



**cbi** center for  
business+industry

Northampton Community College

PROFESSIONAL DEVELOPMENT TRAINING

**YOUR  
SOURCE  
FOR  
COUNTLESS  
SOLUTIONS**

# CBI WHO WE ARE

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.

## CERTIFICATE AND INDIVIDUAL TRAINING COURSE OPPORTUNITIES

### CBI WORKSHOP REGISTRATION

Register for CBI Workshops by using our online system. Please visit [northampton.edu/noncredit](http://northampton.edu/noncredit) and click on the

**Center for Business + Industry.**

For questions, or additional information, contact

[cbi@northampton.edu](mailto:cbi@northampton.edu)

610.332.8678

## TRAINING OPPORTUNITIES

- 4 Leadership / Management / Quality
- 24 Nonprofit Management Program
- 26 Hospitality
- 30 IT / Computer
- 36 Safety

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

**M** Indicates course is offered at NCC's Monroe Campus, Tannersville, PA.

**E** Indicates course is offered at NCC's Easton Center, Easton, PA.

**cbi** center for  
business + industry

NORTHAMPTON COMMUNITY COLLEGE

# 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](mailto:cbi@northampton.edu) or call us at 610-332-8678 to start the conversation.



# PUTTING YOUR LEADERSHIP TO WORK

LEADERSHIP

Leadership Lehigh Valley and Leadership Pocono are programs created to serve emerging leaders in both geographies. The Mission of this proven community asset is to develop effective community leaders by providing a forum for the exploration of the concepts and skills of leadership and how that leadership can grow and sustain healthy communities in the Lehigh Valley and Pocono Mountain areas. Our goal is to help develop leaders for business, industry, education and now the nonprofit community.

## SPECIFIC OBJECTIVES

- To enhance the understanding of the best practices effective leaders employ in order to benefit the organizations they touch
- To equip emerging leaders with a broader and deeper understanding of the problems, opportunities, and resources existing within our communities so that they may more effectively assume responsibility for civic affairs in addition to their work responsibilities
- To give participants the impetus to find a field of community involvement in which to serve after they have completed the Leadership program

## OUR CONSTITUENTS

We embrace the need to serve all, without exception, who desire to lead and are committed to the Mission and Objectives of Leadership Lehigh Valley and Pocono.

## OUR COMMITMENT

To enable a model of how the development of emerging leaders for their business can also be applied to help transform a community to be healthy and continuously moving forward.

## YOUR COMMITMENT

A total of 90+ hours of programming from September until June directed at discovering the leader within yourself in order to serve both your employer and the community.

For more information, visit [Northampton.edu/LLV](http://Northampton.edu/LLV), or email [araines@northampton.edu](mailto:araines@northampton.edu), or call 610-861-5431

# CBI OFFERS PERSONALIZED ASSESSMENT

## 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](mailto:cbi@northampton.edu)** for more information.

# LEADERSHIP MANAGEMENT QUALITY

**60**  
**INSTRUCTIONAL  
HOURS**

**LEAD  
CHALLENGE  
INSPIRE**

**6 REQUIRED WORKSHOPS** to earn the Leadership Certificate with 6.0 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**

**The Practical Challenges of Leadership** Half-day session — must attend all Leadership Certificate programs prior to taking this workshop.

## LEADERSHIP CERTIFICATE PROGRAM

Leadership, 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.

**40**  
**INSTRUCTIONAL**  
**HOURS**

**PERFORMANCE**  
**PRODUCTIVITY**  
**PROFIT**

**5 REQUIRED WORKSHOPS** to earn the Administrative Professional Certificate with 4.0 Continuing Education Units (CEUs).

**REQUIRED WORKSHOPS:**

Effective Interactions

Achieving Personal Effectiveness

Problem Solving Techniques

Better Business Writing

Introduction to Project Management

## 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

# 40 INSTRUCTIONAL HOURS

## EXCEED CUSTOMER EXPECTATIONS

**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



# 48 INSTRUCTIONAL HOURS HIGH PERFORMANCE EMPLOYEE

**6 REQUIRED MANAGEMENT WORKSHOPS** to earn the Management Certificate with 4.8 Continuing Education Units (CEUs).

**REQUIRED WORKSHOPS:**

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

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 employees 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

# NEW AT CBI

## **QUALITY MANAGEMENT CERTIFICATE PROGRAM**

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: 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 diverse approach, blending the best from a number of sources to provide a broad foundation for participants.

