



CUSTOMER SERVICE SERIES

Businesses flourish with outstanding customer service. This series of 3-hour classes explores key attitudes, techniques and communication skills employees need to provide the very best service to their customers.

Superior Service Certificate

This 3-part certificate series helps you impress customers, enhance your image and increase repeat business

Customer Appreciation

W, 10/5, 9–12 p.m.

Explore key skills and attitudes to effectively meet the needs of your internal and external customers; enhancing customer satisfaction, retention and communication.

Mastering Communication

W, 10/12, 9–12 p.m.

Communication is the key to excellent customer service. This class explores verbal and nonverbal communication techniques, barriers to communication, and listening skills.

Dealing with Difficult People

W, 10/19, 9–12 p.m.

Conflict inhibits a productive business. Discover the impact conflict has on customer service and learn strategies and techniques for turning a difficult customer into a loyal one.

Team Work Certificate

This 3-part certificate series provides essential tools and techniques that convert groups into productive, effective teams.

Team Building

W, 10/26, 9–12 p.m.

How would you like to enhance productivity through communication and project management and reduce conflicts through team building? Identify opportunities and explore the roles of a functional team in a business environment.

The Right Attitude

W, 11/2, 9–12 p.m.

Having the right attitude has a positive impact on the workplace and on your customers. Explore how different attitudes affect customer service, productivity, employee retention and company growth.

Dealing with Change

W, 11/9, 9–12 p.m.

At work, we face constant change and tend to resist it. Learn techniques for handling change and how to introduce change to your co-workers and customers.

Personal Best Certificate

This 4-part certificate series explores ways to make better decisions and choices under the constraints of time and stress in the workplace.

Decision Making & Problem Solving

W, 11/16, 9–12 p.m.

We are responsible for making smart choices. Explore techniques for making business decisions and solving related problems.

Business Ethics

W, 11/30, 9–12 p.m.

Explore business attitudes and ethics and how our perceptions differ. Evaluate different situations and learn techniques to make better choices.

Time Management

W, 12/7, 9–12 p.m.

Time management skills are essential for success. Learn practical techniques that maximize your effectiveness at work and at home.

Stress Management

W, 12/14, 9–12 p.m.

The workplace demands efficiency and productivity. This class provides tools to help you succeed under the intense stress that comes with a challenging job.

For more information call 619-660-4558

Training Location: 500 Fesler Street, El Cajon (convenient parking available)



COMING IN SPRING 2006...

FRONTLINE SERIES

Are you ready to advance in your career? This series of 3-hour classes provides the opportunity to build organizational skills, learn about specific employment law information in areas such as ADA, Equal Opportunity and sexual harassment and explore dimensions of diversity that impact your work environment. Participants also have the opportunity to enhance their written business communication skills by avoiding the most common grammar mistakes, learning the fundamentals of writing a well-constructed business document, in addition to saving time and effort by using electronic correspondence effectively.

Getting Organized Certificate

This 2-part certificate series provides participants with tools and techniques to accomplish tasks and meet timelines and objectives quickly and more effectively.

Goal Setting

Learn techniques to increase effectiveness and take control of your day by establishing priorities and developing a plan for change.

Project Management

During this hands-on project management class, participants have the opportunity to experience a variety of project management tools and techniques as they work through relevant business projects.

Employment Law Awareness Certificate

This 2-part certificate series provides participants with information about the critical areas of California employment law.

ADA & Equal Opportunity

Learn your rights related to the Americans with Disabilities Act and Equal Opportunity and how to be free from various forms of discrimination in the workplace.

Understanding Sexual Harassment

Gain tools to better understand, identify and prevent harassment in the workplace.

Cultural Awareness Certificate

This 2-part certificate series explores awareness and communication strategies that enable you to be more effective and productive in a culturally diverse workplace.

Multicultural Communication

Reduce cultural misunderstandings and discover the ability to effectively communicate in a diverse workplace.

Diversity in the Workplace

An introduction to the dimensions of diversity including age, race, gender, disability, ethnicity and sexual orientation and how they impact the life at work.

Business Communications Certificate

This 3-part certificate series provides the opportunity for participants to refine their writing skills resulting in better-organized and more professionally written documents.

Brush Up on Grammar

Here's an opportunity to "Brush Up" your writing skills by reviewing the rules for English grammar and usage and learning to avoid the most common grammar mistakes in business writing today.

