Decades of business and industry experience and a powerful network of resources converge at the Center for Business + Industry (CBI), enabling our team experts to design and deliver targeted training and strategic solutions that improve performance, productivity and profits.

Whether delivered at your site or ours, services include leadership development, management and supervisor training, succession planning and human resources, quality and process improvement, IT/computer training, and more for businesses and nonprofits in the Lehigh Valley and beyond.

**TRAINING OPPORTUNITIES**

4 Leadership / Management / Quality

22 LaSalle Nonprofit Center Excellence in Fundraising Series

26 Hospitality

28 IT / Computer

36 Safety

All courses available for individual self-improvement, regardless of Certification Program.

Indicates course is offered at NCC’s Monroe Campus, Tannersville, PA.

Indicates course is offered at NCC’s Easton Center, Easton, PA.
CUSTOMIZED PROGRAMMING TO MEET YOUR SPECIFIC BUSINESS NEEDS

CBI has been providing high value, high impact customized training to companies in a variety of vertical markets for over 15 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.

That’s where we can help.
Start by telling us about your organization and its culture. In turn, we’ll collaborate with our assessment team to quickly identify opportunities, determine employee skill levels and ultimately create a customized training program that moves your business forward. From leadership development to energy audits, we’ll make the process simple.

Contact us at cbi@northampton.edu or call us at 610-332-8678 to start the conversation.
IMAGINE LIFE AS A LEADER
One overarching philosophy of leadership, customized for two distinct communities.

LOOKING TO ENHANCE LEADERSHIP SKILLS?
CBI’s Leadership Lehigh Valley and Leadership Pocono empower people who actively engage in their own learning and want to learn more about their region and how it operates in terms of Government, Education, Social Services, Culture, and more.

Our programs are unique learning labs for leadership. We commit to develop leadership capability while encouraging participants to apply leadership skills to benefit their communities through service. Leadership and networking opportunities will also benefit the sponsoring organization.

PARTICIPANTS WILL:
● Learn the best practices of effective leaders in order to benefit their organization.
● Develop a deeper understanding of the problems, opportunities and resources existing within their community.
● Identify a field of community involvement for which they can advocate, support and/or serve.
● Both in-demand ten-month programs begin this September.

Find out more now, visit:
northampton.edu/LLV (Lehigh Valley)
or northampton.edu/LP (Pocono)
email wstehly@northampton.edu
or call 610.861.5590
CBI OFFERS PROFESSIONAL COACHING FOR LEADERS AND MANAGERS

On occasion, managers and leaders need the opportunity to gain an outside perspective on their performance and ability to engage employees. At the Center for Business and Industry (CBI), we offer coaching services through our staff members who have extensive experience being the objective voice. We can be the means to validate solid practice, challenge performance and behavior that is counter-productive, and assist managers and leaders in taking their talents to the next level. Coaching plans are created for individuals based upon specific needs and are priced accordingly.

Please contact us at cbi@northampton.edu for more information.
Leadership, almost as much as anything, is about who you are. You become the tool; the one that sets the direction for people, the one who raises people up to believe in something that is worth striving for, the one who people trust and want to follow. You are also the one who sets the example and is able to engage people in a way that more is achieved as a whole rather than what each individual could accomplish alone. A leader is the one who challenges, inspires, enables, models and encourages. CBI’s Leadership Certificate Program is designed to focus on a variety of different topics within Leadership.

56 INSTRUCTIONAL HOURS

LEAD CHALLENGE INSPIRE

5 REQUIRED WORKSHOPS to earn the Leadership Certificate with 5.6 Continuing Education Units (CEUs).

REQUIRED WORKSHOPS:
- Practices of Successful Leaders (3-Day Program)
- Discovering the Leader in You
- Leading Change
- Engagement as a Leadership Strategy
- Leading a Team of Followers
Administrative Professional Certificate Program

Experience the excitement of achieving personal and professional success while earning college-level certification. 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. Gain practical experience by attending the highly interactive, competency-based workshops highlighted in the Administrative Professional Certificate Program.

This Certificate Program Teaches Employees How To:
- Acquire the skills necessary to provide effective administrative support
- Receive professional training from qualified instructors with solid industry experience
- Learn the latest office practices applicable to a wide range of settings
- Increase productivity and effectiveness
- Improve competitiveness within your organization
- Increase skill sets and professional value
5 REQUIRED WORKSHOPS to earn the Customer Service Certificate with 4.0 Continuing Education Units (CEUs).

REQUIRED WORKSHOPS:
- Exceptional Customer Service
- Problem Solving Techniques
- Effective Interactions
- Working with Teams
- Conflict Resolution Strategies

This program is a unique opportunity for professionals seeking to expand their skills and earn credentials in the customer service profession.

CUSTOMER SERVICE CERTIFICATE PROGRAM

Experience the excitement of achieving personal and professional success while earning credentials in the growing field of Exceptional Customer Service. Understand why building a culture of service 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.

THIS CERTIFICATE PROGRAM TEACHES EMPLOYEES HOW TO:
- Learn the latest customer service techniques applicable to a wide range of settings
- Receive professional training from qualified instructors with solid industry experience
- Achieve advanced professional skills
- Increase productivity and effectiveness
- Improve competitiveness within your organization
- Increase skill sets and professional value
Content is research-based and current best practices are presented. Instructional methods are experiential, individualized, and participatory.

### MANAGEMENT CERTIFICATE PROGRAM

Employees are often promoted from within the organization without any formalized developmental training that teaches them how to manage work and other people to produce results for the organization. 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 Management Certificate 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.

**THIS CERTIFICATE PROGRAM TEACHES EMPLOYEES HOW TO:**

- Transition from worker to supervisor / manager of other workers
- Manage work and people
- Plan for achievement of results
- Align individual performance goals with the company’s goals
- Coach employees’ performance to achieve company goals and objectives
- Become self-aware in order to effectively communicate with different personality types
- Learn how to flex your management style to the needs of your individual team members
- Resolve conflicts in order to focus on results and promote teamwork
Quality has become the catch-all word for the various activities that organizations engage in to create high levels of customer satisfaction, improve internal processes, use data to make decisions and identify problems, and move from detection to prevention. For most organizations, even those who have made some headway in adopting quality practices, the question becomes this: Where do I start? So many options and possibilities exist, and the answer that works best is this: Start anywhere. Any practice that serves to inform your organization regarding customer needs and expectations, streamline and improve your processes, get to root cause and eliminate controllable sources of variation is of value.