**64**  
**INSTRUCTIONAL  
HOURS**  
**KNOWLEDGE  
STREAMLINE  
VALUE**

**6 REQUIRED COURSES AND 2 ELECTIVES REQUIRED** to earn the Quality Management Certificate Program, with 6.4 CEU's awarded.

**REQUIRED WORKSHOPS:**

**Principles and Practices of Quality Management**

*(Recommended first course in the certificate program)*

**Transformation of Culture / Change Management**

**Continuous Improvement Process & Tools**

**Assessment / Using Data to Lead**

**Root Cause Analysis**

**Quality Risk Management**

## QUALITY MANAGEMENT CERTIFICATE PROGRAM

The Center for Business & Industry'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
- Understanding Quality Management Systems / ISO  
*(may be used in place of Quality Risk Management as a required workshop)*
- Supply Chain Management
- Working with Teams
- Introduction to Project Management

# LEADERSHIP MANAGEMENT QUALITY COURSES

All courses available for individual self-improvement, or as part of Certificate.

## 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.

Tue, May 7, 8AM – 4:30PM LDRWK100.(16)  
Wed, Dec 4, 8AM – 4:30PM LDRWK100.(17)  
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.

Thu, Jun 27, 8AM – 4:30PM QUAWK113.(2)  
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.

Tue, Feb 26, 8AM – 4:30PM QUAWK115.(1)  
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.

Thu, Jan 10, 8AM – 4:30PM LDRWK101.(36)  
**M** Fri, Mar 22, 8AM – 4:30PM LDRWK101.(37)  
Wed, May 1, 8AM – 4:30PM LDRWK101.(38)  
Mon, Sep 16, 8AM – 4:30PM LDRWK101.(40)  
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.

**Mon, Mar 4, 8AM – 4:30PM** LDRWK102.(16)  
**Fri, Sep 6, 8AM – 4:30PM** LDRWK102.(17)  
**Fee: \$259**

## 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.

**Thu, Oct 24, 8AM – 4:30PM** LDRWK123.(12)  
**Fee: \$259**

## 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.

**Mon, Mar 18, 8AM – 4:30PM** LDRWK103.(32)  
**M Fri, May 10, 8AM – 4:30PM** LDRWK103.(33)  
**Tue, Jul 16, 8AM – 4:30PM** LDRWK103.(35)  
**Wed, Nov 20, 8AM – 4:30PM** LDRWK103.(36)  
**Fee: \$259**

## 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.

**Mon, Feb 25, 8AM – 4:30PM** LDRWK104.(28)  
**Mon, Jun 24, 8AM – 4:30PM** LDRWK104.(29)  
**M Thu, Aug 8, 8AM – 4:30PM** LDRWK104.(32)  
**Mon, Oct 7, 8AM – 4:30PM** LDRWK104.(33)  
**Fee: \$259**

## 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.

**Mon, Apr 29, 8AM – 4:30PM** QUAWK100.(19)  
**Fri, Nov 1, 8AM – 4:30PM** QUAWK100.(20)  
**Fee: \$259**

## CREATING SUCCESSFUL CUSTOMER CONNECTIONS

Before successful connections with customers can be created, it is important to understand your own sales style so you can be more adaptable to your customers' preferences. This half day workshop is ideal for individuals who are either new to sales or are employees in non-sales positions that have both internal and external customer relationships. Customer interaction planning processes will be discussed, and a sales action plan will be developed. This program uses the DiSC Sales assessment which must be completed prior to workshop.

**Mon, Mar 11, 8AM – 12PM** LDRWK129.(3)  
**Fee: \$225**

**“The workshop was well organized, and the instructor initiated good discussion. It was time well invested.”**

Participant in Situational Leadership, May 2018

### 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.

**Tue, Apr 9, 8AM – 4:30PM** LDRWK124.(10)  
**Wed, Sep 11, 8AM – 4:30PM** LDRWK124.(11)  
**Fee: \$450**

### 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, Feb 4, 8AM – 4:30PM** LDRWK105.(28)  
**M Fri, Apr 26, 8AM – 4:30PM** LDRWK105.(29)  
**Mon, Jun 3, 8AM – 4:30PM** LDRWK105.(30)  
**Mon, Oct 21, 8AM – 4:30PM** LDRWK105.(33)  
**Fee: \$259**

### EFFECTIVE INTERVIEWING: MATCHING CANDIDATES WITH THE JOB

Whether you only interview occasionally or you interview frequently, choosing the right candidate for a position is high-stakes for you and your organization. This class will focus on identifying capability in individuals through behavior-based questioning, making the match between job requirements and qualifications, and avoiding personal biases in the screening and selection process.

