Fri, Feb 15, 8:30 AM - 11:30 AM

PCWEB320.(4)

Fee: \$69.00

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. Fast paced; recommended as a refresher or for individuals with a working familiarity of the application. Windows knowledge is required. CEUs: 0.7

Tue, Jan 22, 8:30 AM - 4:30 PM

PCMSA101.(2)

Thu, Apr 11, 8:30 AM - 4:30 PM

PCMSA101.(3)

Fee: \$139.00 includes continental breakfast, lunch and workbook.





MICROSOFT ACCESS 2007 INTERMEDIATE SEMINAR

Advance your skills by investigating concepts of database management using Access 2007. Topics: form customization and advanced controls, subforms and calculated controls, importing data and customizing reports, switchboards, macros, and command buttons, integration with Word and Excel. Fast paced; recommended as a refresher or for individuals with a working familiarity of the application. *Prerequisite: Access 2007 Beginning Seminar or equivalent knowledge is required.*

Thu, Mar 21, 8:30 AM - 4:30 PM

PCMSA201.(2)

Mon, Jun 17, 8:30 AM - 4:30 PM

PCMSA201.(3)

Fee: \$139.00 includes continental breakfast and lunch.

MICROSOFT ACCESS 2010 BEGINNING SEMINAR

Designed for students who wish to learn the basic operations of the Microsoft 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.

Mon, Feb 11, 8:30 AM - 4:30 PM

PCMSA121.(2)

Thu, May 16, 8:30 AM - 4:30 PM

PCMSA121.(3)

Fee: \$139.00 includes continental breakfast, lunch and workbook.

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.

Mon, Jan 28, 1:30 PM - 4:30 PM

PCMSA250.(2)

Wed, Jun 5, 8:30 AM - 11:30 AM

PCMSA250.(3)

Fee: \$69.00

MICROSOFT ACCESS 2010 INTERMEDIATE SEMINAR

Designed for students who wish to learn how to improve and customize tables, queries, forms and reports, and share Access data with other applications. Prerequisite: Access 2010 Beginning Seminar or equivalent knowledge.

Mon, Mar 11, 8:30 AM - 4:30 PM

PCMSA211.(3)

Wed, Apr 24, 8:30 AM - 4:30 PM

PCMSA211.(4)

Fee: \$139.00 includes continental breakfast, lunch and workbook.

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.

Thu, Feb 28, 1:30 PM - 4:30 PM

PCMSA255.(3)

Tue, May 28, 8:30 AM - 11:30 AM

PCMSA255.(4)

Fee: \$69.00



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.

Tue, Apr 2, 1:30 PM - 4:30 PM
Thu, Jun 27, 8:30 AM - 11:30 AM

PCMSA260.(3)
PCMSA260.(3)

Fee: \$69.00

MICROSOFT EXCEL 2007 BEGINNING SEMINAR

Learn the basics of the most popular spreadsheet software. Create and edit simple worksheets by working with cell references, menus, toolbars, and automated tools. Functions such as undo and redo, AutoSum, formulas, merging cells and rotating text will be covered. Session is fast-paced and recommended as a refresher or for individuals with a working familiarity with the application. Windows knowledge is required.

Mon, Jan 14, 8:30 AM - 4:30 PM
Wed, Mar 13, 8:30 AM - 4:30 PM

PCMSE101.(2)
PCMSE101.(3)

Fee: \$139.00 Includes continental breakfast, lunch and workbook.

MICROSOFT EXCEL 2007 INTERMEDIATE SEMINAR

Learn to use these intermediate skills to streamline repetitive tasks and display spreadsheet data in more visually effective ways with templates, charts, graphics, and formulas. You will also learn to analyze data using PivotTables and PivotCharts. Fast paced. Recommended as a refresher or for individuals with a working familiarity with the application. Prerequisite: Excel 2007 Beginning Seminar or equivalent knowledge is required.

Wed, Jan 30, 8:30 AM - 4:30 PM
Mon, Mar 25, 8:30 AM - 4:30 PM

PCMSE201.(2)
PCMSE201.(3)

Fee: \$139.00 includes continental breakfast, lunch and workbook.

MICROSOFT EXCEL 2010 BEGINNING SEMINAR

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

Wed, Feb 20, 8:30 AM - 4:30 PM
Mon, Apr 22, 8:30 AM - 4:30 PM

PCMSE103.(4)
PCMSE103.(5)

Fee: \$139.00 includes continental breakfast, lunch and workbook.

MICROSOFT EXCEL 2010 INTERMEDIATE SEMINAR

Designed for those desiring to gain advanced skill sets necessary for calculating data using functions and formulas, sorting and filtering data, using PivotTables and PivotCharts for analyzing data, and customizing workbooks. Prerequisite: Excel 2010 Beginning Seminar or equivalent knowledge.

