November 2017 Workshops

**Presenting with Confidence**
For many employees, the thought of having to deliver a public presentation is stressful. To help alleviate the stress, CBI is offering a half-day *Presenting with Confidence* workshop on November 10. This workshop will give participants an opportunity to learn more about their natural strengths and discover ways to increase confidence while enhancing skills to connect clearly and meaningfully with an audience. Learn more about what makes an effective presenter and the importance of body language in communication. Planning, organization, and presenting information will be discussed. Discover ways to most effectively assess and engage your audience for greatest impact and connection. For more information, contact cbi@northampton.edu or call 610-332-8678.

**Working with Teams**
In order to actively engage the talent of each individual in the workplace, teams are often formed to create a basic working unit. These collaborative environments require interaction, open communication, and the ability to function effectively as a member of a working group. This one-day program focuses on the roles and responsibilities of a team and its members, the actions of a successful unit, stages of team development, and strategies to effectively manage individual differences within the group. **Nov. 1**, 8am-4:30pm, $259
Learn more and register!

**Supply Chain Management**
Do you know really what supply chain management means? What it involves? Why it is important and how products flow? Join us to discuss various strategies and how to align them to your business needs. During the conversation we will also cover better decision making, reducing inventory, improve efficiency, all resulting in lower costs. **Nov. 3**, 8am-4:30pm, $189
Learn more and register!

**Microsoft Access 2013 Beginning Seminar**
Designed for students looking to gain skills such as: navigate within the Microsoft Access application environment and create a simple database, organize and manage data stored with Access tables, use queries to join, sort and filter data from different tables, create and format custom reports all while using Microsoft Access 2013. Windows knowledge is required. **Nov. 6**, 8:30am-4:30pm, $149
Learn more and register!

**Coaching for Improved Performance**
Employees enter the workplace with diverse skill sets and levels of engagement and interest concerning work. Factor in the “do more with less” pressure supervisors and managers face daily, and the question becomes how do you motivate employees and encourage excellence in an increasingly difficult environment? Coaching is the answer. In this interactive workshop, learn how to help employees rise to the higher level of performance that a rapidly changing environment demands while creating successors in key positions so the organization is constantly preparing the next generation of leaders. **Nov. 8**, 8am-4:30pm, $259
Learn more and register!
Building a Successful Marketing Program
Marketing is key to differentiating your nonprofit organization so that it becomes and stays competitive. Learn the fundamental principles of marketing and how to apply them as part of your nonprofit organization's overall strategy. Become proficient in auditing your communications, developing a marketing plan, and implementing the plan to help your nonprofit organization succeed. Nov. 9, 9am-4pm, $159
Learn more and register!

Presenting with Confidence
Many people say that giving a presentation is high on their list of stressful activities. In this half-day session, you will learn more about your natural strengths and ways to increase your confidence while enhancing your skills to connect clearly and meaningfully with your audience. Learn more about what makes an effective presenter and the importance of body language in communication. We'll focus on how to plan, organize, and present information. Discover ways to most effectively assess and engage your audience for greatest impact and connection. Nov. 10, 8am-Noon, $135
Learn more and register!

Microsoft Word 2013 Beginning Seminar
Designed for students who want to learn basic Word 2013 skills, such as creating, editing, and formatting documents; inserting simple tables and creating lists; and employing a variety of techniques for improving the appearance and accuracy of document content. Nov. 13, 8:30am-4:30pm, $149
Learn more and register!

Leading a Team of Followers
Gain insight into how leaders address their followers. Whether as individuals or as a team, developing talent and facilitating the often challenging dynamics of a team are explored. *Prerequisite: Practices of Successful Leaders* Nov. 14, 8am-4:30pm, $450
Learn more and register!

Facebook for Business
Learn how businesses and individuals use Facebook differently. We will discuss Fan pages, how to set them up and drive people to your website using Facebook. We will also discuss advertising options using Facebook. Participants need to have a personal Facebook account and have some familiarity with the tool prior to attending this class. Nov. 14, 9am-Noon, $79
Learn more and register!

Discovering the Leader in You
This one day program utilizes several tools and techniques to enable participants to better understand themselves and how maximizing Emotional Intelligence can impact their leadership effectiveness. *Prerequisite: Practices of Successful Leaders* Nov. 15, 8am-4:30pm, $450
Learn more and register!

Exceptional Customer Service
Every interaction with a customer is a chance to provide exceptional customer service. When customers aren't satisfied with products or services, the costs to the organization are high. In this one-day interactive workshop, you'll explore strategies needed for customer service excellence, internally and externally. Emphasis is on identifying goals for your organization and job, how to defuse stressful interactions, and ways to provide the very best experience for every customer. Nov. 15, 8am-4:30pm, $259
Learn more and register!

QuickBooks Introduction Seminar
Learn the basics of managing your small business finances with this easy-to-use software. Topics include setting up QuickBooks company file, working with customer and vendor transactions, and banking with QuickBooks. Designed with small business owners and accountants in mind. Basic computer knowledge required. Nov. 15, 8:30am-4:30pm, $149
Learn more and register!

Microsoft Excel 2010 Intermediate Seminar
Designed for those desiring to gain advanced skill sets necessary for calculating data using functions and formulas, sorting and filtering data, using PivotTables and PivotCharts for analyzing data, and customizing workbooks. Prerequisite: Excel 2010 Beginning Seminar or equivalent knowledge. Nov. 15, 8:30am-4:30pm, $149
Learn more and register!
**Blue Print Reading Seminar**
Learn the symbology and notations used as industry standards in the architectural and mechanical fields. This course is recommended for individuals considering work as supervisors and installers in the construction trades or the fabrication industries. The course will conclude with an introductory lesson of AutoCAD where students will apply the symbols learned to an actual drawing. If you are contemplating a career in design and drafting this course is to be considered. **Nov. 15**, 8:30am-3:30pm, $179
Learn more and register!

**Microsoft Access 2013 Intermediate Seminar**
Designed for students looking to gain skills such as; how to design a relational database, join tables to retrieve data from unrelated tables, organize a database for efficiency and performance, share data among Access and other applications as well as customize reports while using Microsoft Access 2013. Windows knowledge is required. **Nov. 20**, 8:30am-4:30pm, $149
Learn more and register!

**Microsoft PowerPoint 2013 Beginning Seminar**
Designed for students who wish to gain the foundational understanding of Microsoft PowerPoint 2013 that is necessary to create and develop engaging multimedia presentations. **Nov. 21**, 8:30am-4:30pm, $149
Learn more and register!

**Microsoft Word 2013 Intermediate Seminar**
Advance your skills using Microsoft Word to create and modify complex documents and use tools that allow them to customize those documents. **Nov. 27**, 8:30am-4:30pm, $149
Learn more and register!

**QuickBooks Intermediate Seminar**
Continue learning where the Introduction Seminar left off or advance your self-taught skills. We will teach you how to customize forms, create reports and graphs. Other topics include managing inventory, tracking and paying sales tax, doing payroll, estimates, using classes, and time tracking. QuickBooks Introduction knowledge required. **Nov. 29**, 8:30am-4:30pm, $149
Learn more and register!

**Quality Risk Management**
This course is designed to present an overview of the concept of Risk Management. Participants will learn how an organization's Quality Management Systems can be used, adapted and refined to define and prioritize risk. Participants will understand what risk management is and what are the methods and tools used to incorporate these concepts to an overall quality program. **Nov. 30**, 8am-4:30pm, $189
Learn more and register!

Thank you for supporting the Center for Business & Industry at Northampton Community College!