**Fri, Mar 8, 8AM – 12PM** LDRWK106.(16)  
**Fee: \$135**

**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](mailto:cbi@northampton.edu)**

**“I found the class very informative and helpful. I will be able to apply what I learned immediately in day to day situations at work.”**

**Participant in Managing the Performance of Others**

### **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)  
**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 two-day workshop, individuals will have the skills & confidence to speak in front of any group, in any situation.

**Thu & Fri, Apr 4 – 5, 8AM – 4:30PM** LDRWK122.(19)  
**Fee: \$490**

### **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.

**Wed, May 22, 8AM – 4:30PM** LDRWK107.(16)  
**Mon, Nov 25, 8AM – 4:30PM** LDRWK107.(17)  
**Fee: \$259**

### **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, Feb 20, 8AM – 4:30PM** LDRWK109.(14)  
**Wed, Jul 10, 8AM – 4:30PM** LDRWK109.(15)  
**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.



## 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** LDRWK127.(8)  
**Fee: \$450**

## 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, Jun 4, 8AM – 4:30PM** LDRWK125.(9)  
**Tue, Nov 12, 8AM – 4:30PM** LDRWK125.(10)  
**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 & Fri, Apr 11–12, 8AM – 4:30PM** QUAWK114.(2)  
**Thu & Fri, Oct 3–4, 8AM – 4:30PM** QUAWK114.(3)  
**Fee: \$490**

## 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.

**Mon, Apr 15, 8AM – 4:30PM** LDRWK112.(33)  
**📅 Thu, Jun 20, 8AM – 4:30PM** LDRWK112.(34)  
**Tue, Aug 13, 8AM – 4:30PM** LDRWK112.(35)  
**Mon, Dec 9, 8AM – 4:30PM** LDRWK112.(36)  
**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 – Fri, Mar 20 – 22, 8AM – 4:30PM** LDRWK113.(21)  
**Tue – Thu, Jun 18 – 20, 8AM – 4:30PM** LDRWK113.(22)  
**Wed – Fri, Nov 6 – 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, Mar 1, 8AM – 12PM** LDRWK114.(16)  
**Fri, Nov 22, 8AM – 12PM** LDRWK114.(17)  
**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.

**Mon, Jan 28, 8AM – 4:30PM** QUAWK112.(2)  
**Mon, May 6, 8AM – 4:30PM** QUAWK112.(3)  
**Wed, Sep 25, 8AM – 4:30PM** QUAWK112.(4)  
**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.

Wed, Apr 17, 8AM – 4:30PM LDRWK115.(17)  
 Thu, Sep 26, 8AM – 4:30PM LDRWK115.(18)  
 Fee: \$259

### QUALITY 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. *(QUAWK110 – ISO/Quality Management Systems can be substituted for this session)*

Thu, Feb 7, 8AM – 4:30PM QUAWK111.(12)  
 Wed, Aug 21, 8AM – 4:30PM QUAWK111.(13)  
 Fee: \$259

### 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.

Mon, Jan 14, 8AM – 4:30PM QUAWK107.(20)  
 Wed, Jul 24, 8AM – 4:30PM QUAWK107.(21)  
 Fee: \$259

### 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.

Tue, Jan 29, 8AM – 4:30PM LDRWK116.(34)  
 Mon, May 20, 8AM – 4:30PM LDRWK116.(35)  
 M Thu, Jul 11, 8AM – 4:30PM LDRWK116.(37)  
 Mon, Sep 23, 8AM – 4:30PM LDRWK116.(38)  
 Fee: \$259

### 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.

Tue, Apr 2, 8AM – 4:30PM QUAWK108.(19)  
 Mon, Nov 18, 8AM – 4:30PM QUAWK108.(20)  
 Fee: \$259

### THE PRACTICAL CHALLENGES OF LEADERSHIP

This half day session will allow participants to discuss the real times and situations that must be handled in the course of day-to-day activities. Participants will use their own real “case studies” to consider best alternative approaches to the challenges they face.

