



CENTER FOR BUSINESS AND INDUSTRY

SHAPE YOUR FUTURE WITH INTENTION



WHY CBI

We've been providing high value, high impact customized training to companies in a variety of vertical markets for over 25 years. Our clients range from small privately owned enterprises to worldwide Fortune 500 companies. We realize that every business is unique with its own culture and challenges.

Professional development training for corporate leadership focuses on building the capabilities needed to lead high-performing teams, strategic thinking, communication, decision-making, and emotional intelligence.

Great leaders don't just manage tasks; they inspire people, drive innovation, and shape culture.

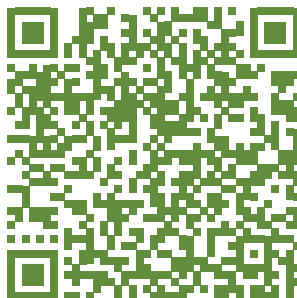
Every CBI offering is fully customizable to meet each company's unique goals, challenges, and culture. That flexibility ensures leaders gain practical, relevant skills that create lasting business impact.

Clear, helpful and fully customizable.

Contact us at workforce@northampton.edu to start the conversation.







Scan to view our current offerings and more details.

Safety

**Invest in safety today
to protect your people,
strengthen your workplace,
and reduce risk tomorrow.
Schedule your training now.**

SAF125**OSHA 10-Hour
Construction Outreach
Training Program**

The 10-Hour Construction Outreach Program trains entry-level construction workers to recognize and prevent hazards on construction worksites. Topics include a variety of safety and health hazards with emphasis on OSHA's Focused Four Hazards. Participants will receive an OSHA-10 card upon completion.

SAF126**OSHA 30-Hour
Construction Outreach
Training Program**

The 30-Hour Construction Outreach Training Program provides expanded information on occupational safety and health and recognizing and preventing hazards on construction worksites. Topics include a variety of safety and health hazards with emphasis on OSHA's Focused Four Hazards. Participants will receive an OSHA-30 card upon completion.

SAF118**OSHA 10-Hour General
Industry Outreach Program**

An orientation to occupational safety and health, this 10-hour program trains entry-level industry workers to recognize and prevent hazards and safety issues on general industry sites. Participants will receive an OSHA-10 card upon completion.

SAF119**OSHA 30-Hour General
Industry Outreach
Training Program**

The 30-hour General Industry Outreach Training Program provides basic and expanded information on occupational safety and health and recognizing and preventing hazards on general industry sites. Topics include a variety of safety and health hazards with an emphasis on hazard identification, avoidance, control, and prevention. Participants will receive an OSHA-30 card upon completion.



FIR143**Employee Safety and Extinguisher Training**

Train new employees in fire safety responsibilities or refresh current employees with this training course. Topics include: evacuation, extinguisher selection and use, and basic fire prevention information. Participants will gain hands-on practice with extinguishers.

SECUR113**Functional Church Security Active Shooter Awareness**

While no one likes to think about an active shooter incident, preparation is key to ensuring safety. Designed specifically for parish and congregational leaders, this course teaches participants to recognize potentially violent situations and employ a survival mindset to handle an active shooter incident. Topics include: threat assessment, assigning key parish or congregational members to fulfill emergency roles, violence prevention policies, incident recovery, and media awareness. This course teaches the Run, Hide, Fight methodology, which is the most current guidance from the Department of Homeland Security.

SAF226**Fundamental Workplace Safety and Health Awareness**

Maintaining a safe workplace is essential to ensuring the health and safety of all workers. Topics include: working surfaces, fall prevention and protection, electrical safety basics, fire prevention and emergency response, hazardous materials, and environmental health concerns such as lead and radon contamination.

Participants will learn to assess for slip, trip, and fall hazards and to mitigate electrical and fire related hazards.

HAZ133**HAZWOPER 40 Hour Training, OSHA 29 CFR 1910.120**

A blend of classroom training and hands-on practice, this course provides a detailed study and discussion of the 29 CFR 1910.120 HAZWOPER training requirements. Topics include: facility Emergency Response Plans (EAP); Incident Command Systems (ICS) relating to site plan and emergency responders, chemical awareness and toxicology, hazard recognition and controls, air monitoring, and personal protective equipment (PPE) and respiratory protection. The course concludes with a tabletop exercise to test participants' decision-making skills during hazmat response situations.

