WORKFORCE & SMALL BUSINESS DEVELOPMENT CENTER COURSE DESCRIPTIONS
MANAGEMENT, PROFESSIONAL DEVELOPMENT, & STRATEGIC PLANNING TOPICS

Management Skills for New Managers
Provides practice in the skills every manager must have in order to achieve success. Participant discovers his/her own management style, learns to adapt management style to create motivation, improves verbal and written communication skills, learns how to use the different coaching techniques effectively, and defines the roles and responsibilities that all managers have in common.

Management Skills for New Supervisors
Provides the knowledge and skills to become a successful supervisor. Teaches the participant how to plan, organize, communicate, and monitor effectively. This course prepares the participant to apply appropriate supervisory styles to individuals and situations, teaches how to give constructive criticism, prepares the participant to deal with difficult employees, and imparts a supervisor’s legal responsibilities.

Supervisory Techniques
A short course covering resolving conflicts, delegating efficiently, working with difficult team members or poor performers, motivating all employees, and increasing overall leadership skills and knowledge. This course is meant for all levels of supervisors and can be adapted to meet the specific needs of any organization.

Team Building and Working in Teams
Participants learn how to be a member of a team that gets results, how to inspire others to succeed, how to stay productive in meetings, how to transition into a team leader that is known for results. This course can be customized for employees or supervisors.

Project Management
This course covers all concepts and benefits of project management. It covers scope definition and project requirements, project leadership, work breakdown structure, network logic/dependency analysis, creating realistic and achievable estimates of work, and project control and reporting. This course can be offered at a basic level for the first-time project manager or at an advanced level for the already knowledgeable PM.

Change Management
The course will cover the different change strategies, show participants the factors in selecting a strategy, and explain the different skills needed to manage change effectively.

Negotiation Skills
Introduces the negotiation process, shows the participant how to plan the content of his/her negotiation, outlines the stages in negotiations, shows how to use different communication styles to persuade others, and offers tips from professionals on how to win negotiating.

Materials / Logistics Management
Introduces operations management as a key business process in any organization and helps to understand the integration links with the other internal processes of the firm and external channel members. Teaches the acquisition of resources, the creation of products and services, the delivery of goods and services to customers and the service of these customers. Covers topics such as total quality management, just-in-time approaches, process reengineering, best practices, and e-business technology.

Cost Control & Budgeting
This course takes a practical approach to financial planning for the organization and considers: the compilation of budgets; how to identify potential problems arising and suggests actions which can be taken to avoid problems. It also looks at ways of improving financial control using budgets, so as to avoid reduced profits and/or financial problems. It also provides opportunities for participants to apply the course content to practical examples.

Motivation Techniques
Teaches the participant to define levels of motivational management, discuss barriers to employee achievement, define long-term benefits of constructive feedback, determine barriers to managerial success & credibility dealing with motivation, and equip participant with understanding of coaching. (The ideal participant in this course is the professional in a supervisory role.)

Coping with Difficult People
Short overview of how to deal with difficult personalities. Participant learns methods and strategies to remain calm, solve the problem, and provide exceptional customer service in a less than optimal situation. Case studies and role play will be
Stress Management
Learn common reactions to stress and crisis, ways to cope and control reactions, activities to participate in that alleviate stress, how to deal with conflict in an employment setting that increases stress levels, and then hear the benefits of living through stress and trauma.

Time Management
Learn to identify time wasters, to identify and take responsibility for time-management concerns, to set realistic goals and prioritize tasks, to keep phone calls and e-mails from taking over your day, to plan for the unexpected, and to delegate to others when needed.

Customer Service/Hospitality Training
Teaches employees to provide exceptional customer service and build customer loyalty. Covers topics including: avoiding the most common mistakes on the telephone, developing listening skills, being pro-active with customer service, how to determine and fulfill customer needs, and how to calm the emotions of unhappy customers.

Human Resource Management
Introductory course in the basic principles of organization for effective personnel management. Selecting and training employees, planning and assigning work, human relations involving motivation, and maintaining morale.

Recruiting, Interviewing and Selecting Employees
Comprehensive class that can be modified to focus on one or all three topics (recruitment of employees, interviewing, and employee selection). The topics covered include: recruitment challenges, recruitment sources, electronic recruiting, interview preparation, legal considerations, employment interview questioning techniques, conducting the interview, documenting the interview, and making the selection.

Train-the-Trainer
Teaches the essentials of adult learning and how to make training sessions dynamic. Other topics include climate setting, selective lecturing, how to increase participation, improve discussions, role plays and demonstrations. The trainer will also receive an overview on how to prepare for training, how to lead the learner in practice sessions, and how to review the training, provide incentives, encouragement and praise.

Sexual Harassment in the Workplace
The mission is to enhance the knowledge and understanding of sexual harassment, improve communication on the issue, heighten the awareness of sexually unwelcome conduct, present the methods of response and reporting of an incident, and discuss the responsibility of management in reaction and retaliation of a sexual harassment compliant.

Diversity in the Workplace
Participants are given the knowledge and skills to recognize, understand, and accept individual differences in employees. Course provides a foundation to overcoming stereotypes, barriers, and bias in the workplace. It shows how differences can be promoted as strengths and open communication can be made healthy.

HR Topics: EEO Compliance, ADA, and Family Leave Act
Overview and discussion of the legislation that requires supervisors to make employment decisions without discriminating on the basis of race, sex, national origin, religion, or disability. Explains the federal laws governing workplace employment and how employers can ensure their compliance.