

# One Source. Countless Solutions.



## **ESSENTIAL WORKSHOPS TAUGHT BY INDUSTRY EXPERTS**

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

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.

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### CBI Workshop Registration

Register for CBI Workshops in one of three convenient ways:

- + Use our online registration form:  
**[northampton.edu/cbiregistration](http://northampton.edu/cbiregistration)**
- + Email us at **[cbi@northampton.edu](mailto:cbi@northampton.edu)**
- + Call us at **(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 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

This overview explains what to expect when being inspected and will include small group evaluation of case studies and trend sheets from actual inspections by the US Food and Drug Association (FDA).

### Who Should Attend?

Production workers + first line supervisors.

**Wed, Apr 18, 8:00 AM-3:30 PM**

Program Code: BTEC0005-X2

Fee: \$149 includes continental breakfast and lunch

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## 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.

**Wed, Apr 4, 8:00 AM-3:30 PM**

Program Code: BTEC0003-X2

Fee: \$149 includes continental breakfast and lunch

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## 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.

**Wed, Mar 21, 8:00 AM-3:30 PM**

Program Code: BTEC0001-X2

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.

**Wed, Mar 28, 8:00 AM-3:30 PM**

Program Code: BTEC0002-X2

Fee: \$149 includes continental breakfast and lunch

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## 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.

**Wed, Apr 11, 8:00 AM-3:30 PM**

Program Code: BTEC0004-X2

Fee: \$149 includes continental breakfast and lunch

“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

# 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, Mar 6, 10:00 AM-12:00 PM**

Program Code: BETE7305-X2

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, Feb 7, 10:00 AM-12:00 PM**

Program Code: BETE7303-X2

Fee: \$49

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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, Jan 10, 10:00 AM-12:00 PM**

Program Code: BETE7301-X2

**Tu, Aug 7, 10:00 AM-12:00 PM**

Program Code: BETE7301-X3

Fee: \$49

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# 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, May 8, 1:00 PM-3:00 PM**

Program Code: BETE7310-X2

Fee: \$49

**Join the CBI Email List** [northampton.edu/cbimail](http://northampton.edu/cbimail)



### 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, Mar 6, 1:00 PM-3:00 PM**

Program Code: BETE7306-X2

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, Jan 10, 1:00 PM-3:00 PM**

Program Code: BETE7191-X2

**Tu, Aug 7, 1:00 PM-3:00 PM**

Program Code: BETE7191-X3

Fee: \$49

**Most programs are held at NCC's Fowler Family Southside Center. Please email us at [cbi@northampton.edu](mailto: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, Apr 10, 10:00 AM-12:00 PM**

Program Code: BETE7307-X2

Fee: \$49

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## 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, May 8, 10:00 AM-12:00 PM**

Program Code: BETE7309-X2

Fee: \$49

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- + Call us at **(610) 332-8678**

## 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, Apr 10, 1:00 PM-3:00 PM**

Program Code: BETE7308-X2

Fee: \$49

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## 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, Feb 7, 1:00 PM-3:00 PM**

Program Code: BETE7304-X2

Fee: \$49

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# HEALTHCARE

## AHA HEARTSAVER ADULT CPR/AED

Designed to teach adult CPR, use of an automated external defibrillator (AED), and relief of foreign-body airway obstruction (FBAO). Specifically targeted for the lay rescuer who is expected to respond to emergencies in the workplace, and is required to obtain a program completion card (credential) documenting completion of a CPR AED program. Contact Hours: 4

### Who Should Attend?

Safety and Security Personnel + all Office Professionals

**Wed, Jan 18, 8:00 AM-12:00 PM**

Program Code: PTRC0024-X1

**Wed, Mar 7, 8:00 AM-12:00 PM**

Program Code: PTRC0024-X2

**Wed, May 9, 8:00 AM-12:00 PM**

Program Code: PTRC0024-X3

**Wed, Jul 11, 8:00 AM-12:00 PM**

Program Code: PTRC0024-X4

Fee: \$100 includes a continental breakfast

“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



## AHA HEARTSAVER CPR/AED AND FIRST AID

Provides the lay rescuer with the knowledge and skills needed to recognize medical, injury and environmental emergencies at the workplace and to provide first aid. Also provides instruction on Adult CPR and the use of the AED. Contact Hours: 8

### Who Should Attend?

Safety and Security Personnel + all Office Professionals

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

Program Code: PTRC0008-X1

**Wed, Apr 11, 8:00 AM-4:30 PM**

Program Code: PTRC0008-X2

**Wed, Jun 6, 8:00 AM-4:30 PM**

Program Code: PTRC0008-X3

**Wed, Aug 8, 8:00 AM-4:30 PM**

Program Code: PTRC0008-X4

Fee: \$169 includes workbook, continental breakfast and lunch.