HAZ146**Hazardous Materials Response Annual Refresher**

A refresher course on emergency response during a hazardous materials incident. In accordance with 29 CFR 1910.120, participants will learn about performance requirements with an emphasis on hazard identification and avoidance, the appropriate use of personal protective equipment (PPE), and decontamination.

SAF183**Powered Industrial Truck (Forklift) Operation Essentials**

Learn safety requirements related to truck design,



maintenance, and safe operation. Participants will learn to evaluate their workplaces from an operational perspective to determine when and how loads can be safely moved. Topics include: equipment inspection, lift limitations, fulcrum and center of gravity, and safe operations in all phases of using a powered industrial truck. Participants also will demonstrate functional operation skills and truck inspection procedures specific to the powered industrial trucks at their worksites. Offered at company worksite using its equipment.

SAF222

Scaffold Safety Awareness

Safety on and around scaffolding is important on any job site that uses scaffolds or temporary elevated work platforms. Training topics include: equipment inspection, limitations, appropriate use of fall protection systems, hazard awareness, and scaffold safety while in use.

SAF216

Site Specific Electrical Safety Standards and Hazards Awareness

Review and explore OSHA Electrical Standards and the hazards associated with electrical installations and equipment. Topics include: an overview of single- and three-phase systems, cord and plug connections, fixed equipment, grounding, ground fault circuit interrupters, safe work practices, the effects of electrical current on the human body, arc flash and arc blast per OSHA standards, onsite policies, and procedures and applicable portions of the National Electrical Code (NEC). Includes hands-on practice with the safe and correct use

of electrical testing equipment and onsite personal protective equipment (PPE) and on evaluating actual and potential hazards.

SAF215

Site Specific Lock Out/Tag Out for Maintenance Workers

This course offers both an introduction on lock out/tag out (LOTO) responsibilities for new maintenance employees and a refresher for current employees. Topics include: onsite LOTO compliance plans and procedures, basic overview of LOTO policy, and the value of an annual LOTO review. Participants will gain hands-on practice with LOTO devices and identify individual remediation needs.

SECUR123

Verbal De-escalation and Workplace Wellness for Leadership and Management

Designed for supervisors, managers, and organizational leaders seeking to enhance their ability to manage workplace conflict and promote employee well-being, this course integrates two essential components of effective leadership: verbal de-escalation techniques and workplace wellness strategies. Participants will learn to navigate tense interpersonal situations using evidence-based communication tools while simultaneously fostering a culture of psychological safety, resilience, and well-being within their teams.



SAF225**Workplace Blood-borne Pathogens Awareness (Train-the-Trainer)**

Safety is key in the workplace, especially when employees may be exposed to blood-borne pathogens and infectious diseases. Topics include: awareness of diseases and potentially infectious exposures, standard precautions to minimize or eliminate risk, the use of personal protective equipment (PPE), and mitigation and management of bodily fluid incidents. Emphasis on onsite Exposure Control Plans and reporting procedures.

RES125**Workplace Confined Space, Entrapment, Engulfment Awareness and Rescue Guidelines Review**

This four-hour review program will enable participants to identify confined spaces and potential entrapment or engulfment locations in their workplaces. Topics include: regulations, safety procedures, equipment, techniques, and personnel necessary to mitigate potentially hazardous sites and operate effectively in a confined space, entrapment, or engulfment emergency. Participants will learn practical applications of rescue techniques at onsite locations.

We also provide free, on-site safety assessments that include a tour of your facility and non-regulatory consultation. The assessment provides a basis for any remediation needed to prevent worker injuries and avoid costly citations. To set up an assessment or inquire about our programs, email safety@northampton.edu.





Skilled trades

such as Electromechanical Technology, Electrical Technology, HVAC, Welding, Automotive, Precision Machining and Construction Management are the backbone of today's workforce.

These essential, in-demand industries drive a strong workforce, and power innovation, opportunities for career advancement, competitive earnings, and long-term success.