Tue, Nov 5, 8AM – 12PM LDRWK128.(7)  
 Fee: \$225

“Instructor was excellent & had experience in this field which related greatly to the workshop.”

Participant in Understanding Yourself: A Voyage of Self Discovery

## 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, Jun 11, 8AM – 4:30PM** QUAWK109.(15)  
**Tue, Oct 29, 8AM – 4:30PM** QUAWK109.(16)  
**Fee: \$259**

## UNDERSTANDING QUALITY MANAGEMENT SYSTEMS/ISO

This session focuses 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. This course can be used in place of Risk Management toward the fulfillment of requirements for the Quality Management Certificate Program.

**Tue, Mar 5, 8AM – 4:30PM** QUAWK110.(18)  
**Thu, Sep 19, 8AM – 4:30PM** QUAWK110.(19)  
**Fee: \$259**

## 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** LDRWK119.(11)  
**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.

# 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](mailto:cbi@northampton.edu)

“This class helped me to sharpen my leadership skills. My knowledge on the subject has improved with lots of new ideas.”

Participant in Practices of Successful Leaders

### VALUING EMPLOYEE DIFFERENCES AND MANAGING ACROSS GENERATIONS

American workers are a diverse people, representing four generations. Strategies for individuals to counter influences that lead to exclusion of others will be addressed. Participants will experience skill building techniques in proven communication approaches that foster understanding and teamwork with all people. This program builds employees' awareness of the benefits and importance of valuing all people in the work environment.

**Wed, Feb 13, 8AM – 4:30PM** LDRWK120.(13)  
**Fee: \$259**

### 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 the group.

**Mon, Apr 8, 8AM – 4:30PM** LDRWK121.(18)  
**Mon, Nov 4, 8AM – 4:30PM** LDRWK121.(19)  
**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.



# INNOVATION IN ACTION

NCC'S CENTER FOR  
INNOVATION & ENTREPRENEURSHIP





## THE FOLLETT FAMILY 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 — supplying 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](http://northampton.edu/cie) for more information.

# EXCELLENCE IN NONPROFIT MANAGEMENT PROGRAM

NONPROFIT MANAGEMENT PROGRAM

# 60

INSTRUCTIONAL  
HOURS

CONCEPTS  
DEVELOPMENT  
PARTNERSHIP

## 10 REQUIRED COURSES

to earn the LaSalle Nonprofit Management Certificate.  
(Six courses available this spring, with balance beginning September 2019)

### REQUIRED COURSES:

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

CBI is proud to partner with LaSalle University's Nonprofit Management Center to bring this important learning opportunity to the Lehigh Valley. Master a diverse and well-balanced knowledge of nonprofit administration and operation. The broad-based curriculum includes board development, communications, financial management, fundraising, human resources and supervision, program evaluation, and strategic planning, preparing the leaders of our region's nonprofit sector to be strategic, efficient and effective.

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.



### EFFECTIVE COMMUNICATIONS TO BUILD RELATIONSHIPS, ENGAGEMENT & UNDERSTANDING

Effective nonprofit leadership requires effective communication — with staff, donors, board members, regulators, outside organizations and many others. Strengthen your communications skill set to more effectively say what you mean, understand what others are conveying to you, and ensure that others receive your messages as intended.

**Thu, Jun 6, 9AM – 4PM** NONPR108.(3)  
**Fee: \$179**

### FUNDAMENTALS OF FINANCE

Develop the basic skills to manage nonprofit finances. Understand and interpret your organization's financial story. Learn to read and interpret financial reports, how to separate financial duties to protect your organization, and how to allocate expenses across programs for more effective resource management.

**Thu, Feb 14, 9AM – 4PM** NONPR102.(3)  
**Fee: \$179**

### FUNDAMENTALS OF HUMAN RESOURCES

Understand the major HR responsibilities in nonprofits. Become familiar with major workplace laws and legal principles that govern the employment relationship. Learn about good policies and procedures to create an effective working environment. Includes step-by-step process for addressing performance problems and guidelines for hiring the right people.