## 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, Mar 21, 8:00 AM-4:30 PM**

Program Code: PTRC0251-X3

Fee: \$176 includes continental breakfast and lunch.

# HOSPITALITY & TOURISM

## 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, Mar 28-Apr 11, 9:00 AM-12:00 PM**

Program Code: HCI-1004-X3

**Wed, May 9-23, 9:00 AM-12:00 PM**

Program Code: HCI-1004-X4

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, Feb 27, 8:00 AM-5:00 PM**

Program Code: HCI-1014-X3

**Mon, Jun 25, 8:00 AM-5:00 PM**

Program Code: HCI-1014-X1

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

**Tu, Mar 27, 8:00 AM-5:00 PM**

Program Code: HCI-1044-X2

**Tu, Jun 4, 8:00 AM-5:00 PM**

Program Code: HCI-1044-X1

Fee: \$135

## 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, Mar 5, 12:00 PM-2:00 PM**

Program Code: HCI-1042-X1

Fee: \$29

**Most programs are held at NCC's Fowler Family Southside Center. Please email us at [cbi@northampton.edu](mailto:cbi@northampton.edu) to verify.**

## 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, May 7, 12:00 PM-2:00 PM**

Program Code: HCI-1043-X2

Fee: \$29

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“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.

# IT/COMPUTER



Authorized  
Training Center

Northampton Community College is proud of our state-of-the-art Apple Authorized Training Center located at the Fowler Family SouthSide Center. We hope that our opportunities to bring you these career-certification classes at 20% below the cost of classes in Philadelphia and New York and the ease of the commute will help you reach your graphics and video career goals. Have you already taken a class or studied on your own for the exams? Call us to setup your testing dates/times with a similar savings!

## 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 would find this class informative.

**Tu, Feb 7, 1:30 PM-4:30 PM**

Program Code: PTRB8520-X2

**Mon, May 14, 1:30 PM-4:30 PM**

Program Code: PTRB8520-X3

Fee: \$69



## 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, Feb 21, 1:30 PM-4:30 PM**

Program Code: PTRB8515-X2

**Th, May 31, 1:30 PM-4:30 PM**

Program Code: PTRB8515-X1

Fee: \$69

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## 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.

**Th, Jan 26, 8:30 AM-4:30 PM**

Program Code: PTRB3500-X6

**Tu, Mar 13, 8:30 AM-4:30 PM**

Program Code: PTRB3500-X7

**Wed, May 9, 8:30 AM-4:30 PM**

Program Code: PTRB3500-X8

**Mon, Jul 16, 8:30 AM-4:30 PM**

Program Code: PTRB3500-X1

Fee: \$139 includes workbook, continental breakfast and lunch.

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## 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, Jan 19, 8:30 AM-4:30 PM**

Program Code: PTRB7307-X2

**Tu, Apr 17, 8:30 AM-4:30 PM**

Program Code: PTRB7307-X3

Fee: \$139 includes workbook, continental breakfast and lunch.

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## 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

**Th, Feb 9, 8:30 AM-4:30 PM**

Program Code: PTRB7308-X3

**Th, Apr 26, 8:30 AM-4:30 PM**

Program Code: PTRB7308-X4

Fee: \$139 includes workbook, continental breakfast and lunch.

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## 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, Jan 31, 8:30 AM-4:30 PM**

Program Code: PTRB7326-X2

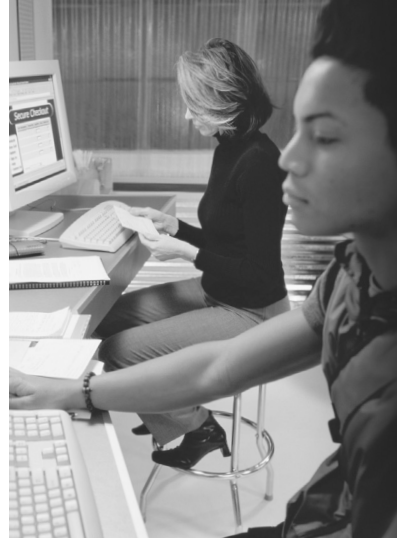
**Th, Mar 22, 8:30 AM-4:30 PM**

Program Code: PTRB7326-X3

**Th, Jun 21, 8:30 AM-4:30 PM**

Program Code: PTRB7326-X1

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.