SKILLED TRADES



Scan to view our current offerings and more details.

healthcare

CPRFA600**AHA Heartsaver CPR AED**

Learn critical life-saving skills, including adult, child, and infant CPR and AED use and how to relieve choking in adults, children, and infants. Using the American Heart Association's research-proven Practice-While-Watching (PWW) technique, instructors observe students and provide feedback to guide learning.

CPRFA601**AHA Heartsaver First Aid**

Respond to and manage an emergency in the first few minutes until emergency medical services arrive. Learn how to treat bleeding, sprains, broken bones, shock, and other first aid emergencies.

ECEHS604**AHA Heartsaver Pediatric First Aid with Child-Infant CPR, Choking**

Designed to meet the regulatory requirements for child care workers, this course teaches child care providers and others to respond to and manage illnesses and injuries in a child or infant in the first few minutes until emergency medical services arrive. Topics include: pediatric first aid, child-infant CPR and AED use, and choking.

CPRFA500**Basic Life Support for Health Care Providers**

Designed for a wide variety of health care professionals, this course teaches students to recognize life-threatening emergencies, provide CPR, properly use an AED, and relieve choking in adults, children, and infants in a safe, timely, and effective manner.

NAIDE300**Nurse Aide (CNA)**

Prepare for the National Nurse Aide Assessment Program Competency

Examination (NNAAP) for placement on the Pennsylvania Nurse Aide Registry and begin a successful career as a nurse aide in a long term care facility, hospital, or other health care setting through this intensive 120-hour program. Includes Basic Life Support for Healthcare Providers (BLS). Participants must be Pennsylvania residents, at least 18 years old, and have a high school diploma or GED. (Participants who reside outside of Pennsylvania should contact their State Licensing Board regarding reciprocity.)

PHLEB100**Phlebotomy Technician**

Learn the fundamentals and practice of phlebotomy (blood specimen collection) in this comprehensive 120-hour course that prepares participants for a national certification exam. Topics include: venipuncture, capillary collection, safety, medical terminology, orientation to the clinical laboratory and health care, and specimen handling and processing, as well as blood pressure, pulse, and Basic Life Support for Healthcare Providers (BLS). Students must complete 100 successful venipunctures at a clinical site in a minimum of 80 hours. Externships must begin within two months of completing the classroom portion of the program.

TICOL105**Trauma Informed Care**

Explore the impacts of trauma on individuals and how to best support trauma survivors when engaging with them in a professional capacity. The Trauma Informed Care certificate is beneficial for a variety of professionals, including teachers, human service workers, first responders, health care workers, social workers, and day care workers. Offered online.



Community Health Worker (CHW)

Contribute to improved health outcomes in your community through this accredited training program that satisfies the educational requirement for PA CHW certification. Topics include: the role of the community health worker, ethics and professional skills, teamwork and communication, documentation and assessment procedures, chronic disease overview, accessibility, and care coordination/system navigation.

EMS, EMT, EMR

Learn the essential skills to save lives and reduce injuries in the critical first moments of an emergency. This comprehensive training course features hands-on instruction and includes certification exams where applicable. NCC is a PA Dept. of Health EMS Educational Institute for BLS Training Programs (Accreditation #0068109725). Offered at the Fowler Family Southside Center and Pocono campus.

GES1066

Certified Mental Health Technician

Gain the qualifications necessary for an entry-level mental health technician position. Topics include: medical terminology, the role and responsibilities of the technician, essential processes and procedures, and how to identify and approach patients with common psychosocial needs.

GES1124

Registered Behavior Technician Training and Practice Competency Assessment

Prepare for the Initial Competency Assessment through this Registered Behavior Technician (RBT) certification 40-hour training program. A Board-Certified Behavior Analyst (BCBA®) will provide feedback on assignments and support participants as they learn the steps required to administer behavioral intervention plans, record and prepare data for the behavior analyst, and implement ethical decision-making and protocol. Other topics include: common functions of behavior, motivators and reinforcers, preference assessments, and protocols for crisis prevention.



For more information, scan the QR code or go to careertraining.northampton.edu/health-and-fitness-programs





**NCC's School of
Health Professions
and Science offers
structured academic
programs that
support entry into
the healthcare
workforce and
advancement along
healthcare career
pathways.**



Go to nccgo.cc/healthcare-programs to see our offerings.





