cbi center for business + industry
Northampton Community College

Business Services Training Template

Center for Business & Industry
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Training Area	Tier I: Customer Contact Employees	Tier II: Group Leader/Supervisor	Tier III: Manager & Leader
Computers	Microsoft Software – Beginner, Intermediate, Advanced - Word, PowerPoint, Excel, Access	Microsoft Software – Beginner, Intermediate, Advanced – Word, PowerPoint, Excel, Access	Microsoft Project
	Website Design	Microsoft Conversion 2000 - 2010	Database Design
	Microsoft Conversion 2000 - 2010	Online Professional Development	
	Online Professional Development	Online Management Training	
Healthcare	CPR / First Aid / AED	CPR / First Aid / AED	CPR / First Aid / AED
	Bloodborne Pathogens	Bloodborne Pathogens	Bloodborne Pathogens
Services	Meeting & Event Planning	Meeting & Event Planning	Meeting & Event Planning
Safety	Emergency Preparedness	Emergency Preparedness	Building a Corporate Safety Culture
	Hazard Identification and Avoidance	Regulatory Policies and Procedures Development	Emergency Preparedness Planning & Response
	Workplace Safety Employee Responsibilities	OSHA Employer Regulatory Requirements	Managing Risk
	OSHA Regulatory Requirements		Workplace Violence & Safety
			Financial Impact of Regulatory Non-Compliance
Technical	Introduction to Quality Standards	Continuous Improvement Processes	Driving the Culture of Quality
	Lean Fundamentals	Quality Costs – Principles & Finances	Risk Management
		Root Cause Analysis	
Soft Skills & Leadership	Communications - Writing, Speaking, Telephone	Managing Work and People	Strategic Planning, Goal Alignment, & Action Planning
	Customer Service	Performance Management	Talent Management
	Problem Solving	Conflict Resolution & Negotiation	Succession Planning
	Decision Making	Customer Service	Leadership Practices, Behaviors, & Assessments
	Stress Management		Culture Transformation
	Diversity, Harassment, & Team Building		Change Management