























CBI WORKSHOPS

Essential Workshops for Powerful Growth

FOWLER FAMILY SOUTHSIDE CENTER CAMPUS PROGRAMS			
LEADERSHIP, MANAGEMENT & QUALITY		<i>July 2018 - June 2019</i>	
Workshop Title	Date(s) (click to register)	Workshop Title	Date(s) (click to register)
Achieving Personal Effectiveness	Dec. 4, May 7	Leading Change	Aug. 23, Dec. 7, June 4
New! Assessment/Using Data to Lead	Dec. 12	New! Lean/Six Sigma	Oct. 15-16
New! Baldrige Criteria	Feb. 26	Managing the Performance of Others	Aug. 23, Dec. 11, Apr. 15
Basic Management Skills	Sept. 11, Jan. 10, May 1	Practices of Successful Leaders	Nov. 14-16, March 20-22, June 18-20
Better Business Writing	Sept. 7, March 4	Presenting with Confidence*	Nov. 16, March 1
Building Professional Strength	Oct. 22	New! Principles & Practices of Quality Management	Sept. 26, Jan. 28
Coaching for Improved Performance	July 17, Nov. 6, March 18	Problem Solving Techniques	Sept. 6
Conflict Resolution Strategies	Oct. 9, Feb. 25, June 24	New! Quality Risk Management	Feb. 7
Continuous Improvement Process	Nov. 28	Root Cause Analysis	Jan. 14
Discovering the Leader in You	July 26, Nov. 9, Apr. 9	Situational Leadership	Sept. 18, Jan. 29, May 20
Effective Interactions	Oct. 23, Feb. 4, June 3	Supply Chain Management	Apr. 2
Effective Interviewing: Matching Candidates with the Job*	Aug. 24, March 8	The Practical Challenges of Leadership	Nov. 8
Engagement as a Leadership Strategy	Sept. 19	Transformation of Culture/Change Management	Oct. 25
Exceptional Customer Service	Nov. 9, May 22	New! Understanding Quality Management Systems/ ISO	March 5
Excellence in Public Speaking, Presentation and Facilitation	Apr. 4-5	Understanding Yourself: A Voyage of Self Discovery	July 12
Introduction to Project Management	July 11, Feb. 20	Working with Teams	Nov. 29, Apr. 8
Leading a Team of Followers	Oct. 17		
NONPROFIT MANAGEMENT CERTIFICATE PROGRAM FROM LASALLE UNIVERSITY'S NONPROFIT CENTER <i>Sept. 2018 - June 2019</i>			
Building a Successful Marketing Program	Dec. 13	Fundamentals of Human Resources	May 9
Effective Communications to Build Relationships, Engagement & Understanding	Apr. 11	Fundamentals of Successful Fundraising	March 13
Effective Nonprofit Governance: How Boards Should Work	Nov. 14	Keys to Successful Strategic Planning	Jan. 16
Evaluating the Impact of Your Programs	Oct. 18	Nonprofit Management 101	Sept. 20
Fundamentals of Finance	Feb. 14	What Makes A Superior Leader? Creating and Mastering a Successful Leadership Style	June 6