**Thu, May 9, 9AM – 4PM** NONPR103.(3)  
**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.

**Wed, Mar 13, 9AM – 4PM** NONPR104.(3)  
**Fee: \$179**

### KEYS TO SUCCESSFUL STRATEGIC PLANNING

Learn to create a living, constituent-driven strategic plan that is a critical management tool for board and executive nonprofit leadership. Learn techniques to gather stakeholder data, develop a shared vision, prioritize strategic goals, integrate the plan into daily operations, and evaluate the plan's effectiveness. Feel free to bring a copy of your own strategic plan to be reviewed in class.

**Wed, Jan 16, 9AM – 4PM** NONPR109.(3)  
**Fee: \$179**

### WHAT MAKES A SUPERIOR LEADER? CREATING AND MASTERING A SUCCESSFUL LEADERSHIP STYLE

For current and future executives who aspire to be highly effective leaders who motivate, inspire, earn trust, and get results. Explore the essence of nonprofit leadership and develop an understanding of the traits that make for successful leaders.

**Thu, Apr 11, 9AM – 4PM** NONPR110.(3)  
**Fee: \$179**

# HOSPITALITY

Restaurant managers are in great demand in the Lehigh Valley and Pocono regions.

HOSPITALITY

16

INSTRUCTIONAL  
HOURS

GROWTH  
KNOWLEDGE  
DEVELOPMENT

4 REQUIRED WORKSHOPS  
to earn the certificate.

Customer Service  
The Mindset of a Leader  
Best Practices in Leadership  
Fundamentals of Restaurant Finance

## RESTAURANT SUPERVISORY SKILLS CERTIFICATE PROGRAM

Your exceptional employees — servers, bartenders, etc. — who have been identified for their abilities and promoted to a position in which they will lead and manage others will need to create a supervisory mindset and develop skills in others. Each class can stand alone, but together they can achieve a certificate that includes customer service, leadership and financial acumen.

Maximize your industry knowledge and growth potential!

# RESTAURANT SUPERVISORY SKILLS PROGRAM

All courses available for individual self-improvement, or as part of the certificate program.

## CUSTOMER SERVICE

This session will overview the theory and practice of guest service, as well as the value of building guest loyalty in the restaurant business.

**E** Mon, Feb 4, 10AM – 2PM FDBXL101.(1)  
Fee: \$109

## THE MINDSET OF A LEADER

Understanding human motivation and the power of investing in others is key in adopting the mindset of a leader. During this session, discover how to become a strong leader and how to apply this mindset in your workplace.

**E** Mon, Feb 11, 10AM – 2PM FDBXL102.(1)  
Fee: \$109

## BEST PRACTICES IN LEADERSHIP

Communication, engagement, and strong relationships are key in being an effective leader. Learn ways to set realistic goals for your workforce, give positive and impactful feedback and help your coworkers become accountable for their performance. Practices of effective leadership will be discovered during this session.

**E** Mon, Feb 18, 10AM – 2PM FDBXL103.(1)  
Fee: \$109

## FUNDAMENTALS OF RESTAURANT FINANCE

During this session, experience the fundamental, operational, and accounting principles that are essential to managing and controlling a successful food service facility.

**E** Mon, Feb 25, 10AM – 2PM FDBXL104.(1)  
Fee: \$109



All courses currently held on our Easton Campus.

**“Kristina always does a phenomenal job instructing the ServSafe Certification course”**

– Bradley Wilson, Third & Ferry Restaurant

Participant in Food Service Sanitation Class

**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 & Thu, Jan 7 & 10, 9AM – 1PM** FDBWK100.(38)  
**E Mon, Mar 11, 8AM – 5PM** FDBWK100.(39)  
**Fee: \$155**

**FOOD SERVICE SANITATION EXAMINATION RETEST**

Designed for individuals who just want to test or retest to obtain the ServSafe Food Manager Certification. Online test voucher provided in class. Current photo identification is required to take the exam.

**Thu, Jan 10, 11AM – 1PM** FDBWK101.(50)  
**E Mon, Mar 11, 3PM – 5PM** FDBWK101.(51)  
**Fee: \$60**

**“Great class, awesome information, wealth of resource information, loved these classes!”**

Participant in Mobile Food Truck Workshops

**E** 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**

# IT / COMPUTER

# 42

**INSTRUCTIONAL  
HOURS**

**PROFICIENT  
COMPETENT  
PRODUCTIVE**

## **10 WORKSHOPS:**

Participant must select and complete six (6) workshops of their choice to earn the Office Certificate with 4.2 Continuing Education Units (CEUs).

