

CBI Workshops Upcoming Programs May 2025

Lehigh Valley Safety Committee Annual Health & Safety Expo - May 15, 2025

Join the Lehigh Valley Safety Committee for our annual Health & Safety Expo. This year's event will kick off with "Realities of Emergency Response Capabilities and Expectations" keynote presentation and will include two breakout sessions and a hazardous materials panel discussion. Continental breakfast and a bagged lunch will be provided. To learn more please refer to the attached flyer. To register, please click [here](#). All are welcome to attend. For questions or to exhibit or sponsor the event, please [email](#) Jennifer Kszak. The Lehigh Valley Safety Committee is a collaboration between private employers, non-profit organizations, healthcare, academia and government and is committed to making the Lehigh Valley safer for employers and employees.

Managing the Performance of Others - Online

Performance appraisals and annual reviews are among the most dreaded management tasks. In this session, learn how to shift the focus from yearly performance appraisals and annual reviews to the broad spectrum of performance management. Among the topics explored: professional employee development, personal development training goals, cross-training, challenging assignments, and regular performance feedback.

May 5-6, 8am-Noon, \$289. Zoom

[Learn more and register!](#)

Microsoft Excel Intermediate - Online

Advance your skills with Microsoft Excel in an online class format. Topics included are: advanced formulas, lookup functions, organizing worksheet data with tables, utilizing charts, PivotTables, slicers and PivotCharts. Offered in a convenient online format via Zoom, so internet access is required. Two 4-hour sessions.

May 7-8, 8am-Noon, \$269. Zoom

[Learn more and register!](#)

Microsoft Excel Beginning

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

May 9, 8am-4pm, \$269. Fowler Center, Room 635

[Learn more and register!](#)

Authentic Leadership

Transform relationships at all levels by knowing yourself, defining your purpose, creating transparency, and balancing interests. This session supports communicating a clear, consistent vision, using storytelling to inform and engage, and applying the power of targeted communication.

May 13, 8am-4pm, \$359. Fowler Center, Room 605

[Learn more and register!](#)

Basic Management Skills

Your company is counting on you to help the business thrive and grow. To do this, you must master certain basic management skills, including planning, organizing human capital and work, meeting management deadlines, delegating, communicating effectively, and aligning your departmental and company goals. This program provides an overview of the fundamentals and will bolster your ability to lead employees and manage work.

May 15, 8am-4pm, \$289. Fowler Center, Room 605

[Learn more and register!](#)

Exceptional Customer Service

Every interaction with a customer is a chance to provide exceptional customer service. When customers aren't satisfied with products or services, the costs to the organization are high. In this interactive workshop, you'll explore strategies needed for customer service excellence, internally and externally. Emphasis is on identifying goals for your organization and job, how to defuse stressful interactions, and ways to provide the very best experience for every customer.

May 15, 8am-4pm, \$289. Fowler Center, Room 103

[Learn more and register!](#)

Problem Solving Techniques

Solving a problem is a process: Define the issue, sort symptoms from causes, generate ideas, make sound decisions, implement the solution, and monitor outcomes to ensure success. This one-day workshop provides a critical-thinking framework to approach problems and decisions in systematic and creative ways. Learn when to solve a problem on your own or benefit from group problem-solving. In this interactive program, you will practice and identify practical ways to apply skills every day in the workplace.

May 19, 8am-4pm, \$289. Fowler Center, Room 605

[Learn more and register!](#)

Responsive Leadership

While managers routinely search for the "best" style of leadership, research clearly indicates that no single, all-purpose leadership style exists. Instead, successful leaders learn to adapt their behavior to respond to the dynamics and demands of each unique situation and use a diagnostic approach that encourage creative thought and flexibility to optimize outcomes. Case studies, instruments, and group discussions will be engaged to help identify your own style and how to use it more effectively.

May 21, 8am-4pm, \$289. Fowler Center, Room 605

[Learn more and register!](#)

Thank you for supporting NCC & CBI!