**Th, Feb 16, 8:30 AM-4:30 PM**

Program Code: PTRB7327-X2

**Th, Apr 12, 8:30 AM-4:30 PM**

Program Code: PTRB7327-X3

**Tu, Jul 24, 8:30 AM-4:30 PM**

Program Code: PTRB7327-X1

Fee: \$139 includes workbook, continental breakfast and lunch.

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## 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.

**Tu, Mar 27, 8:30 AM-4:30 PM**

Program Code: PTRB7328-X1

**Th, May 17, 8:30 AM-4:30 PM**

Program Code: PTRB7328-X2

**Th, Aug 2, 8:30 AM-4:30 PM**

Program Code: PTRB7328-X1

Fee: \$139 includes workbook, continental breakfast and lunch.

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## 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, Jan 24, 8:30 AM-4:30 PM**

Program Code: PTRB7304-X1

**Tu, Mar 20, 8:30 AM-4:30 PM**

Program Code: PTRB7304-X2

Fee: \$139 includes workbook, continental breakfast and lunch.

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## 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.

**Th, Feb 23, 8:30 AM-4:30 PM**

Program Code: PTRB7305-X2

**Tu, Apr 24, 8:30 AM-4:30 PM**

Program Code: PTRB7305-X3

Fee: \$139 includes workbook, continental breakfast and lunch.

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## MICROSOFT EXCEL 2007 ADVANCED

You have used Excel to perform tasks such as running calculations on data and sorting and filtering numeric data. In this workshop, you will extend your knowledge into some of the more specialized and advanced capabilities of Excel by automating some common tasks (macros), applying advanced analysis techniques to more complex data sets, collaborating on worksheets with others, and sharing Excel data with other applications.

### Who Should Attend?

All business + office personnel that desire the skills necessary to create macros, collaborate with others, incorporate multiple data sources and import/export data.

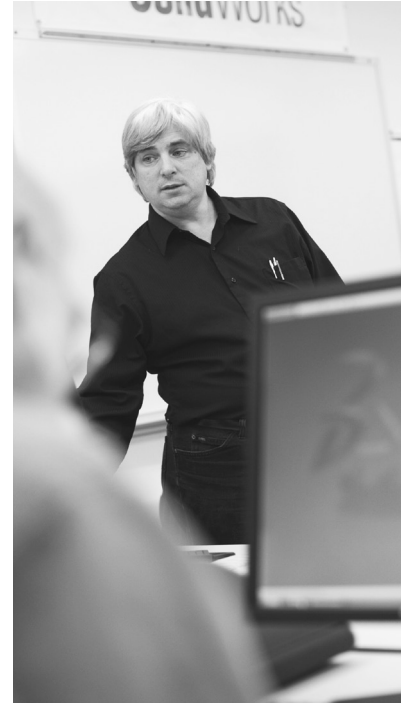
**Th, Mar 8, 8:30 AM-4:30 PM**

Program Code: PTRB3530-X3

**Th, May 10, 8:30 AM-4:30 PM**

Program Code: PTRB3530-X4

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.

**Tu, Feb 28, 8:30 AM-4:30 PM**

Program Code: PTRB7315-X2

**Tu, May 8, 8:30 AM-4:30 PM**

Program Code: PTRB7315-X3

**Tu, Jun 19, 8:30 AM-4:30 PM**

Program Code: PTRB7315-X1

**Th, Aug 9, 8:30 AM-4:30 PM**

Program Code: PTRB7315-X2

Fee: \$139 includes workbook, continental breakfast and lunch.

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## 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, Jan 17, 8:30 AM-4:30 PM**

Program Code: PTRB7316-X2

**Th, Mar 15, 8:30 AM-4:30 PM**

Program Code: PTRB7316-X3

**Tu, Jun 5, 8:30 AM-4:30 PM**

Program Code: PTRB7316-X1

**Tu, Aug 14, 8:30 AM-4:30 PM**

Program Code: PTRB7316-X2

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, Feb 14, 8:30 AM-4:30 PM**

Program Code: PTRB7329-X1

**Tu, May 22, 8:30 AM-4:30 PM**

Program Code: PTRB7329-X2

**Tu, Jul 17, 8:30 AM-4:30 PM**

Program Code: PTRB7329-X1

Fee: \$139 includes workbook, continental breakfast and lunch.