NCC’s Quality Management Certificate Program offers a strong foundation in quality management through a multifarious approach, blending the best from a number of sources to provide a broad foundation for participants.
CBI’s Quality Management Certificate Program is designed to give your employees the knowledge and skills to actively participate in and add value to the Quality initiatives at your organization.

**Elective Workshops (Choose Two):**
- Lean / Six Sigma
  *(2 day session, counts as both elective requirements)*
- Baldrige Criteria
- Supply Chain Management
- Working with Teams
- Introduction to Project Management

**6 Required Workshops and 2 Electives** to earn the Quality Management Certificate Program, with 6.4 Continuing Education Units (CEUs).

**Required Workshops:**
- Principles and Practices of Quality Management
- Transformation of Culture / Change Management
- Continuous Process Improvement and Tools
- Assessment / Using Data to Lead
- Root Cause Analysis
- Quality Management Systems / Risk Management

**Knowledge Streamline Value**

64 Instructional Hours
ACHIEVING PERSONAL EFFECTIVENESS
High-performing organizations have focused employees who effectively manage their work and are resilient in the face of everyday challenges. In this interactive workshop, you’ll explore professional and personal skills to help you function at your very best. This includes how to focus on what’s important in your daily activities and self-care skills to manage stress and demands. You’ll also be provided time to identify and practice skills: how to set goals, prioritize, manage activities and time, communicate with people, and find meaning in your work each day.

Wed, Dec 4, 8AM – 4:30PM   LDRWK100.(17)
Thu, May 7, 2020, 8AM – 4:30PM LDRWK100.(18)
Fee $259

ASSESSMENT/USING DATA TO LEAD
One of the tenets of Quality Management is that decisions are data based. If we are going to make decisions based upon what our data tells us, then we need to have confidence that we have data integrity, and that we are actually measuring the things effectively that matter most to us. This session focuses on data collection, turning lagging indicators into leading indicators, and the dashboard concept.

Tue, Jun 16, 2020, 8AM – 4:30PM   QUAWK113.(3)
Fee $259

BALDRIGE CRITERIA
Since 1988, the Malcolm Baldrige National Quality Award has been presented to organizations demonstrating excellence in performance. The Baldrige Framework for Excellence provides a template for self-evaluation of any organization. This session will familiarize participants with the self-assessment tool and how to apply these standards to create strategies for stronger organizational performance.

Thu, Aug 15, 8AM – 4:30PM   QUAWK115.(2)
Fee $259

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.

Mon, Sep 16, 8AM – 4:30PM   LDRWK101.(40)
Thu, Jan 9, 2020, 8AM – 4:30PM LDRWK101.(42)
Fri, Mar 27, 2020, 8AM – 4:30PM LDRWK101.(43)
Mon, May 4, 2020, 8AM – 4:30PM LDRWK101.(44)
Fee $259

**M** Indicates course is offered at NCC’s Monroe Campus, Tannersville, PA.
**E** Indicates course is offered at NCC’s Easton Center, Easton, PA.
**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 preparing and 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.

**Fri, Sep 6, 8AM – 4:30PM**
**Mon, Mar 16, 2020, 8AM – 4:30PM**
**Fee $259**

**LDRWK102.(17)**

**BUILDING PROFESSIONAL STRENGTH**

Organizations strive to present, promote and encourage professional behavior in their business dealings. Unless these concepts are defined and reinforced, employees can be unaware of the expectations desired by their organization. This program seeks to define those concepts and promote professional behavior. It will relate professionalism to all aspects of an employee’s work experiences. Participants will explore the fundamentals of professionalism as it relates to an employee’s thinking, actions, communication and appearance as well as gain an understanding of the power of their influence on customers, peers and management.

**Thu, Oct 24, 8AM – 4:30PM**
**Fee $259**

**LDRWK123.(12)**

**Conflict Resolution Strategies**

While workplace conflicts are often inevitable, this one-day, interactive workshop provides tools to identify needs in conflict situations, manage stress, and promote conflict resolution. The program focuses on how communication styles affect conflict, the benefits of conflict, and five conflict styles to solve problems. Explore your own preferred styles, practice how to use skills, and apply a conflict resolution model for your workplace.

**Thu, Aug 8, 8AM – 4:30PM**
**Mon, Oct 7, 8AM – 4:30PM**
**Mon, Feb 24, 2020, 8AM – 4:30PM**
**Wed, Jun 3, 2020, 8AM – 4:30PM**
**Fee $259**

**LDRWK104.(32)**

**Continuous Improvement Process and Tools**

The competitive need to cut costs, meet customers’ ever changing needs, and provide organizational sustainability and growth requires the application of a continuous improvement process, such as PDSA (Plan–Do–Study–Act) or DMAIC (Define, Measure, Analyze, Improve, Control). This session overviews both processes and the tools that will help secure a greater understanding of customers’ needs, metrics that will inform decisions about our current processes, and identify root cause.

**Fri, Nov 1, 8AM – 4:30PM**
**Wed, Mar 4, 2020, 8AM – 4:30PM**
**Fee $259**

**QUAWK100.(20)**

**Coaching for Improved Performance**

Employees enter the workplace with diverse skill sets and levels of engagement and interest concerning work. Factor in the “do more with less” pressure supervisors and managers face daily, and the question becomes how do you motivate employees and encourage excellence in an increasingly difficult environment? Coaching is the answer. In this interactive workshop, learn how to help employees rise to the higher level of performance that a rapidly changing environment demands while creating successors in key positions so the organization is constantly preparing the next generation of leaders.

**Tue, Jul 16, 8AM – 4:30PM**
**Wed, Nov 20, 8AM – 4:30PM**
**Tue, Mar 10, 2020, 8AM – 4:30PM**
**Wed, May 14, 2020, 8AM – 4:30PM**
**Fee $259**

**LDRWK103.(35)**

**LDRWK103.(36)**

**LDRWK103.(38)**

**LDRWK103.(39)**

**Discovering the Leader in You**

While designed as a follow up to “Practices of Successful Leaders”, this one-day session is also open to any leader interested in becoming personally stronger in their role. Through the use of personal feedback, emotional intelligence discussions and value identification, participants will begin to discover their own motivation to lead.

