

CBI WORKSHOPS

January - August 2012



LEADERSHIP & PROFESSIONAL DEVELOPMENT

Please click on title to view description.

Workshop Title	Dates	Workshop Title	Dates
Achieving Personal Effectiveness	Jan. 20, May 18	Leveraging Your Strengths	March 15, Aug. 1
Basic Management Skills	Jan. 24, Jan. 31, Apr. 24, July 12	Making Effective Presentations	Feb. 28, July 16
Better Business Writing	Feb. 8, May 2, July 11	Managing the Performance of Others	Jan. 26, Apr. 18, July 9
Coaching for Improved Performance	Feb. 13, March 27, May 9, June 19	Practices of Successful Leaders (Three day program)	Mar. 7, June 6
Conflict Resolution Strategies	March 13, June 18, Sept. 27	Problem Solving Techniques	April 12, June 25
Effective Interactions	Feb. 24, May 24	Situational Leadership	Feb. 16, May 17, Aug. 16
Effective Selection Interviewing	March 28	Stress Management	Jan. 25, May 23, July 25
Exceptional Customer Service	March 22, July 24	Successful Negotiations	April 3, Aug. 2
Facilitation: Helping Groups Succeed	March 12, Aug. 15	Valuing Employee Differences & Managing Across Generations	Apr. 16, July 17
Introduction to Project Management	Apr. 23, Aug. 14	Working with Teams	Feb. 9, June 11

BIOMANUFACTURING

Please click on title to view description.

Workshop Title	Dates	Workshop Title	Dates
FDA Inspection Preparation	Apr. 18	Introduction to GMP	March 28
Introduction to Aseptic Processing	Apr. 4	Overview of Cleanroom Microbiology	Apr. 11
Introduction to Biomanufacturing	March 21		

CORPORATE & PUBLIC SAFETY

Please click on title to view description.

Workshop Title	Dates	Workshop Title	Dates
Advocating for Safe Work Practices	March 6	Fire & Life Safety Preparedness Basics	Aug. 7
Assessing Hazards & Safety Risks	Feb. 7	Industry Specific Safety Basics	April 10
Assessing the Cost of Workplace Accidents	Aug. 7	Leading the Safety Campaign	May 8
Documentation & Reporting on Safety	May 8	Planning Safety Committee Work Assignments	April 10
Engaging the Workforce in Safety Practices	March 6	Selecting Safety Meeting Topics	Feb. 7







HEALTHCARE

Please click on title to view description.

Workshop Title	Dates	Workshop Title	Dates
AHA Heartsaver Adult CPR/AED	March 7, May 9, June 11	Healthcare Preceptor Role	March 21
AHA Heartsaver CPR/AED & First Aid	Feb. 8, Apr. 11, June 6, Aug. 8		

HOSPITALITY & TOURISM

Please click on title to view description.

Workshop Title	Dates	Workshop Title	Dates
Controlling Food Service Costs 	Feb. 28	Hospitality & Restaurant Management 	Feb. 7
Destination Lehigh Valley (multi-session program)	March 28, May 9	Human Resources Management and Supervision  (multi-session program)	Mar. 20
Food Service Customer Service 	Apr. 17	Menu Marketing & Management 	May 15
Food Service Sanitation 	Feb. 27, Apr. 30, June 25	ServSafe Food Handling Training	March 5
Food Service Sanitation (Spanish)	March 27, June 4	ServSafe Food Handling Training (Spanish)	May 7

IT/COMPUTER

Please click on title to view description.

Workshop Title	Dates	Workshop Title	Dates
Email, Social Media & Mobile Marketing	Feb. 7, May 14	Microsoft Excel 2010 - Beginning	Feb. 28, May 8, June 19, Aug. 9
Microsoft Access 2007 - Beginning	April 17	Microsoft Excel 2010 - Intermediate	March 15, June 5, Aug. 14
Microsoft Access 2007 - Intermediate	Feb. 9, April 26	Microsoft Excel 2010 - Advanced	May 22, July 17
Microsoft Access 2010 - Beginning	March 22, June 21	Microsoft PowerPoint 2010 - Beginning	March 6, June 12, Aug. 7
Microsoft Access 2010 - Intermediate	Feb. 16, Apr. 12, July 24	Microsoft Word 2010 - Beginning	March 9
Microsoft Access 2010 - Advanced	March 27, May 17, Aug. 2	Microsoft Word 2010 - Intermediate	Feb. 10, Apr. 10
Microsoft Excel 2007 - Beginning	March 20	Microsoft Office Transitions	March 13, May 9, July 16
Microsoft Excel 2007 - Intermediate	Feb. 23, April 24	Search Engine Optimization & Web Analytics	Feb. 21, May 31
Microsoft Excel 2007 - Advanced	March 8, May 10		

QUALITY & PERFORMANCE

Please click on title to view description.

Workshop Title	Dates	Workshop Title	Dates
Continuous Improvement Process & Tools	May 15	Lean Fundamentals	Feb. 14, March 13, May 1, June 13
Engaging Others in Quality Practices	Jan. 26	Making the Case for Quality Improvement	Feb. 8
ISO 14001 Environmental Standards Overview	Jan. 31	Principles of Quality Costs	May 9
ISO 9001:2008 Documentation	March 1	Quality Management & Risk Management Interrelationship	April 24
ISO 9001:2008 Internal Auditing (2 days)	March 14	Root Cause Analysis	Feb. 16, May 17, June 5
ISO 9001:2008 Practitioners	March 8	Supply Chain Management	April 19, June 25
Introduction to Quality Standards	March 20, June 21	Transformation of Culture/Change Management	April 10
Leading in a Quality Environment	Feb. 21	Understanding the Basics of ISO 9001:2008	Feb. 23

 Indicates workshop is part of a certificate program. Please click on symbol to learn more.