CORPORATE & PUBLIC SAFETY				<i>July - Dec. 2018</i>
10-Hour Construction Industry Outreach	Dec. 10-11	10-Hour General Industry Outreach	Oct. 8-9	
30-Hour Construction Industry Outreach	Dec. 10-14	30-Hour General Industry Outreach	Oct. 8-12	
IT/COMPUTER				<i>July - Dec. 2018</i>
Exploring Google Tools*	Aug. 20, Nov. 20	Microsoft Excel 2010: Pivot Tables & Lookups*	Sept. 17, Dec. 3	
Facebook for Business*	July 23, Oct. 23, Dec. 6	Microsoft PowerPoint 2013 - Beginning 	July 16, Sept. 20	
Microsoft Access 2013 - Beginning 	July 19, Sept. 26	Microsoft PowerPoint 2013 - Intermediate 	July 30, Oct. 11	
Microsoft Access 2013 - Intermediate 	July 26	Microsoft PowerPoint 2016 - Beginning 	Aug. 9, Oct. 25	
Microsoft Access 2013 - Advanced 	Oct. 17	Microsoft PowerPoint 2016 - Intermediate 	Aug. 23, Nov. 6	
Microsoft Access 2016 - Beginning 	Aug. 13, Oct. 22	Microsoft Word 2013 - Beginning 	July 17, Sept. 24	
Microsoft Access 2016 - Intermediate 	Aug. 22, Nov. 19	Microsoft Word 2013 - Intermediate 	Aug. 8, Oct. 24	
Microsoft Excel 2013 - Beginning 	July 18, Sept. 12	Microsoft Word 2013 - Advanced 	Oct. 15	
Microsoft Excel 2013 - Intermediate 	Aug. 6, Oct. 10	Microsoft Word 2016 - Beginning 	Aug. 21, Oct. 29	
Microsoft Excel 2016 - Beginning 	July 2, Nov. 14	Microsoft Word 2016 - Intermediate 	Aug. 30, Nov. 12	
Microsoft Excel 2016 - Intermediate 	July 25, Dec. 5	QuickBooks Introduction Seminar	Sept. 5, Nov. 7	
Microsoft Excel - Advanced Formulas I*	Sept. 5, Nov. 7	QuickBooks Intermediate Seminar	Sept. 12, Dec. 12	
Microsoft Excel - Advanced Formulas II*	Sept. 5, Nov. 7	Search Engine Optimization & Web Analytics*	Aug. 15, Sept. 7, Nov. 9	
Microsoft Excel - Data Analysis*	Sept. 17, Dec. 3	Social Media for Your Business*	July 24, Oct. 16, Dec. 13	
Microsoft Excel 2010: Macros & Templates*	Sept. 19, Dec. 17			
TECHNICAL				<i>Sept. - Nov. 2018</i>
AutoCAD I	Sept. 19	AutoCAD III	Nov. 14	
AutoCAD II	Oct. 17			
MONROE CAMPUS PROGRAMS				
LEADERSHIP DEVELOPMENT				<i>Mar. - June 2019</i>
Basic Management Skills 	March 22	Effective Interactions 	April 26	
Coaching for Improved Performance 	May 10	Managing the Performance of Others 	June 20	

CERTIFICATE PROGRAMS

Please review workshop schedule or visit northampton.edu/Noncredit for workshop dates. For questions, e-mail cbi@northampton.edu.

Management Professional Certificate - Ideal for 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. The Management Certificate Program is offered four times during the year, with classes beginning in January, March (at NCC's Monroe Campus), May and September.

Required workshops

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

Leadership Certificate - 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. This certificate program focuses on a variety of different topics within Leadership.

Required workshops

- Practices of Successful Leaders
- Engagement as a Leadership Strategy
- Leading a Team of Followers
- Discovering the Leader In You
- The Practical Challenges of Leadership
- Leading Change

Nonprofit Management Certificate Program from LaSalle University's Nonprofit Center - CBI is proud to partner with LaSalle University's Nonprofit Center to bring this important learning opportunity to the Lehigh Valley. Master a diverse and well-balanced knowledge of nonprofit administration and operation. It is especially valuable to new executive directors, senior management on the leadership track as well as those who wish to refresh their knowledge to be completely confident in their diversity of skills and comprehension.

Required workshops

- Building a Successful Marketing Program
- Effective Nonprofit Governance: How Boards Should Work
- Fundamentals of Human Resources
- Nonprofit Management 101
- Effective Communications to Build Relationships, Engagement & Understanding
- Evaluating the Impact of Your Program
- Fundamentals of Successful Fundraising
- What Makes a Superior Leader? Creating and Mastering a Successful Leadership Style
- Fundamentals of Finance
- Keys to Successful Strategic Planning

Administrative Professional Certificate - 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.

Required workshops

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

Customer Service Certificate - Understand why building a service culture is essential to increasing performance, productivity and profitability. Discover the benefits of exceeding customer expectations, increasing customer focus, and developing a service culture.

Required workshops

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

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.

Complete six workshops from the list below:

- Microsoft Access Beginning
- Microsoft Excel Beginning
- Microsoft PowerPoint Intermediate
- Microsoft Word Advanced
- Microsoft Access Intermediate
- Microsoft Excel Intermediate
- Microsoft Word Beginning
- Microsoft Access Advanced
- Microsoft PowerPoint Beginning
- Microsoft Word Intermediate

Quality Management Certificate - Designed to give your employees the knowledge and skills to implement a Quality Management program at your organization. Outcomes of the program include reducing variation, removing activities that have no value to the organization and improving customer satisfaction.

Required workshops

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

Elective workshops (select two)

- Lean/Six Sigma
- ISO/Quality Management Systems
- Introduction to Project Management
- Supply Chain Management
- Baldrige Criteria
- Working with Teams