



# Customized Training Course Catalog



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## **Become a Leader with Integrity**

**Instructor:** Alexander Spano

**Number of Hours:** 4 Hours

The "Become a Leader with Integrity" course is designed to help individuals develop the skills and qualities needed to become effective and ethical leaders in any industry or field. This course is suitable for anyone who wants to enhance their leadership abilities and lead with integrity, including managers, supervisors, team leaders, entrepreneurs, and aspiring leaders.

### **Course Objectives:**

Upon successful completion of this course, the student should be able to:

- Throughout the course, participants will learn about the key concepts and principles of leadership with integrity, including self-awareness, emotional intelligence, communication skills, ethics, decision-making, and accountability. They will explore the importance of aligning personal and organizational values, setting clear goals and objectives, building trust, and creating a culture of transparency, respect, and collaboration.
- The course will also cover various leadership styles, including transformational, servant, and authentic leadership, and help participants identify their own strengths and weaknesses as leaders. Participants will engage in interactive exercises, case studies, and group discussions to apply the concepts and skills learned in the course to real-world leadership scenarios.
- By the end of the course, participants will have a deeper understanding of what it means to lead with integrity, and they will have developed the skills and confidence needed to become effective and ethical leaders in their organizations or communities.



## **Body Language Basics**

**Instructor:** Alexander Spano

**Number of Hours:** 4 Hours

Body Language Basics course is designed to help individuals understand the importance of body language in the workplace and develop the skills needed to use it effectively. This course is suitable for anyone who wants to enhance their communication skills, build better relationships, and improve their professional presence.

Throughout the course, participants will learn about the key concepts and principles of body language, including nonverbal cues, facial expressions, posture, and gestures. They will explore how body language affects communication, including how it can convey confidence, interest, and sincerity, or undermine trust and credibility.

The course will also cover various types of business interactions, such as interviews, meetings, presentations, and negotiations, and help participants identify how to use body language effectively in each context. Participants will engage in interactive exercises, role-playing, and feedback sessions to practice using body language in different situations and receive guidance on how to improve.

### **Course Objectives:**

Upon successful completion of this course, the student should be able to:

- By the end of the course, participants will have a deeper understanding of the role of body language in the workplace and the skills needed to use it effectively to communicate with others. They will be able to apply the concepts and skills learned in the course to improve their professional interactions and build better relationships with colleagues, clients, and partners.



## **Boost Your Productivity with Outlook**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

Are you experiencing email overwhelm? Does it feel like your email is a distraction that prevents you from getting your important work done? We can help!

In this 4-hour workshop you will learn how to develop an effective email management system that will help stay on top of your messages and be more productive with the work that matters.

Topics covered in this workshop:

- How to organize and batch process your email
- Using folders to prioritize and organize your workflows
- Learn the best way to store and archive emails
- A faster and more organized way to process emails
- Manage your inbox more efficiently
- A way to be reminded of follow ups, without the reminder clogging up your inbox
- Get your inbox to zero daily and keep it that way



## **Business Etiquette and Personal Professionalism**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

**This one-day workshop will help participants:**

- Understand the 'unspoken truth' that attitude and personal behavior are vital to long-term success
- Be able to describe behaviors which positively impact the office environment
- Understand the importance of being
  - Positive and proactive
  - Accountable and flexible
  - Cooperative and respectful
- Identify ways to communicate more effectively with peers and managers
- Design, package, and deliver your personal brand so that you become essential to an organization and matter as a professional



## **Critical Thinking**

**Instructor:** Elizabeth Scharff

**Number of Hours:** 4 Hours

### **Course Overview:**

Critical thinking requires the ability to clearly reason through problems and present solutions in a logical, compelling way. It provides you with the skill set to analyze and evaluate information so that you are able to think, act and work in a rational manner. It will also help to reduce decision-making bias and improve your communication skills.