You may register for CBI Workshops in three convenient ways:

- + **Online** at www.northampton.edu/cbiregistration
- + **Email** at cbi@northampton.edu
- + **Phone** at 610-332-8678

CBI WORKSHOPS - Certificate Programs

CORPORATE & PUBLIC SAFETY CERTIFICATES

Economics of Safety

The motivation to implement required safety and health practices sometimes diminishes within the context of production schedules. The perceived cost saving over safety implementation can be quickly replaced when a workplace accident occurs. The impact to the bottom line can be devastating. Information and awareness is a proactive way to avoid workplace tragedies while protecting the company's profitability.

Required Workshops:

- Assessing the Cost of Workplace Accidents
- Advocating for Safe Work Practices
- Leading the Safety Campaign
- Assessing Hazards & Safety Risks
- Industry Specific Safety Basics

This program meets once monthly for two hours. New sessions start each month.

Successful Safety Committee

The intention of a safety committee is to identify and remediate organizational safety concerns while promoting and implementing best safety practices. The challenge for any organization is to stay on task while maintaining a positive safety focused attitudes. Demonstrating commitment from all involved can only be achieved through activity that engages and informs all employees within the workplace.

Required Workshops:

- Fire & Life Safety Preparedness Basics
- Engaging the Workforce in Safety Practices
- Planning Safety Committee Work Assignments
- Selecting Safety Meeting Topics
- Documentation & Reporting on Safety

This program meets once monthly for two hours. New sessions start each month.

HEALTHCARE CERTIFICATE

Healthcare Leader

Healthcare professionals are often promoted to supervisory and manager positions without any formalized development training that teaches them how to manage work and other people. And, because of the demanding work schedules, it is impractical to send employees off for weeks at a time to acquire the necessary knowledge, skills and techniques.

Required Workshops:

- Basic Management Skills
- Managing the Performance of Others
- Valuing Employee Differences & Managing Across Generations
- Effective Interactions
- Situational Leadership
- Healthcare Preceptor Role

This program meets once monthly for eight hours for six months. Please email cbi@northampton.edu for more session start dates.

HOSPITALITY & TOURISM CERTIFICATE

ManageFirst® Professional

Created and certified by the National Restaurant Association Education Foundation (NRAEF), the ManageFirst Program provides current and future hospitality professionals with the key competencies to embark on a management career in a very demanding industry.

Required Workshops:

- Hospitality & Restaurant Management
- Human Resources Management & Supervision
- Controlling Food Service Costs
- Food Service Sanitation

Electives (*Select One*):

- Food Service Customer Service
- Menu Marketing & Marketing

Industry Work Experience (*Scheduled on your own*):

- 800 hours

LEADERSHIP & EXECUTIVE DEVELOPMENT CERTIFICATES

Management Certificate

Employees are often promoted from within the organization without any formalized developmental training that teaches them how to manage work and other people. And, it is impractical to send employees off for weeks at a time to acquire the necessary knowledge, skills, and techniques they need to apply them to their new role with the company. For this reason, the program was built to serve 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.

Required Workshops:

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

This program meets once monthly for eight hours for six months. Please email cbi@northampton.edu for more session start dates.

Administrative Professional

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 - individually, as a team and organizationally.

Required Workshops:

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

This program meets once monthly for eight hours for five months. Please email cbi@northampton.edu for more session start dates.

Customer Service

Understand why building a service culture is essential to increasing performance, productivity and profitability - individually, as a team, and organizationally. Exceed customer expectations, and your own, by attending the highly interactive, competency-based workshops highlighted in the Customer Service Certificate Program.

Required Workshops:

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

This program meets once monthly for eight hours for six months. Please email cbi@northampton.edu for more session start dates.

LEADERSHIP & EXECUTIVE DEVELOPMENT

Achieving Personal Effectiveness

High performing organizations provide the focus to allow workers to utilize their time well. Participants in this workshop will explore how to align goals, prioritize tasks and activities, eliminate unnecessary activities, and manage their professional time efficiently to overcome barriers that get in the way of achieving results. Fee: \$159

Fri., Jan. 20 8:00 AM-4:30 PM [Register now!](#)
Fri., May 18 8:00 AM-4:30 PM [Register now!](#)

Basic Management Skills

This introductory program provides an overview of the key functions of a manager / supervisor. The program, designed for individuals who are responsible for the supervision of people and their work, includes topics such as defining the role of a manager/supervisor, transitioning from the "worker" to "manager" role, aligning goals and priorities, planning and organizing people and work, building positive relationships, creating a motivational work environment, managing performance, and problem solving. Fee: \$235

Tues., Jan. 24 8:00 AM-4:30 PM [Register now!](#)
Tues., Jan. 31 8:00 AM-4:30 PM [Register now!](#)
Tues., Apr. 24 8:00 AM-4:30 PM [Register now!](#)
Thurs., July 12 8:00 AM-4:30 PM [Register now!](#)

Better Business Writing

Writing is a key means of communicating and demonstrating professionalism on the job. This highly interactive one-day program is designed to help the business communicator improve writing skills. Topics include: preparation, organizing ideas, understanding the needs of the reader, avoiding common grammar and spelling mistakes, and editing. Participants have the opportunity to create and edit their own documents. Fee: \$159

Wed., Feb. 8 8:00 AM-4:30 PM [Register now!](#)
Wed., May 2 8:00 AM-4:30 PM [Register now!](#)
Wed., July 11 8:00 AM-4:30 PM [Register now!](#)

