

LCCC@Work

New Supervisors Certificate

Recommended for those who have been supervising 1 year or less. New supervisors have exciting new challenges. Many have moved up through their organization's ranks or come from the outside into a new company with a new role. Knowing the job is not enough. Understanding people and how to manage all of the new responsibilities in this new role is key to high productivity and a healthy work environment. Select 20 hours of courses below, take the ILU's and receive the New Supervisors Certificate. You will be able to select from courses in employee retention, communication, project management, business skills and much more! First Time Supervisors course is required as one of the selections.

Seasoned Supervisors Certificate

The Seasoned Supervisors certificate is recommended for those who have been supervising for one year or more. Gain additional skills that help you and your employees be more productive. Show the organization how you and your team make a positive contribution to its goals. Select 20 hours of courses below, take the ILU's and receive the Seasoned Supervisors Certificate. Hone your skills in several areas including business survival skills, employee retention, communication, project management, business skills and much more!

Employee Work Essentials Certificate

As an employee, wouldn't it be great to reach your work goals in a healthy, fun work environment? As an employer, you want to make sure your employees are having a good work experience in order for your organization to reach its ultimate goals. Investing in employees is great for retention since hiring a new employee is much more costly than keeping a current one. The Employee Work Essentials Certificate is tailored towards non-management staff who having been working with an organization for any length of time. Select 12 hours of courses below, take the ILU's and earn this certificate.

Customer Service/Sales

Everyone in your company is a sales person and must provide good customer service to survive in today's economy. Select three courses below, take the ILU's and receive the LCCC Customer Service/Sales Certificate.

Stand Alone Courses and Customization

Any of the courses below may be taken individually. You may also customize your own certificate to meet your professional needs.

Current course schedule can be located at:

www.lorainccc.edu/ceb

Questions or request a soft skills brochure:

Carrie Hering- chering@lorainccc.edu or 440-366-7405

Workplace Training Codes

NS	New Supervisors
SS	Seasoned Supervisors
EWE	Employee Work Essentials
CS	Customer Service/Sales

Business Survival Strategies

NS, SS, EWE

Learn a four-step process for creating a plan to achieve increased business results. Select an objective and link to your organization's business results. Create an action plan, extract out best results and track progress. Deal with any challenges that occur during implementation. Also, learn how to use the process of rapid decision making and understand the connection between the rapid decisions you make on the job and your organizations' objectives. Identify your own and others' decision-making tendencies and understand the standard decision-making process and how it differs with rapid decision making. Learn strategies to survive in challenging economic times and how to refocus your business effort to take advantage to revenue opportunities. 0.2 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Communication Skills for the Business Professional

NS, SS, EWE

Making Meetings Work - Learn how to plan, facilitate, and follow-up on meetings (including virtual meetings) to ensure that there is a payoff for the time invested in meetings. Use appropriate intervention techniques to keep meetings on track. Ensure that participants contribute effectively and support the meeting's outcomes.

Business Writing for Results- E-mail Etiquette - Learners will review the basics of English, in plain English; discuss sentence structure, tone, voice; receive templates on how to structure e-mails, memos, letters, proposals; review the importance of writing style to convey a professional image. We will also focus on E-mail, arguably the most misused and abused communication tool in business today.

We will demonstrate techniques that will help you reduce the number of emails that you receive, teach you what, when and where to e-mail, and provide guidelines regarding when and when not to use e-mail. 0.2 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Creative Ways to Communicate Your Message and Improve Your Presentation Skills

NS, SS, EWE

In today's competitive marketplace, what you say and how you say it matters more now than ever before. Whether you need to make formal presentations to large groups, informal presentations at meetings, or present yourself in an interview or on a sales call, this class will make it easier. This course puts the fun in public speaking, whether it's in front of a room full of people or during a one-on-one conversation. Learn effective delivery techniques, explore your creativity and humor, develop and deliver in-class presentations, and receive valuable feedback and coaching. 0.2 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Enhancing Performance Management and Productivity

NS, SS, EWE

Get through your day with more ease and be an increased contributor at work. Learn how to become involved in impacting your work processes and use a tool to involve others in their efforts to ensure successful process improvements. Explore signs of improvement and how to measure how you are doing. Discover barriers that keep you from making process improvements, and how to avoid them. Plan next steps to ensure success. Also, learn ways to maximize your productivity thru learning to prioritize tasks most effectively, how to deal with procrastination, interruptions and keeping yourself motivated. 0.1 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Time and Organizational Management