Critical Thinking emphasize the conscious development of a few key skills by active learning rather than the accumulation of knowledge by memorization. This workshop will provide you the skills to evaluate, identify, and distinguish different sources and types of information. It will enable you to be more productive in your career and your everyday life.

### **Course Objectives:**

- Identify the benefits of critical thinking
- Use different tools to enhance your critical thinking and decision making
- Identify your preferred thinking style & understand other's thinking styles
- Improve communication skills
- Develop skills to work through problems using critical thinking
- Learn how to create alternative solutions to problems





## **Conversational Leadership**

**Instructor:** Renee Paravati

**Number of Hours:** 4 Hours

Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom, and innovation present in their workforce. Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders, and the community to be involved in discussing big, important questions; and to generate solutions that people within the organization can act on.

This one-day workshop will help you teach participants:

- About the wisdom inherent in encouraging conversational leadership
- How to describe the four I's of conversational leadership
- How to apply the principles of conversational leadership to improve results
- How to organize a simple World Café as an example of conversational leadership



## Creating a Positive Work Environment

**Instructor:** Renee Paravati

**Number of Hours:** 4 Hours

Not all of us have had the opportunity to work in a truly positive work environment. A positive work environment is important for the productivity of a company but it is also important to us personally. Our emotional and physical health can be improved by working in a positive work environment. We should wake up each morning wanting to go to work - not trying to think of excuses to not go. We want to be proud of where we work and enjoy telling others about where we work.

As an employee or a leader within a company you have a responsibility to create and maintain a positive work environment. Everyone has a responsibility to create and maintain a positive work environment. Even if this is not a companywide reality you can seek to provide this type of environment for your department/ division or those within your sphere of influence.

### **This one-day workshop will help you teach participants:**

- Recognize what a positive workplace looks like
- Know and understand the key elements necessary to create and maintain a positive work environment
- Understand as an employee what you can do personally to create and maintain a positive work environment
- Understand as a leader the responsibility you have to create and maintain a positive work environment
- Discover what type of team player you are and how that relates to your functioning in the team
- Know the importance of effective workplace relationships in creating and maintaining a positive work environment
- Know and understand the importance of working as a team and guidelines to good teamwork
- Discover your personal strengths and weaknesses in working cooperatively
- Discover your preference for dealing with workplace conflict
- Learn and practice various methods to deal with workplace problems
- Learn some of the common meeting problems to how make your meetings more positive and effective.



## **Customer Service**

**Instructor:** Elizabeth Scharff

**Number of Hours:** 4 Hours

### **Course Overview:**

Customer Service is designed to present a professional image and communicate effectively in everyday customer service transactions, as well as in difficult situations.

The course will focus on teaching support staff what they need to know to increase customer satisfaction. Our focus will be on learning and practicing the skills involved in establishing a customer focus, determining customer expectations, communicating with customers, dealing with challenging customers, and evaluating customer service.

### **Course Objectives:**

This course is fast paced and highly interactive. Upon completion, a participant who has *fully engaged with an open and willing mind* will be able to:

- Distinguish between internal and external customers
- Identify the four social styles and adjust communication accordingly
- Build relationships and rapport with their team and their customers
- Enhance their first impression and increase level of professionalism
- Understand communications signals and practice reflective listening
- Improve etiquette skills to enhance customer relationships



## Delegation—The Art of Delegating Effectively

**Instructor:** Alexander Spano

**Number of Hours:** 4 Hours

The "Delegation – The Art of Delegating Effectively" course is designed to help individuals understand the importance of delegation in leadership roles and develop the skills needed to delegate effectively.

The power to effectively delegate enhances personal productivity to do more things in the least possible time and increases accountability that helps people develop to make a successful organization. The art of delegation gives managers more space and time to focus on core business activities and take off the pressure and work-related stress.

### **Course Objectives:**

Upon successful completion of this course, the student should be able to:

Throughout the course, participants will engage in various learning activities, such as lectures, discussions, case studies, and exercises, to deepen their understanding of these objectives and develop their delegation skills. By the end of the course, participants will have a deeper understanding of the principles of effective delegation and be able to apply the concepts and skills learned in the course to improve their leadership effectiveness.