Tue, Mar 5, 8:30 AM - 4:30 PM
Mon, May 20, 8:30 AM - 4:30 PM

PCMSE203.(3)
PCMSE203.(4)

Fee: \$139.00 includes continental breakfast, lunch and workbook.



MICROSOFT 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.

Thu, Mar 28, 1:30 PM - 4:30 PM
Wed, Jun 19, 8:30 AM - 11:30 AM

PCMSE350.(3)
PCMSE350.(4)

Fee: \$69.00

MICROSOFT 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 are hot topics that finally have their own slot! *Designed for intermediate users. Familiarity with Excel 2010 required.*

Mon, Feb 25, 1:30 PM - 4:30 PM
Wed, May 8, 8:30 AM - 11:30 AM

PCMSE250.(3)
PCMSE250.(4)

Fee: \$69.00

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 more comfortable with the new interface when using Word, Excel, PowerPoint and Access. Designed for anyone with basic knowledge of the previous versions of Microsoft Office.

Thu, Jan 17, 8:30 AM - 4:30 PM
Mon, Apr 15, 8:30 AM - 4:30 PM

PCMSO100.(4)
PCMSO100.(5)

Fee: \$139.00 Includes continental breakfast, lunch and workbook.

MICROSOFT POWERPOINT 2010 BEGINNING SEMINAR

Designed for students who are interested in learning the fundamentals needed to create and modify basic presentations by using Microsoft Office PowerPoint 2010. Windows knowledge is required.

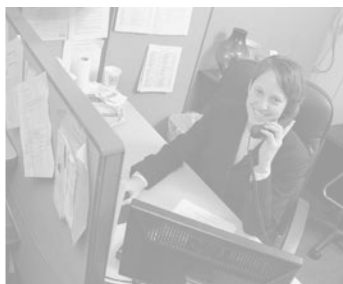
Tue, Feb 5, 8:30 AM - 4:30 PM

PCMSP151.(2)

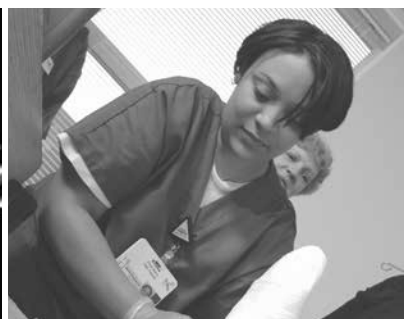
Wed, May 29, 8:30 AM - 4:30 PM

PCMSP151.(3)

Fee: \$139.00 includes continental breakfast, lunch and workbook.



cbi center for
business+industry





LEADERSHIP AND EXECUTIVE DEVELOPMENT

ACHIEVING PERSONAL EFFECTIVENESS

Participants 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.

Tue, Jan 15, 8:00 AM - 4:30 PM
Mon, Apr 15, 8:00 AM - 4:30 PM

LDRWK100.(2)
LDRWK100.(3)

Fee: \$159.00 includes all materials, continental breakfast and lunch

BASIC MANAGEMENT SKILLS

This introductory program provides an overview of the key functions of a manager or supervisor. Participants will explore 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.

Wed, Jan 16, 8:00 AM - 4:30 PM
Tue, May 7, 8:00 AM - 4:30 PM

LDRWK101.(3)
LDRWK101.(4)

Fee: \$235.00 includes all materials, continental breakfast and lunch

BETTER BUSINESS WRITING

This highly interactive program includes 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.

Thu, Feb 21, 8:00 AM - 4:30 PM
Thu, Jun 6, 8:00 AM - 4:30 PM

LDRWK102.(3)
LDRWK102.(4)

Fee: \$159.00 includes all materials, continental breakfast, and lunch.

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COACHING FOR IMPROVED PERFORMANCE

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.

Mon, Mar 4, 8:00 AM - 4:30 PM

LDRWK103.(3)

Fee: \$235.00 includes all materials, continental breakfast, and lunch.

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. Participants will challenge the notion that all conflict is destructive, identify their own preferred style and options, and apply a conflict resolution model.

Thu, Feb 14, 8:00 AM - 4:30 PM

LDRWK104.(2)

Mon, Jun 17, 8:00 AM - 4:30 PM

LDRWK104.(3)

Fee: \$235.00 includes all materials, continental breakfast, and lunch.