**Wed, Sep 11, 8AM – 4:30PM**
**Wed, Jan 15, 2020, 8AM – 4:30PM**
**Fee $450**

**LDRWK124.(11)**

**LDRWK124.(12)**
“These management classes are informative and excellently taught. The workbooks have great information and exercises in them that help reinforce the content of the class, and they are a really handy reference.”

Participant in Coaching for Improved Performance

EFFECTIVE INTERACTIONS
In the workplace, effective interaction skills are critical to building strong relationships, engaging people, and solving problems. This one–day interactive workshop focuses on two core skills: listening and assertive communication. You will self–assess and practice skills, explore the power of listening effectively and being direct, and plan for productive ways to engage people and get results.

Mon, Oct 21, 8AM – 4:30PM  LDRWK105.(33)
Wed, Feb 5, 2020, 8AM – 4:30PM  LDRWK105.(35)
Fri, Apr 17, 2020, 8AM – 4:30PM  LDRWK105.(36)
Mon, Jun 1, 2020, 8AM – 4:30PM  LDRWK105.(37)
Fee $259

EFFECTIVE NEGOTIATION
Based on the International Bestseller “Getting to Yes: Negotiating Agreement Without Giving In” by Roger Fisher and William Ury, this interactive 4 hour workshop will introduce participants to the types and stages of negotiation, examine the benefits of principled negotiation, and help participants develop an action plan to confidently address future negotiations.

Fri, Sep 27, 8AM – 12PM  LDRWK132.(1)
Fee $135

ENGAGEMENT AS A LEADERSHIP STRATEGY
During this one–day session, leaders will look at communication as both a skill and a tool that can be utilized to influence everything they do. Whether creating direction, challenging the process, or dealing with adversity, a leader’s voice becomes the difference between commitment and compliance.

Thu, Sep 12, 8AM – 4:30PM  LDRWK126.(8)
Fri, Mar 6, 2020, 8AM – 4:30PM  LDRWK126.(9)
Fee $450

EXCELLENCE IN PUBLIC SPEAKING, PRESENTATION AND FACILITATION
Effective public speaking, presenting & facilitation skills are essential to the development of anyone in the workforce today. Join us and delve into techniques to engage others while maintaining focus; examine the role of the facilitator in presenting and public speaking engagements; explore how to engage diverse personalities and styles within meetings to reduce frustration and produce results. By completing this workshop, individuals will have the skills & confidence to speak in front of any group, in any situation.

Thu, Apr 2 & Fri, Apr 3, 2020  8AM – 4:30PM  LDRWK122.(20)
Fee $490

M Indicates course is offered at NCC’s Monroe Campus, Tannersville, PA.
E Indicates course is offered at NCC’s Easton Center, Easton, PA.
EVOLVE
REINVEST
MODERNIZE
EFFECTIVE
PROVEN
POWERFUL
RESULTS
Take charge of your employees’ or your own professional development.
cbi@northampton.edu
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 one-day 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.

Mon, Nov 25, 8AM – 4:30PM
Tue, May 12, 2020, 8AM – 4:30PM
Fee $259

LEADING A TEAM OF FOLLOWERS
Gain insight into how leaders address their followers. Whether as individuals or as a team, developing talent and facilitating the often challenging dynamics of a team are explored.

Tue, Oct 15, 8AM – 4:30PM
Tue, Apr 21, 2020, 8AM – 4:30PM
Fee $450

INTRODUCTION TO PROJECT MANAGEMENT
This exciting, one-day introductory program explores the basic skills necessary to become an effective project manager, including meeting management/leadership concepts. Working within the Project Life Cycle (Initiation, Planning, Execution, and Closure), you’ll learn and apply tools that support successful execution.

Wed, Jul 10, 8AM – 4:30PM
Tue, Feb 11, 2020, 8AM – 4:30PM
Fee $259

LEADING CHANGE
This one-day program helps leaders embrace change as a key output of their leadership. It prepares leaders for handling the many challenges of executing initiatives that promote change in their worlds.

Tue, Nov 12, 8AM – 4:30PM
Tue, Feb 4, 2020, 8AM – 4:30PM
Fee $450

LEAN/SIX SIGMA
This two-day session blends two approaches for the best results in operating an effective and efficient organization: Lean, which focuses on the reduction of waste in order to provide the highest value through the process to the customer, and Six Sigma, which employs the DMAIC approach to process improvement.

Thu, Oct 24 & Fri, Oct 25, 8AM – 4:30PM
Mon, Apr 27 & Tue, Apr 28, 2020, 8AM – 4:30PM
Fee $490

“Conversations with other supervisors and their experiences were so helpful. It sure is nice to have confirmation that all agencies, regardless of the business, have similar trials.”

Participant in Basic Management Skills
MANAGING THE PERFORMANCE OF OTHERS
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.

Tue, Aug 13, 8AM – 4:30PM LDRWK112.(35)
Mon, Dec 9, 8AM – 4:30PM LDRWK112.(36)
Mon, Apr 6, 2020, 8AM – 4:30PM LDRWK112.(38)

Thu, Jun 11, 2020, 8AM – 4:30PM LDRWK112.(39)
Fee $259

PRACTICES OF SUCCESSFUL LEADERS
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.

Wed, Nov 6 – Fri Nov 8, 8AM – 4:30PM LDRWK113.(23)
Fee $1,500

PRESENTING WITH CONFIDENCE
Many people say that giving a presentation is high on their list of stressful activities. In this half–day session, you will learn more about your natural strengths and ways to increase your confidence while enhancing your skills to connect clearly and meaningfully with your audience. Learn more about what makes an effective presenter and the importance of body language in communication. We’ll focus on how to plan, organize, and present information. Discover ways to most effectively assess and engage your audience for greatest impact and connection.

Fri, Nov 22, 8AM – 12:00 PM LDRWK114.(17)
Fri, Mar 6, 2020, 8PM – 12:00 PM LDRWK114.(18)
Fee $135

PRINCIPLES AND PRACTICES OF QUALITY MANAGEMENT
The history of the quality movement and the varying approaches to excellence are introduced in this session. A focus on the tenets of belief that drive the movement and best practices of an organization actively engaged in Quality Management are a significant portion of this session. This session is a suggested first course for those pursuing the Quality Management Certificate Program.