NS, SS, EWE

Learn to make the most efficient use of your time by prioritizing, focusing, and delegating. Identify your biggest time wasters; learn to deal with procrastination, interruptions, frustration, increased work load, disorganized people, and get things done more efficiently. Learn how communication can help you save time and produce effective to-do lists. Discover techniques and tips to manage the clutter in your life including organizing your space, handling paperwork and cleaning up current messes. Organize your email and learn about your most effective "clutter busting tool." 0.1 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Change Management

NS, SS, EWE

Learners explore the phases of change and determine which they are currently experiencing. Understand TEST Drive Change, which is a model that uses specific techniques to help people adapt to change. Discuss factors you can and cannot control or influence, why people fear change and how to respond versus react. Deal with responding to external change (market place, economy etc.) versus internally generated change. Also learn to introduce a change initiative and lead discussions with employees to explore how best to implement and overcome resistance to change. These skills enhance your ability to minimize the potentially negative effects of change on morale, processes, and productivity. 0.1 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Dealing with Difficult People

NS, SS, EWE

This seminar provides strategies for getting results with the hard to handle people in your life. Participants will be able to identify aggressive types as well as complainers, those people who say yes but then don't follow through on commitments, and

the ones who "clam up" or become overly negative and analytical. They'll learn the action steps for the skillful handling of all the most difficult people commonly found in the workplace. Understand your personal communication style and how to deal with other communication styles. Everybody is somebody's difficult person. Gain the confidence necessary to handle yourself in uncomfortable situations. 0.2 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

First-Time Supervisors

NS

Only those taking the New Supervisors Certificate must take this course.

Leaders will quickly and effectively achieve results in their new role; focus their time and efforts on high-priority tasks; effectively lead teams to contribute to the organization's business strategies; achieve results through others by building strong relationships with team members. Learn how to answer to higher-ups and delegate. Learn how to adjust to your new role and effectively supervise your former peers. 0.2 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Ethical Workplace Issues

NS, SS

The Legal Side of Management - In the effort to prevent employee lawsuits, are your managers assets or liabilities? By providing them knowledge and tools to handle workplace issues effectively, this program turns managers into a frontline defense against costly litigation. Armed with an understanding of the critical legal issues facing them today, your managers will take a wealth of practical knowledge back to their departments. Explores critical issues--hiring/firing, discipline, harassment, the ADA and more.

Lead with Integrity - How do you turn a Code of Conduct into a living, breathing part of your

organization? Enlist the active, committed involvement of every leader! This program helps managers and supervisors step up to the daily task of promoting ethical conduct and ensuring compliance. Using the L.E.A.D. model, your organization's leaders will develop the skills to foster, influence and sustain a culture of integrity.

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Coaching for Success

NS, SS

Participants learn a proven coaching process to ensure they identify coaching opportunities, provide needed coaching and support, observe performance, and measure results until desired outcomes are achieved. They learn how coaching for success benefits individuals, strengthens work groups, and supports an organization's objectives and priorities. 0.1 ILU's International Learning Unit (ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Retaining Top Talent

NS, SS

Your organization needs to hold on to those key performers who will get you through these tough economic times. Are you doing all you can to keep your most valuable assets? Learn how to show people their value to the organization, increase the frequency and quality of discussions with people about their job satisfaction and intent to stay, uncover factors that are important to retain each individual, and take action to increase satisfaction and develop a plan to reduce voluntary turnover.

Keep Your Staff Motivated

NS, SS

Help meet your goals, boost productivity, and reduce absenteeism and turnover by keeping your staff energized! Learn how to leverage individual strengths for greater performance, instill a sense of purpose, better manage energy as well as time, convert disengaged workers to motivated employees and get buy-in and commitment from staff with renewed excitement. Watch your supportive work environment thrive.0.1 (ILU's

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Project Management: Fundamentals of Project Management for Managers

NS, SS

Course provides a primer on the concepts of project management and critical success factors in project management. You will gain an in depth understanding of the five stages of every project, know what your role is in each stage, and clearly define deliverables by project stage. 0.2 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

What's In It For Me At Work

EWE

Success isn't just about the job you do -- it's also about how you do it. We'll explore what motivates you to come to work every day. Understand how to communicate priorities to your manager, allowing your motivation to continue to grow. You'll also learn how a positive attitude and personal initiative pays off in reaching your work-related goals. Your organization will also benefit by retaining a successful employee. 0.1 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

How to Succeed in Challenging Situations

EWE

You know what your personal standards are. But what does your organization expect of you when it comes to discrimination, dishonesty and ethical actions. You'll find out how to face such issues and respond in ways that meet the high standards of your organization as well as adhere to the letter of the law. You'll learn to analyze every situation, consider the consequences, and take appropriate action. Learning from dozens of real-world case studies, you'll know to make the right choices in tough situations.0.1 (ILU's International Learning Unit- ILU (© LERN) is an outcome based