“CBI helped us create and implement a consistent and ongoing leadership program to meet the strategic objectives of our rapidly growing business. **Their teams got to know our culture** and core values and assessed our people to evaluate our needs at each of our operations in Pennsylvania, Alabama and Toronto. CBI facilitators offered an endless supply of **real-world examples** during training and coaching and constantly adjusted their approach to match the audience. They even created a custom, online university so all of our employees could take select courses on demand. CBI is helping us elevate our business to new levels.”



Ken Buck
SVP, Human Resources
CPG International Inc.



EFFECTIVE INTERACTIONS

Effective interaction skills are critical to building relationships and engaging employees in work. This 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.

Mon, Feb 25, 8:00 AM - 4:30 PM

LDRWK105.(2)

Thu, Jun 6, 8:00 AM - 4:30 PM

LDRWK105.(3)

Fee: \$235.00 includes all materials, continental breakfast, and lunch.

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. 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.

Tue, Mar 5, 8:00 AM - 12:00 PM

LDRWK106.(3)

Fee: \$110.00 includes all materials and continental breakfast.

EXCELLENCE IN PUBLIC SPEAKING, PRESENTATION AND FACILITATION

Effective public speaking, presenting & facilitation skills are essential to the development of anyone in the workforce today. The ability to grasp a group's attention, maintain focus, think on the fly and leave a lasting impression is tantamount to success in business. Managers and future company leaders need these skills to gain credibility with customers, lead and motivate individuals, and inspire others to see different possibilities for the future. We will delve into techniques to engage others while maintaining focus; examine the role of the facilitator in presenting and public speaking engagements; explore how to engage diverse personalities and styles within meetings to reduce frustration and produce results. By completing this program individuals will have the skills & confidence to speak in front of any group, in any situation.

Mon-Tue, Feb 4-5, 8:00 AM - 4:30 PM

LDRWK122.(3)

Mon-Tue, Jun 3-4, 8:00 AM - 4:30 PM

LDRWK122.(4)

Fee: \$480.00 includes all materials, continental breakfast, and lunch.

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.

Thu, Apr 18, 8:00 AM - 4:30 PM

LDRWK107.(3)

Fee: \$159.00 includes all materials, continental breakfast and lunch.

INTRODUCTION TO PROJECT MANAGEMENT

This 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 and leadership is included in this class.

Tue, Apr 9, 8:00 AM - 4:30 PM

LDRWK109.(3)

Fee: \$159.00 includes all materials, continental breakfast and lunch.



MANAGING THE PERFORMANCE OF OTHERS

Many people equate performance appraisals with performance management. 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.

Wed, Apr 10, 8:00 AM - 4:30 PM

LDRWK112.(4)

Fee: \$235.00 includes all materials, continental breakfast and lunch.



PRACTICES OF SUCCESSFUL LEADERS

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. *Pre-work is required.*

Wed-Fri, Jan 30 – Feb 1, 8:00 AM - 5:00 PM LDRWK113.(2)
Wed-Fri, May 15-17, 8:00 AM - 5:00 PM LDRWK113.(3)

Fee: \$1,400.00 includes all materials, continental breakfast, and lunch.

PRESENTING WITH CONFIDENCE

Many people say that giving a presentation is high on their list of stressful activities. 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. 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.

Fri, Feb 22, 8:00 AM - 12:00 PM LDRWK114.(2)
Tue, Jun 11, 8:00 AM - 12:00 PM LDRWK114.(3)

Fee: \$110.00 includes all materials and continental breakfast.

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 program provides a critical thinking framework for approaching problems and decisions that foster creativity and innovation and provides application.

Thu, Mar 14, 8:00 AM - 4:30 PM LDRWK115.(2)
Thu, Jun 13, 8:00 AM - 4:30 PM LDRWK115.(3)

Fee: \$235.00 includes all materials, continental breakfast and lunch.

SITUATIONAL LEADERSHIP

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.

Thu, Jan 10, 8:00 AM - 4:30 PM LDRWK116.(4)
Tue, May 14, 8:00 AM - 4:30 PM LDRWK116.(5)

Fee: \$235.00 includes materials, continental breakfast and lunch.

STRESS MANAGEMENT

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.

Thu, Jan 24, 8:00 AM - 4:30 PM LDRWK117.(3)
Thu, May 2, 8:00 AM - 4:30 PM LDRWK117.(4)

Fee: \$159.00 includes materials, continental breakfast and lunch.

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.

Tue, Jan 29, 8:00 AM - 4:30 PM LDRWK119.(2)
Mon, Jun 10, 8:00 AM - 4:30 PM LDRWK119.(3)

Fee: \$159.00 includes materials, continental breakfast and lunch.

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VALUING EMPLOYEE DIFFERENCES AND MANAGING ACROSS GENERATIONS

American workers are a diverse people, representing four generations. 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.