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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, Mar 6, 8:30 AM-4:30 PM**

Program Code: PTRB7317-X2

**Tu, Jun 12, 8:30 AM-4:30 PM**

Program Code: PTRB7317-X1

**Tu, Aug 7, 8:30 AM-4:30 PM**

Program Code: PTRB7317-X2

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](mailto:cbi@northampton.edu) to verify.

## MICROSOFT WORD 2010 BEGINNING SEMINAR

Designed to help individuals gain basic knowledge in the use of word processing software. You will create, edit, and enhance standard business documents using Microsoft® Office Word 2010. Windows knowledge is required.

### Who Should Attend?

Anyone new to Microsoft Word or new to this version.

**Fri, Jan 27, 8:30 AM-4:30 PM**

Program Code: PTRB7313-X2

**Fri, Mar 9, 8:30 AM-4:30 PM**

Program Code: PTRB7313-X3

Fee: \$139 includes workbook, continental breakfast and lunch.

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## MICROSOFT WORD 2010 INTERMEDIATE SEMINAR

Designed for persons that are able to create and modify standard business documents in Word, but need to know how to create or modify complex documents and customize Word efficiency tools. Word Beginning Seminar or equivalent knowledge recommended.

### Who Should Attend?

Administrative Assistants + Managers that design complex documents.

**Fri, Feb 10, 8:30 AM-4:30 PM**

Program Code: PTRB7314-X2

**Tu, Apr 10, 8:30 AM-4:30 PM**

Program Code: PTRB7314-X3

Fee: \$139 includes workbook, continental breakfast and lunch.

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# 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, Jan 20, 8:00 AM-4:30 PM**

Program Code: TLCM1016-X2

**Fri, May 18, 8:00 AM-4:30 PM**

Program Code: TLCM1016-X3

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.

**Tu, Jan 24, 8:00 AM-4:30 PM**

Program Code: TLCM1101-X3

**Tu, Apr 24, 8:00 AM-4:30 PM**

Program Code: TLCM1101-X4

**Th, Jul 12, 8:00 AM-4:30 PM**

Program Code: TLCM1101-X1

Fee: \$235 includes continental breakfast and lunch.

## 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, Feb 8, 8:00 AM-4:30 PM**

Program Code: TLCM1007-X3

**Wed, May 2, 8:00 AM-4:30 PM**

Program Code: TLCM1007-X4

**Wed, Jul 11, 8:00 AM-4:30 PM**

Program Code: TLCM1007-X1

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.

**Mon, Feb 13, 8:00 AM-4:30 PM**

Program Code: TLCM1201-X3

**Wed, May 9, 8:00 AM-4:30 PM**

Program Code: TLCM1201-X4

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

**Tu, Mar 13, 8:00 AM-4:30 PM**

Program Code: TLCM1015-X3

**Mon, Jun 18, 8:00 AM-4:30 PM**

Program Code: TLCM1015-X1

Fee: \$159 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

**Fri, Feb 24, 8:00 AM-4:30 PM**

Program Code: TLCM1014-X3

**Th, May 24, 8:00 AM-4:30 PM**

Program Code: TLCM1014-X1

Fee: \$235 includes continental breakfast and lunch.

### CBI Workshop Registration

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- + Use our online registration form:  
**[northampton.edu/cbiregistration](http://northampton.edu/cbiregistration)**
- + Email us at **[cbi@northampton.edu](mailto:cbi@northampton.edu)**
- + Call us at **(610) 332-8678**





## EFFECTIVE SELECTION INTERVIEWING

When positions open, organizations seek to recruit and hire the best qualified candidates. This program provides the strategy, structure, skills, and knowledge that will allow participants and their organizations to build an outstanding selection interviewing process. Basic information concerning hiring laws and behaviorally based interviewing is included in this class.

### Who Should Attend?

Managers + Individuals involved in the hiring process

**Wed, Mar 28, 8:00 AM-4:30 PM**

Program Code: TLCM1011-X2

Fee: \$159 includes 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.