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

## **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 or advancement.

### **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 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.

**Mon, Jan 28, 8:30AM – 4:30PM** PCMSA105.(14)  
**Tue, Feb 5, 8:30AM – 4:30PM** PCMSA105.(15)  
**Fee: \$169**

### 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.

**Wed, Mar 6, 8:30AM – 4:30PM** PCMSA305.(3)  
**Fee: \$169**

### 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.

**Mon, Apr 15, 8:30AM – 4:30PM** PCMSA800.(4)  
**Fee: \$169**

### 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 Beginning Seminar or equivalent knowledge.

**Wed, May 1, 8:30AM – 4:30PM** PCMSA801.(4)  
**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, Feb 11, 8:30AM – 4:30PM** PCMSE105.(22)  
**Fee: \$169**

**E Wed, Mar 20, 8:30AM – 4:30PM** PCMSE105.(23E)  
**Fee: \$149**  
 (No hospitality fee for classes held at Easton.)

### 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, Mar 11, 8:30AM – 4:30PM** PCMSE205.(20)  
**Fee: \$169**

**E Tue, Apr 16, 8:30AM – 4:30PM** PCMSE205.(21E)  
**Fee: \$149**  
 (No hospitality fee for classes held at Easton.)

**M** Indicates course is offered at NCC's Monroe Campus, Tannersville, PA.

**E** Indicates course is offered at NCC's Easton Center, Easton, PA.

## 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.

**Tue, Apr 9, 8:30AM – 4:30PM**      PCMSE800.(5)  
**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 Beginning Seminar or equivalent knowledge.

**Tue, May 14, 8:30AM – 4:30PM**      PCMSE801.(5)  
**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! Designed for intermediate users. Familiarity with Excel 2010 required.

**Wed, Feb 6, 9AM – 12PM**      PCMSE250.(29)  
**Tue, May 21, 9AM – 12PM**      PCMSE250.(30)  
**Fee: \$99**

## 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), AverageIf(s), Vlookup, Index, Match, Offset and more.

**Wed, Jan 23, 9AM – 12PM**      PCMSE500.(6)  
**Mon, Mar 18, 9AM – 12PM**      PCMSE500.(7)  
**Mon, Jun 17, 9AM – 12PM**      PCMSE500.(8)  
**Fee: \$99**

## MICROSOFT EXCEL: ADVANCED FORMULAS II

Continue where you left off in Advanced Formulas I. Gain the skills to solve more complicated problems with formulas. An in-depth look will be given to the sumproduct function and arrays to master using text functions to parse data. We will also examine Excel's tools for auditing formulas. Must have completed Microsoft Excel: Advanced Formulas I (PCMSE500) prior to taking this course.

**Wed, Jan 23, 1PM – 4PM**      PCMSE502.(5)  
**Mon, Mar 18, 1PM – 4PM**      PCMSE502.(6)  
**Mon, Jun 17, 1PM – 4PM**      PCMSE502.(7)  
**Fee: \$99**

## MICROSOFT EXCEL: DATA ANALYSIS

Learn to use Excel's text functions to clean data, construct data tables to clearly display results of multiple inputs & variables and analyze your data to examine opportunities with Excel's powerful built-in ToolPak. We will also cover how to test various scenarios, unravel complex problems with solver, do trend analysis, and perform regression analysis to make forecasts. Must have completed Excel Intermediate Seminar (PCMSE205 or PCMSE801) prior to taking this class.

**Wed, Feb 6, 1PM – 4PM**      PCMSE505.(5)  
**Tue, May 21, 1PM – 4PM**      PCMSE505.(6)  
**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.

**Mon, Feb 18, 1PM – 4PM** PCMSE350.(29)  
**Tue, Apr 23, 1PM – 4PM** PCMSE350.(30)  
**Fee: \$99**

## 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.

**Wed, Feb 13, 8:30AM – 4:30PM** PPBEG100.(1)  
**Wed, May 22, 8:30AM – 4:30PM** PPBEG100.(2)  
**Fee \$169**

**E Tue, Feb 12, 8:30AM – 4:30PM** PPBEG100.(3E)  
**Fee: \$149**

(No hospitality fee for classes held in Easton.)

