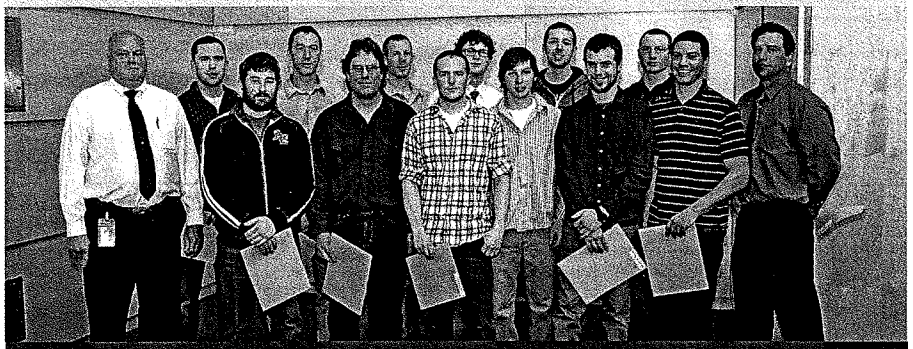
ELECTRICAL CONTINUING EDUCATION

Earn the continuing education credits you need to maintain your electrical license with our 2014 Electrical Code update. These 8- and 15-hour trainings will cover all the necessary electrical code update to refresher your knowledge on state and federal standards. This workshop qualifies for 8 or 15 CE Hours for VT, NH, and ME licenses.



PLUMBING CONTINUING EDUCATION

We offer a variety of approved 2-8 hour continuing education trainings for you to gain the credit hours you need to keep your VT license current. Trainings include 2015 IPC & VT Code update; ADA Standards for Accessible Design; Backflow Protection; Drain, Waste & Vent; Hot Water; and Water Supply & Distribution.

OUR PARTNERS:

BPI · United States Environmental Protection Agency · Renewable Energy Vermont

Vermont Agency of Natural Resources · North American Board of NABCEP Certified Energy Practitioners · VCGI Inc.

LEARN MORE | www.vtc.edu/cewd | cewd@vtc.edu | 802.728.1680

VERMONT TECH

CONTINUING EDUCATION & WORKFORCE DEVELOPMENT

2015-2016 GREEN TRAININGS

As Vermont's leading provider of workforce training solutions and professional development services, the Office of Continuing Education & Workforce Development at Vermont Tech (CEWD) provides customized training and workforce development in leadership and technical areas. CEWD works with companies and organizations of all types to maximize their human capital and realize their full potential.

VERMONT TECH Green Trainings will teach you the skills you need to increase your expertise, expand your work opportunities, and keep your professional edge. Our regular course rotation, evening and weekend options, and convenient training sites around Vermont mean you can get the training you need in a way that meets your schedule and budget. From brief focused courses to longer intensives leading to high-level certifications, Vermont Tech Green Trainings are growing to serve a range of students and professions. Many of our courses offer approved continuing education hours to help you maintain certification and stay current in the field.

We invite you to grow your business and to expand your career options, doing work that leads to a more sustainable future. Put Vermont Tech Green Trainings to work for you!

- WEATHERIZATION & HOME PERFORMANCE
- RENEWABLE ENERGY
- CIVIL ENGINEERING
- ALTERNATIVE FUEL VEHICLES
- HEALTH & SAFETY
- ELECTRICAL CONTINUING EDUCATION
- PLUMBING CONTINUING EDUCATION

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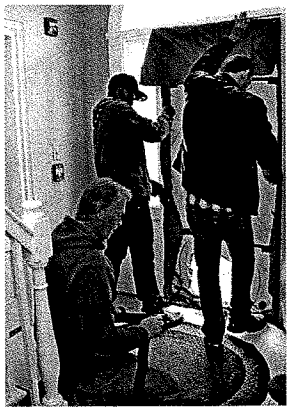
WEATHERIZATION & HOME PERFORMANCE

BLOWER DOOR
Learn how to effectively measure and manage home-air leakage in this two-day training. We will visit advanced techniques that will familiarize you with carrying out proper blower door testing. This class is a "must-have" for every weatherization installer, energy auditor, home-performance contractor, and general contractor.