The 4Cs of Business Writing

Review the fundamentals of writing a well-constructed business document by learning practical ways to apply the 4Cs (Completeness, Conciseness, Consideration and Clarity) of business writing.

Using Email Effectively

Learn how to utilize tools associated with most Email systems. This class will also provide a better understanding of Email etiquette as well as examining the components of a well-written email message.



COMING IN SPRING 2006...

SUPERVISION SERIES

The Supervision Series prepares team leaders *today* to deal with the challenges of tomorrow. Supervisors have the opportunity to learn about personality style strategies, conflict management, managing diverse teams and change, in addition to acquiring tools to enhance employee performance in areas such as motivation and recognition, coaching, delegation and accountability. They will learn to manage employee performance through specific hiring techniques, performance reviews, retention and termination strategies. As part of this series, team leaders have the opportunity to refine their presentation design and delivery skills in addition to enhancing their business writing and meeting facilitation skills. Organizations can't afford to miss the employment law classes that prepare supervisors to implement California labor laws and requirements related to sexual harassment.

Fundamentals of Supervision Certificate

This 4-part certificate series provides fundamental supervision skills for managers and supervisors who want to increase their ability to successfully lead their teams.

Personality Style Strategies

Learn how different work styles affect communication at work and focus on the best approaches to successfully deal with individual personality styles.

Conflict Management

Better understand the various ways we deal with team conflict and how to turn differences into positive energy and productivity.

Managing Organizational Change

Explore the stages of change and learn strategies to more effectively manage the impact change makes on the workplace.

Managing Diverse Teams

Increase your understanding of diversity, gain from its powerful benefits and gain the ability to manage the challenges that are associated with supervising diverse teams.

Enhancing Employee Performance Certificate

This 3-part certificate series offers supervisors tools to provide an atmosphere of team support, trust and respect.

Motivation and Recognition

Explore the roles that managers and supervisors play in supporting employee moral, commitment to recognition and employee retention.

Practical Coaching

Learn how to establish performance expectations, clearly communicate these expectations, objectively evaluate performance, take notice of good work, and when necessary take corrective action to close performance gaps.

Workplace Accountability

Discover the "Cycle of Accountability" that includes taking responsibility for a task, acting with empowerment, and being accountable for outcomes, whether positive or negative.



Managing Employee Performance Certificate

This 4-part certificate series provides supervisors with a toolkit to increase employee performance which includes processes for review, hiring, retention and termination.

Employee Performance Reviews

Don't avoid the employee performance appraisal review process because you don't have the tools and guidelines. This class will provide the essentials for developing, writing, delivering and following-up on employee performance evaluations.

Successful Hiring

Hiring winning talent is *KEY* in any business. This class provides supervisors with an effective selection process and common mistakes to avoid when hiring new employees

Retention Strategies

Face one of the biggest business challenges of today...keeping good employees. Learn effective and simple ways to keep staff motivated, engaged and productive in today's workplace.

Termination Guidelines

Terminating an employee in California is often a complex and difficult process. This class provides supervisors with essential information about how to correct employee performance issues and take appropriate action when termination is necessary.

Powerful Presentations Certificate

This 2-part certificate series provides the opportunity to learn, observe and practice the skills needed to design and deliver powerful presentations.

Designing Powerful Presentations

Learn the importance of being "audience centric" and take home proven formats that audiences appreciate and respond to.

Delivering Powerful Presentations

Explore the factors that make a presenter successful. You will also have the opportunity to practice appropriate eye contact, voice control and body movement and receive feedback from your audience.

Business Communications Certificate

This 2-part certificate series provides supervisors with the opportunity to promote clarity and effectiveness in their writing and meeting facilitation skills.

Concise Business Writing

Discover a writing process to ensure reader centricity and maximum document effectiveness.

Effective Meetings

Learn how to conduct meeting with worthwhile results. This class also provides the opportunity to prepare for and facilitate a mock meeting with constructive feedback for improvement.



Employment Law Update Certificate

This 2-part certificate series provides supervisors and managers with critical information about California employment laws including sexual harassment.

Sexual Harassment Compliance

Recent legislation in California requires employers with 50 or more employees to provide sexual harassment training for all supervisors by January 2006. This class meets this requirement and provides specific information about the types of behaviors that constitute sexual harassment, how to effectively prevent them and what to do if it occurs in your organization.

Labor Law Update

Reviews and updates supervisor's current understanding of labor law topics such as discrimination, harassment, leaves of absence and the Americans with Disabilities Act.