Scan to view our current offerings and more details.

technology

PPTOL100 – Online**Creating a High Impact PowerPoint Presentation**

Effective presentations become great presentations when the presenter uses software properly. This two-day course covers using Microsoft PowerPoint to enhance a presentation to wow an audience, not overwhelm them. Prior experience with PowerPoint recommended.

INTMS365 – Online**Introduction to Microsoft 365**

Learn the basics of Microsoft 365, including SharePoint, OneDrive, and Teams. This class is intended for those who work with Microsoft 365 in a work or school environment. Must be able to access Microsoft 365 during the class.

EXBEG100 – In Person**EXBEGOL100 – Online****Microsoft Excel Beginning**

Learn how to perform calculations, modify and format a worksheet, print workbook contents, and manage larger workbooks. Windows knowledge required.

EXINT100 – In Person**EXINTOL100 – Online****Microsoft Excel Intermediate**

Learn advanced skills in Microsoft Excel. Topics include: advanced formulas, lookup functions, organizing worksheet data with tables, utilizing charts, PivotTables, slicers, and PivotCharts. Prerequisite: Microsoft Excel Beginning (EXBEG100) or equivalent knowledge.

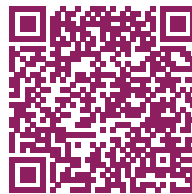
EXADVOL100 – Online**Microsoft Excel Advanced**

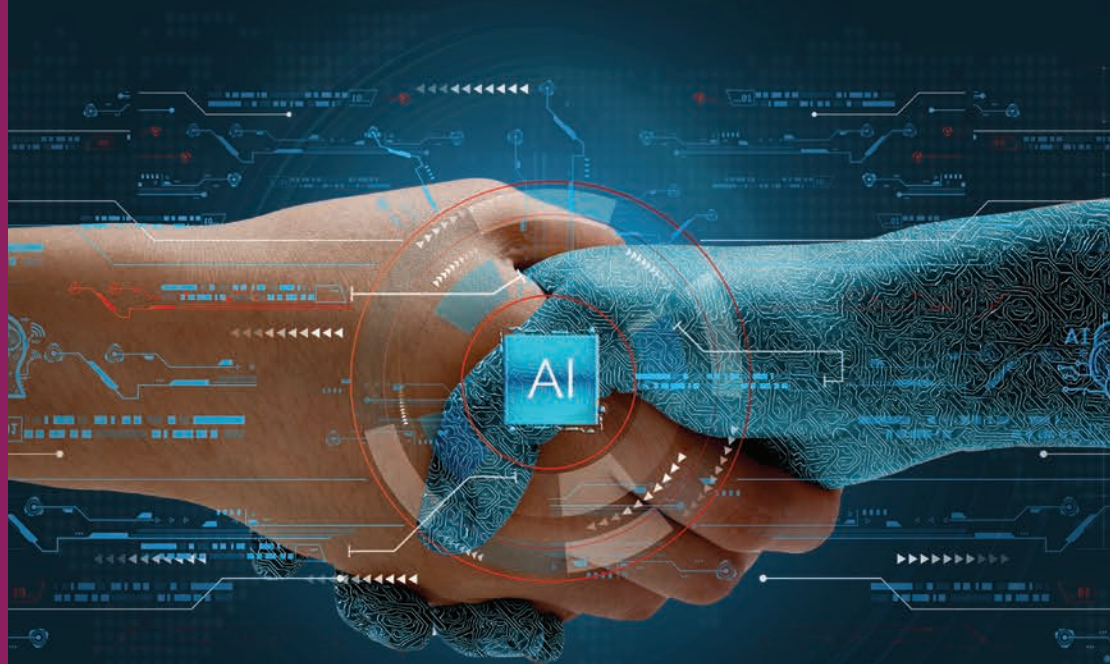
Designed for experienced Excel users, this workshop covers lookup and decision-making functions, auditing and error-handling, date and text functions, what-if analysis, and macros.

GES327**CompTIA Certification Training: A+, Network+, Security+**

Earn the certifications you need to take your career to the next level. Topics include: fundamental operating system concepts, troubleshooting, assembly and disassembly, network types/topologies/architectures, installation of networking hardware and tools, TCP/IP functionality/protocols/IP addressing/subnetting/VLANs, cloud computing/virtualization/remote access systems, network performance monitoring tools and practices, network security and vulnerability assessment, and incident preparation and risk management.

