

CBI WORKSHOPS

July - December 2012



LEADERSHIP & PROFESSIONAL DEVELOPMENT

Please click on date to view program details and to register.

Workshop Title	Dates	Workshop Title	Dates
Achieving Personal Effectiveness	Oct. 12	Leveraging Your Strengths	Aug. 1
Basic Management Skills	Sept. 12	Managing the Performance of Others	Sept. 18, Dec. 4
Better Business Writing	Nov. 14	Practices of Successful Leaders (multi-session)	Sept. 19
Coaching for Improved Performance	Sept. 13, Nov. 6	NEW! Presenting with Confidence*	Oct. 31
Conflict Resolution Strategies	Sept. 27	Problem Solving Techniques	Oct. 24
Effective Interactions	Oct. 4	Situational Leadership	Aug. 16, Oct. 2
NEW! Effective Interviewing: Matching Candidates with the Job*	Sept. 25, Dec. 5	Stress Management	July 25, Oct. 3
NEW! Excellence in Public Speaking, Presentation & Facilitation (multi-session)	July 23	Successful Negotiations	Aug. 2
Exceptional Customer Service	July 24, Nov. 9	Valuing Employees Differences & Managing Across Generations	July 17, Nov. 12
Facilitation: Helping Groups Succeed	Aug. 15	NEW! Understanding Yourself: A Voyage of Self-Discovery	Nov. 13
Introduction to Project Management	Aug. 14, Nov. 7	Working with Teams	Sept. 24

BIOMANUFACTURING

Please click on date to view program details and to register.

Workshop Title	Dates	Workshop Title	Dates
FDA Inspection Preparation	Nov. 13	Introduction to GMP	Sept. 18, Nov. 6
Introduction to Aseptic Processing	Sept. 27	Overview of Cleanroom Microbiology	Oct. 16
Introduction to Biomanufacturing	Aug. 21		

CORPORATE & PUBLIC SAFETY

Please click on date to view program details and to register.

Workshop Title	Dates	Workshop Title	Dates
Advocating for Safe Work Practices*	Oct. 9	Fire & Life Safety Preparedness Basics*	Aug. 7
Assessing Hazards & Safety Risks*	Sept. 4	Industry Specific Safety Basics*	Nov. 6
Assessing the Cost of Workplace Accidents*	Aug. 7	Leading the Safety Campaign*	Dec. 4
Documentation & Reporting on Safety*	Dec. 4	Planning Safety Committee Work Assignments*	Nov. 6
Engaging the Workforce in Safety Practices*	Oct. 9	Selecting Safety Meeting Topics*	Sept. 4

EMPLOYEE HEALTH

Please click on date to view program details and to register.


AHA Heartsaver CPR/AED & First Aid	Aug. 8		
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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 date to view program details and to register.

Workshop Title	Dates	Workshop Title	Dates
Healthcare Preceptor Role 	July 18	NEW! Nurse Aide Mentoring (multi-session)	Sept. 20
NEW! Nurse Aide - Addressing the Needs of the Aging Population	Oct. 16		

HOSPITALITY

Please click on date to view program details and to register.

Workshop Title	Dates	Workshop Title	Dates
Controlling Foodservice Costs* (multi-session) 	Oct. 2	Hospitality & Restaurant Management* (multi-session) 	Sept. 11
Destination Lehigh Valley (multi-session)	Oct. 31	Human Resources Management and Supervision* (multi-session) 	Oct. 23
Foodservice Customer Service 	Nov. 20	Menu Marketing & Management 	Dec. 11
Food Service Sanitation 	June 25, Sept. 24, Dec. 10	RAMP Alcohol Server/Selling	Oct. 29
Food Service Sanitation (Spanish)	Nov. 5	ServSafe Food Handling Training	Sept. 17
NEW! Food Service Sanitation Exam Retest	Sept. 24, Nov. 5, Dec. 10	ServSafe Food Handling Training (Spanish)	Nov. 26

IT/COMPUTER - ADOBE APPLICATIONS

Please click on date to view program details and to register.

Workshop Title	Dates	Workshop Title	Dates
Adobe Photoshop Beginning Seminar	Sept. 26, Nov. 28	NEW! Creating Forms in Dreamweaver Using PHP/MySQL*	Oct. 3
NEW! Adobe Photoshop for Small Business	Oct. 17	Introduction to Dreamweaver Seminar	Sept. 5

IT/COMPUTER - MICROSOFT® APPLICATIONS

Please click on date to view program details and to register.

Workshop Title	Dates	Workshop Title	Dates
Access 2007 - Beginning	Aug. 23	Excel 2007 - Intermediate	Oct. 2
Access 2007 - Intermediate	Sept. 24	Excel 2010 - Beginning	Aug. 9, Oct. 15, Dec. 6
Access 2010 - Beginning	Oct. 9	Excel 2010 - Intermediate	Aug. 14, Nov. 6
Access 2010 - Intermediate	July 24, Nov. 15	Excel 2010 - Advanced	July 17
Access 2010 - Advanced	Aug. 2	NEW! Excel 2010 Macros & Templates*	Oct. 11, Nov. 12
NEW! Access 2010: Forms In-depth*	Oct. 25	NEW! Excel 2010: Pivot Tables & Lookups*	Sept. 13, Dec. 3
NEW! Access 2010: Queries In-depth*	Sept. 18, Dec. 10	Microsoft Office Transitions	Sept. 20, Nov. 13
NEW! Access 2010: Reports In-depth*	Nov. 19, Dec. 19	PowerPoint 2010 - Beginning	Aug. 7
Excel 2007 - Beginning	Aug. 28	NEW! Word 2010 Forms*	Oct. 22

IT/COMPUTER - SOCIAL MEDIA APPLICATIONS

Please click on date to view program details and to register.

Workshop Title	Dates	Workshop Title	Dates
E-mail, Social Media & Mobile Marketing*	Aug. 20, Oct. 18	Search Engine Optimization & Web Analytics*	Sept. 11, Oct. 30
NEW! Facebook for Business	Sept. 27, Nov. 27		

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* Indicates half-day or condensed program hours.

QUALITY & PERFORMANCE

Please click on date to view program details and to register.

Workshop Title	Dates	Workshop Title	Dates
Continuous Improvement Process and Tools	Dec. 12	NEW! Quality Management Systems for Small Business*	Sept. 12, Nov. 14
Introduction to Quality Standards*	Oct. 23	Root Cause Analysis	Aug. 7, Oct. 9, Nov. 20
Leading in a Quality Environment	Sept. 6	Supply Chain Management	Sept. 11, Oct. 25
Lean Fundamentals	Aug. 7, Oct. 9, Dec. 6	Transformation of Culture/Change Management	Aug. 9
NEW! Quality Management System Internal Audit Training (multi-session)	Aug. 15, Oct. 17, Nov. 7	NEW! Understanding the Basics of Quality Management Systems	Sept. 4, Oct. 4
NEW! Quality Management Systems Application Techniques	Aug. 8, Sept. 20, Oct. 30		

* Indicates half-day or condensed program hours.

HOW TO REGISTER:

Please visit northampton.edu/lifelearn to register for programs.

FOR QUESTIONS OR COMMENTS, PLEASE:

E-mail cbi@northampton.edu or **call** 610-332-8678.



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
- 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.