### Who Should Attend?

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

**Th, Mar 22, 8:00 AM-4:30 PM**

Program Code: TLCM1010-X3

**Tu, Jul 24, 8:00 AM-4:30 PM**

Program Code: TLCM1010-X1

Fee: \$159 includes continental breakfast and lunch.

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**[northampton.edu/cbiregistration](http://northampton.edu/cbiregistration)**
- + Email us at **[cbi@northampton.edu](mailto:cbi@northampton.edu)**
- + Call us at **(610) 332-8678**

## 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

**Mon, Mar 12, 8:00 AM-4:30 PM**

Program Code: TLCM1102-X2

**Wed, Aug 15, 8:00 AM-4:30 PM**

Program Code: TLCM1102-X1

Fee: \$235 includes continental breakfast and lunch.

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## 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

**Mon, Apr 23, 8:00 AM-4:30 PM**

Program Code: TLCM1013-X3

**Tu, Aug 14, 8:00 AM-4:30 PM**

Program Code: TLCM1013-X1

Fee: \$159 includes continental breakfast and lunch.

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## 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

**Th, Mar 15, 8:00 AM-4:30 PM**

Program Code: TLCM1017-X3

**Wed, Aug 1, 8:00 AM-4:30 PM**

Program Code: TLCM1017-X1

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

**Tu, Feb 28, 8:00 AM-4:30 PM**

Program Code: TLCM1004-X3

**Mon, Jul 16, 8:00 AM-4:30 PM**

Program Code: TLCM1004-X1

Fee: \$159 includes continental breakfast and lunch.

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## 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

**Th, Jan 26, 8:00 AM-4:30 PM**

Program Code: TLCM1203-X3

**Wed, Apr 18, 8:00 AM-4:30 PM**

Program Code: TLCM1203-X4

**Mon, Jul 9, 8:00 AM-4:30 PM**

Program Code: TLCM1203-X1

Fee: \$235 includes continental breakfast and lunch.



## 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, Mar 7-9, 8:00 AM-4:30 PM**

Program Code: TLCM1301-X4

**Wed-Fri, Jun 6-8, 8:00 AM-4:30 PM**

Program Code: TLCM1301-X1

**Wed-Fri, Sep 19-21, 8:00 AM-4:30 PM**

Program Code: TLCM1301-X2

**Wed-Fri, Dec 5-7, 8:00 AM-4:30 PM**

Program Code: TLCM1301-X3

Fee: \$1,400 includes all materials, continental breakfast, and lunch.

## 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

**Th, Apr 12, 8:00 AM-4:30 PM**

Program Code: TLCM1110-X3

**Tu, Jun 25, 8:00 AM-4:30 PM**

Program Code: TLCM1110-X1

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, Feb 16, 8:00 AM-4:30 PM**

Program Code: TLCM1105-X4

**Fri, May 11, 8:00 AM-4:30 PM**

Program Code: TLCM1105-X5

**Th, Aug 16, 8:00 AM-4:30 PM**

Program Code: TLCM1105-X1

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, Jan 25, 8:00 AM-4:30 PM**

Program Code: TLCM1002-X2

**Wed, May 23, 8:00 AM-4:30 PM**

Program Code: TLCM1002-X1

**Wed, Jul 25, 8:00 AM-4:30 PM**

Program Code: TLCM1002-X2

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

**Tu, Apr 3, 8:00 AM-4:30 PM**

Program Code: TLCM1005-X2

**Th, Aug 2, 8:00 AM-4:30 PM**

Program Code: TLCM1005-X1

Fee: \$159 includes continental breakfast and lunch.

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## 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

**Wed, Jan 18, 8:00 AM-4:30 PM**

Program Code: TLCM1019-X2

**Mon, Apr 16, 8:00 AM-4:30 PM**

Program Code: TLCM1019-X3

**Tu, Jul 17, 8:00 AM-4:30 PM**

Program Code: TLCM1019-X1

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

**Th, Feb 9, 8:00 AM-4:30 PM**

Program Code: TLCM1104-X3

**Mon, Jun 11, 8:00 AM-4:30 PM**

Program Code: TLCM1104-X1

Fee: \$235 includes continental breakfast and lunch.

# 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

**Wed, Jan 18, 8:00 AM-4:30 PM**

Program Code: PTRT9043-X4

**Tu, May 15, 8:00 AM-4:30 PM**

Program Code: PTRT9043-X5

Fee: \$169 includes continental breakfast and lunch.