Scan the QR code for more information on CompTIA Certification Training.





Turn AI Curiosity into Career Momentum at Northampton Community College

Northampton Community College is launching exciting new industry-specific AI courses designed to help learners build real-world skills in a flexible, affordable way. These online, self-paced programs make it easier than ever to stay ahead in a rapidly changing workforce without putting budget or schedule at risk.

Find out more: email workforce@northampton.edu



AI Officer, AI Customer Service

PTAI0024

AI+ Chief AI Officer Practitioner

PTAI0050

AI+ Customer Service Practitioner

Cybersecurity

PTAI0049

AI+ Ethical Hacker

Data Analysis

PTAI0021

AI+ Business Intelligence Practitioner

PTAI0011

AI+ Data

PTAI0011

AI+ Data Agent

Education

PTAI0062

AI+ Educator Practitioner

Everyone

PTAI0017

AI+ Agent

PTAI0063

AI+ Ethics Fundamentals

PTAI0055

AI+ Everyone

PTAI0043

AI+ Writer Practitioner

Finance

PTAI0018

AI+ Finance Agent Specialty

PTAI0039

AI+ Finance Practitioner

Healthcare

PTAI0002

AI+ Doctor Practitioner

PTAI0005

AI+ Healthcare Administrator

PTAI0001

AI+ Healthcare Fundamentals

PTAI0006

AI+ Medical Assistant

PTAI0003

AI+ Nurse

PTAI0004

AI+ Pharma

Human Resources

PTAI0046

AI+ Learning and Development Practitioner

PTAI0041

AI+ HR Practitioner

Legal

PTAI0010

AI+ Legal Agent Specialty

PTAI0038

AI+ Legal Practitioner

Marketing

PTAI0053

AI+ Marketing Practitioner

Media

PTAI0012

AI+ Audio

Project Management

PTAI0052

AI+ Project Manager Fundamentals

Quality Assurance

PTAI0022

AI+ Quality Assurance

Research

PTAI0037

AI+ Researcher Practitioner

Sales

PTAI0051

AI+ Sales Practitioner

Supply Chain

PTAI00031

AI+ Supply Chain Practitioner





Scan to view our current offerings and more details.

leadership

LDRWK100**Achieving Personal Effectiveness**

Successful employees effectively manage their work and are resilient in the face of challenges. In this interactive workshop, participants will explore professional and personal skills like prioritizing daily activities, setting goals, time management, communication, and discovering the “why” in their work.

LDRWK142**Authentic Leadership**

Authentic leaders transform relationships at all levels by knowing themselves and their purpose, creating transparency, and balancing interests. Learn to communicate a clear vision, use storytelling to inform and engage, and apply targeted communication.

LDRWK145**Balancing Management with Leadership**

Leaders carry the responsibility of tending to the bottom line as well as supporting their teams. Learn to create a structure that leads to success, set and translate KPIs, and hold others accountable.

LDRWK101**Basic Management Skills**

Businesses count on their leaders to help the business thrive and grow. Learn fundamental management skills like planning, organizing human capital and work, meeting management deadlines, delegating, communicating effectively, and aligning departmental and company goals.

LDRWK102**Basic Business Writing**

Writing is an important expression of an employee's professionalism, knowledge, and abilities. Learn the essentials of effective business writing, such as proper grammar and clear communication, and practice writing and editing formal documents.

LDRWK162**Board Basics**

Nonprofit organizations often rely on community members who have an interest in the nonprofit to serve on a Board of Directors, Trustees, or other similarly-named leadership

group for governance. Individuals may not be prepared for the significant obligations that come with serving on a board. Learn the basics of board membership, including governance, expectations, and effective board operations.

LDRWK163**Building a Better Board**

Serving on a Board of Directors, Trustees, or other similarly-named group for a nonprofit organization carries significant responsibility. Learn to develop high-functioning boards by exploring topics such as key roles within a board, succession planning, and the core skills, knowledge, and abilities necessary to create organizational success.