The course objectives may include:

- Understanding the principles of effective delegation
- Identifying the benefits of delegation for individuals and teams
- Recognizing the common barriers to delegation and how to overcome them.
- Identifying tasks that are appropriate for delegation and those that should not be delegated.
- Understanding the importance of communication in delegation
- Developing skills to communicate tasks and expectations clearly and effectively.
- Identifying appropriate delegation methods based on the situation and individual/team needs.
- Developing strategies to monitor progress and provide feedback.
- Recognizing the importance of delegation in employee development and growth
- Developing a personal action plan for delegation in their current leadership role.



## **Delivering Dynamic and Engaging Presentations**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

This one-day workshop will give participants valuable insights into how to present in a virtual environment using the most popular delivery platforms.

- Know the differences between virtual and in-person presentations
- Outline the major challenges (presenter, presentation and technical) with virtual presentations
- Recognize the strengths, weaknesses, and standout features of popular virtual presentation platforms (Zoom, MS Teams, Go To Meeting and Google Meet) and how to set up an account on the platforms
- Integrate solutions to virtual presentation challenges in their own delivery of virtual presentations



## **Developing a Mindset for Success**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

In this 4-hour workshop participants gain insights on how to develop a mindset that will help them get unstuck and stay the course of fulfilling their goals and initiatives.

### **Topics covered in this workshop:**

- Breaking out of your automatic pattern of operating
- Controlling your thoughts, feelings and emotions
- Creating Empowered operating states
- Responsible self-awareness



## **Effective Communication Skills for Influence and Impact**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

Communicating effectively is a key component of professional success. The better professionals understand their own personal communication style and how it impacts others, the more likely they are to cultivate constructive working relationships. This one-day course will provide you with strategies and tools to connect and resonate with all audiences.

### **In this course you will learn how to:**

- Tap into your natural communication potential
- Leave people feeling heard and understood
- Clearly articulate ideas and information to others
- Manage challenging conversations and personalities
- Empower others to be and do their best



## **Effective Management Skills: LEAN Process Management**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

The LEAN process management philosophy is currently one of the most popular management systems in business. No matter which industry you are in, LEAN is a universal tool that can have a positive impact on any company's performance. The one-day workshop will provide you with a basic understanding of the LEAN philosophy and give you the strategies and tools to add the LEAN process to your management toolbox.

### **In this course you will learn how to:**

- Understand the LEAN philosophy
- Understand the LEAN terms and concepts
- Conduct root cause analysis
- LEAN goal setting and alignment
- Change planning
- Implementing change
- Conduct LEAN process reviews





## **Efficiency in Business Meetings**

**Instructor:** Alexander Spano

**Number of Hours:** 4 Hours

This course is designed to teach participants the skills and techniques necessary to plan, organize, and conduct efficient and productive business meetings. In this course, participants will learn how to prepare agendas, manage time, facilitate discussions, and follow up on action items. Through lectures, discussions, and hands-on activities, participants will gain the knowledge and tools needed to lead effective business meetings that achieve desired outcomes.

### **Course Objectives:**

Upon successful completion of this course, the student should be able to:

- Understand the importance of efficient meetings in business
- Develop clear objectives and agendas for business meetings
- Manage time effectively during meetings to ensure all topics are covered
- Facilitate productive discussions and manage group dynamics
- Follow up on action items to ensure tasks are completed



## Emotional Intelligence

**Instructor:** Elizabeth Scharff

**Number of Hours:** 4 Hours

### Course Overview:

Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods, and impulses and to manage them best according to the situation. This course will give you the tools you need to be emotionally intelligent in your workplace.

An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations. These employees also have empathy, remain optimistic even in the face of adversity, and are gifted at educating and persuading in various situations and resolving customer complaints in a customer service role.