Wed, Sep 25, 8AM – 4:30PM QUAWK112.(4)
Tue, Jan 14, 2020, 8AM – 4:30PM QUAWK112.(5)
Mon, Jun 22, 2020, 8AM – 4:30PM QUAWK112.(6)

Fee $259

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.

Thu, Sep 26, 8AM – 4:30PM LDRWK115.(18)
Tue, Apr 21, 2020, 8AM – 4:30PM LDRWK115.(19)

Fee $259

QUALITY MANAGEMENT SYSTEMS/ RISK MANAGEMENT
Risk Management includes all the activity used to identify, analyze, prioritize and mitigate risks within the key processes in any organization. This session covers both the conceptual basis for risk management and some tools to assist in the execution of your risk management plan. This session will also focus on the use of ISO 9001–2015 as a Quality Management System to assure both intentional practice and risk–management throughout all processes in the organization.

Thu, Sep 19, 8AM – 4:30PM QUAWK110.(19)
Fri, May 1, 2020, 8AM – 4:30PM QUAWK110.(20)

Fee $259

Indicates course is offered at NCC’s Monroe Campus, Tannersville, PA.
Indicates course is offered at NCC’s Easton Center, Easton, PA.
ROOT CAUSE ANALYSIS
Getting to root cause is the key to understanding your processes and generating strong short and long term solutions. This session examines the application of root cause analysis to processes for improvement/problem solving and multiple tools to perform root cause analysis.

Wed, Jul 24, 8AM – 4:30PM
Thu, Apr 16, 2020, 8AM – 4:30PM
Fee $259
QUAWK107.(21) QUAWK107.(22)

SITUATIONAL LEADERSHIP
While managers routinely searched 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 meet the dynamics and demands of each unique situation and use situational leadership methods that encourage creative thought and flexibility to optimize outcomes. Video case studies, instruments, and group discussions will be engaged to help identify your own style and how to use it more effectively.

Thu, Jul 11, 8AM – 4:30PM
Mon, Sep 23, 8AM – 4:30PM
Tue, Jan 28, 2020, 8AM – 4:30PM
Tue, May 19, 2020, 8AM – 4:30PM
Fee $259
LDRWK116.(37) LDRWK116.(38) LDRWK116.(40) LDRWK116.(41)

SUPPLY CHAIN MANAGEMENT
The means of turning raw materials or information into a finished product is the subject of this session. Focusing on the design, operation, control, and monitoring of the flow of materials through an organization, value stream mapping is a core tool to understand and manage a supply chain. The goal is to assure all major processes within the organization that support customer satisfaction are addressed.

Mon, Nov 18, 2020, 8AM – 4:30PM
Mon, May 11, 2020, 8AM – 4:30PM
Fee $259
QUAWK108.(20) QUAWK108.(21)

TRANSFORMATION OF CULTURE/CHANGE MANAGEMENT
If one accepts the notion that change is a given in a productive, customer-driven organization, then setting an intentional culture and responding to opportunities with agility through change becomes key strategies for continued success. This session defines the culture and related behavioral expectations and explores change management as a competitive edge.

Tue, Oct 29, 8AM – 4:30PM
Wed, Mar 18, 2020, 8AM – 4:30PM
Fee $259
QUAWK109.(16) QUAWK109.(17)

UNDERSTANDING YOURSELF: A VOYAGE OF SELF–DISCOVERY
How do you present your strengths and use your personality to its greatest benefit for you and your organization? This class uses two instruments to assist participants in identifying and leveraging their personal attributes and strengths both professionally and personally. Gain insight into your unique style and preferences through Gallup’s Strengthsfinder and the Myers–Briggs Temperament sorter.

Thu, Jul 18, 8AM – 4:30PM
Fee $259
LDRWK119.(11)

WORKING WITH TEAMS
In order to actively engage the talent of each individual in the workplace, teams are often formed to create a basic working unit. These collaborative environments require interaction, open communication, and the ability to function effectively as a member of a working group. This one-day program focuses on 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

Mon, Nov 4, 2020, 8AM – 4:30PM
Thu, Apr 30, 2020, 8AM – 4:30PM
Fee $259
LDRWK121.(19) LDRWK121.(20)

M Indicates course is offered at NCC’s Monroe Campus, Tannersville, PA.
E Indicates course is offered at NCC’s Easton Center, Easton, PA.
UNLOCK YOUR POTENTIAL

TAKE CHARGE OF YOUR PROFESSIONAL DEVELOPMENT BY REGISTERING FOR LEADING-EDGE WORKSHOPS AND SEMINARS DESIGNED BY BUSINESS AND INDUSTRY EXPERTS.

ADVANCE YOUR CAREER TODAY.
cbi@northampton.edu
INNOVATION IN ACTION

NCC’S CENTER FOR INNOVATION & ENTREPRENEURSHIP
Our Center for Innovation and Entrepreneurship, and greatly expanded Fab Lab provides students, community members and employers a dynamic, state-of-the-art space for education and training related to developing an entrepreneurial mindset — suppling tools and the support required to launch new businesses and expand professional opportunities.

From brainstorming an idea to prototyping a product, learning the entrepreneurial skillset to solve business challenges — there is something for everyone. Check northampton.edu/cie for more information.
LASALLE NONPROFIT CENTER EXCELLENCE IN FUNDRAISING SERIES

9 REQUIRED COURSES to earn the LaSalle Nonprofit Center Excellence in Fundraising Series Certificate.

REQUIRED COURSES:
- Fundamentals of Successful Fundraising
- Creating Successful Individual and Major Donor Campaigns
- Designing & Implementing an Effective Direct Mail Program
- Donor Management and Stewardship That Promotes Future Fundraising
- Building a Strong Corporate Fundraising Program
- How to Love Your Special Events
- Guide to Finding and Getting Grants
- How to Launch a Legacy Program for Planned Giving
- Your Fundraising Strategy – Fitting all the Pieces Together for Maximum Impact and Results

CBI is proud to partner with LaSalle University’s Nonprofit Center to bring this important learning opportunity to the Lehigh Valley. The Excellence in Fundraising Series is designed for those who are not full-time fundraising professionals but seek instruction in the basic skills and methods of successful resource development. From introductory level courses that emphasize program strategy, management practices and mission, to a progression toward advanced level courses that focus on each of the major fundraising strategies, you will gain knowledge that will enable you to design and execute each activity. The series culminates with the steps to create your own fundraising plan.
BUILDING A STRONG CORPORATE FUNDRAISING PROGRAM
Corporate fundraising has been changing dramatically in recent years, making it essential for nonprofits who are seeking connections with businesses to change and adapt their approaches and offerings. This course will provide a broad overview of corporate philanthropy and fundraising to help you expand or diversify your organization’s funding base. It will explore the traditional avenues of support through corporate foundations, matching gift programs, and corporate contributions budgets and will take an in–depth look at corporate sponsorship and cause–related marketing. The course will introduce real examples highlighting how corporations want to be approached and what they want to receive for their philanthropic efforts.