BPI PROFESSIONAL CERTIFICATE TRAINING
Building Performance Institute (BPI) certifications demonstrate a level of knowledge and expertise that potential clients look for and can help you land new work. In addition, many federal, state, and utility initiatives require BPI certifications for contractor participation in energy efficiency projects. Vermont Tech offers three BPI certification trainings: Building Analyst, Envelope Professional, and Heating.

BPI CONTINUING EDUCATION
Every three years, BPI certified individuals must renew their certification and earning continuing education credits can aid this process. We offer a variety of continuing education classes that will get you the credits you need to bring you up-to-speed and maintain accreditation in the field.

INFRARED CAMERA
Attempting to diagnose building thermal issues without Infrared Thermography is a lot like throwing darts blindfolded. You might hit the mark by accident, but you won't really know why. Learn what you need to know to begin to incorporate this fascinating and critical tool into your weatherization projects so you can see what's going on inside the structure you're working on. Vermont Tech's two-day Infrared Camera training provides a thorough introduction to and in-depth training on using Infrared Thermography as part of a building weatherization audit.

8 BPI CONTINUING EDUCATION CREDITS

COMBUSTION ANALYSIS FOR RESIDENTIAL HEATING SYSTEMS
Residential heating system performance is a key factor in a home energy audit. Understanding both the fundamentals of how heating systems work and how to analyze them are key to helping your clients know what they have, how well it works, and what their options are for reducing energy use. (2-day training)

8 BPI CONTINUING EDUCATION CREDITS

SUCCESSFUL SALES AND MARKETING FOR HOME PROFESSIONALS
This one-day entertaining and informative sales seminar will advance you on the art of persuasion. It is designed for anyone who wishes to increase his or her sales. It deals with prospecting, building a network, the interview, the presentation, answering prospects concerns, selling your price, dealing with competitor give-aways, closing, and after-sale service to get referrals. This course is designed for business owners, sales professionals, sales managers, general managers, and anyone else engaged in selling.

2.67 BPI CONTINUING EDUCATION CREDITS

WEATHERIZATION CREW CHIEF
Leading a team is hard work, but the Weatherization Crew Chief position is a particularly demanding one. As the technology of home retrofitting becomes more complex, so does the role and responsibilities of the Crew Chief. This two-day interactive training will provide discussion, demonstrations, and "real-world" scenarios designed for newly hired and experienced Home Performance Crew Supervisors. For the company owner, CEO or administrator, this training can help you evaluate your policies and procedures, staff assignments, and job descriptions.

8 BPI CONTINUING EDUCATION CREDITS

BPI TEST CENTER
Do you need to take your online or field exams for BPI certification or recertification? If so, we have experienced proctors that are certified to carry out testing for a variety of certifications on a regular basis.

RENEWABLE ENERGY

INTRODUCTION TO SOLAR PV
This five-day introductory course will prepare you to work at an entry-level position in the solar industry and will provide you with the knowledge to take the North American Board of Energy Practitioners (NABCEP) PV Entry Level Exam. The 40-hour program combines lecture and discussion, in-class and out-of-class exercises, and hands-on activities.

ADVANCED SOLAR PV
This 5-day course will offer you the next step toward gaining education requirements needed to apply for the NABCEP Installer certification. This training will cover more in-depth topics such as project management,

permitting, trouble shooting, and advanced design concepts. This training is a continuation of our Introduction to Solar PV training.

SOLAR PV UPDATE
This one-day class will cover current technology in Solar PV systems, 2014 National Electrical Code, safety and best practices. Using current examples and exercises, this class will bring you up-to-date in this fast changing, competitive field.