### Course Objectives:

- Define and practice self-management, self-awareness, social awareness, and relationship management.
- Understand, use, and manage your emotions to effectively impact others.
- Successfully communicate with others in both verbal and non-verbal approaches.
- Identify the benefits of emotional intelligence.
- Relate emotional intelligence to the workplace.
- Learn to balance optimism and pessimism to enhance positive outcomes



## **The Emotionally Intelligent Leader**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

Emotional Intelligence is the strongest driver of professional success. But few people are aware of the key skills that can be developed to increase Emotional Intelligence. This one-day workshop will provide you with strategies and tools to practice and expand your Emotional Intelligence.

**In this course you will learn how to:**

- Understand what Emotional Intelligence is and why it's important
- Understand the 4 components of Emotional Intelligence
- Understand the 18 talents of Emotional Intelligence
- Develop practices to expand Emotional Intelligence



## Google Docs and Google Sheets

**Instructor:** Laurie Steidle

**Number of Hours:** 4 Hours

This class will explore using Google Docs (Googles word processor) and Google Sheets (Googles spreadsheet). Differences between the Microsoft versions and Google version will be explored

### Google Docs

- Create and Save a google doc
- Sharing a file
- Formatting
- Create Tabs
- Add Headers and Footer
- Download / Print File

### Google Sheets

- Create and Save a Google Sheet
- Share a File
- Create Calculations
- Format Text and Numbers
- Sort and Filter Data
- Download / Print File



## **Hiring for Success--Behavioral Interviewing Techniques**

**Instructor:** Alexander Spano

**Number of Hours:** 4 Hours

This course is designed to provide students with an in-depth understanding of the behavioral business interviewing process. Students will learn how to conduct behavioral interviews to identify the most qualified candidates for a particular job position. The course will cover various techniques and methods for conducting behavioral interviews, as well as how to assess and evaluate the results. The course will also explore the legal and ethical implications of behavioral interviewing, and how to avoid potential biases and discrimination during the interviewing process.

### **Course Objectives:**

Upon successful completion of this course, the student should be able to:

Upon completion of this course, students will be able to:

- Understand the importance of behavioral interviewing in the business context.
- Develop effective behavioral interviewing questions and techniques.
- Conduct behavioral interviews in a fair and unbiased manner.
- Evaluate candidates based on their responses to behavioral interviewing questions.
- Understand and avoid potential legal and ethical issues associated with behavioral interviewing.
- Analyze and interpret the results of behavioral interviews to make informed hiring decisions.



## **Leading from Peer to Supervisor**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

### **Workshop Description:**

Transitioning from peer to supervisor is a significant step in one's career journey. It involves not only a shift in responsibilities, but also a transformation in your role and relationships within the organization. This 4-hour workshop, "Leading from Peer to Supervisor," is designed to empower individuals who are embarking on this transition or who have recently stepped into a supervisory role. Participants will gain the knowledge, skills, and confidence needed to navigate this transformation successfully.

### **Workshop Objectives:**

- Understanding the role transition
- Developing leadership skills
- Building trust and credibility
- Time and task management
- Effective team building

### **This workshop is designed for:**

- Individuals who have recently transitioned into a supervisory role.
- Employees anticipating a promotion to a supervisory position.
- Current supervisors seeking to enhance their leadership skills.



## **Mastering Google Suite**

**Instructor:** Laurie Steidle

**Number of Hours:** 4 Hours

### **Communicate Using Gmail**

- Update Settings
- Add/Manage Contacts
- Create Distribution Lists
- Create Folder and Organize Emails

### **Navigate Google Drive**

- Upload Folders and Files
- Manage Folders and Files
- Share Documents
- Collaborate Using Google Docs
- Collaborate Using Google Slides
- Collaborate Using Google Sheets

### **Create and Manage Google Forms**

#### **Managing Schedules Using Google Calendar**

- Create Events
- Customize Your Calendar
- Create an Additional Calendars

### **Manage Tasks**

#### **Use Google Keep**

#### **Use Google Photos**

#### **Communicating Using Google Chat**



## Managing Personal Finances

**Instructor:** Alexander Spano

**Number of Hours:** 4 Hours

The "Managing Personal Finances" course is designed to help individuals develop a better understanding of personal finance and to provide them with the tools and strategies needed to manage their finances effectively. The course is suitable for anyone who wants to improve their financial literacy, make better financial decisions, and achieve their financial goals.

