Professional Development Courses

BASICS OF PROJECT MANAGEMENT

Description
Project Management is the art and science of getting things done, in a quality way, on time and on budget. This half-day workshop will introduce the terminology and concepts of project management in a way that is interactive and relevant to your job now.

Objectives
• Learn what a project is and is not
• Know what the traits of a successful project manager are!
• Learn the phases of managing a project
• Learn how to use project management in your job now
• Get a list of resources on project management

COMMUNICATING WITH CONFIDENCE AND PROFESSIONALISM

Description
Confidence in communication comes when you know the message you want to get across and you believe in your ability to get it across clearly and persuasively. Professionalism means that you build upon this confidence with tact and respect for both yourself and your audience.

Objectives
• Analyze your audience before you communicate
• Describe the components of credibility
• Use techniques for assertive and persuasive language
• Convey technical information in understandable terms

DEALING WITH CONFLICT

Description:
The first step in managing discord is having the ability to use basic conflict resolution skills. This class provides the foundations for handling conflict by presenting five modes for effectively resolving disputes. You will identify your preferred mode and explore practical methods of negotiating differences. Additionally, you will develop listening skills and the learn how to apply feedback and problem intervention models. Participants are invited to identify conflict situations in the workplace and apply intervention strategies to deal with them.

Objectives:
• Identify your preferred conflict mode and other modes
• Apply effective methods of negotiating conflict
• Use the feedback model
• Apply problem intervention models in dealing with difficult situations
• Having a theoretic basis upon which to address workplace conflict
• Fine tuning your conflict management skills
• Sharing effective conflict management approaches with colleagues

DEVELOPING LISTENING AND NONVERBAL COMMUNICATION SKILLS

Description
While writing and speaking are ways of sending verbal messages, we also receive messages by listening and noting nonverbal communication, ranging from body language to the use of space and time to the way we decorate our surroundings. This seminar will make you sensitive to the variety of ways people interact in the business world.

Objectives
• Identify the process and types of listening
• Correct poor listening habits
• Use active, critical and reflective listening on the job
• Describe the components of body language
• Interpret messages involving “territory”

DELIVERING CUSTOMER SATISFACTION

Description
In today's competitive business environment, the continued growth and success of an organization will depend largely on the way its personnel interact with internal and external customers. This seminar examines the responsibilities and opportunities involved in dealing courteously and professionally with your co-workers and the public.

Objectives
• Communicate with professional and assertive language
• Use the telephone courteously and efficiently
• Convey technical information and bad news in understandable terms
• Handle complaints and challenging situations
• Deliver customer satisfaction to “internal customers”

MANAGING YOUR TIME AND GETTING ORGANIZED

Description
Does your “To Do” list keep growing? Is your “In Box” always full? Perhaps you need help getting your schedule under control. This seminar shows you how to solve the major problem areas leading to inefficiency, and how to create your own plan for managing time.

Objectives
• Identify typical problem areas
• Prioritize tasks
• Deal with distractions and interruptions
• Create a personalized time-management plan
WRITING SUCCESSFUL BUSINESS CORRESPONDENCE

Description

This seminar helps you develop confidence in your ability to write clear, effective business correspondence. The session will cover techniques for getting a quicker start on your writing; tips on organizing and composing good-news, bad-news and persuasive letters; and ways of composing successful e-mail messages.

Objectives

• Overcome procrastination
• Structure a variety of letters
• Eliminate wordiness and jargon
• Send succinct, informative e-mails

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