Coaching for Improved Performance

A high performance work environment requires employees to also be high performing. Coaching is the most effective way to improve the performance of employees, leading to increased productivity and profitability for the company. This session focuses on the skills and behaviors necessary to support employees with coaching, and provides a structure for both a development plan and coaching conversations. Fee: \$235

Mon., Feb. 13 8:00 AM-4:30 PM [Register now!](#)
Tues., March 27 8:00 AM-4:30 PM [Register now!](#)
Wed., May 9 8:00 AM-4:30 PM [Register now!](#)
Tues., June 19 8:00 AM-4:30 PM [Register now!](#)

Conflict Resolution Strategies

While it is true that conflict in the workplace is inevitable, this program examines the power for individuals and the organization in successful conflict resolution. As part of this one-day interactive program, participants will challenge the notion that all conflict is destructive, identify their own preferred style and options, and apply a conflict resolution model. Fee: \$159

Tues., March 13 8:00 AM-4:30 PM [Register now!](#)
Mon., June 18 8:00 AM-4:30 PM [Register now!](#)
Thurs., Sept. 27 8:00 AM-4:30 PM [Register now!](#)

Effective Interactions

Effective interaction skills are critical to building relationships and engaging employees in work. This one-day program focuses on listening and assertive communication. Participants have an opportunity to self assess, practice skills and plan for successful interactions in high-stakes conversations. Fee: \$235

Fri., Feb. 24 8:00 AM-4:30 PM [Register now!](#)
Thurs., May 24 8:00 AM-4:30 PM [Register now!](#)

Effective Selection Interviewing

When positions open, organizations seek to recruit and hire the best qualified candidates. This program provides the strategy, structure, skills, and knowledge that will allow participants and their organizations to build an outstanding selection interviewing process. Basic information concerning hiring laws and behaviorally based interviewing are included in this class. Fee: \$159

Wed., March 28 8:00 AM-4:30 PM [Register now!](#)

Exceptional Customer Service

Every contact with a customer is an opportunity for the customer to judge the quality of the product and service your company provides. This program allows participants to define excellence in service for their organization, discover the benefits of exceptional service, and apply strategies from top service providers to produce a high impact experience. Fee: \$159

Thurs., March 22 8:00 AM-4:30 PM [Register now!](#)
Tues., July 24 8:00 AM-4:30 PM [Register now!](#)

Facilitation: Helping Groups Succeed

Groups and teams work most effectively when supported by a trained facilitator who has the ability to direct meetings that reduce frustration and produce results. This session examines the role of the facilitator, the challenges of consensus and managing diverse personalities / styles. Techniques to engage participants while maintaining focus are studied and practiced. Fee: \$235

Mon., March 12 8:00 AM-4:30 PM [Register now!](#)
Wed., Aug. 15 8:00 AM-4:30 PM [Register now!](#)

Introduction to Project Management

This one-day introductory program explores the basic skills necessary to become an effective project manager. Participants will work within the Project Life Cycle to learn and apply tools that support successful execution. Meeting management / leadership is included in this class. Fee: \$159

Mon., Apr. 23 8:00 AM-4:30 PM [Register now!](#)
Tues., Aug. 14 8:00 AM-4:30 PM [Register now!](#)

Leveraging Your Strengths

Explore how your strengths can lead you to professional and personal success and satisfaction. This program dispels myths that have kept us focused on remediating weakness, rather than building upon strengths. Through self-assessment, you will identify core strengths and how to apply them to achieve greater success and productivity. Fee: \$159

Thurs., March 15 8:00 AM-4:30 PM [Register now!](#)
Wed., Aug. 1 8:00 AM-4:30 PM [Register now!](#)

Making Effective Presentations

For business professionals who need to make formal presentations, this class offers great ways to add polish and appeal to your presentations. A variety of skills, tools, and techniques to get your point across are covered with opportunity to practice and apply to your own presentation. Participants have the opportunity to develop a presentation and receive feedback. Fee: \$159

Tues., Feb. 28 8:00 AM-4:30 PM [Register now!](#)
Mon., July 16 8:00 AM-4:30 PM [Register now!](#)

LEADERSHIP & EXECUTIVE DEVELOPMENT (CONT.)

Managing the Performance of Others

Many people equate performance appraisals with performance management, and often this annual review is uncomfortable for both managers and employees. This class expands performance management to include goal setting, employee performance development, training, cross-training, giving challenging assignments, and regular performance feedback. By concentrating on the entire spectrum of performance management and development issues, you make the annual appraisal a constructive conversation. Fee: \$235

Thurs., Jan. 26	8:00 AM-4:30 PM	Register now!
Wed., Apr. 18	8:00 AM-4:30 PM	Register now!
Mon., July 9	8:00 AM-4:30 PM	Register now!

Practices of Successful Leaders

High-performing leaders attain outstanding results and levels of performance. This 3-day program gets at the heart of leadership by combining facilitator-led reviews of leadership research (Kouzes and Posner), with a 360° assessment tool and interactive exercises along with individual and group processes, and video case studies to develop understanding and application of the key practices of high-performing leaders. Fee: \$1,400

Wed.-Fri., March 7-9	8:00 AM-4:30 PM	Register now!
Wed.-Fri., June 6-8	8:00 AM-4:30 PM	Register now!

Problem Solving Techniques

Finding the solution to a problem is a process that involves defining the problem, sorting symptoms from causes, generating ideas, making sound decisions, implementing the solution, and monitoring the outcome to assure success. This one-day program provides a critical thinking framework for approaching problems and decisions that foster creativity and innovation and provides application.

Fee: \$235		
Thurs., April 12	8:00 AM-4:30 PM	Register now!
Mon., June 25	8:00 AM-4:30 PM	Register now!