Wed, Feb 20, 8:00 AM - 4:30 PM

LDRWK120.(3)

Fee: \$159.00 includes materials, continental breakfast and lunch.

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

Wed, Jan 23, 8:00 AM - 4:30 PM

LDRWK121.(2)

Mon, May 20, 8:00 AM - 4:30 PM

LDRWK121.(3)

Fee: \$235.00 includes materials, continental breakfast and lunch.

“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

MANAGEMENT CERTIFICATE PROGRAM

This Certificate Program is available for employees who complete the program requirements detailed below.

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.

Programs are held at NCC's Fowler Family Southside Center unless otherwise indicated. You can also check our website at northampton.edu/lifelearn for the location of the individual program.

ADMINISTRATIVE PROFESSIONAL CERTIFICATE

This Certificate Program is available for employees who complete the program requirements detailed below.

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.

CBI Workshop Registration

Register for CBI Workshops by using our *new* on-line system. Please visit **northampton.edu/lifelearn** and click on the **Center for Business & Industry** catalog.

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





CUSTOMER SERVICE CERTIFICATE

This Certificate Program is available for employees who complete the program requirements detailed below.

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.

Programs are held at NCC's Fowler Family Southside Center unless otherwise indicated. You can also check our website at northampton.edu/lifelearn for the location of the individual program.

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.

Tue, Jan 15, 8:00 AM - 4:30 PM

QUAWK100.(4)

Thu, Apr 18, 8:00 AM - 4:30 PM

QUAWK100.(5)

Fee: \$169.00 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.

Thu, Jan 24, 8:00 AM – 12:00 PM

QUAWK101.(2)

Fee: \$74.00 includes continental breakfast

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 (measurable), and allowing people to participate in improving their work processes and results. Consensus tools will be overviewed.

Wed, Feb 13, 8:00 AM - 4:30 PM

QUAWK102.(2)

Thu, May 9, 8:00 AM - 4:30 PM

QUAWK102.(3)

Fee: \$169.00 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.

| | |
|---------------------------------------|--------------|
| Tue, Mar 12, 8:00 AM - 4:30 PM | QUAWK103.(4) |
| Tue, Apr 30, 8:00 AM - 4:30 PM | QUAWK103.(5) |
| Wed, Jun 12, 8:00 AM - 4:30 PM | QUAWK103.(6) |

Fee: \$169.00 includes continental breakfast and lunch.

UNDERSTANDING THE BASICS OF QUALITY MANAGEMENT SYSTEMS

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 require and what an Organization's Quality Management System must contain to be effective.

| | |
|---------------------------------------|--------------|
| Thu, Jan 31, 8:00 AM - 4:30 PM | QUAWK110.(4) |
| Wed, Mar 27, 8:00 AM - 4:30 PM | QUAWK110.(5) |
| Wed, May 1, 8:00 AM - 4:30 PM | QUAWK110.(6) |

Fee: \$169.00 includes continental breakfast and lunch.

QUALITY MANAGEMENT SYSTEM INTERNAL AUDIT TRAINING

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

QMS series dates available upon request.

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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.

QMS series dates available upon request.

QUALITY MANAGEMENT SYSTEMS FOR SMALL BUSINESS

Training is designed for small businesses that have little knowledge of Quality Management Systems but sense the need for formalizing their Quality System.

QMS series dates available upon request.

ROOT CAUSE ANALYSIS

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

| | |
|---------------------------------------|--------------|
| Tue, Jan 29, 8:00 AM - 4:30 PM | QUAWK107.(4) |
| Wed, Mar 20, 8:00 AM - 4:30 PM | QUAWK107.(5) |
| Tue, May 7, 8:00 AM - 4:30 PM | QUAWK107.(6) |

Fee: \$169.00 includes continental breakfast and lunch.

Programs are held at NCC's Fowler Family Southside Center unless otherwise indicated. You can also check our website at northampton.edu/lifelearn for the location of the individual program.

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.

| | |
|---------------------------------------|--------------|
| Tue, Feb 26, 8:00 AM - 4:30 PM | QUAWK108.(3) |
| Tue, Apr 9, 8:00 AM - 4:30 PM | QUAWK108.(4) |
| Tue, Jun 4, 8:00 AM - 4:30 PM | QUAWK108.(5) |

Fee: \$169.00 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.

| | |
|---------------------------------------|--------------|
| Mon, May 13, 8:00 AM - 4:30 PM | QUAWK109.(2) |
|---------------------------------------|--------------|

Fee: \$169.00 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

Northampton Community College
Center for Business + Industry
Sixth Floor
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.

Randy Stokes, *Director of Employee Relations, VF Licensed Sports Group*

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