## ENGAGING OTHERS IN QUALITY PRACTICES

Quality is the responsibility of everyone in the organization. People who perform a job have genuine expertise in what works and what doesn't in delivering products and services to customers. This course explores how we can engage employees in providing feedback that will help us with cause identification, problem solving, and solution implementation. Get the best solutions and garner support through engagement.

### Who Should Attend?

Supervisors + managers + organizational leaders responsible for process / system improvement

**Th, Jan 26, 8:00 AM-4:30 PM**

Program Code: PTRT9044-X2

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, Mar 20, 8:00 AM-12:00 PM**

Program Code: PTRT9049-X2

**Th, Jun 21, 8:00 AM-12:00 PM**

Program Code: PTRT9049-X1

Fee: \$74 includes a continental breakfast

### ISO 14001 ENVIRONMENTAL STANDARDS OVERVIEW

This overview covers the basic requirements of the standard and how to implement them within your organization. The resulting benefits include:

- ◆ Gives you a competitive advantage
- ◆ Reduces costs
- ◆ Reduces your liability
- ◆ Enhances customer trust
- ◆ becoming a better corporate citizen by minimizing adverse impacts on the environment

#### Who Should Attend?

Managers interested in improving the impact of their operations on the environment + Managers from all areas of business and government

**Tu, Jan 31, 8:00 AM-12:00 PM**

Program Code: PTRT9038-X2

Fee: \$74 includes a continental breakfast

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# UNDERSTANDING THE BASICS OF ISO 9001:2008

This training is designed for individuals who have little to limited understanding of ISO 9001:2008. The training provides a generalized view of the concept of ISO 9001:2008 - what it is, what it requires, and in a very limited fashion what an organization must do to conform to the requirements. This training is applicable to individuals who are considering or have been tasked with the responsibility to establish a formal quality system.

### Who Should Attend?

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

**Th, Feb 23, 8:00 AM-4:30 PM**

Program Code: PTRT9019-X2

Fee: \$169 includes continental breakfast and lunch.

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## ISO 9001:2008 DOCUMENTATION

This training presents the understanding of the tools and techniques used for the documentation creation and the records keeping that insures compliance of a Quality Management System based on the ISO 9001:2008 requirements. The training covers areas such as: quality manual, policies and procedures, maintenance and control of documentations, typical approaches to creating work procedures and work instructions. Although the emphasis is on documentation of a Quality Management System to ISO 9001, the techniques are appropriate to any organization wanting to formalize its Quality System.

### Who Should Attend?

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

**Th, Mar 1, 8:00 AM-4:30 PM**

Program Code: PTRT9015-X2

Fee: \$169 includes continental breakfast and lunch.

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## ISO 9001:2008 INTERNAL AUDITING

This training is designed to provide the attendees with the understanding of auditing principles, concepts and practical application. One focus of this training is ISO 19011:2002 (Guidelines for quality and/or environmental management systems auditing). This training presents Internal Auditing as a practical technique that can be applied in various situations such as operations auditing, work station auditing, process and/or product auditing. This training is appropriate to individuals that are responsible for assuring that required practices and/or processes are being accomplished to prescribed requirements or levels of acceptability.

### Who Should Attend?

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

**Wed/Th, Mar 14-15, 8:00 AM-4:30 PM**

Program Code: PTRT9004-X2

Fee: \$289 includes continental breakfast and lunch.



## ISO 9001:2008 PRACTITIONERS

This training is designed for those individuals who need to have an in-depth understanding of the requirements of ISO 9001:2008 and the practical understanding of what is required to confirm to the International Standards. The training is also appropriate to individuals that are either unfamiliar with formalized Quality Systems or in the process of creating or administrating a formal Quality System.

### Who Should Attend?

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

**Th, Mar 8, 8:00 AM-4:30 PM**

Program Code: PTRT9018-X2

Fee: \$169 includes continental breakfast and lunch.

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

### Who Should Attend?

Organizational leaders + Change agents

**Tu, Feb 21, 8:00 AM-4:30 PM**

Program Code: PTRT9045-X2

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

Program Code: PTRT9048-X4

**Tu, Mar 13, 8:00 AM-4:30 PM**

Program Code: PTRT9048-X5

**Tu, May 1, 8:00 AM-4:30 PM**

Program Code: PTRT9048-X6

**Wed, Jun 13, 8:00 AM-4:30 PM**

Program Code: PTRT9048-X1

Fee: \$169 includes continental breakfast and lunch.