Situational Leadership

There is no perfect management style, but rather a flexible approach to managing others based upon their specific needs and gifts. In managing others, you have to be able to analyze an employee's competencies and commitment to determine how to manage the employee in each particular situation. This one-day program combines use of videotape case studies, instruments, and group discussions to help you identify your own leadership style, and learn how to use it effectively in specific situations. Fee: \$235

Thurs., Feb. 16	8:00 AM-4:30 PM	Register now!
Fri., May 17	8:00 AM-4:30 PM	Register now!
Thurs., Aug. 16	8:00 AM-4:30 PM	Register now!

BIOMANUFACTURING

FDA Inspection Preparation

Want to be better prepared for your next US Food and Drug Association (FDA) inspection? Join us for an information session that will provide an overview of what to expect when the FDA visits for an inspection. We will complete several group evaluations of case studies and trend sheets garnered from actual inspections by the FDA. Fee: \$149

Wed., April 18	8:00 AM-3:30 PM	Register now!
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Introduction to Aseptic Processing

What is aseptic processing, what is a cleanroom and what types of products need to be processed in a cleanroom? Includes practice simulation of cleanroom processes with optional critique of individual product handling skills. Fee: \$149

Wed., April 4	8:00 AM-3:30 PM	Register now!
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Stress Management

Stress is a part of many people's lives. This class defines stress and its risks and benefits, helps individuals identify sources of stress, and looks at stress reduction techniques when stress reaches unhealthy levels. Participants make application of learnings through several self-assessments and creation of a prevention plan. Fee: \$159

Wed., Jan. 25	8:00 AM-4:30 PM	Register now!
Wed., May 23	8:00 AM-4:30 PM	Register now!
Wed., July 25	8:00 AM-4:30 PM	Register now!

Successful Negotiations

Every day we face situations at work that require a negotiated solution. This class uses win-win strategies to negotiate solutions and maintain relationships. Tactics and styles for negotiation are evaluated, along with power and relational communication. Opportunity to apply to situations is provided through group role play. Fee: \$159

Tues., Apr. 3	8:00 AM-4:30 PM	Register now!
Thurs., Aug. 2	8:00 AM-4:30 PM	Register now!

Valuing Employee Differences & Managing Across Generations

American workers are a diverse people, representing four generations. Valuing individuals and their differences, and creating relationships across differences is what success in business is about. Strategies for individuals to counter influences that lead to exclusion of others will be addressed. Participants will experience skill building techniques in proven communication approaches that foster understanding and teamwork with all people. This program builds employees' awareness of the benefits and importance of valuing all people in the work environment. Fee: \$159

Mon., Apr. 16	8:00 AM-4:30 PM	Register now!
Tues., July 17	8:00 AM-4:30 PM	Register now!

Working with Teams

In order to use the gifts of individuals in the workplace, teams have become the basic working unit in organizations. Team environments require interaction and open communication and the need to function effectively as a member of a work team. This one-day program focuses on roles / responsibilities, actions of successful teams, stages of team development, and strategies for dealing with individual differences in a team environment. Fee: \$235

Thurs., Feb. 9	8:00 AM-4:30 PM	Register now!
Mon., June 11	8:00 AM-4:30 PM	Register now!

Introduction to Biomanufacturing

Covers the basics of biologics vs. traditional pharmaceuticals, upstream processing and future trends in the field. Fee: \$149

Wed., March 21	8:00 AM-3:30 PM	Register now!
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Introduction to GMP

Brief overview of regulatory aspects with a focus on why they are important. Ends with a hands-on simulation game for reviewing and practicing the use of basic documentation (i.e. SOPs, specification sheets and batch records).

Wed., March 28	8:00 AM-3:30 PM	Register now!
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Overview of Cleanroom Microbiology

Introduction to the microbes commonly involved in cleanroom contaminations. Hands-on activities demonstrate most common modes of cleanroom contamination and reinforce the individual's role in contamination control.

Wed., Apr. 11	8:00 AM-3:30 PM	Register now!
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CORPORATE & PUBLIC SAFETY

Advocating For Safe Work Practices

Workplace injuries cause alarm in the workplace and in the community. Learn how to professionally advocate for workplace safety and become a partner with management to achieve workplace safety in your work environment. Fee: \$49
Tues., Mar. 6 10:00 AM-Noon [Register now!](#)

Assessing Hazards & Safety Risks

Assessing hazards and risks associated with injuries, accidents, and deaths in the workplace is an important exercise for every organization. Learn how to make these assessments for your company by identifying workplace hazards and prioritizing mitigations needed to avoid workplace accidents. Fee: \$49
Tues., Feb. 7 10:00 AM-Noon [Register now!](#)

Assessing the Cost of Workplace Accidents

Direct + indirect costs = the "REAL" costs of workplace accidents. Direct costs are obvious, indirect costs are not always readily apparent. While not immediately tangible, the sum of indirect costs will adversely affect the bottom line. Substantial hidden costs accrue until they are revealed on the profit loss statement. Learn how to use a few simple tools for calculating "REAL" costs associated with workplace accidents. Fee: \$49
Tues., Aug. 7 10:00 AM-Noon [Register now!](#)

Documentation & Reporting on Safety

Creating a snapshot tool that details safety work in progress, work to be done, and results achieved to date is a way to highlight the importance of safety and communicate the work of the safety committee. Tracking trends while identifying areas of concern is critical to achieving a safe working environment. Discussion will focus on the OSHA 300 log as a functional mechanism to identify and remediate safety issues. Fee: \$49
Tues., May 8 1:00-3:00 PM [Register now!](#)