Thu, Jan 23, 2020, 9AM – 4PM
Fee $179
NONPR114.(1)

CREATING SUCCESSFUL INDIVIDUAL AND MAJOR DONOR CAMPAIGNS
Even when times are bad, individuals contribute more than 75% of the $295 billion given annually to nonprofits. No nonprofit can afford to miss the opportunities that individual giving offers and whether a major gift to your organization means $500 or $5,000, your individual giving program should have a unique strategy for major donors. This class will cover the various approaches to individual giving, from the annual appeal to a major donor personal solicitation. You will develop the tools and techniques that will help you create a comprehensive, coordinated fundraising program for individuals, including understanding the individual’s relationship to your organization, identifying strategies for each approach, how to be donor–focused while meeting your organization’s financial needs, and coordinating cultivation, solicitation and stewardship activities that lead to successful campaigns. Role play will solidify your confidence in being able to solicit donors as an essential part of your nonprofit professional development.

Thu, Oct 31, 2020, 9AM – 4PM
Fee $179
NONPR111.(1)

DESIGNING AND IMPLEMENTING AN EFFECTIVE DIRECT MAIL PROGRAM
Direct mail is alive and well and for the foreseeable future will continue to be a powerful workhorse for fundraisers. This class will cover both donor renewal and donor acquisition, as you work to keep current donors engaged and attract new supporters. Among the key components to be covered are effective writing and design, printing and mailing, mailing lists, stewardship and measuring success.

Thu, Nov 21, 2020, 9AM – 4PM
Fee $179
NONPR112.(1)
DONOR MANAGEMENT AND STEWARDSHIP THAT PROMOTES FUTURE FUNDRAISING

Too often, donor management and gift stewardship are an afterthought instead of integral parts of a fundraising plan. Procedures for accepting, acknowledging and stewarding gifts – from the first donation through the end of the relationship – are essential for both legal and ethical compliance, as well as donor cultivation. During this class, real-world examples will enable you to understand the significance of what’s included in budgeting, managing expenses, creating positive donor relations and trouble-shooting potential problems to secure future support. Additionally, a review of IRS gift acceptance procedures will enable its integration into your planning.

Fri, Dec 13, 9AM – 4PM
Fee $179

YOUR FUNDRAISING STRATEGY: FITTING ALL THE PIECES TOGETHER FOR MAXIMUM IMPACT AND RESULTS

This course helps you take many of the skills you’ve acquired and puts them in context to create an integrated development strategy. Designed to help strengthen your nonprofit’s “culture of philanthropy,” this course looks critically at various components of the fundraiser’s toolkit and focuses on practical application of your fundamental knowledge of fundraising to create an effective approach. Participants will be able to apply lessons learned in ways that are immediately actionable. They will receive tools and explore processes for engaging others such as staff, the executive director, and the board in the fundraising process. This class is appropriate as a capstone course for the Fundraising Certificate and for the development professional who understands the fundamental elements of raising funds and is ready to refine key aspects of their fundraising strategy and engage others more deeply in this work.

Thu, May 21, 2020, 9AM – 4PM
Fee $179

FUNDAMENTALS OF SUCCESSFUL FUNDRAISING

Introduction to fundraising concepts for nonprofits and tools to implement them. Explore funding trends, donor motivation, creating your case, planning, analysis, and requirements of different fundraising strategies. Develop an understanding of the skills, techniques and resources involved in fundraising and how to spend your time and energy to achieve the best results.

Thu, Oct 3, 9AM – 4PM
Fee $179

GUIDE TO FINDING AND GETTING GRANTS

This session will walk novice grant seekers through the proposal planning, research tools, writing, submission process and the funder–grantee relationship. Discussion will include how to define funding needs, what types of grants exist and how they differ, how to conduct funding research, steps in writing a solid proposal, essential components of the grant package, how to approach different types of funders and how to match your requests to grant maker interests and what to do after the decision. Emphasis will be on determining which grant opportunities best match your organization’s programs so that you can focus your energy on preparing clear and compelling proposals that are most likely to succeed. As you hone your grantsmanship skills, you’ll get valuable resources that will aid you in maximizing this potentially powerful stream in your fundraising mix.

Wed, Mar 18, 2020, 9AM – 4PM
Fee $179
“It provided a good base of knowledge for anyone working for a nonprofit organization or on the board of a nonprofit. It helps to redefine the meaning of nonprofit and how a successful nonprofit should run.”

Participant in Nonprofit Management 101

HOW TO LAUNCH A LEGACY PROGRAM FOR PLANNED GIVING
Most people are uncomfortable talking about death, making planned giving, or legacy giving as it is becoming more popularly known, one of the oft-neglected tools of a development office. As the population ages, there’s no better time to start having discussions about estate gifts. This class demystifies the various planned giving techniques and vehicles. With this knowledge, you can thoughtfully decide what will work for your organization, under the guidance of an experienced development leader. After reviewing the various gift vehicles, you’ll see how to implement a planned giving program easily and with little overhead. Make sure your organization is prepared to respond to potential Legacy Giving donors and not missing out on great opportunities to add an additional funding stream.