## 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 Beginning Seminar (PPBEG100) or equivalent knowledge.

**Wed, Mar 13, 8:30AM – 4:30PM** PPINT100.(1)  
**Wed, Jun 19, 8:30AM – 4:30PM** PPINT100.(2)  
**Fee: \$169**

**E Tue, Feb 26, 8:30AM – 4:30PM** PPINT100.(3E)  
**Fee: \$149**

(No hospitality fee for classes held in Easton.)

## 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, May 8, 8:30AM – 4:30PM** PCBUS100.(41)  
**Fee: \$169**

## QUICKBOOKS INTERMEDIATE SEMINAR

Continue learning where the Introduction Seminar left off or advance your self-taught skills. We will teach you how to customize forms, create reports and graphs. Other topics include managing inventory, tracking and paying sales tax, doing payroll, estimates, using classes, and time tracking. QuickBooks Introduction knowledge required.

**Wed, Jun 5, 8:30AM – 4:30PM** PCBUS200.(37)  
**Fee: \$169**

## 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.

**Thu, Feb 21, 9AM – 12PM** GOOGL100.(6)  
**Thu, May 9, 9AM – 12PM** GOOGL100.(7)  
**Fee: \$99**

**M** Indicates course is offered at NCC's Monroe Campus, Tannersville, PA.

**E** Indicates course is offered at NCC's Easton Center, Easton, PA.

## 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.

**Thu, Feb 7, 9AM – 12PM** PCWEB305.(33)  
**Thu, Apr 25, 9AM – 12PM** PCWEB305.(34)  
**Fee: \$99**

## SOCIAL MEDIA FOR YOUR BUSINESS

Learn how to create, integrate and utilize social media across Facebook, LinkedIn & Twitter in order to promote your business. This is a great class for marketing managers, web designers & small to medium-size business owners. Participants should have personal accounts set up, and have some familiarity with the tools prior to attending class.

**Thu, Jan 24, 9AM – 12PM** PCWEB300.(32)  
**Thu, Mar 21, 9AM – 12PM** PCWEB300.(33)  
**Thu, May 23, 9AM – 12PM** PCWEB300.(34)  
**Fee: \$99**

## 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.

**Tue, Apr 30, 8:30AM – 4:30PM** WDADV100.(1)  
**Thu, Jun 13, 8:30AM – 4:30PM** WDADV100.(2)  
**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.

**Thu, Feb 28, 8:30AM – 4:30PM** WDBEG100.(1)  
**Thu, May 16, 8:30AM – 4:30PM** WDBEG100.(2)  
**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 Beginning Seminar (WDBEG100) or equivalent knowledge.

**Thu, Apr 18, 8:30AM – 4:30PM** WDINT100.(1)  
**Mon, Jun 3, 8:30AM – 4:30PM** WDINT100.(2)  
**Fee: \$169**

**THE  
TECHNOLOGY  
SECTOR IS  
INCREASINGLY  
COMPETITIVE  
AND  
CONSTANTLY  
EVOLVING.**

**Be on TOP.  
ENROLL NOW.**

[cbi@northampton.edu](mailto:cbi@northampton.edu)

# SAFETY

## 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 & Tue, Feb 4 – 5, 8AM – 2:30PM** SAF125.(38)  
**Fee: \$150**

## 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.

**Mon & Tue, Mar 4 – 5, 8AM – 2:30PM** SAF118.(58)  
**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 with an emphasis on OSHA's Focused Four Hazards. 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.

**Mon – Fri, Feb 4 – Feb 8, 8AM** SAF126.(7)  
(end time varies)  
**Fee: \$450**

## 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 with an emphasis on hazard identification, avoidance, control and prevention, not OSHA standards. 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.

**Mon – Fri, Feb 4 – Feb 8, 8AM** SAF119.(21)  
(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](mailto:cbi@northampton.edu) for more information.



# OSHA OUTREACH TRAINING COURSES NOW OFFERED AT THE FOWLER CENTER



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](http://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](mailto:maotiec@northampton.edu).

Northampton Community College  
Center for Business + Industry  
Fowler Family Southside Center  
511 East Third Street  
Bethlehem, PA 18015

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Lehigh Valley, PA

ISSUE • JANUARY – JUNE • 2019

# 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](http://northampton.edu/safety) or call 610-332-6596.

**cbi** center for  
business + industry  
Northampton Community College

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