Engaging the Workforce in Safety Practices

Getting other employees to actively participate in safety committee work can be difficult if employees don't fully understand the mission of the safety committee and the important role at the company. Develop an activity plan that keeps the workforce informed, engaged, and committed to best safety practices at the company. Fee: \$49
Tues., March 6 1:00-3:00 PM [Register now!](#)

HEALTHCARE

AHA Heartsaver Adult CPR/AED

Designed to teach adult CPR, use of an automated external defibrillator (AED), and relief of foreign-body airway obstruction (FBAO). Specifically targeted for the lay rescuer who is expected to respond to emergencies in the workplace, and is required to obtain a program completion card (documenting completion of CPR/AED. Fee: \$100
Weds., March 7 8:00 AM-Noon [Register now!](#)
Weds., May 9 8:00 AM-Noon [Register now!](#)
Mon., June 11 8:00 AM-Noon [Register now!](#)

AHA Heartsaver CPR/AED & First Aid

Provides the lay rescuer with the knowledge and skills needed to recognize medical, injury and environmental emergencies at the workplace and to provide first aid. Also provides instruction on Adult CPR and the use of the AED. Fee: \$100
Weds., Feb. 8 8:00 AM-4:30 PM [Register now!](#)
Weds., April 11 8:00 AM-4:30 PM [Register now!](#)
Weds., June 6 8:00 AM-4:30 PM [Register now!](#)
Weds., Aug. 8 8:00 AM-4:30 PM [Register now!](#)

Fire & Life Safety Preparedness Basics

Designed for institutional and industrial settings, the program teaches employees how to identify and assess various fire and life safety hazards. Learn how to prevent, control, diminish and or eliminate fire hazards and the life threats. Emphasis is placed on personal safety for all actions taken. Fee: \$49
Tues., Aug. 7 1:00-3:00 PM [Register now!](#)

Industry Specific Safety Basics

Healthcare providers have different safety issues than manufacturers. Learn specific safety basics for any or all of the following different industry groups: healthcare, manufacturing, supply chain logistics and transportation, food and beverage and office business. Information will provided will allow you to compare your company with like organizations or businesses in your group. Fee: \$49
Tues., Apr. 10 10:00 AM-Noon [Register now!](#)

Leading the Safety Campaign

Building a culture of safety in your workplace is every employee's responsibility. Everyone has a role to play. Learn how to build and launch a campaign for safety at your organization and "kick-off" your employer's campaign with a "free" safety assessment from the Corporate & Public Safety department at the Center for Business & Industry. Fee: \$49
Tues., May 8 10:00 AM-Noon [Register now!](#)

Planning Safety Committee Work Assignments

When safety committee members meet to discuss safety issues at the company, a plan should be developed to guide the work of the committee. The plan includes work assignments and a timetable for completion of each assignment. Learn how to develop a work plan for your committee while utilizing the planning tools that are provided. Fee: \$49
Tues., Apr. 10 1:00-3:00 PM [Register now!](#)

Selecting Safety Meeting Topics

Generating topics for Safety Committee Meetings can be easy if you stick to the topics that are pertinent to your work environment and important to the employees who work in it. Critical assessment and survey of the workplace is required to select appropriate topics. Through a process of site awareness you can develop and prioritized list of topics or individual programs that will help you achieve your safety goals. Fee: \$49
Tues., Feb. 7 1:00-3:00 PM [Register now!](#)

Healthcare Preceptor Role

Business has business coaching, healthcare has the preceptor role. Both are an integral part of professional development and building from within an organization the skills and leadership needed for positive employee morale and a successful culture. A preceptor guides, directs and supervises technical and patient care procedures to another. Do you have clinical knowledge you want to share in a professional setting, serve as role model, and provide support and orientation to new workers starting out in their career? This program will assist you in developing your leadership style on how to interconnect others in your healthcare organization as a process to ensure more successful outcomes. Fee: \$176
Weds., March 21 8:00 AM-4:30 PM [Register now!](#)

HOSPITALITY & TOURISM - NEW OFFERINGS!

New! Controlling Food Service Costs

This is a core workshop in the National Restaurant Association Educational Foundation (NRAEF) ManageFirst® certification program. It provides a detailed study in calculating, analyzing, and controlling food and labor costs. Food costs are evaluated thoroughly throughout every step of the food service process. Labor costs are calculated and analyzed to maximize productivity, service, and profits. *Please read textbook before attending the workshop.* Fee: \$159

Tues., Feb. 28 9:00 AM-4:00 PM [Register now!](#)

Destination Lehigh Valley

Destination Lehigh Valley provides training and motivation for travel and tourism professionals and local business owners who meet visitors and the general public. Developed through a partnership with the Discover Lehigh Valley (the Lehigh Valley Convention & Visitors Bureau), this series of training sessions explores the positive impact of regionalism as it relates to tourism and business development, as well as teaches best practices for providing outstanding customer service. Fee: \$35

Weds., Mar. 28-Apr. 11 9:00 AM-1:00 PM [Register now!](#)

Weds., May 9-23 9:00 AM-1:00 PM [Register now!](#)

New! Food Service Customer Service

This workshop is an elective in the National Restaurant Association Educational Foundation (NRAEF) ManageFirst® certification program. This course analyzes the composition of customer service, providing the participant with the knowledge and techniques needed to measure and achieve excellence in customer service. *Please read textbook before attending the workshop.* Fee: \$135

Tues., April 17 9:00 AM-3:00 PM [Register now!](#)

Food Service Sanitation

The Serving Safe Food Certification Course compiled by the Educational Foundation of the National Restaurant Association is one of the most complete food safety training courses available in the food service industry. Topics include receiving, storing and preparing food safely; holding, serving and reheating food; applying knowledge and conducting employee training. Students will take the certification exam during the class. Textbooks are available at the college bookstore. Read textbook before class. Fee: \$135