Thu, Apr 23, 2020, 9AM – 4PM
Fee $179

HOW TO LOVE YOUR SPECIAL EVENTS
Most nonprofits include some kind of special events in their fundraising plans. They can offer additional value in public awareness, brand recognition and donor cultivation. A well-planned and executed event can market your organization, motivate stakeholders, offer networking and engagement opportunities, and garner interest from prominent people, thereby adding legitimacy to your message and mission. This course will teach you how to design and run a successful event at the right time, with the right volunteer mix, that supports your overall development goals. You will learn how to develop realistic budget and cost projections, how to secure organization buy-in and how to set expectations and measure success. We will also explore strategies for converting event attendees into committed donors.

Thu, Feb 20, 2020, 9AM – 4PM
Fee $179
“Kristina always does a phenomenal job instructing the ServSafe Certification course.”

Participant in Food Service Sanitation
Bradley Wilson, Third & Ferry Restaurant

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 which is computer based. Required reading prior to class: ServSafe Manager Book Stand alone 7th Edition ISBN 978–0134812359 – read upon receipt!

Mon, Jul 8 & Thu, Jul 11, 9AM – 1PM FDBWK100,(42)
Mon, Aug 12 & Thu, Aug 15, 9AM – 1PM FDBWK100,(43)
Mon, Nov 4, 8AM – 5PM FDBWK100,(44)
Mon, Dec 9 & Thu, Dec 12, 9AM – 1PM FDBWK100,(45)
Fee $155

FOOD SERVICE SANITATION EXAMINATION RETEST
Designed for individuals who just want to test or retest to obtain the ServSafe Food Manager Certification.

Thu, Jul 11, 11 AM – 1 PM FDBWK101,(54)
Thu, Aug 15, 11 AM – 1 PM FDBWK101,(55)
Mon, Nov 4, 3 PM – 5 PM FDBWK101,(56)
Thu, Dec 12, 11 AM – 1 PM FDBWK101,(57)
Fee $60

Indices:
M Indicates course is offered at NCC’s Monroe Campus, Tannersville, PA.
F Indicates course is offered at NCC’s Easton Center, Easton, PA.
NCC IS EXCITED TO PROVIDE DOWNTOWN EASTON TRAINING OPPORTUNITIES ...

TURN YOUR TALENT INTO PROFIT
OFFICE CERTIFICATE PROGRAM
The Microsoft Office suite is recognized as being one of the most widely used set of software applications for creating documents, data organization and information analysis. Microsoft Office training can help individuals advance their career with a new set of skills that can make them more productive. With the job market increasingly competitive, having competence and confidence using each aspect of Microsoft Office can prove to be invaluable to individuals seeking employment.

BENEFITS OF THIS CERTIFICATE PROGRAM:
- Increased competency and productivity in the workplace
- Higher earning potential
- Increased job satisfaction and credibility
- Proficient knowledge of these programs can directly benefit any organization
MICROSOFT ACCESS 2016 BEGINNING SEMINAR
For those looking to gain skills such as: navigate within the Microsoft Access application environment and create a simple database, organize and manage data stored with Access tables, use queries to join, sort and filter data from different tables, create and format custom reports all while using Microsoft Access 2016. Windows knowledge is required.
Fri, Sep 27, 8:30AM – 4:30PM
Fee $169
PCMSA800.(6)

MICROSOFT ACCESS 2013 BEGINNING SEMINAR
Designed for students looking to gain skills such as: navigate within the Microsoft Access application environment and create a simple database, organize and manage data stored with Access tables, use queries to join, sort and filter data from different tables, create and format custom reports all while using Microsoft Access 2013. Windows knowledge is required.
Fri, Aug 30, 8:30AM – 4:30PM
Fee $169
PCMSA105.(17)

MICROSOFT ACCESS 2016 INTERMEDIATE SEMINAR
Advance your skills in Microsoft Access 2016. Topics covered: how to design a relational database, join tables to retrieve data from unrelated tables, organize a database for efficiency and performance, share data among Access and other applications, as well as customize reports. Prerequisite: Microsoft Access 2016 Beginner Seminar or equivalent knowledge.
Tue, Jul 2, 8:30AM – 4:30PM
Fri, Oct 11, 8:30AM – 4:30PM
Fee $169
PCMSA801.(13)

MICROSOFT ACCESS 2013 INTERMEDIATE SEMINAR
Designed for students looking to gain skills such as: how to design a relational database, join tables to retrieve data from unrelated tables, organize a database for efficiency and performance, share data among Access and other applications as well as customize reports while using Microsoft Access 2013. Windows knowledge is required.
Wed, Oct 2, 8:30AM – 4:30PM
Fee $169
PCMSA205.(13)

“Great info and expertise to think about managing your data more effectively.”
Participant in Microsoft Excel: Advanced Formulas I
MICROSOFT ACCESS 2013 ADVANCED SEMINAR
Advance your skills in Microsoft Access 2013. Covered topics include: create a complete Access database by structuring existing data, writing advanced queries, working with macros and performing database maintenance. Prerequisite: Microsoft Access 2013 Intermediate Seminar or equivalent knowledge.

Tue, Jul 16, 8:30AM – 4:30PM
Wed, Oct 23, 8:30AM – 4:30PM
Fee $169

MICROSOFT EXCEL 2016 BEGINNING SEMINAR
For those looking to gain skills such as: how to perform calculations, how to modify and format a worksheet, print workbook contents, as well as manage larger workbooks using Microsoft Excel 2016. Windows knowledge is required.

Mon, Jul 8, 8:30AM – 4:30PM
Mon, Nov 4, 8:30AM – 4:30PM
Fee $169

MICROSOFT EXCEL 2016 INTERMEDIATE SEMINAR
Advance your skills in Microsoft Excel 2016. Topics covered: how to create advanced formulas, how to analyze data with lookup functions, organize worksheet data with tables, utilize charts, PivotTables, slicers and PivotCharts. Prerequisite: Excel 2016 Beginner Seminar or equivalent knowledge.

Tue, Aug 13, 8:30AM – 4:30PM
Wed, Nov 20, 8:30AM – 4:30PM
Fee $169

MICROSOFT EXCEL 2013 BEGINNING SEMINAR
Designed for students looking to gain skills such as: how to perform calculations, how to modify and format a worksheet, print workbook contents, as well as manage larger workbooks using Microsoft Excel 2013. Windows knowledge is required.

