2014-2015 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.

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 STYLES AND 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 a communication skill 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 class, take an EI assessment to see how emotionally smart you really are and how you can immediately increase your emotional intelligence.

HAVING 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.

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 SKILLS – WHAT DID YOU SAY?
We spend more time listening to others than any other type of communication. Yet, there are many challenges to mindful listening as it is one of the hardest communication skills to develop. In this session, we examine the challenges of listening and the types of listening responses we can use.

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. Leaders also learn techniques for effectively handling even the most challenging conflict-related discussions.

RESPONDING NON-DEFENSIVELY TO CRITICISM
Easier said than done, right? In this class, we will explore the two basic principles (seek more information and agree with the critic) as action steps. Using video clips and interactive activities, we will put our new skills into practice. You’ll be able to handle criticism and move on!

SIX THINKING HATS – A MEETING MANAGEMENT TOOL
Six Thinking Hats is a meeting management tool proven to reduce meeting time by up to 50 percent. It harnesses parallel thinking as well as individual process time, group brainstorming, and the application of action planning. Participants will learn the various “hats” to put on when looking at a problem, generating ideas, or considering solutions. Easy and fun to learn, these techniques help teams reduce meeting time, generate more ideas, involve everyone in the process of working together, and save money.

Contact Us Today!
Interested in taking a class?
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802.879.2380

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 skill 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
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, contributing 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 course 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. 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.

STAY ON THE “RIGHT” SIDE OF THE LAW
Did you know that in some cases you can be personally liable for your actions, or inaction, as a supervisor? Attend this workshop to learn what you need to know about the laws that affect the interviewing, selection, managing, and termination of employees. You will get a clear understanding of what you can and cannot ask during an interview and how to avoid wrongful termination suits.

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, and 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.

GETTING WHAT YOU WANT: HOW TO REACH YOUR PERSONAL AND 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 AND 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 AND 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 class 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.

MANAGER AS COACH
In this half-day course, we will explore the concept of building the body/mind of manager as coach through interactive exercises, dialogue, inquiry, reflection, practice and play. The focus of this course is on increasing our interpersonal range and developing more stamina and adaptability in our interactions with direct reports, superiors and colleagues. In this workshop, we will craft a series of customized, take away practices that will support us in bringing ongoing excellence to our work as managers.

MANAGING AND OPTIMIZING GROUPS & 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.

PRINCIPLES FOR INFLUENCING & MANAGING EMPLOYEE BEHAVIOR
Participant-managers will first review and articulate problems at their workplaces on which they want to focus. Next, we will review the psychological principles of behavior management, reinforcement, and contingency contracting. Finally, participants will develop and share plans for applying those principles to one or more of the identified workplace problems. Follow-up consultation on particular problems will be available.

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

LEADERSHIP

BEHAVIORAL COMPETENCY DEVELOPMENT FOR ASPIRING MANAGERS
Looking for a competitive edge in the marketplace? Do you desire to bring excellence to the craft of management? Come join us for this interactive workshop; part self-discovery, part integration of practices to support making change. We will learn about key behavioral competencies indicated as markers for success as managers, identify your areas for growth and development and build well-proven exercises and practices to support integration.

CREATING A SUCCESSFUL 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 CONVERSATIONS
Using the book by the same name as our primary resource, we will practice the art of dialogue. The goal of this class is for all participants to have an understanding of how to apply these tools (and practice using them) during high stakes conversations. Participants will engage in a self-assessment to better understand their conversational default style, learn to talk about almost anything, remain a calm listener in the face of another’s reaction and move towards effective and high impact actions and results in conversation.

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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 trainers. Using the principles of “Backwards Design,” trainers learn how to clarify their training objectives, make the learning relevant, address various learning styles, increase engagement and understanding, provide meaningful and timely feedback, and develop painless, ongoing assessments to monitor learning, and use the assessment information to quickly and effectively adjust instruction.

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 “POW”!
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.

TIME MANAGEMENT
Time management is essentially a function of managing four interrelated items effectively in relation to the “clock.” We manage ourselves, we manage others, we manage tasks and we manage organization. There have been four generations of time management – notes and lists, calendars and appointment books, values clarification and prioritization, and the fourth, which is the matrix of urgency and importance. This workshop looks at time management with an emphasis on control, balance, vision and discipline. Learn steps to eliminate the time robbers in your day.

USING EMAIL TO GET RESULTS
In today’s business climate, most people feel that they get too much email, and they have trouble staying on top of it all. In this session, you will get tips and learn best practices for writing emails that get results and don’t get lost in an inbox. We’ll also explore current email etiquette guidelines and technology to help. We’ll use discussion and group work to explore these topics. Come ready to discuss your email successes and challenges!

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
HOW TO GET PAID FASTER, WHILE KEEPING YOUR CUSTOMERS
Extending credit and collecting your Accounts Receivable in a timely fashion are among the most important things your company does. Now more than ever we have to walk the line between the need to increase sales and hang onto our customers while turning sales into cash as soon as possible. This course will teach you how to make this happen.

PROVEN WAYS TO INCREASE YOUR PROFITABILITY
Sustained profitability in this tough economy involves more than cutting costs and raising prices. In this seminar we will explore how to make your customers happy and still make money.

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 HOME IMPROVEMENT SALES
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 them to invest in our proposals.

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.

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