Mon., Feb. 27 8:00 AM-5:00 PM [Register now!](#)

Mon., Apr. 30 8:00 AM-5:00 PM [Register now!](#)

Mon., June 25 8:00 AM-5:00 PM [Register now!](#)

Food Service Sanitation (SPANISH)

The Serving Safe Food Certification Course compiled by the Educational Foundation of the Restaurant Association is one of the most complete food safety training courses available in the food service industry. In-depth study and review of the following topics: receiving, storing and preparing food safely; holding, serving and reheating food; applying knowledge and conducting employee training. Certification exam will be given at the end of class. **Course taught in Spanish.** Fee: \$135

Tues., March 27 8:00 AM-5:00 PM [Register now!](#)

Tues., June 4 8:00 AM-5:00 PM [Register now!](#)

INFORMATION TECHNOLOGY/COMPUTER

E-mail, Social Media & Mobile Marketing

Participants will learn how to develop marketing strategies using the new tools on the web. We will review how to create an e-mail, social media and mobile marketing plan to reach your intended audiences. Knowledge of social media sites a plus. Fee: \$69

Tues., Feb. 7 1:30-4:30 PM [Register now!](#)

Mon., May 14 1:30-4:30 PM [Register now!](#)

New! Hospitality & Restaurant Management

This is a core workshop in the National Restaurant Association Educational Foundation (NRAEF) ManageFirst® certification program. This course assists the restaurant manager with balancing the needs of the operation with the needs of the employee. Also, and probably most importantly, prevention of problems along with problem solving techniques are studied. *Please read textbook before attending the workshop.* Fee: \$159

Tues., Feb. 7 9:00 AM-4:00 PM [Register now!](#)

New! Human Resources Management & Supervision

This is a core workshop in the National Restaurant Association Educational Foundation (NRAEF) ManageFirst® certification program. Principles of Human Resources management such as managing, hiring, developing, and terminating are discussed and studied. Also general legal guidelines are reviewed. *Please read textbook before attending the workshop.* Fee: \$199

Tues., Weds., Mar. 20-21 9:00 AM-1:00 PM [Register now!](#)

New! Menu Marketing & Management

This workshop is an elective course in the National Restaurant Association Educational Foundation (NRAEF) ManageFirst® certification program. Key elements of menu planning are presented including target market, competition, consumer trends, and restaurant trends. Effective menu design and layout principles are discussed as two of the most important sales and marketing tools. The role of item pricing, profit margin, profit contribution, and sales mix analysis are studied. *Please read textbook before attending the workshop.* Fee: \$139

Tues., May 15 9:00 AM-3:00 PM [Register now!](#)

ServSafe Food Handling Training

The Safe Handler Certification Course compiled by the Educational Foundation of the National Restaurant Association is recommended for employees in the food industry seeking their Food Handler Card or for any food facility seeking a compliant solution for employees who perform any duties that involve preparation, storage or service of food. Course guide provided in class. Fee: \$29

Mon., March 5 12:00-2:00 PM [Register now!](#)

ServSafe Food Handling Training (SPANISH)

The Safe Handler Certification Course compiled by the Educational Foundation of the National Restaurant Association is recommended for employees in the food industry seeking their Food Handler Card or for any food facility seeking a compliant solution for employees who perform any duties that involve preparation, storage or service of food. Course guide provided in class. **Course taught in Spanish.** Fee: \$29

Mon., May 7 12:00-2:00 PM [Register now!](#)

Microsoft Access 2007 Beginning Seminar

This course concentrates on the basic database concepts of Access 2007. Topics: design, create and maintain tables, create and work with queries, reports, forms, relationships, hyperlinks, and customizing objects. Fee: \$139

Tues., April 17 8:30 AM-4:30 PM [Register now!](#)

INFORMATION TECHNOLOGY/COMPUTER (CONT.)

Microsoft Access 2007 Intermediate Seminar

Advance your skills by investigating concepts of database management using Access 2007. Topics include form customization and advanced controls, subforms and calculated controls, importing data and customizing reports, switchboards, macros and command buttons. Access 2007 Beginning Seminar or equivalent knowledge required. Fee: \$139

Thurs., Feb. 9	8:30 AM-4:30 PM	Register now!
Thurs., April 26	8:30 AM-4:30 PM	Register now!

Microsoft Access 2010 Beginning Seminar

Designed for participants that wish to learn the basic operations of the Access database program to perform their day-to-day responsibilities, and to understand the advantages that using a relational database program can bring to their business processes. Windows knowledge is required. Fee: \$139

Thurs., March 22	8:30 AM-4:30 PM	Register now!
Thurs., June 21	8:30 AM-4:30 PM	Register now!

Microsoft Access 2010 Intermediate Seminar

Designed for professionals that wish to learn how to improve and customize tables, queries, forms and reports. Sharing access data with other Microsoft applications or users will also be covered. Access 2010 Beginning seminar or equivalent knowledge is recommended. Fee: \$139

Thurs., Feb. 16	8:30 AM-4:30 PM	Register now!
Thurs., Apr. 12	8:30 AM-4:30 PM	Register now!
Tues., July 24	8:30 AM-4:30 PM	Register now!

Microsoft Access 2010 Advanced

Learn to work with complex Access databases by structuring existing data, writing advanced queries, working with macros, and performing database maintenance. Fee: \$139

Tues., March 27	8:30 AM-4:30 PM	Register now!
Thurs., May 17	8:30 AM-4:30 PM	Register now!
Thurs., Aug. 2	8:30 AM-4:30 PM	Register now!