LDRWK123**Building Professional Strength**

Organizations strive to present, promote, and encourage professional behavior in their business dealings. Without clear definition and reinforcement, employees may be unaware of their organization's expectations. Learn how professionalism relates to all aspects of your role. Offered online.

LDRWK103**Coaching for Improved Performance**

How do supervisors and managers motivate employees and encourage excellence in a “do more with less” work environment? Learn how to coach employees to achieve their highest level of performance in a rapidly-changing environment and create successors in key positions so the organization's next generation of leaders is prepared.

LDRWK104**Conflict Resolution Strategies**

Workplace conflicts are inevitable, so it is essential that all employees have the tools to identify needs in conflict situations, manage stress, and promote conflict resolution. Through this one-day interactive workshop, learn how communication styles affect conflict, the benefits of conflict, and five conflict styles to solve problems. Plus, practice applying a conflict resolution model in your workplace.



LDRWK157**Crafting Impactful Presentations**

Crafting an impactful presentation can be daunting. Enhance your presentation skills by exploring the presentation process, from crafting content to delivery, and practice in-person and virtual presentation skills, plus create an action plan.

LDRWK105**Effective Interactions**

In the workplace, effective interaction skills are critical to building strong relationships, engaging people, and solving problems. This one-day interactive workshop will focus on the core skills of listening and assertive communication. Through self-assessment and practice, participants will explore the power of effective listening and direct communication to engage people and get results.

LDRWK149**Emotions at Work: Effectively Managing What Lies Beneath**

Whether at work or home, everyone feels pressure, and leaders must learn to support employees struggling with acute emotional experiences while also operating

the organization smoothly. Examine how individuals interact with and manage emotions, including the different kinds of emotion, ways to adapt, and practices that will help everyone thrive in the workplace.

LDRWK146**Engaging Others to Lead**

Great leaders create and nurture other leaders. Learn how to coach others into leadership roles, delegate tasks and share responsibility, and plan successors so that the next generation of leaders is prepared.

LDRWK107**Exceptional Customer Service**

When customers are not satisfied with products or services, the cost to the organization is high. Learn strategies to provide excellent customer service every time, including setting goals for the organization and employees and defusing stressful interactions.

LDRWK109**Introduction to Project Management**

Project managers are key members of any organization. Explore the basics of effective project management, including working

LDRWK141**The Leadership Challenge**

Leaders should always evolve. In this two-day session, participants will use self-reflection along with stakeholder feedback to take their leadership to the next level and create a plan to realize their full leadership potential. This newly redesigned format uses the Leadership Practices Inventory to examine how often leaders demonstrate the most powerful leadership behaviors.

LLV300**Leadership Lehigh Valley**

Leadership Lehigh Valley invites emerging leaders at all levels of organizations to build their personal, organizational, and community leadership skills through 11 day-long sessions over a 10-month period. Participants will

evaluate their own leadership skills, learn how to build strong organizations and communities, and apply their learning to team projects that maintain a healthy Lehigh Valley community.

LP100**Leadership Pocono**

Leadership Pocono invites emerging leaders at all levels of organizations to build their personal, organizational, and community leadership skills through 11 day-long sessions over a 10-month period. Participants will evaluate their own leadership skills, learn how to build strong organizations and communities, and apply their learning to team projects that maintain a healthy Pocono Mountains community.

Find out more: email cbi@northampton.edu



within the Project Life Cycle (Initiation, Planning, Execution, and Closure) and applying tools that support successful project execution.

LDRWK156

Leading for Innovation and Improvement

Leaders are charged with creating mechanisms to exceed customer expectations, responding to increased opportunity and changing customer needs, and fully understanding systems thinking. Learn to balance the rigor of creating clearly-defined processes with the need to seize opportunities and work in unconventional ways, while demonstrating the resilience to move forward in times of challenge and adversity.

LDRWK143

Leading in a DEI Culture

Leaders are charged with creating both personal practice and modeling behavior that supports equity in an inclusive, diverse community. Learn clear definitions of these terms and how to tackle the challenges of creating and maintaining a productive workplace.

LDRWK112

Managing the Performance of Others

Managers often dread performance appraisals and annual reviews. Learn to shift the focus from yearly performance review tasks to the broad spectrum of performance management by exploring topics like professional development, training goals, cross-training, challenging assignments, and regular performance feedback.