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Taking Action to Solve Problems

EWE

Break away from the "that's the way it's always been done" thinking and be the person in your company who works to eliminate problems. In this interactive course, you'll identify improvements that will directly impact customers, your company's bottom line, and get you noticed. You'll be able to pinpoint areas of frustration in your job and take steps toward eliminating them. You'll also learn how to gain the support of your co-workers and boss to successfully make improvements. 0.1 ILU's (International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Customer Service - Service Plus®

CS

Customer loyalty comes from the solid relationship you have formed with your customers. Service Plus® shows you how to create that level of service, helps eliminate customer defections, and strengthens customer satisfaction and loyalty. The program gives service providers more than a list of do's and don'ts by providing a toolbox of skills for handling all types of customer interactions. Learners discover that customers have personal and practical needs and that recognizing those needs elevates good service to outstanding service. Great course for all employees. 0.1 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Driving Sales Thru Customer Service

CS

This course is for owners/managers who want to set up a comprehensive customer service program that will drive sales to increase profits. The following will guide you through the development of a template that you can use to create your customized program: Who are your customers? (360 degree

customer service); developing an effective customer service program which includes identifying moments of truth and defining excellence; anatomy of a customer service program which includes identifying points of customer contact, principals, commitment, setting measurable standards, training, customer service as a marketing tool, motivating your team, and measuring results. 0.2 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Dealing with Difficult Customers

CS

Anyone who must deal with customers inevitably will encounter those that seem almost impossible to please. This course will provide simple strategies that will put you in control when dealing with difficult customers or service situations. Understand the three elements at work when dealing with a difficult customer, effective communication techniques, different types of difficult customers, why customers become frustrated and difficult, complaint handling, taking charge of interactions with difficult customers and turning them into good customers, and service techniques to keep customers from becoming difficult. 0.1 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

Surefire Strategies to Close More Sales

CS

Course for anyone engaged in sales. We all know the frustrations of spending time and effort with potential customers who just will not or cannot make the decision to purchase. This course is designed to help you find qualified prospects, conduct an effective interaction with them and close more sales. Topics include: prospecting – developing prospects from suspects, targeting your market, discovering your customer's needs / hot points, listening techniques, consultative and relationship selling, presenting your product / service, benefit – feature / benefit selling, overcoming objections, closing the sale. 0.1 (ILU's

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Hidden Sales Opportunities

CS

Each time your service representatives, delivery people, accounting department and support staffers come into contact with an existing or potential customer, a sales opportunity is created. This course will help your support staff take advantage of those opportunities by turning them into increased profits. Sales is everyone's job and we'll show your staff how they are in a unique position to make a sale. Also learn how to increase the value of customer contacts, effective interpersonal communications, identify hidden customer needs, selling techniques, product knowledge, quick presentation skills, closing the sale and referring a sales lead. 0.1 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning

Drive Up Profits with your Sales Development Program

CS

This course is for business owners, decision makers and sales managers charged with increasing organizational sales volumes. This course is designed to develop an easy, effective sales system that will help track the effectiveness of your sales and marketing efforts. Learn about the sales system and process, using a "marketing funnel" to ensure the quality of your leads, components of a sales system, setting targets and defining opportunities, building average sales, selling to existing customers, developing a lead control system and tracking marketing / sales efforts and using data to

make adjustments. Also learn how to provide sales training for your staff, sales compensation considerations, and how to conduct effective sales meetings. 0.2 (ILU's International Learning Unit- ILU (© LERN) is an outcome based measurement of learning designed for lifelong learning activities.

HR Investigations

NS, SS

This course is designed for current Human Resource professionals, those aspiring to work in HR or those who also do HR as a part of their job. Employee relations issues and litigation are a part of everyday business. You will learn how to conduct proper workplace investigations that will lead to lawsuit avoidance as well as proper documentation techniques. You will then use those skills to review, analyze and discuss a variety of actual workplace investigation case studies. Continuing education credit is pending through HRCI. Materials included.

HR Ethics

NS, SS

This course is designed for current Human Resource professionals or those who also do HR as a part of their job. Maneuvering through ethical dilemmas has become commonplace in today's business world. In HR, this comes into play particularly during employment investigations and when dealing with executives. You will learn the implications of certain behaviors in the workplace. Gain understanding of the business vs. ethics model. You will then use your new skills to review, analyze and discuss a variety of actual workplace investigation and situational case studies. Continuing education credit is pending through HRCI. Materials included.