Microsoft Excel 2007 Beginning Seminar

Learn the basics of the most popular spreadsheet software. Create and edit simple worksheets, learn about cell references, automated tools and basic formulas. Designed for the beginner or those that are self-taught and want to refine their skills. Fee: \$139

Tues., March 20	8:30 AM-4:30 PM	Register now!
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Microsoft Excel 2007 Intermediate Seminar

Learn to use these intermediate skills to streamline repetitive tasks and display spreadsheet data in more visually effective ways by using templates, charts, and graphics. You will also learn to analyze data using PivotTables and PivotCharts. Fee: \$139

Thurs., Feb. 23	8:30 AM-4:30 PM	Register now!
Tues., Apr. 24	8:30 AM-4:30 PM	Register now!

Microsoft Excel 2007 Advanced

You have used Excel to perform tasks such as running calculations on data and sorting and filtering numeric data. In this course, you will extend your knowledge into some of the more specialized and advanced capabilities of Excel by automating some common tasks (macros), applying advanced analysis techniques to more complex data sets, collaborating on worksheets with others, and sharing Excel data with other applications. Fee: \$139

Thurs., March 8	8:30 AM-4:30 PM	Register now!
Thurs., May 10	8:30 AM-4:30 PM	Register now!

Microsoft Excel 2010 Beginning Seminar

Designed for students that desire to gain the necessary skills to create, edit, format, and print basic Microsoft® Excel 2010 worksheets. Windows knowledge is required. Fee: \$139

Tues., Feb. 28	8:30 AM-4:30 PM	Register now!
Tues., May 8	8:30 AM-4:30 PM	Register now!
Tues., June 19	8:30 AM-4:30 PM	Register now!
Weds., Aug. 9	8:30 AM-4:30 PM	Register now!

Microsoft Excel 2010 Intermediate Seminar

Designed for professionals to gain advanced skills necessary for calculating data using functions and formulas, sorting and filtering data, using PivotTables and PivotCharts to analyze data and customizing workbooks. Excel Beginning Seminar or equivalent knowledge recommended. Fee: \$139

Thurs., March 15	8:30 AM-4:30 PM	Register now!
Tues., June 5	8:30 AM-4:30 PM	Register now!
Tues., Aug. 14	8:30 AM-4:30 PM	Register now!

Microsoft Excel 2010 Advanced Seminar

Learn to automate some common Excel tasks, apply advanced analysis techniques to more complex data sets, troubleshoot errors, collaborate on worksheets and share data with other applications. Fee: \$139

Tues., May 22	8:30 AM-4:30 PM	Register now!
Tues., July 17	8:30 AM-4:30 PM	Register now!

Microsoft PowerPoint 2010 Beginning Seminar

Designed for professionals that are interested in learning the fundamentals needed to create and modify business presentations by using PowerPoint 2010. Windows knowledge is required. Fee: \$139

Tues., March 6	8:30 AM-4:30 PM	Register now!
Tues., June 12	8:30 AM-4:30 PM	Register now!
Tues., Aug. 7	8:30 AM-4:30 PM	Register now!

Microsoft Word 2010 Beginning Seminar

Designed to help individuals gain basic knowledge in the use of word processing software. You will create, edit, and enhance standard business documents using Microsoft® Office Word 2010. Windows knowledge is required. Fee: \$139

Fri., March 9	8:30 AM-4:30 PM	Register now!
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Microsoft Word 2010 Intermediate Seminar

Designed for persons that are able to create and modify standard business documents in Word, but need to know how to create or modify complex documents and customize Word efficiency tools. Word Beginning Seminar or equivalent knowledge recommended. Fee: \$139

Fri., Feb. 10	8:30 AM-4:30 PM	Register now!
Tues., April 10	8:30 AM-4:30 PM	Register now!

Microsoft Office Transitions

Need help figuring out the new ribbon interface of Microsoft Office 2007 or 2010? Join us for a full-day dedicated to helping you feel comfortable with the new interface when using Word, Excel, PowerPoint and Access. Fee: \$139

Tues., March 13	8:30 AM-4:30 PM	Register now!
Weds., May 9	8:30 AM-4:30 PM	Register now!
Mon., July 16	8:30 AM-4:30 PM	Register now!

Search Engine Optimization & Web Analytics

Participants will learn how to move their website to the top of a Google search. Topics that will be discussed are how you create keywords and remove roadblocks that keep your page from the top of the search list. Web Analytics, particularly Google Analytics, will be discussed and you will learn how to monitor the success of your website. Knowledge of website concepts a plus. Fee: \$69

Tues., Feb. 21	1:30-4:30 PM	Register now!
Thurs., May 31	1:30-4:30 PM	Register now!

QUALITY/PERFORMANCE

Continuous Improvement Process & Tools

The need to improve in order to reduce cost, meet customers' ever-changing expectations, and provide security for organizational sustainability and growth requires implementation of a continuous improvement process. This course provides an overview of the Plan-Do-Study-Act Process (PDSA) and includes the following: understanding your customer's needs, determining metrics that can give you a sense of current performance, identifying root cause and building a plan to correct deficiencies and improve system performance. Several tools will be demonstrated as a means to operate the PDSA process. Fee: \$169

Tues., May 15 8:00 AM-4:30 PM [Register now!](#)

Engaging Others in Quality Practices

Quality is the responsibility of everyone in the organization. People who perform a job have genuine expertise in what works and what doesn't in delivering products and services to customers. This course explores how we can engage employees in providing feedback that will help us with cause identification, problem solving, and solution implementation. Get the best solutions and garner support through engagement. Fee: \$169