LDRWK158

Navigating Personal and Professional Relationships

Building relationships is important personally and professionally. Participants will explore their interpersonal relationships in a variety of contexts by engaging in self-reflection and activities to apply new skills and information to current relationships, plus create an action plan.

LDRWK114

Presenting Virtually Like a Pro

As virtual presentations become more common, it is important to feel comfortable

presenting online. This half-day session will explore ways to leverage natural strengths and increase confidence. Learn what makes an online presentation effective, why body language is still important, and how to plan, organize, and present information to engage a virtual audience. Offered online.

LDRWK115

Problem Solving Techniques

Solving a problem is a process: define the issue, sort symptoms from causes, generate ideas, make sound decisions, implement a solution, and monitor outcomes to ensure success. Learn a critical-thinking framework to approach problems and decisions in systematic and creative ways, including when to solve problems individually or with a team, and identify practical ways to apply this framework in the workplace.

LDRWK164

Professional Correspondence in the Workplace

Effective communication is essential to business success. Learn to write in a way that is professional and compelling by exploring business writing standards, proofreading, and how to eliminate embarrassing email mistakes. Offered online (internet access required).

LDRWK116

Responsive Leadership

There is no one-size-fits-all leadership style. Successful leaders adapt their behavior to respond to the dynamics and demands of each unique situation and use a diagnostic approach that encourages creative thought and flexibility to optimize outcomes. Participants will identify their own style and how to use it more effectively through case studies, instruments, and group discussion.

LDRWK160

Setting Culture for Results

Every organization identifies Key Performance Indicators (KPIs) to define success, and all organizations deliver consistent results (by chance or intention) unless something changes. Learn to set company culture to remain successful through change, whether from outside drivers like customers, supply chain issues, or competitors, or from inside drivers like operational shifts.



LDRWK161**Strategic Hiring for Managers**

When employees do not possess the necessary skill or experience to do the job or fit the organization's culture, it can create a profoundly negative impact on morale and the bottom line. Learn to select well-qualified applicants by taking a strategic approach to the hiring process and asking the right questions.

LDRWK159**Supporting Identity and Belonging**

Each organization is comprised of a diverse group of individuals. Learn how to better understand and interact with others, including techniques for managing impressions, decoding behavior, and responding to bias, plus create an action plan.

LDRWK121**Working with Teams**

Collaborating in teams at work requires interaction, open communication, and the ability to function effectively as a member of a working group. Explore 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.

LDRWK165**Fundraising Fundamentals for Small Nonprofits**

This introductory program helps participants assess their organization's readiness for fundraising and establishes the core components of a successful development program. Participants in this session must be currently affiliated with a nonprofit organization and have access to basic organizational materials such as a mission statement, budget, or program information.

LDRWK166**Grant Fundraising: Readiness and Strategy**

This session focuses on preparing organizations for grant funding and developing a strategic approach to pursuing and managing grants. Participants in this session must be currently affiliated with a nonprofit organization and have access to basic organizational materials such as a mission statement, budget, or program information.

LDRWK167**Individual Giving Strategies for Small Nonprofits**

This session focuses on building and sustaining donor relationships through effective individual giving programs. Participants in this session must be currently affiliated with a nonprofit organization and have access to basic organizational materials such as a mission statement, budget, or program information.

LDRWK168**Fundraising Events and Sponsorship Development**

Participants will learn how to plan and execute events that generate revenue and build community support, while developing effective sponsorship strategies. Participants in this session must be currently affiliated with a nonprofit organization and have access to basic organizational materials such as a mission statement, budget, or program information.

LDRWK169**Government Funding for Nonprofits**

This session provides an introduction to public funding opportunities and how nonprofits can prepare to access and manage government funding. Participants in this session must be currently affiliated with a nonprofit organization and have access to basic organizational materials such as a mission statement, budget, or program information.





No matter where you are in your journey toward excellence, we can help you thrive! We work with both individuals and organizations to build strength, resiliency, and innovation.

