cbi center for business + industry
Northampton Community College

Healthcare 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
Healthcare	CPR / First Aid / AED	CPR / First Aid / AED	Continuous Improvement in Healthcare
	BLS for Healthcare Providers	BLS for Healthcare Providers	Developing & Implementing a Person Directed Culture
	Bloodborne Pathogens	Bloodborne Pathogens	Bloodborne Pathogens
	ServSafe	ServSafe	ServSafe
	Electronic Health Records	Electronic Health Records	Driving Health Reform
Computers	Microsoft Software – Beginner, Intermediate, Advanced – Word, PowerPoint, Excel, Access	Microsoft Software – Beginner, Intermediate, Advanced – Word, PowerPoint, Excel, Access	Microsoft Software – Beginner, Intermediate, Advanced – Word, PowerPoint, Excel, Access
	Microsoft Conversion 2000 - 2010	Microsoft Conversion 2000 - 2010	Microsoft Conversion 2000 - 2010
	Online Professional Development	Online Professional Development	Online Leadership Training
Safety	Emergency Preparedness	Emergency Preparedness	Building a Safety Culture
	Hazard Identification and Avoidance	Safety and Health Issues	Managing Risk
	Workplace Employee Safety Responsibilities	Regulatory Policies and Procedures Preparedness	Emergency Preparedness Planning & Response
	OSHA Regulatory Requirements	OSHA Regulatory Requirements	Financial Impact of Regulatory Non-compliance
			Workplace Violence & Safety
Technical	Quality Standards	Continuous Improvement Processes	Driving the Culture of Quality
	Lean Manufacturing	Quality Costs – Principles & Finances	Risk Management
	Industrial Maintenance	Root Cause Analysis	
	Mechanical Maintenance	ISO 9001:2008 Series	
	Electrical Construction & Maintenance	Lean for Healthcare	
	HVAC/R		
	Welding		
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	Interviewing, Hiring, Firing	Succession Planning
	Decision Making	Evaluating Employee Performance	Leadership Practices, Behaviors, & Assessments
	Stress Management	Workplace Conflict & Resolution	Culture Transformation
	Diversity, Harassment, & Team Building	Customer Service	Change Management