SOLAR HOT WATER
The push for solar hot water systems is on! This two-day Introduction to Solar Hot Water workshop will give you a solid foundation, covering how solar hot water systems work, installation basics, and the equipment required. Course format will include both classroom training and applied learning.

NABCEP ENTRY-LEVEL TEST CENTER
The NABCEP Entry-Level exam is the first step for anyone looking to gain a national industry credential and just beginning in the solar field.

CIVIL ENGINEERING

READING THE LANDSCAPE
Join us in a day filled with investigation and discovery as you learn how geology, climate, plants, animals, and human history come together to form the intricate mosaic of ecosystems that define the Vermont landscape. We'll use the knowledge gained from reading aerial photography and topographic maps, studying soil and bedrock maps, and identifying plants and animals to predict which of the 80 Vermont natural community types might be found on a nearby property.

QUALIFIES FOR 2 VT DEC NONSOIL CREDITS

SILTY SANDS AND WHY ARE THEY HERE
Sandy silts, silty sands, and gravelly clay - which happens where and why? Improve your soil identification skills and expand your knowledge of soil physical properties. This one-day training will cover soil morphology; techniques for field soil identification; soil texture identification using the Vermont Tech soils library; remote soil data via GIS, NRCS, ANR; soil classification systems for wetlands, wastewater, and engineering; and Vermont soil formation.

QUALIFIES FOR 2 VT DEC SOIL CREDITS

WETLANDS DELINEATION
In this 40-hour training, you will learn how to properly identify the key factors that determine wetlands, based in part on the U.S. Army Corps of Engineers Wetlands Delineation Manual, 2012 Supplement for Northeast Region, and the most recent National Wetland Plant List and NRCS Hydric Soils guidance. Federal regulations, State regulations and appropriate permitting in relation to wetlands will also be covered. This certificate training offers professional experience and applied field experience.

QUALIFIES FOR 8 VT DEC NONSOIL & 8 SOIL CREDITS

HIGH STRENGTH WASTEWATER
Are systems for restaurants, supermarkets, and convenience stores giving you trouble? Typically when they fail, the designer often replaces it with an in-kind type of system that is not adequate for these wastewater applications. This course describes the parameters that should be used for troubleshooting and designing commercial high-strength wastewater (HSW) systems.

QUALIFIES FOR 3 VT DEC NONSOIL CREDITS

MICROBIOLOGY
Microorganisms play a critical role in the transformation, processing, and treatment of wastewater. In addition, numerous types of disease-causing bacteria, viruses, protozoa, and worms may be present in wastewater effluent. This training will instruct you about the variety of microorganisms that are present in wastewater and the dynamic and interactive relationships that occur in onsite wastewater systems and in the soil environment.

QUALIFIES FOR 4 VT DEC NONSOIL CREDITS

ON-SITE WASTEWATER TEST PIT PRACTICE
This one-day training will incorporate limited lecture on soils, hydrology, and Vermont septic design regulations in the morning, with field practice in identifying soil layers, texture, and redoximorphic features in the afternoon. Participants will be led through a test pit evaluation by the instructor, then work in teams to complete one to two test pits under the guidance of the instructor. Participants will also complete at least one test pit evaluation on their own.

INTRODUCTION TO GIS/GPS
In this two-day training, participants will gain an understanding of fundamental geospatial concepts which they will then apply by learning how to use online mapping applications, consumer-grade GPS receivers, and QGIS open source GIS software. QGIS will be used to explore and display geospatial data, to

create new geospatial data, to perform simple geospatial analysis, and to compose basic maps appropriate for printing or publishing. Participants will develop a mapping question or project that they will explore and build on throughout the training.

QUALIFIES FOR 6 VT DEC NONSOIL CREDITS

INTRODUCTION TO ARCGIS
With this three-day training, participants will learn how to use ESRI's ArcGIS 10.0 software to explore and display geospatial data, to create new geospatial data and include it in their map projects, to perform geospatial analyses, to find and acquire free and public GIS data, and to compose basic maps appropriate for printing or publishing. Participants will develop a mapping question or project that they will explore and build on throughout the course.

