




















# CBI WORKSHOPS

## Essential Workshops for Powerful Growth

<b>FOWLER FAMILY SOUTHSIDE CENTER CAMPUS PROGRAMS</b>			
<b>LEADERSHIP &amp; PROFESSIONAL DEVELOPMENT</b>		<i>July 2017 - June 2018</i>	
<b>Workshop Title</b>	<b>Date(s) (click to register)</b>	<b>Workshop Title</b>	<b>Date(s) (click to register)</b>
Achieving Personal Effectiveness 	Dec. 4, May 7	Exceptional Customer Service 	Nov. 15, May 21
Basic Management Skills 	Sept. 18, Jan. 11, May 2	Introduction to Project Management 	July 12, Feb. 8
Better Business Writing 	Sept. 20, March 5	Leading Change 	Aug. 24
Building Professional Strength	Oct. 17	Leading a Team of Followers 	July 13, Nov. 14
Coaching for Improved Performance 	July 11, Nov. 7, March 22	Managing the Performance of Others 	Aug. 8, Dec. 12, April 11
Conflict Resolution Strategies 	Oct. 23, Feb. 27, June 25	Practical Challenges of Leadership** 	Sept. 13
New! Creating Successful Customer Connections	Sept. 11	Practices of Successful Leaders** 	Oct. 4, March 7, June 6
Discovering the Leader in You 	July 12, Nov. 15	Presenting with Confidence*	Nov. 10, March 2
Effective Interactions 	Oct. 16, Feb. 7, June 11	Problem Solving Techniques 	Sept. 12, April 23
Effective Interviewing: Matching Candidates with the Job*	Aug. 10, March 23	Situational Leadership 	Sept. 28, Jan. 24, May 15
Engagement as a Leadership Strategy 	Sept. 12	Valuing Employee Differences & Managing Across Generations	Feb. 22
Excellence in Public Speaking, Presentation & Facilitation**	July 19, Dec. 5, Apr. 5	Working with Teams 	Nov. 1, April 26
<b>CERTIFICATE IN NONPROFIT ORGANIZATION FROM LASALLE'S NONPROFIT CENTER  <i>September 2017 - June 2018</i></b>			
Building a Successful Marketing Program	Nov. 9	Fundamentals of Human Resources	Jan. 25
Effective Communications to Build Relationships, Engagement & Understanding	June 14	Fundamentals of Successful Fundraising	Apr. 18
Effective Nonprofit Governance: How Boards Should Work	March 22	Keys to Successful Strategic Planning	Oct. 19
Evaluating the Impact of Your Programs	Feb. 22	Nonprofit Management 101	Sept. 28
Fundamentals of Finance	Dec. 7	What Makes a Superior Leader? Creating and Mastering a Successful Leadership Style	May 17
<b>CORPORATE &amp; PUBLIC SAFETY <i>October 2017</i></b>			
OSHA 10-Hr. General Industry Outreach**	Oct. 2	OSHA 30-Hr. General Industry Outreach**	Oct. 2
<b>EMPLOYEE/ OCCUPATIONAL HEALTH <i>July - September 2017</i></b>			
AHA Heartsaver First Aid, CPR, AED	July 13, Sept. 13		

<b>HOSPITALITY</b>		<i>August - December 2017</i>	
Food Service Sanitation	Aug. 14, Sept. 18	Food Service Sanitation Exam Retest	Aug. 17, Sept. 18, Dec. 4
<b>IT/COMPUTER</b>			
		<i>July - December 2017</i>	
Facebook for Business*	July 18, Sept. 19, Nov. 14	Microsoft Excel 2010: Making Forms & Functions with VBA*	Sept. 18, Dec. 13
Microsoft Access 2013 - Beginning	Aug. 14, Nov. 6	Microsoft Excel 2010: Pivot Tables & Lookups*	Aug. 9, Oct. 9, Dec. 11
Microsoft Access 2013 - Intermediate	Aug. 28, Nov. 20	Microsoft PowerPoint 2013 - Beginning	Aug. 15, Nov. 21
Microsoft Access 2010 - Beginning	Sept. 6, Dec. 6	Microsoft PowerPoint 2013 - Intermediate	Sept. 12, Dec. 12
Microsoft Access 2010 - Intermediate	Sept. 20, Dec. 20	Microsoft Word 2013 - Beginning	Aug. 7, Nov. 13
Microsoft Access 2010 - Advanced	Aug. 17	Microsoft Word 2013 - Intermediate	Aug. 21, Nov. 27
Microsoft Excel 2013 - Beginning	Sept. 13, Dec. 4	Microsoft Word 2010: Forms*	Oct. 18
Microsoft Excel 2013 - Intermediate	July 12, Oct. 11, Dec. 18	Microsoft Word 2010: Word Merge*	Oct. 18
Microsoft Excel 2010 - Beginning	July 17, Oct. 16, Dec. 6	QuickBooks Introduction Seminar	Aug. 9, Nov. 15
Microsoft Excel 2010 - Intermediate	Aug. 16, Nov. 15	QuickBooks Intermediate Seminar	Aug. 23, Nov. 29
Microsoft Excel 2010 - Advanced	Aug. 24	Search Engine Optimization & Web Analytics*	July 11
Microsoft Excel 2010: Business Modeling, Forecasting & Research*	Aug. 9, Oct. 9, Dec. 11	Social Media for Your Business*	Aug. 8, Oct. 10
Microsoft Excel 2010: Macros & Templates*	Sept. 18, Dec. 13		
<b>QUALITY &amp; PERFORMANCE</b>			
		<i>July - December 2017</i>	
Continuous Improvement Process & Tools	Aug. 2	Root Cause Analysis	Oct. 5
Lean Fundamentals	Dec. 18	Supply Chain Management	Nov. 3
Leading in a Quality Environment	Aug. 23	Transformation of Culture/Change Management	Oct. 24
Quality Risk Management	Nov. 30	Understanding the Basics of Quality Management Systems	Dec. 8
<b>TECHNICAL</b>			
		<i>July - December 2017</i>	
AutoCAD I	Sept. 13	AutoCAD III	Nov. 8
AutoCAD II	Oct. 11	Blueprint Reading	Sept. 20, Oct. 18, Nov. 15, Dec. 13
<b>NEW! MONROE CAMPUS PROGRAMS</b>			
<b>LEADERSHIP DEVELOPMENT</b>		<i>August 2017 - June 2018</i>	
Basic Management Skills	March 9	Effective Interactions	April 13
Coaching for Improved Performance	May 11	Managing the Performance of Others	June 7
Conflict Resolution Strategies	Aug. 22	Situational Leadership	July 18

