

CBI Workshops Upcoming Programs November 2021

[Free Webinar - Emotions at Work: Tips & Tools](#)

We are all feeling some pressure right now. It may be work, or home, or the pandemic overall, but emotions are much closer to the surface than we like. If you are an organizational leader, you most certainly have employees struggling right now with more acute emotional experiences given life circumstances and/or work situations. Presenter Chris Armstrong will introduce you to the various ways we interact with and manage our emotions while providing skills to take some control back. Come explore what lies beneath and learn tools to take charge. **Nov. 1, 9-10:30am**, Zoom platform. Click [here](#) to learn more and register. Registration is limited.

[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.

Nov. 4, 8am-Noon, \$145. Zoom platform

[Learn more and register!](#)

[Microsoft Excel Beginning - Online](#)

Designed 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. **Nov. 8-9, 8am-Noon, \$259.** Zoom platform

[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.

Nov. 8-9, 8am-Noon, \$279. Zoom platform

[Learn more and register!](#)

[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. **Nov. 10, 8am-4pm, \$279.** 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. **Nov. 17-18**, 8am-Noon, \$279. Zoom platform

[Learn more and register!](#)

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 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 the group. **Nov. 17-18**, 8am-Noon, \$279. Zoom platform

[Learn more and register!](#)

Better Business Writing

Writing is a key means of communicating and demonstrating professionalism on the job. This highly interactive 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.

Nov. 29-30, 8am-Noon, \$279. Zoom platform

[Learn more and register!](#)

Thank you for supporting NCC & CBI!