QUALIFIES FOR 9 VT DEC NONSOIL CREDITS

ALTERNATIVE FUEL VEHICLES

HYBRID & ELECTRIC VEHICLE
Increase in fuel costs every year have contributed to a national trend in popularity of hybrid and electric cars. This growth creates a demand for the maintenance, service, and repair of hybrid vehicles as well as an understanding of the risks and remedies associated with responding to emergencies involving these types of vehicles. We offer trainings that will build skills through hands-on applied-learning techniques and some class lecture.

BIODIESEL
Any diesel engine on the road today can use biodiesel fuel. This two-day training, designed for those seriously interested in biodiesel fuel, will describe engine systems, biodiesel blends, and biodiesel production.

COMPRESSED NATURAL GAS
Several auto manufacturers make natural gas-powered vehicles available to the consumer today. The need for qualified technicians to service and maintain these vehicles is growing rapidly. This training is designed for the professional technician, automotive student, fleet drivers and managers. It will teach you safety, service procedures, vehicle systems, and the nature of gaseous fuels.

HEALTH & SAFETY

OSHA 10 CONSTRUCTION
This two-day training is intended to provide building-trade workers with information about how to recognize, avoid and prevent job-related hazards, as well as provide information on employee rights, employer responsibilities, and how to file a complaint. The training covers a variety of construction safety and health hazards which a worker may encounter at a construction site and will emphasize hazard identification, avoidance, control and prevention.

EPA LEAD RRP INITIAL AND REFRESHER
If you are a contractor, carpenter, plumber, or electrician who works on homes built before 1978, you must be certified according to the EPAs Lead Renovation, Repair and Painting (RRP) Rule. Vermont Tech Green Trainings offers both Lead RRP initial and refresher training that will certify you to meet the law. These trainings will instruct you in what you need to know to protect yourself and your customers from the dangers of lead paint and lead dust.

SPEAK UP! INCREASING YOUR PERSONAL INFLUENCE

Knowing how to influence without authority is one of the most critical skills you can learn when working with others in organizational life. In this session, we will discuss the universal challenge of being held accountable for results when you have no authority to hold the other person accountable. You'll learn techniques for building supportive and reciprocal long-term working relationships at all levels of the organization. We'll focus on the skills of leveraging your personal power to achieve needed business results without sacrificing necessary relationships.

TEAM-BUILDING: CONSTRUCTION 101

Participants will learn the importance of intentionally building teams from the ground up. We will learn how to recognize and capitalize on individual team members' strengths and how to improve communication, collaboration, and cohesion around a common mission. Participants will learn strategies for setting common goals, how to share decision-making, how to work with all team members' communication styles, how to build relationships within the team, and how to resolve conflict as it comes up (which it inevitably will).

TRAIN-THE-TRAINER: LEVEL I

Do you need to train people in your job? Don't feel confident instructing other adults? In this hands-on class, you'll explore and practice tools and techniques for delivering participant-centered training sessions. Your confidence in teaching other adults will grow and you'll leave the workshop with at least 15 strategies and tools that you can use with your own training sessions the very next day.

CAREER MASTERY

GETTING ORGANIZED AT WORK

You know you are an expert at what you do; however, lately, EVERYTHING seems like a priority. Technology is taking over your life, you go to work even when you are sick, and there is no way you are going to be able to take a vacation. STOP. It is time to make use of some easy to implement strategies that will enable you to become more organized, effective, and less stressed. This workshop will provide you with a variety of workload organizational tips and skills that you will want to use immediately.