## CERTIFICATE PROGRAMS

Please review workshop schedule or visit [northampton.edu/LifeLearn](http://northampton.edu/LifeLearn) for workshop dates. For questions, e-mail [cbi@northampton.edu](mailto:cbi@northampton.edu).

**Management Professional Certificate** - Ideal for 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. The Management Certificate Program is offered 3 times during the year, with classes beginning in January, May and September. Participants are encouraged to start at the beginning of the program, but can enroll after the program as begun.

### Required workshops

- Basic Management Skills
- Coaching for Improved Performance
- Effective Interactions
- Situational Leadership
- Managing the Performance of Others
- Conflict Resolution Strategies

**Leadership Certificate** - Leadership, almost as much as anything, is about who you are. You become the tool; the one that sets the direction for people, the one who raises people up to believe in something that is worth striving for, the one who people trust and want to follow. This certificate program focuses on a variety of different topics within Leadership.

### Required workshops

- Practices of Successful Leaders
- Leading a Team of Followers
- Discovering the Leader In You
- The Practical Challenges of Leadership
- Leading Change

**Certificate for Nonprofit Organization from La Salle University's Nonprofit Center** - CBI is proud to partner with LaSalle University Nonprofit Management Center to bring this important learning opportunity to the Lehigh Valley. Master a diverse and well-balanced knowledge of nonprofit administration and operation. It is especially valuable to new executive directors, senior management on the leadership track as well as those who wish to refresh their knowledge to be completely confident in their diversity of skills and comprehension.

### Required workshops

- Building a Successful Marketing Program
- Effective Nonprofit Governance: How Boards Should Work
- Foundations of Human Resources
- Nonprofit Management 101
- Effective Communications to Build Relationships, Engagement & Understanding
- Evaluating the Impact of Your Program
- Fundamentals of Successful Fundraising
- What Makes a Superior Leader? Creating and Mastering a Successful Leadership Style
- Effective Nonprofit Governance: How Boards Should Work
- Foundations of Financial Management
- Keys to Successful Strategic Planning

**Administrative Professional Certificate** - 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.

### Required workshops

- Better Business Writing
- Introduction to Project Management
- Effective Interactions
- Problem Solving Techniques
- Achieving Personal Effectiveness

**Customer Service Certificate** - Understand why building a service culture is essential to increasing performance, productivity and profitability. Discover the benefits of exceeding customer expectations, increasing customer focus, and developing a service culture.

### Required workshops

- Conflict Resolution Strategies
- Problem Solving Techniques
- Effective Interactions
- Working with Teams
- Exceptional Customer Service

**Office Certificate Program** - The Microsoft Office suite is recognized as being one of the most widely used set of software applications for creating documents, data organization and information analysis. Microsoft Office training can help individuals advance their career with a new set of skills that can make them more productive.

### Complete six workshops from the list below:

- Microsoft Access Beginning
- Microsoft Access Intermediate
- Microsoft Access Advanced
- Microsoft Excel Beginning
- Microsoft Excel Intermediate
- Microsoft PowerPoint Beginning
- Microsoft PowerPoint Intermediate
- Microsoft Word Beginning
- Microsoft Word Intermediate

**Continuous Process Improvement (CPI) Certificate** - Designed to give your employees the knowledge and skills to implement a CPI program at your organization. Outcomes of the program include reducing variation, removing activities that have no value to the organization and improving customer satisfaction.

### Required workshops

- Understanding the Basics of Quality Management Systems
- Continuous Improvement Process & Tools
- Quality Risk Management
- Leading in a Quality Environment
- Root Cause Analysis
- Working with Teams