Mon, Sep 16, 8:30AM – 4:30PM
Mon, Dec 2, 8:30AM – 4:30PM
Fee $169

MICROSOFT EXCEL 2013 INTERMEDIATE SEMINAR
Designed for students looking to gain skills such as: how to create advanced formulas, how to analyze data with lookup functions, organize worksheet data with tables, utilize charts, PivotTables, slicers and PivotCharts, using Microsoft Excel 2013. Prerequisite: Excel 2013 Beginning Seminar or equivalent knowledge.

Mon, Sep 30, 8:30AM – 4:30PM
Mon, Dec 16, 8:30AM – 4:30PM
Fee $169

MICROSOFT POWERPOINT BEGINNING SEMINAR
For those who wish to gain the foundational understanding of Microsoft PowerPoint that is necessary to create and develop engaging multimedia presentations. Windows knowledge is required.

Tue, Jul 23, 8:30AM – 4:30PM
Mon, Oct 21, 8:30AM – 4:30PM
Wed, Dec 11, 8:30AM – 4:30PM
Fee $169

Indicates course is offered at NCC’s Monroe Campus, Tannersville, PA.

Indicates course is offered at NCC’s Easton Center, Easton, PA.
CUSTOMIZED COMPUTER CONTRACTED TRAINING

If your company or employer needs training for several of their staff, CBI can customize our offerings and deliver specific classes for your group.

For businesses and their employees, our expert trainers assist with or facilitate sessions on a multitude of proven computer programs in a variety of formats. Specially tailored classes at your location are available in three to seven hour segments and include standardized workbooks or customized materials. We also offer customized assessment testing for your employees to help determine appropriate class levels prior to training.

Contact us at cbi@northampton.edu

“Excellent instructor — jam packed with information, and very organized”

Participant of training at Sanofi Pasteur
MICROSOFT POWERPOINT INTERMEDIATE SEMINAR
For those who already have a foundational working knowledge of Microsoft PowerPoint. Learn how to take advantage of the application’s higher–level usability, security, collaboration, and distribution functionality. Prerequisite: PowerPoint Beginner Seminar (PPBEG100) or equivalent knowledge.

Thu, Aug 15, 8:30AM – 4:30PM
Mon, Nov 11, 8:30AM – 4:30PM
Fee $169

QUICKBOOKS INTRODUCTION SEMINAR
Learn the basics of managing your small business finances with this easy–to–use software. Topics include setting up QuickBooks company file, working with customer and vendor transactions, and banking with QuickBooks. Designed with small business owners and accountants in mind. Basic computer knowledge required.

Wed, Jul 31, 8:30AM – 4:30PM
Wed, Oct 16, 8:30AM – 4:30PM
Wed, Dec 4, 8:30AM – 4:30PM
Fee $169

MICROSOFT WORD BEGINNING SEMINAR
Learn basic Microsoft Word skills, such as creating, editing, and formatting documents; inserting simple tables and creating lists; and employing a variety of techniques for improving the appearance and accuracy of document content. Windows knowledge is required.

Tue, Jul 9, 8:30AM – 4:30PM
Tue, Oct 8, 8:30AM – 4:30PM
Fee $169

MICROSOFT WORD INTERMEDIATE SEMINAR
Advance your Microsoft Word skills. Learn to create and modify complex documents and use tools that allow you to customize these documents. Prerequisite: Word Beginner Seminar (WDBEG100) or equivalent knowledge.

Thu, Jul 25, 8:30AM – 4:30PM
Wed, Oct 30, 8:30AM – 4:30PM
Fee $169

MICROSOFT WORD ADVANCED SEMINAR
Advance your skills in Microsoft Word. Covered topics include: Collaborate on documents, add reference marks and notes, simplify and manage long documents, secure a document and create forms. Prerequisite: Word Intermediate Seminar (WDINT100) or equivalent knowledge.

Fri, Aug 23, 8:30AM – 4:30PM
Wed, Nov 6, 8:30AM – 4:30PM
Fee $169

MICROSOFT EXCEL PIVOTTABLES AND LOOKUPS
Interested in learning more about PivotTables, PivotCharts and the HLOOKUP and VLOOKUP functions? You will find this in–depth session on these topics helpful. These are hot topics that finally have their own slot! Windows knowledge is required.

Wed, Sep 4, 9AM – 12PM
Mon, Nov 18, 9AM – 12PM
Fee $99

Indicates course is offered at NCC’s Monroe Campus, Tannersville, PA.
Indicates course is offered at NCC’s Easton Center, Easton, PA.
MICROSOFT EXCEL: ADVANCED FORMULAS I
Do you ever wonder if you could be using formulas in Excel in a much more productive way? If so, then this class is for you. This course is for Intermediate Excel users that will take their formula skills to the next level. We will cover formulas and functions that allow you to ask one or more questions about your data before executing the formula. We will examine the power of integrating tables into your workflow with formulas. Functions covered in this class include: SumIf(s), Count If(s), Averagelf(s), Vlookup, Index, Match, Offset and more.

Wed, Sep 25, 9AM – 12PM  Mon, Dec 9, 9AM – 12PM  Fee $99

Wed, Sep 25, 1PM – 4PM  Mon, Dec 9, 1PM – 4PM  Fee $99

MICROSOFT EXCEL: MACROS AND TEMPLATES
Macros help you automate tasks that you repeat on a regular basis. Save time, and help employees less familiar with the advanced features of Excel by creating macros. In this session we learn how to record macros, and give a brief introduction to Visual Basic for Applications (VBA) to aid in editing the code behind those macros.

Wed, Sep 4, 1PM – 4PM  Mon, Nov 18, 1PM – 4PM  Fee $99

SEARCH ENGINE OPTIMIZATION AND WEB ANALYTICS
In this beginner class, 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.

Tue, Sep 17, 9AM – 12PM  Thu, Dec 5, 9AM – 12PM  Fee $99

“Quickbooks can be overwhelming. I would recommend this course to anyone that is trying to learn this on their own.”

Participant in Quickbooks Introduction Seminar
Evolve Your Business with Social Media

Join us for this short course on how to maximize marketing efforts for your business. We will cover topics such as Instagram, Facebook, Snapchat, and Pinterest. We will also explore various free marketing tools, as well as the logistics of automated text messaging and billboard advertising. We will finish the class by discussing how information technology can streamline your processes, how to uphold your reputation in business and how to develop a timeline for success. Participants MUST have a personal Facebook and Instagram account created prior to attending class.