HITTING THE SWEET SPOT: CREATING SUCCESSFUL TRAINING SEMINARS

This workshop is designed to help trainers/instructors become better teachers. Using the practices of "Backwards Design", participants learn how to clarify their training objectives and expected learning outcomes. Participants will also learn how to ensure their instructional practices are relevant. In this session, we'll also cover various learning styles, engagement practices, and proper techniques for providing meaningful and timely feedback. Within this session, you'll learn how to develop painless, ongoing assessments to monitor learning, and how to use the assessment information quickly to effectively adjust instruction. Have you been assigned to "teach" others at work? This is the workshop for you!

MANAGER READY

This breakthrough on-line system is available to improve the selection and development of current, transitioning, or aspiring frontline leaders. The comprehensive, individual assessment measures the nine competencies most critical for success in a frontline leadership position. Participants receive a detailed report of results on each competency and methods for establishing a development plan and measuring progress. To learn more, contact us today.

OUTLOOK TIPS FOR EFFECTIVE EMAIL

Save time and frustration when managing your email! This class follows "Using Email to Get Results", and provides hands-on experience working with Outlook to manage your email effectively. This class will explore new ideas through group discussion and hands-on exploration. We'll cover how to best use Outlook features for efficient message handling and effective communication, including Outlook Tasks, Contacts, Rules and Shared Calendars.

PRESENTATIONS THAT "POP!"

This workshop gives participants an easy-to-follow format for creating engaging and clear public presentations. This active workshop helps participants understand the needs of adult learners, clarify the purpose and outcomes of a presentation, select and customize specific organizational formats, tap into audience engagement strategies, manage time, deal with the "unexpected", and try out some effective rehearsal strategies. You will walk away with a toolkit that you can use over and over, for any presentation. This is a great opportunity to develop, or polish up, a presentation that you know you have to give in the near future.

Do you have other training needs within your organization?

Customization of learning is our specialty.

Call us at **802.879.2380** to discuss the specific needs within your organization.

WOMEN IN MANAGEMENT— GRASP YOUR LEADERSHIP EDGE

Great leaders have great attitudes, mindsets, beliefs, and ways of being. Change your mindset and start really thinking and behaving like the leader you aspire to be. In this workshop, learn the seven critical traits that will catapult your success. This workshop will teach you how to cultivate the attitudes and behaviors that lay the foundation for your elegant leadership.

WRITING FOR THE WORKPLACE

Do you find yourself staring at your computer screen, trying to decide how to write what you need to say, as precious minutes tick by? Whether you have to write a memo, a policy, a procedure, or a position paper, today's leaders need to be able to write effectively and efficiently for a variety of audiences. In this workshop, participants will be introduced to ways to target their writing outcomes, consider their audience, utilize some time-saving writing templates, and experience some quick and easy write-and-revise strategies designed to make writing in the workplace painless and efficient.

SMALL BUSINESS OWNERS/ HOME IMPROVEMENT CONTRACTORS

STRATEGIES FOR TRAGEDIES

If anything can go wrong it will... at the most inopportune time. This class will help you gracefully overcome the myriad of challenges that confront your business every day. You'll learn how to help your customers who are disappointed or angered by the tragedy.

SUCCESSFUL SALES & MARKETING SKILLS FOR HOME PROFESSIONALS

This training will take a fresh look at the art and science of selling. Stale old selling techniques no longer work on today's better-informed and more skeptical building owners. The economics have changed and we have to change our approach in order to convince owners to invest in our proposals. This class is designed for business owners, sales professionals, sales managers, general managers, and anyone else engaged in selling. Take this workshop and freshen your sales and marketing knowledge and skills.

VERMONT TECH

CONTINUING EDUCATION & WORKFORCE DEVELOPMENT

BUSINESS TRAININGS

As Vermont's leading provider of workforce training solutions and professional development services, the Office of Continuing Education & Workforce Development at Vermont Tech (CEWD) provides customized training and workforce development in leadership and technical areas. CEWD works with companies and organizations of all types to maximize their human capital and realize their full potential.

