

- **Finance and Accounting for Non-financial Managers**

**Learn how to:**

- Differentiate between finance and accounting
- Grasp accounting fundamentals such as debits, credits, and double-entry bookkeeping
- Analyze basic financial documents such as income statements and balance sheets
- Use financial tools to manage performance more effectively

- **Making Teams Work: How to Form, Measure, and Transition Today's Teams**

**Learn how to:**

- Identify the best type of team for your organization
- Perform the essential "getting off to a good start" steps
- Define key responsibilities for team members and team leader

- **Customer Service: Delivering Knock Your Socks Off Service**

**Learn how to:**

- See things from the customer's point of view
- Meet customer expectations and satisfy their needs
- Create a memorable experience for the customer
- Become easy to do business with
- Determine the right time to bend or break the rules

- **Successful Project Management**

**Learn how to:**

- Set measurable project objectives and create a practical plan to achieve them
- Control your project's schedule, cost and scope
- Develop the critical skills needed to succeed as a project manager
- Achieve project objectives with cost-effective estimating and planning techniques

- **Fundamentals of Statistical Process Control**

**Learn how to:**

- Apply statistical thinking to quality improvement
- Use statistical tools to analyze a wide variety of daily work problems
- Select appropriate control charts for different applications
- Interpret variability in work processes
- Construct a histogram of set data

- **Planning and Managing Change**

**Learn how to:**

- Manage the process, content and human dynamics of change
- Help others move successfully through the change process
- Diagnose the impact of change
- Identify how to engage the support of others

- **Leadership Skills for Managers**

**Learn how to:**

- Provide the direction to translate the organization's vision into reality
- Lead by example and share power to develop followers
- Build teams and make the organization successful
- Coach, mentor and reward employees to foster new leaders and build a forward-moving workforce
- Take risks and focus on continuous improvement

- **Communication Skills for Managers**

**Learn how to:**

- Develop and use your listening skills to solve problems, diffuse conflict, teach staff, and be a more productive manager or team leader
- Ask the right type of question to elicit information, encourage a response, or create a relationship
- Master the techniques of successful presentations from planning to delivery
- Understand your audience before communicating your ideas in any format

- **First-Line Supervision**

**Learn how to:**

- Make a successful transition from staff to supervisor
- Develop your own leadership style
- Establish a partnership with your boss
- Give feedback to improve performance
- Build a top-performing team

- **Presentation Success: How to Plan, Prepare, and Deliver Effective Presentations**

**Learn how to:**

- Evaluate what your audience already knows, needs to know, and wants to know
- Organize information so points are followed and understood as they are presented
- Avoid "overloading" the audience
- Carefully prepare and use visual and other aids
- Reduce and control your anxiety and nervousness