The course will engage participants in interactive exercises, case studies, and discussions to help them apply the concepts and skills learned in the course to real-life situations. Participants will also receive feedback and guidance from the instructor to help them improve their financial management skills.

### **Course Objectives:**

Upon successful completion of this course, the student should be able to:

- By the end of the course, participants will have a deeper understanding of personal finance and be able to make informed financial decisions, manage their finances effectively, and achieve their financial goals.
- Throughout the course, participants will engage in various activities such as lectures, discussions, case studies, and exercises to deepen their understanding of these topics and develop their personal finance management skills. Participants will also receive guidance and feedback from the instructor to help them improve their financial management skills. By the end of the course, participants will have a deeper understanding of personal finance and be able to apply the concepts and skills learned in the course to make informed financial decisions, manage their finances effectively, and achieve their financial goals.





## **Microsoft Office Access 2016 – Level I**

**Instructor:** Laurie Steidle

**Number of Hours:** 4 Hours

Understanding general database terms

Access interface and objects

### **Tables**

- Creating tables
- Creating fields
- Data Validation
- Relationships

### **Queries**

- Creating basic queries
- Modifying queries
- Using calculated fields

### **Forms**

- Creating simple forms
- Form design

### **Reports**

- Creating reports
- Formatting reports
- Create Mailing labels

**Importing/Exporting with Word and Excel**



## **Microsoft Office Excel 2016 – Level I**

**Instructor:** Laurie Steidle

**Number of Hours:** 4 Hours

### **Course Objectives:**

Upon successful completion of this course, you will be able to create and develop Excel worksheets and workbooks in order to work with and analyze the data that is critical to the success of your organization.

### **What You Will Cover:**

#### **Getting Started with Microsoft Office Excel**

- Create and Save a Basic Workbook

#### **Modifying a Worksheet**

- Insert, Delete, and Adjust Cells, Columns, and Rows

#### **Performing Calculations**

- Create Worksheet Formulas
- Insert Functions

#### **Formatting a Worksheet**

- Apply Text Formats
- Apply Number Formats
- Align Cell Contents
- Create and Use Templates

#### **Printing Workbooks**

- Preview and Print a Workbook
- Set Up the Page Layout
- Configure Headers and Footers

#### **Visualizing Data with Charts**

- Create Charts
- Modify and Format Charts
- Use Chart Features



## **Microsoft Office Excel 2016 – Level II**

**Instructor:** Laurie Steidle

**Number of Hours:** 4 Hours

### **Course Objectives:**

Upon successful completion of this course, you will be able to leverage the power of data analysis and presentation in order to make informed, intelligent organizational decisions.

### **What You Will Cover:**

#### **Working with Lists**

- Sort Data
- Filter Data
- Create Rules
- Search Data
- Outline and Subtotal Data

#### **Working with Functions**

- Work with Ranges
- Use Specialized Functions
- Work with Logical Functions
- Work with Text Functions

#### **Analyzing Data**

- Apply Conditional Formatting
- Bring a chart or table into Word or PowerPoint

#### **Working with Multiple Sheets**

- Grouping and Ungrouping Sheets
- Calculating on Grouped Sheets
- Hiding Sheets and Protecting Data



## **Microsoft Office Excel 2016 – Level III**

**Instructor:** Laurie Steidle

**Number of Hours:** 4 Hours

### **Course Objectives:**

Upon successful completion of this course, you will be able to perform advanced data analysis and automate workbook functionality.

