

CBI WORKSHOPS

January - June 2013



LEADERSHIP & PROFESSIONAL DEVELOPMENT

Please click on title to view description and register.

Workshop Title	Dates	Workshop Title	Dates
Achieving Personal Effectiveness	Jan. 15, April 15	Managing the Performance of Others	April 10
Basic Management Skills	Jan. 16, May 7	Practices of Successful Leaders (multi-session)	Jan. 30, May 15
Better Business Writing	Feb. 21, June 6	Presenting with Confidence*	Feb. 22, June 11
Coaching for Improved Performance	March 4	Problem Solving Techniques	March 14, June 13
Conflict Resolution Strategies	Feb. 14, June 17	Situational Leadership	Jan. 10, May 14
Effective Interactions	Feb. 25, June 6	Stress Management	Jan. 24, May 2
Effective Interviewing: Matching Candidates with the Job*	March 5	Understanding Yourself: A Voyage of Self-Discovery	Jan. 29, June 10
Excellence in Public Speaking, Presentation & Facilitation (multi-session)	Feb. 4, June 3	Valuing Employees Differences & Managing Across Generations	Feb. 20
Exceptional Customer Service	April 18	Working with Teams	Jan. 23, May 20
Introduction to Project Management	Apr. 9		

BIOMANUFACTURING

Please click on title to view description and register.

Workshop Title	Dates	Workshop Title	Dates
FDA Inspection Preparation	Jan. 23	Introduction to GMP	April 15, May 8
Introduction to Aseptic Processing	Feb. 11	Overview of Cleanroom Microbiology	June 3
Introduction to Biomanufacturing	March 18		

CORPORATE & PUBLIC SAFETY

Please click on title to view description and register.


Workshop Title	Dates	Workshop Title	Dates
Advocating for Safe Work Practices*	March 12	NEW! Industry Outreach Safety Education	April 10
Assessing Hazards & Safety Risks*	Feb. 12	Industry Specific Safety Basics*	April 9
Assessing the Cost of Workplace Accidents*	Jan. 15	Leading the Safety Campaign*	May 7
Documentation & Reporting on Safety*	May 7	Planning Safety Committee Work Assignments*	April 9
Engaging the Workforce in Safety Practices*	March 12	Selecting Safety Meeting Topics*	Feb. 12
Fire & Life Safety Preparedness Basics*	Jan. 15		

Indicates workshop is part of a certificate program. Please click on symbol to learn more.

* Indicates half-day or condensed program hours.







HEALTHCARE

Please click on title to view description and to register.

Workshop Title	Dates	Workshop Title	Dates
Healthcare Preceptor Role 	March 21	Nurse Aide Mentoring (multi-session)	March 7
Nurse Aide - Addressing the Needs of the Aging Population	May 2		

HOSPITALITY

Please click on title to view description and to register.

Workshop Title	Dates	Workshop Title	Dates
Controlling Foodservice Costs* (multi-session) 	April 2	Food Service Sanitation Exam Retest	Feb. 18, Mar. 25, Apr. 29, June 17
Destination Lehigh Valley (multi-session)	March 27, May 1	Hospitality & Restaurant Management* (multi-session) 	March 12
Foodservice Customer Service 	May 14	NEW! Hospitality & Restaurant Marketing* 	May 15
Foodservice Human Resources Management and Supervision* (multi-session) 	April 23	RAMP Alcohol Server/Selling	Feb. 28, May 2, June 20
Food Service Sanitation 	Feb. 18, Apr. 29, June 17	ServSafe Food Handler Training	March 11
Food Service Sanitation (Spanish)	March 25		

IT/COMPUTER - ADOBE, MICROSOFT® & SOCIAL MEDIA APPLICATIONS

Please click on title to view description and to register.