Thurs., Jan. 26 8:00 AM-4:30 PM [Register now!](#)

ISO 14001 Environmental Standards Overview

This overview covers the basic requirements of the standard and how to implement them within your organization. The resulting benefits include: gives you a competitive advantage; reduces costs; reduces your liability; enhances customer trust; and becoming a better corporate citizen by minimizing adverse impacts on the environment. Fee: \$74

Tues., Jan. 31 8:00 AM-Noon [Register now!](#)

ISO 9001:2008 Documentation

This training presents the understanding of the tools and techniques used for the documentation creation and the record keeping that insures compliance of a Quality Management System based on the ISO 9001:2008 requirements. The training covers areas such as: quality manual, policies and procedures, maintenance and control of documentations, typical approaches to creating work procedures and work instructions. Although the emphasis is on documentation of a Quality Management System to ISO 9001, the techniques are appropriate to any organization wanting to formalize its Quality System. Fee: \$169

Thurs., March 1 8:00 AM-4:30 PM [Register now!](#)

ISO 9001:2008 Internal Auditing

This training is designed to provide the attendees with the understanding of auditing principles, concepts and practical application. One focus of this training is ISO 19011:2002 (Guidelines for quality and/or environmental management systems auditing). This training presents Internal Auditing as a practical technique that can be applied in various situations such as operations auditing, work station auditing, process and/or product auditing. This training is appropriate to individuals that are responsible for assuring that required practices and/or processes are being accomplished to prescribed requirements or levels of acceptability. Fee: \$289

Weds.-Thurs., Mar. 14-15 8:00 AM-4:30 PM [Register now!](#)

ISO 9001:2008 Practitioners

This training is designed for those individuals who need to have an in-depth understanding of the requirements of ISO 9001:2008 and the practical understanding of what is required to confirm to the International Standards. The training is also appropriate to individuals that are either unfamiliar with formalized Quality Systems or in the process of creating or administering a formal Quality System. Fee: \$169

Thurs., March 8 8:00 AM-4:30 PM [Register now!](#)

Introduction to Quality Standards

This training is designed to familiarize attendees with the concepts of commercial sector specific Quality Standards and why various industry sectors have created and require conformance to the standards. Fee: \$74

Tues., March 20 8:00 AM-Noon [Register now!](#)
Thurs., June 21 8:00 AM-Noon [Register now!](#)

Leading in a Quality Environment

Committing to quality requires leaders at all levels to provide clear focus, measure and reward what matters, engage others in improvement, and hold people accountable for quality. This course focuses on setting clear expectations (measurable), and allowing people to participate in improving their work processes and results. (Consensus tools will be overviewed.) Fee: \$169

Tues., Feb. 21 8:00 AM-4:30 PM [Register now!](#)

Lean Fundamentals

Many companies have had to significantly reduce costs and improve processes to be successful to compete in the new global economy. Has your company participated in an organized method that will implement permanent change? Do you know how to eliminate waste and standardize work? This overview will provide the basics of Lean production, Lean systems, standardized work and the JIT principles. Fee: \$169

Tues., Feb. 14 8:00 AM-4:30 PM [Register now!](#)
Tues., March 13 8:00 AM-4:30 PM [Register now!](#)
Tues., May 1 8:00 AM-4:30 PM [Register now!](#)
Weds., June 13 8:00 AM-4:30 PM [Register now!](#)

Making the Case for Quality Improvement

This course is designed to acquaint those unfamiliar with the concept of controlling quality in an organized methodical approach. Fee: \$74

Weds., Feb. 8 8:00 AM-Noon [Register now!](#)

Principles of Quality Costs

This training is designed to familiarize attendees with the concepts of quality costs and the most commonly used tools. Fee: \$169

Weds., May 9 8:00 AM-4:30 PM [Register now!](#)

Quality Management & Risk Management Interrelationship

This course is designed to present an overview of Risk Management and building on that explaining how the tools within an organization's Quality Management System can be adapted and used to refine the approach to defining and prioritizing risks. Fee: \$169

Tues., April 24 8:00 AM-4:30 PM [Register now!](#)

Root Cause Analysis

This training is designed to familiarize the attendees with the methods and tools used to determine and resolve problem creating causes. Fee: \$169

Thurs., Feb. 16 8:00 AM-4:30 PM [Register now!](#)
Thurs., May 17 8:00 AM-4:30 PM [Register now!](#)
Tues., June 5 8:00 AM-4:30 PM [Register now!](#)

Supply Chain Management

Do you know really what supply chain management means: what it involves, why it is important and how products flow? This introduction will include discussion on various strategies where you will learn to align the correct strategy with your business needs. The course will also address better decision making, reducing inventory, improve efficiency, and therefore reducing costs. Fee: \$169

Thurs., Apr. 19 8:00 AM-4:30 PM [Register now!](#)
Mon., June 25 8:00 AM-4:30 PM [Register now!](#)

QUALITY/PERFORMANCE (CONT.)

Transformation of Culture/Change Management

Change is often difficult, but understanding the cultural forces favoring and resisting change can help overcome resistance and accomplish change. This class will provide a model for change management, as well as tools to support the creation of a change plan. Fee: \$169

Tues., April 10

8:00 AM-4:30 PM

[Register now!](#)

Understanding the Basics of ISO 9001:2008

This training is designed for individuals who have little to limited understanding of ISO 9001:2008. The training provides a generalized view of the concept of ISO 9001:2008 - what it is, what it requires, and in a very limited fashion what an organization must do to conform to the requirements. This training is applicable to individuals who are considering or have been tasked with the responsibility to establish a formal quality system. Fee: \$169

Thurs., Feb. 23

8:00 AM-4:30 PM

[Register now!](#)