### **What You Will Cover:**

#### **Advanced and Nested Functions**

- Vlookup
- Logical, Statistical, Text, Date

#### **Macros**

- Creating, Modifying, Using Macros

#### **Forecasting**

- Creating Scenarios and Goal Seeks

#### **Working with Multiple Sheets**

- Consolidating Worksheets
- Creating 3D Functions

#### **Importing Data**

- From a Text file, Access database, CSV

#### **Inserting Graphics and Links**



## **Advanced Excel—Data Analysis (Tables, Advanced PivotTables using PowerPoint, Advanced Charts)**

**Instructor:** Laurie Steidle

**Number of Hours:** 4 Hours

### **Course Objectives:**

Upon successful completion of this course, you will be able to perform robust and advanced data and statistical analysis using Pivot Tables, using tools such as Power Pivots to analyze data, and visual data and insights using advanced visualizations in charts and dashboards.

### **What You Will Cover:**

#### **PivotTables and PivotCharts**

- Create and Analyze Data with a PivotTable
- Create and Analyze Data with a PivotChart
- Create a PivotTable using PowerPivot
- Filter Data, Sort Data, Manage the PivotTable
- Create a Pivot Table using data from multiple files / Access databases

#### **Advanced Charts**

- Advanced Formatting of Charts
- Create Trendlines
- Create and Use a Chart Template

#### **Create Tables**

- Create Structured Formulas using Tables
- Create Array Formulas

#### **Quick Analysis**

Use the Quick Analysis button to create charts, format, calculate



## **MS Office 365**

**Instructor:** Laurie Steidle

**Number of Hours:** 4 Hours

This class will show how to use MS Teams, OneDrive and OneNote

### **OneDrive**

- Windows file management
- Create folders and organize files
- Share Files and Folders
- Copy / Move Files
- Using Autosave with programs

### **MS Teams**

- Set up notifications and settings
- Create Chats and Chat Groups
- Create Video Meetings and Calls
- Share Files

Create Teams and Channels to share files with a group

### **OneNote**

- Create Notebooks to organize notes
- Create meeting notes



## **New Supervisor: Becoming a Great Leader**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

### **Course Objectives:**

- Help clarify roles and responsibilities of the new job
- Adjust to the new role with confidence and an assurance you can handle the position
- Develop your communication skills in listening, asking questions and giving feedback to employees
- Develop a technique for making sure you give employees instructions that are clear and understood
- Identify some techniques to deal with employee challenges such as squabbles, complaints and laziness
- Recognize the importance of being visible and available to employees
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.



## **Organizational Integrity as a Function of Performance**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

### **Workshop Description**

In today's complex and interconnected business landscape, organizational integrity plays a pivotal role in maximizing productivity while strengthening long-term success and sustainability. This dynamic four-hour workshop is designed to empower leaders, managers, and professionals with the knowledge, tools, and practices vital for fostering an exceptional organizational culture that drives optimal performance within their organizations.

### **Course Objectives:**

- Gain a deeper understanding of the pivotal role organizational integrity plays in performance.
- Learn how to foster a culture of integrity within their organizations.
- Develop leadership skills for promoting integrous behavior responsibility and accountability.
- Acquire practical tools and strategies for addressing the impact of “out of integrity” behavior.
- Explore ways to effectively communicate and demonstrate their organization’s commitment to integrity.

This workshop is designed for professionals at all levels, including executives, managers, HR personnel, and team leaders, who aspire to enhance their organization's integrity and performance. It is also valuable for entrepreneurs and business owners seeking to establish a strong foundation for their ventures.





## **Outlook**

**Instructor:** Laurie Steidle

**Number of Hours:** 4 Hours

This class will delve deeper into using all of the Outlook features. The examples will be taught on both the Desktop version and the Online version of Outlook.