Workshop Title	Dates	Workshop Title	Dates
Access 2007 - Beginning	Jan. 22, April 11	Excel 2007 - Beginning	Jan. 14, March 13
Access 2007 - Intermediate	March 21, June 17	Excel 2007 - Intermediate	Jan. 30, March 25
Access 2010 - Beginning	Feb. 11, May 16	Excel 2010 - Beginning	Feb. 20, April 22
Access 2010 - Intermediate	March 11, April 24	Excel 2010 - Intermediate	March 5, May 20
Access 2010: Forms In-depth*	Jan. 28, June 5	Excel 2010 Macros & Templates*	March 28, June 19
Access 2010: Queries In-depth*	Feb. 28, May 28	Excel 2010: Pivot Tables & Lookups*	Feb. 25, May 8
Access 2010: Reports In-depth*	April 2, June 27	Microsoft Office Transitions	Jan. 17, April 15
E-mail, Social Media & Mobile Marketing*	March 18	PowerPoint 2010 - Beginning	Feb. 5, May 29
Facebook for Business	Nov. 27, Feb. 15		

QUALITY & PERFORMANCE

Please click on title to view description and to register.

Continuous Improvement Process and Tools	Jan. 15, April 18	Root Cause Analysis	Jan. 29, Mar. 20, May 7
Introduction to Quality Standards*	Jan. 24	Supply Chain Management	Feb. 26, Apr. 9, June 4
Lean Fundamentals	Mar. 12, Apr. 30, June 12	Transformation of Culture/Change Management	May 13
Leading in a Quality Environment	Feb. 13, May 9	Understanding the Basics of Quality Management Systems	Jan. 31, Mar. 27, May 1

 Indicates workshop is part of a certificate program. Please click on symbol to learn more.

* Indicates half-day or condensed program hours.

CBI WORKSHOPS - Certificate Programs

CORPORATE & PUBLIC SAFETY CERTIFICATES

Economics of Safety

The motivation to implement required safety and health practices sometimes diminishes within the context of production schedules. The perceived cost saving over safety implementation can be quickly replaced when a workplace accident occurs. The impact to the bottom line can be devastating. Information and awareness is a proactive way to avoid workplace tragedies while protecting the company's profitability.

Required Workshops:

- Assessing the Cost of Workplace Accidents
- Advocating for Safe Work Practices
- Leading the Safety Campaign
- Assessing Hazards & Safety Risks
- Industry Specific Safety Basics

This program meets once monthly for two hours. New sessions start each month.

Successful Safety Committee

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 a positive safety focused attitudes. Demonstrating commitment from all involved can only be achieved through activity that engages and informs all employees within the workplace.

Required Workshops:

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

This program meets once monthly for two hours. New sessions start each month.

HEALTHCARE CERTIFICATE

Healthcare Leader

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

Required Workshops:

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

This program meets once monthly for eight hours for six months. Please email cbi@northampton.edu for more session start dates.

HOSPITALITY & TOURISM CERTIFICATE

ManageFirst® Professional

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.

Required Workshops:

- Hospitality & Restaurant Management
- Foodservice Human Resources Management & Supervision
- Controlling Foodservice Costs
- Food Service Sanitation

Electives (*Select One*):

- Foodservice Customer Service
- Menu Marketing & Management

Industry Work Experience (*Scheduled on your own*):

- 800 hours

LEADERSHIP & EXECUTIVE DEVELOPMENT CERTIFICATES

Management Certificate

Employees are often promoted from within the organization without any formalized developmental training that teaches them how to manage work and other people. 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 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.

Required Workshops

- Basic Management Skills
- Effective Interactions
- Managing the Performance of Others
- Coaching for Improved Performance
- Situational Leadership
- Conflict Resolution Strategies

This program meets once monthly for eight hours for six months. Please email cbi@northampton.edu for more session start dates.

Administrative Professional

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.

Required Workshops

- Better Business Writing
- Effective Interactions
- Achieving Personal Effectiveness
- Introduction to Project Management
- Problem Solving Techniques

This program meets once monthly for eight hours for five months. Please email cbi@northampton.edu for more session start dates.

Customer Service

Understand why building a service culture 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.

Required Workshops

- Conflict Resolution Strategies
- Effective Interactions
- Exceptional Customer Service
- Problem Solving Techniques
- Stress Management
- Working with Teams

This program meets once monthly for eight hours for six months. Please email cbi@northampton.edu for more session start dates.