- COMMUNICATION
- CUSTOMER SERVICE
- HUMAN RESOURCES
- LEADERSHIP
- CAREER MASTERY
- SMALL BUSINESS OWNERS/ HOME IMPROVEMENT
- CUSTOMIZED CURRICULUM

VERMONT TECH offers a unique learning experience in Vermont: focused, hands-on, applied learning taught by faculty who are experts in their field. The Office of Continuing Education & Workforce Development (CEWD) brings this style of education to a wide range of professions and professionals. We serve healthcare facilities, state agencies, non-profits, small businesses, manufacturing, service industries, educators, municipal government, builders and contractors, as well as those interested in gaining new life skills. CEWD designs and delivers workforce education and training, including customized workshops, courses that lead to certifications, degree programs, and more. We also partner with respected national vendors to provide online, non-credit trainings with an open enrollment format.

LEARN MORE | www.vtc.edu/cewd | cewd@vtc.edu | 802.879.2380

COMMUNICATION

COMMUNICATION STYLES & DIFFERENCES
This hands-on, interactive workshop explores communication styles and differences, and helps participants identify and employ new strategies to improve communication and reduce tension. In addition to exploring different styles, we lead participants in looking at their judgments and "mind filters" which often derail communication. Listening, managing emotions, and managing hot topics are also covered.

COMMUNICATING SUCCESSFULLY UNDER STRESS
Feeling confident in your communication skills paves the way to more successful interactions, even under stress. In this workshop, we will interactively explore what happens to you when stressed and how that impacts your communication ability. We will also learn and practice communication skills that will increase your assertiveness, especially when stressed.

DEALING WITH DIFFICULT PEOPLE
While you can't change difficult people, you can communicate with them in a way which allows you to get your work done. It's a matter of knowing how to get through to people. This workshop will help you identify essential communication skills that turn conflict into cooperation and emotion into reason. Learn about behavioral characteristics and why people act as they do. Leave with specific strategies for dealing with difficult behaviors and problem people.

EMOTIONAL INTELLIGENCE: WHY EQ IS CRUCIAL TO EFFECTIVE COMMUNICATION
You're a savvy communicator but how well do you understand people? How smart are you when understanding a co-worker's emotions or managing your own emotions? How does this affect your ability to communicate? In this workshop, complete an EQ assessment and discover both your EQ strengths and areas for development. This session will focus on how to increase your EQ effectiveness at work.

LANGUAGE: USING IT RESPONSIBLY
This session looks more closely at how language, a necessary tool for communication, can lead to many interpersonal problems. We will explore the use of "I", "We", and "You" language. We'll also consider the relationship between gender and language, culture and language, and with a little practice, how to avoid troublesome language.

LISTENING, LEARNING, AND LEADERSHIP — CRUCIAL CONNECTIONS
Lack of understanding and misunderstanding, is expensive. In this workshop, the emphasis is on self-scanning, self-talk, listening styles and techniques in order to transform the quality and effectiveness of your spoken words. We'll also focus on honing your listening skills to foster better understanding and cooperation with others.

MANAGING DIFFICULT CONVERSATIONS
Difficult conversations are those conversations that people don't want to have. People are reluctant to start these conversations because they fear the consequences. This workshop introduces strategies for dealing with tough topics, talking about difficult information, and managing interpersonal communication.

MORE THAN WORDS: PRESENTING YOURSELF & INTERPRETING OTHERS
Successful communication depends in large part on the message your body sends to others. This session will demonstrate ways to control the messages you send -- confidence, interest, understanding, enthusiasm – and read the messages others are sending you. Using these skills well provides you with a distinct advantage in organizational life.

MOVING FROM CONFLICT TO COLLABORATION
Conflict is a natural part of business life. This workshop teaches leaders how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic regardless of which stage a conflict is in. Participants also learn techniques for effectively handling even the most challenging conflict-related discussions.

We offer comprehensive leadership training and development, Levels I, II, and III — for Managers, Supervisors, and Emerging Leaders.