### **Update Outlook Settings and Notifications**

#### **Email**

- Compose Emails, Reply, Reply All, Forward Emails
- Create Folders and Organize Emails
- Create and Use Categories

#### **Contacts**

- Create Contacts and Distribution Lists

#### **Calendar**

- Create Meetings and Appointments
- Modify Meetings and Appointments
- Create a Teams Meeting
- Use Scheduling Assistant
- Create Polls
- Share Calendars

#### **Tasks**

- Create and Assign Tasks
- Modify Tasks



## **PowerPoint**

**Instructor:** Laurie Steidle

**Number of Hours:** 4 Hours

This a course that will take your presentations to another level.

### **Create Slide Deck**

- Create slides:
  - Bullets, Charts, Tables
- Copy and Move Slides
- Print Presentation
- Format Slides

### **Graphics and Video**

- Add and modify shapes
- Add and modify pictures
- Add and format text boxes
- Add video

### **Use Slide Master**

- Add image or text to every slide
- Add header or footer to slides

### **Create Slideshow**

- Use Transitions
- Create Slide Animations
- Use Timings



## **Problem Solving—Dealing with Difficult People**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

### **Course Objectives:**

- Recognize that personal attitudes and actions impact the behavior of others
- Develop techniques for managing negative emotions
- Develop coping strategies for dealing with difficult people and difficult situations
- Understand the importance of good communication
- Learn how to: choose the right words, ask the proper questions, listen effectively, and interpret non-verbal messages



## **Project Management Basics**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

### **Course Objectives:**

- Defining Projects and Project Management
- The Role of a Project Manager
- How Can Projects Help Me?
- A Project's Life Cycle
- Selling a Project
- Creating a Vision
- Project Goals
- Using a Target Chart
- Preparing Your Project
- Laying Out the Project



## **Public Speaking**

**Instructor:** Alexander Spano

**Number of Hours:** 4 Hours

This public speaking course is designed to help individuals develop and enhance their ability to communicate effectively and confidently in various public speaking situations. The course usually covers topics such as speech organization, delivery techniques, audience analysis, and persuasive speaking.

### **Course Objectives:**

Upon successful completion of this course, the student should be able to:

- Participants will learn how to prepare and deliver speeches that capture and hold the audience's attention, convey their message clearly and effectively, and leave a lasting impression. The course may also cover techniques for managing nerves and building confidence in public speaking.
- In addition to lecture-based instruction, public speaking courses typically involve practical exercises and opportunities to practice speaking in front of others. This might include impromptu speeches, group presentations, and individual speeches, which are then critiqued and analyzed by the instructor and peers.

Overall, the goal of a public speaking course is to help participants become more effective and confident communicators, whether they are presenting to a large audience, leading a meeting, or simply engaging in everyday conversations.



## **Remote Team Management and Leadership**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

Remote working has become a fundamental part of how businesses operate today, but managing teams remotely poses several hurdles. This one-day course will provide you with the strategies and tools to optimize the performance of your virtual teams.

**In this course you will learn how to:**

- Be an inspirational leader
- Keep your team motivated and enthusiastic
- Manage different personality types
- Effectively delegate
- Elevate and maintain productivity
- Maintain a positive remote work culture



## **Stress Management and Reduction**

**Instructor:** Alexander Spano

**Number of Hours:** 4 Hours

The "Stress Management and Reduction" course is designed to help individuals develop the skills and strategies needed to manage and reduce stress in their personal and professional lives. The course is suitable for anyone who wants to improve their well-being, productivity, and overall quality of life.

### **Course Objectives:**

Upon successful completion of this course, the student should be able to:

- Throughout the course, participants will learn about the nature of stress and its impact on physical, mental, and emotional health. They will explore various stress management techniques and strategies, such as mindfulness, meditation, physical exercise, and time management. Participants will also learn how to identify their personal stress triggers and develop personalized stress management plans.
- The course will also cover the role of stress in the workplace and provide strategies for managing workplace stress. Participants will learn about the impact of stress on productivity, teamwork, and job satisfaction, and explore strategies for creating a healthy work environment.
- The course will engage participants in interactive exercises, case studies, and discussions to help them apply the concepts and skills learned in the course to real-life situations. Participants will also receive feedback and guidance from the instructor to help them improve their stress management skills.