Thu, Jul 18, 9AM – 12PM
M Tue, Jul 23, 9AM – 12PM
Thu, Oct 17, 9AM – 12PM
Mon, Dec 16, 9AM – 12PM
Fee $99

Exploring Google Tools

Google is not just a search engine. Learn how to use Google applications such as Drive, Docs, Calendar, and Gmail. Join us for this short course to explore these powerful tools that will help you stay connected anywhere you go. Basic computer and Internet knowledge required for this course.

Tue, Aug 20, 9AM – 12PM
Wed, Nov 13, 9AM – 12PM
Fee $99

“Very well-paced, learned a lot of material in adequate time.”

Participant in Microsoft Excel: Advanced Formulas I

Indicates course is offered at NCC’s Monroe Campus, Tannersville, PA.

Indicates course is offered at NCC’s Easton Center, Easton, PA.
THE TECHNOLOGY SECTOR IS INCREASINGLY COMPETITIVE AND CONSTANTLY EVOLVING.

Be on TOP. ENROLL NOW.

cbi@northampton.edu
CORPORATE & PUBLIC SAFETY

OSHA 10-HOUR GENERAL INDUSTRY OUTREACH PROGRAM
This course is intended to be an orientation to occupational safety and health. This 10-hour program will provide entry-level industry workers with a broad awareness to recognize and prevent hazards and safety issues on a general industry site. Participants will receive an OSHA-10 completion card for attending and completing the program.

Tue & Wed, Nov 12 – 13, 8AM – 2:30PM  SAF118.(67)
Fee $150

OSHA 30-HOUR GENERAL INDUSTRY OUTREACH TRAINING PROGRAM
The 30-hour General Industry Outreach Training Program is to provide people with some safety responsibility with a broad awareness on recognizing and preventing hazards on a general industry site. This course will provide an orientation and expansion of information as it relates to occupational safety and health. Participants will be made aware that workers must receive additional training on hazards specific to their job. The training covers a variety of safety and health hazards which a worker may encounter at a general industry site with an emphasis on hazard identification, avoidance, control and prevention, not OSHA standards.

Mon – Friday, Nov 11 – 15, 8AM  SAF119.(25)
(end time varies)
Fee $450

OSHA 10-HOUR CONSTRUCTION OUTREACH TRAINING PROGRAM
The 10-Hour Construction Outreach Program is to provide entry level construction workers a broad awareness on recognizing and preventing hazards on a construction worksite. The training covers a variety of safety and health hazards which a worker may encounter at a construction worksite. Emphasis is placed on OSHA’s Focused Four Hazards.

Mon & Tues, Dec 2 – 3, 8AM – 2:30PM  SAF125.(44)
Fee $150

OSHA 30-HOUR CONSTRUCTION OUTREACH TRAINING PROGRAM
The 30-Hour Construction Outreach Training Program is to provide people with some safety responsibility broad awareness on recognizing and preventing hazards on a construction worksite. This course will provide an orientation and expansion of information as it relates to occupational safety and health. Participants will be made aware that workers must receive additional training on hazards specific to their job. The training covers a variety of safety and health hazards which a worker may encounter at a construction site with an emphasis on OSHA’s Focused Four Hazards.

Mon – Fri, Dec 2 – 6, 8AM  SAF126.(11)
(end time varies)
Fee $450
WHY SAFETY TRAINING MATTERS

- Create a culture of safety
- Positive impact on insurance costs
- Raise awareness in your facility
TEAM BUILDING

Experiential learning is a great way to get your team to higher levels of performance. This approach blends serious learning and fun to help build communication, trust, morale and a shared vision of purpose. NCC offers a set of unique opportunities to help you build your team.

FAB LAB
Come to our newly expanded Fab Lab at the Fowler Family Southside Center and take advantage of our technologies to do team projects with wood, metal, resin, 3-D printers, laser cutters and more. Based on group size and interest, our Fab Lab team will help design a custom program that will allow for learning and for all participants to complete a project to take home.

OPEN COOKING LAB
The Fowler Family Southside Center houses our newly renovated demo kitchen, complete with six new cooking stations. Come prep, cook and enjoy a meal with your co-workers. We will help you craft a menu and provide all that you need from soup to nuts.

LOW ROPES COURSE
Step up to a fun and physical challenge at our main campus in Bethlehem Township. Installed in a beautiful wooded area, low ropes is a great way to work as a team and problem solve when doing physical activities in pairs and in groups. These exercises can demonstrate how we can learn to communicate effectively with each other to build trust and achieve balance and confidence in both our work and personal lives.

Contact cbi@northampton.edu for more information.
Northampton Community College has been named a consortium partner in the Mid-Atlantic OSHA Training Institute Education Center (MAOTIEC). OSHA Training Institute (OTI) Education Centers are a national network of nonprofit organizations authorized by OSHA to deliver occupational safety and health training to public and private sector workers, supervisors, and employers.

As an OTI Education Center, we will continue to provide top quality courses such as:
- Train the trainer General Industry or Construction (500 or 501)
- Standards recognition for General Industry or Construction (510 or 511)
- Electrical Standards (3095)
- Fall Protection (3115)
- Introduction to Safety and Health Management (7500)

READY TO MAKE A DIFFERENCE IN SAFETY?
Visit northampton.edu/MAOTIEC to find a safety and health course that’s right for you. To learn more, please call 610-332-6596 or email maotiec@northampton.edu.
OCCUPATIONAL HEALTH & SAFETY TRAINING

While every organization strives for zero injuries, being proactive and preparing for an emergency will help minimize the impact should a situation arise. CBI employee health and safety programs will prepare your workforce to respond quickly and efficiently in emergency situations.

PROGRAMS INCLUDE:
- CPR/AED/First Aid
- Fire Extinguisher Training
- Bloodborne Pathogens
- Emergency Medical Responder
- Verbal De-escalation
- Emergency Management
- Active Shooter

All programs can be conducted on-site or on-campus at one of our four site locations at a time that best accommodates your workforce. Evening and weekend deliveries are also available. These programs not only provide peace of mind to your employees, but reap benefits to your organization and bottom line including avoiding fines (worker safety compliance), reducing insurance claims and improving your corporate culture.

To learn more, please visit northampton.edu/safety or call 610-332-6596.