Interested in more information?

CONTACT US TODAY.

vtc.edu/cewd
cewd@vtc.edu
802.879.2380

CUSTOMER SERVICE

CUSTOMER SERVICE REQUIREMENTS FOR BUSINESS SUCCESS
Customer loyalty and customer delight are the cornerstones of organizational excellence. An organization must connect with its customers – both internally and externally. Interpersonal skills, a 'can-do' attitude, an understanding of the larger organizational context and a commitment to excellence are required. In this workshop, essential customer service skills and behaviors are examined and practiced. You'll gain a fresh perspective on how service—internal and external—can be the difference between business success and failure.

HUMAN RESOURCES

FUNDAMENTALS OF PROJECT MANAGEMENT
Many organizations struggle to complete projects on time and within budget. There is a need for project management competencies to effectively manage projects and drive them to successful completion. In this workshop, the instructor will provide the essential tools you need for completing and managing successful projects. This interactive workshop is designed to increase learning through the application of what is being taught to your current projects. This workshop is designed for anyone responsible for completing small or large projects in any function of the organization. It will be helpful to those who want to learn practical project management skills and tools to order to improve business results.

HIRING DONE WELL
Do you find it hard to attract qualified candidates? Have you sometimes hired a talented person who didn't meet your expectations? Are you worried that you may be creating risk for your organization through missteps in your hiring process? Participants in this workshop will learn the underlying principles of an effective hiring process, and explore with other learners some of the key steps in preparing for an optimal hire – someone who can do the job, wants the job, and will carry out the role in a way that fits at your place of business.

SHRM-CP/SHRM-SCP
This is an exciting and pivotal time in the HR profession. Now, more than ever, HR teams are required to assume a greater leadership role and contribute to the strategic direction of their organizations. The profession is no longer just about what you know – but how you do your job.

The **SHRM Certified Professional (SHRM-CP™) and SHRM Senior Certified Professional (SHRM-SCP™)** credentials are poised to become the new standard for HR professionals worldwide, as they are among the first HR certifications that focus on teaching and testing the practical, real-life information HR professionals need to excel in their careers today, including knowledge, skills and behavioral competencies.

SHRM ESSENTIALS OF HR MANAGEMENT
By covering a breadth of practical HR topics, the SHRM Essentials of HR Management provides the knowledge to perform daily tasks. Through this training you will also: Review key pieces of federal legislation on sexual harassment, age discrimination, and the Family and Medical Leave Act (FMLA). Gain insights into employee recruitment and selection while avoiding legal pitfalls. Learn to enhance your skills related to total compensation systems, pay increases and incentives, and employee benefits. You'll increase your knowledge of employee orientation, onboarding, professional development, and training.

LEADERSHIP

BEST FACE FORWARD — PROFESSIONALISM AT WORK
Professionals are the kind of people that others respect and value and trust. This workshop will cover strategies to evaluate and improve your professionalism in the three critical domains: interpersonal relationships, commitment to the organization, and competency and expertise. Participants will create their own "work-in-progress" plan, acknowledging their professional strengths, and outlining steps for improving their professional "challenges."

BUILDING TRUST & BUILDING TEAMS
Trust is the foundation of all strong teams while the absence of trust is considered the first dysfunction of teams. Without trust teams can't be successful. Yet most leaders pay little attention to the nuanced behaviors that build or break trust. This team building workshop will focus on how to strengthen trust and how to rebuild it if it is broken. Four different types of trust will be covered. The training will also explore key aspects of strong teams beyond trust as well as how to build strong teams once trust is established. The training will be interactive, hand on, and fun.

CREATING A SUCCESFUL RECOGNITION PROGRAM
Recognizing the people who work for you, the people you work with, and the people you work for positively affects the culture of an organization, improves the job satisfaction of employees, and increases target behaviors. People like to be acknowledged for their work and contributions. Sometimes employee recognition programs are minimized or ignored because of a lack of funds. This workshop will address why we all need to be acknowledged for our work and how we can model and provide recognition. Numerous inexpensive, yet proven, recognition ideas will be provided throughout the workshop. A "game plan" for starting or revamping an employee recognition program will be shared.