By the end of the course, participants will have a deeper understanding of stress management and be able to apply the concepts and skills learned in the course to manage and reduce stress in their personal and professional lives, improve their well-being, and increase their productivity and job satisfaction.



## **Supervisory and Management Skills— Going from Good to Great**

**Instructor:** Alexander Spano

**Number of Hours:** 4 Hours

A Business Supervisory and Management Skills course is designed to provide individuals with the knowledge and skills necessary to effectively manage and supervise employees in a business setting. The course typically covers topics such as leadership, communication, motivation, problem-solving, decision-making, and performance management.

### **Course Objectives:**

Upon successful completion of this course, the student should be able to:

- Participants will learn how to effectively lead and manage a team of employees, create a positive and productive work environment, and achieve business goals. The course will also cover strategies for addressing conflicts, managing change, and promoting employee engagement.
- In addition to lecture-based instruction, Business Supervisory and Management Skills courses often include practical exercises, case studies, and role-playing activities to help participants apply the concepts and skills they learn in a real-world context. Participants will also have the opportunity to learn from and interact with other professionals in the field.
- Overall, the goal of a Business Supervisory and Management Skills course is to equip participants with the knowledge and skills needed to be effective managers and leaders in today's fast-paced and dynamic business environment.





## **Time Management Bootcamp**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

### **Course Objectives:**

- Identify what personal efficiency is, what skill sets can improve your personal productivity, and what attitudes we should cultivate.
- Explain why multi-tasking is a myth
- Describe what role long-term goals play in short-term efficiency
- Share a personal vision and develop dreams and goals from it
- Apply the 80/20 rule and learn how it should affect planning
- Develop a plan for an efficient workspace, including a customized information center and a filing system
- Apply a system that will allow you to process any type of information that crosses your desk, including e-mail, electronic files, paper files, voice mail, text messages, and drop in visitors
- Use the Eisenhower principle to prioritize work
- Say no
- Use routines to simplify your life
- Understand why you procrastinate and develop methods for tackling tasks
- Apply ideas and tools to make your household more productive and efficient



## **Word Tips and Tricks—Beyond the Basics**

**Instructor:** Laurie Steidle

**Number of Hours:** 4 Hours

This is the perfect course for the beginner Word user as well as someone more proficient in Word, but looking for more.

- Tips and Tricks to Use Microsoft Word more efficiently
- Create Bulleted and Numbered Lists
- Creating Tab Stops
- Templates
  - Using Microsoft Templates
  - Creating Templates
- Working with Longer Documents
  - Page Numbers
  - Headers/Footers
  - Styles
- Create a Form Letter and Mailing Labels using Mail Merge
- Creating and Working with Columns

If time permits:

- Working with Graphics
- Collaborate with others using Track Changes



## **The Work/Life Balance Bootcamp**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

In this 4-hour workshop, participants will learn how to create a holistic approach to powerfully managing their personal and professional lives.

### **Topics covered in this workshop:**

- How to create a vision that encompasses all important areas of life
- How to break that vision down into manageable tasks
- How to prioritize values and commitments
- How to powerfully manage competing commitments
- How to develop a task management system
- How to set up your calendar so that nothing slips through the cracks



## **10-Minute Presentations**

**Instructor:** Tom Daddazio

**Number of Hours:** 4 Hours

Presentations, whether in person or via video interface, remain a primary means of building business relationships and partnerships that will sustain and grow your company. In the filled calendars of busy customers and investors, time is literally money. In 10-Minute Presentations, you will learn how to craft and polish an engaging, professional presentation that shares your message and call to action swiftly and clearly. This will maximize your impact, conversions and productivity.

**This one-day workshop will help you teach participants how to:**

- Know and use essentials of a good presentation
- Choose platforms that enhance your message and reach
- Set goals and timelines for your presentation
- Create engaging narrative from outline through final draft
- Edit and polish your presentation
- Offer and receive peer review
- Develop best practices for future presentations