- Needs assessments (organizational and individual)
- Bridging existing learning models to higher levels of performance
- Hiring / retention
- Intentional cultural development
- Using metrics / idealized design / improving quality
- Building best practices into everyday operations
- Coaching key performers

Find out more: email **CBI@northampton.edu**





Scan to view our current offerings and more details.

certification



GES2080**Certified Executive Assistant**

Prepare for the Certified Administrative Professional (CAP) exam offered by the International Association of Administrative Professionals (IAAP). Topics include: organizational communication, office and records management, human resources fundamentals, financial and accounting terms, successful negotiation strategies, marketing, employment law, compliance and regulatory requirements, and licensing, permits, and taxes.

GES2128**Certified Professional Grant Writing**

This grant writing certification course develops proficiency in the proposal and case statement formats used by foundations and government grantmaking agencies. Learn about the certification process for grant professionals and write different elements of a complete grant application, culminating in a case statement capstone assignment with expert instructor feedback.

GES446**Certified Supply Chain Professional + Freight Broker/Agent Training**

Gain a competitive edge in the market and obtain a supply chain management certification (CSCP) through the Association for Supply Chain Management (ASCM). Through a complete overview of supply chain management and freight broker training, prepare for the CSCP exam and learn how to connect planning, sourcing, manufacturing, and delivery into an integrated supply chain. Plus, gain a firm understanding of mitigation strategies, risk management practices, and cost reduction measures.

GES251**The Complete Project Manager with CAPM® and PMP® Prep**

Through this comprehensive project management program, learn the project life cycle, from building a business case to closing down the project, including how concepts interrelate and how decisions made in the early stages of the project form the foundation for execution, control, and closure.

GES2157**Entry Certificate in Business Analysis (ECBA)**

Earn a globally-recognized entry-level certificate for business analysts from the International Institute of Business Analysis (IIBA). Finish this course equipped with a solid understanding of business analysis fundamentals.

GES2062**Lean Six Sigma Yellow Belt and Green Belt**

This course teaches Lean Six Sigma Yellow Belt principles and levels up with Lean Six Sigma Green Belt training in implementing Lean Six Sigma methodology. Explore the origins of Lean Six Sigma, including its benefits to organizations, plus Lean Six Sigma roles, the 8 Wastes, and the DMAIC improvement method. Then, gain skills applicable to a Green Belt project, such as selecting the right improvement projects, using the DMAIC Methodology, and showcasing and scaling project results.

GES275**Lean Six Sigma Green Belt and Black Belt**

Combine Lean Six Sigma Green Belt and Black Belt training to apply Lean Six Sigma principles to improvement projects from start to finish. Through Green Belt training, learn to deliver measurable, sustainable improvement by finding the root causes of problems and streamlining processes. Then, in Black Belt training, develop process improvement, project management, and leadership skills using clear language and practical examples.

GES274**Lean Six Sigma Black Belt**

Prepare for the Lean Six Sigma Black Belt certification exam by learning how to streamline organizational processes through strategic improvement projects.





Elevate standards. Exceed expectations. Define excellence in service.

In today's competitive hospitality and food service landscape, success is driven by more than technical skill, it requires a commitment to safety, precision, and exceptional guest experiences. Professionals who master both operational excellence and customer engagement position themselves, and their organizations, for lasting impact and growth.

FDBWK100

Food Service Sanitation

The NRA ServSafe Manager Certificate is a combination of home-study and review in-class, giving students the opportunity to take the ServSafe certification exam.

HSPNC112

Hospitality & Tourism Industry Essentials of Unmatched Guest Service

Every interaction with a customer is an opportunity to provide exceptional customer service. Enhance the customer service experience, create customer loyalty, along with providing team member and organizational growth opportunities.

Find out more: email CALinfo@northampton.edu





THE FOLLETT FAMILY CENTER FOR
INNOVATION+
ENTREPRENEURSHIP
NORTHAMPTON COMMUNITY COLLEGE

NCC's Center for Innovation and Entrepreneurship (CIE), coupled with a state-of-the-art fabrication lab, provides a vibrant community workspace to develop a growth mindset, supplying tools and training to expand professional opportunities and foster sustainable progress.

Our Innovative Thinking workshops are designed to empower your workforce with the skills and mindset necessary to thrive in a rapidly changing business environment. These workshops are fully customizable to align with your business needs and desired outcomes, ensuring that the training directly supports your organization's goals.



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**CENTER FOR BUSINESS
AND INDUSTRY**

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