CRUCIAL COMMUNICATION & CONNECTION
During this workshop, we'll practice the art of difficult dialogue. The goal of this workshop is for all participants to have an understanding of how to apply new tools and strategies during high stakes conversations. Participants will engage in a self-assessment to better understand their communication default style, remain a calm listener in the face of another's reaction, and move towards effective and high impact actions and results in difficult conversations.

CUSTOM INSTRUCTIONAL COACHING
This workshop is designed to help trainers/instructors become better trainers/instructors. Using the principles of "Backwards Design", instructors learn how to clarify their training objectives, make the learning relevant, address various learning styles, increase engagement and understanding, provide meaningful and timely feedback, develop painless, ongoing assessments to monitor learning, and use the assessment information to quickly and effectively adjust instruction.

ESSENTIALS OF LEADERSHIP
This course is a foundation for teaching leaders how to get results through people. Participants acquire a set of proven interaction skills, discuss seven leadership imperatives key to meeting today's challenges and analyze their role as a catalyst leader who inspires others to act. Just got assigned to a new leadership role? This is the class for you!

GETTING WHAT YOU WANT: HOW TO REACH YOUR PERSONAL & PROFESSIONAL GOALS
In this workshop, we apply a decision-making framework based on goal-setting, task analysis, concentric circles of control, obstacle anticipation, and time management. Participants will walk out at the end of the workshop with an actual, real-time action plan in hand, that will enable them to accomplish their goal.

HIGH IMPACT FEEDBACK & LISTENING
Feedback is an effective business tool that reaches all levels. Learn how to effectively deliver both positive and developmental feedback, as well as how to be receptive to feedback, and to listen to accurately understand the speaker's intended message. The session addresses issues around the art of giving feedback and provides processes for helping employees deliver objective, honest feedback that is relevant and useful.

LEADERSHIP STYLES & PERSONAL INFLUENCE
Leadership requires a special blend of styles and skills in order to get results through others. Complex relationships and conflicting priorities challenge even the best of leaders. This workshop is designed to give participants time to consider different leadership roles and styles. Participants learn how to create a high-trust environment in which people take appropriate risks, identify and solve problems and work together to achieve business results.

LEADING CHANGE
This workshop focuses on the crucial role leaders have in effectively exploring change, introducing change, and helping others overcome resistance typically associated with change. Participants learn how to conduct effective change discussions that minimize the potentially negative effects of change on morale, processes and productivity. Leaders learn tools and techniques to engage employees throughout the change process.

MANAGING & OPTIMIZING GROUPS AND TEAMS
This session covers the particular challenges that group dynamics pose to communication and productivity. Participants will learn strategies to deal with the most common obstacles which groups face when solving problems and making informed decisions. Assessments will be used to uncover the true obstacles holding the team back from optimum performance.

MANAGING TIME & GETTING THINGS DONE
This training begins with a quick discussion of the 168 hours each of us has in a week. In this training, we demonstrate simple yet effective ways to manage multiple priorities. Participants will learn a time management framework that clarifies the processes of task review and selection, task analysis, concentric circles of control, and obstacle anticipation. With a focus on real-time action plans, participants develop the skills they need to manage their time more effectively so they are able to make a stronger contribution at work.

PERFORMANCE REVIEWS THAT MAKE A DIFFERENCE
In this session, participants will learn how to effectively deliver objective, honest feedback that is relevant and useful to employees. Learn the differences between formative and summative evaluation and the requirements of both types of evaluation. Participants will learn a specific, memorable recipe for giving both positive and developmental feedback that can be used the very next day. The instructor will reinforce the time-management practices that allow participants to conduct performance reviews that make a difference.