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## MAKING THE CASE FOR QUALITY IMPROVEMENT

This course is designed to acquaint those unfamiliar with the concept of controlling quality in an organized methodical approach.

### Who Should Attend?

Supervisors + Managers + Quality Managers/Engineers

**Wed, Feb 8, 8:00 AM-12:00 PM**

Program Code: PTRT9041-X3

Fee: \$74 includes a continental breakfast

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## PRINCIPLES OF QUALITY COSTS

This training is designed to familiarize attendees with the concepts of quality costs and the most commonly used tools.

### Who Should Attend?

Quality Managers + Accountants + Quality Engineers

**Wed, May 9, 8:00 AM-4:30 PM**

Program Code: PTRT9040-X2

Fee: \$169 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

## QUALITY MANAGEMENT AND RISK MANAGEMENT INTERRELATIONSHIP

This course is designed to present an overview of Risk Management and building on that explaining how the tools within an organization's Quality Management System can be adapted and used to refine the approach to defining and prioritizing risks.

### Who Should Attend?

Quality Managers + Risk Managers + Organizational Managers

**Tu, Apr 24, 8:00 AM-4:30 PM**

Program Code: PTRT9042-X2

Fee: \$169 includes continental breakfast and lunch.

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## 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

**Th, Feb 16, 8:00 AM-4:30 PM**

Program Code: PTRT9039-X3

**Th, May 17, 8:00 AM-4:30 PM**

Program Code: PTRT9039-X4

**Tu, Jun 5, 8:00 AM-4:30 PM**

Program Code: PTRT9039-X1

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

**Th, Apr 19, 8:00 AM-4:30 PM**

Program Code: PTRT9047-X2

**Mon, Jun 25, 8:00 AM-4:30 PM**

Program Code: PTRT9047-X1

Fee: \$169 includes continental breakfast and lunch.

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## 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

**Tu, Apr 10, 8:00 AM-4:30 PM**

Program Code: PTRT9046-X2

Fee: \$169 includes continental breakfast and lunch.

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- + Email us at **[cbi@northampton.edu](mailto:cbi@northampton.edu)**
- + Call us at **(610) 332-8678**

# 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

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
- 

### SUCCESSFUL SAFETY COMMITTEE CERTIFICATE

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

**Most programs are held at NCC's Fowler Family Southside Center.** Please email us at [cbi@northampton.edu](mailto:cbi@northampton.edu) to verify.

# 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
- ◆ Coaching for Improved Performance
- ◆ 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.

# LEADERSHIP AND EXECUTIVE DEVELOPMENT

## MANAGEMENT CERTIFICATE PROGRAM

Four (4) required management programs and two (2) elective 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

### Elective Programs:

- ◆ Conflict Resolution Strategies
- ◆ Facilitation: Helping Groups Succeed
- ◆ Problem Solving Techniques
- ◆ Situational Leadership
- ◆ Working with Teams

### 48 Instructional Hours

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

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## ADMINISTRATIVE PROFESSIONAL CERTIFICATE

Three (3) required management programs and two (2) elective programs to earn the Administrative Professional Certificate with 4.0 Continuing Education Units (CEUs).

### Required Programs:

- ◆ Better Business Writing
- ◆ Effective Interactions
- ◆ Achieving Personal Effectiveness

### Elective Programs:

- ◆ Conflict Resolution Strategies
- ◆ Exceptional Customer Service
- ◆ Introduction to Project Management
- ◆ Problem Solving Techniques
- ◆ Stress Management

### 40 Instructional Hours

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

## CUSTOMER SERVICE CERTIFICATE

Four (4) required management programs and two (2) elective programs to earn the Customer Service Certificate with 4.8 Continuing Education Units (CEUs).

### Required Programs:

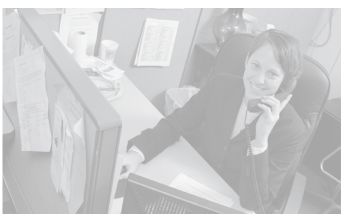
- ◆ Conflict Resolution Strategies
- ◆ Effective Interactions
- ◆ Exceptional Customer Service
- ◆ Problem Solving Techniques

### Elective Programs:

- ◆ Coaching for Improved Performance
- ◆ Stress Management
- ◆ Achieving Personal Effectiveness
- ◆ Working with Teams

### 48 Instructional Hours

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



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