



Seminars for Continued Success for Professionals

NEXT STEP

October 2009



RAPID PERFORMANCE MODULES

Communicate To Be Heard... and Understood

Wednesday, Oct. 7, 8 am-Noon
Instructor: Dan Pelley

This practical half-day seminar focuses on communication skills for people who manage people. It covers:

- Leadership skills you can use to improve communications with others
- Tips for speaking clearly and concisely
- How to improve your ability to really listen
- Differences between passive, aggressive, and assertive communications
- How to insure your message is both heard and understood.

Motivating for High Performance

Thursday, Oct. 22, 8:30 am-Noon
Instructor: Carmen Brickner

How do you keep high performers fresh? How do you keep morale high and help the people who report to you to be successful? This seminar is designed to teach you what motivates people and to recognize when their needs are not being met. You will learn to:

- Recognize subtle shifts in engagement, dedication, confidence, and professionalism
- Better negotiate standards of behavior and performance
- Help employees to stay on track or get back on track.

ONE-DAY CLASSES

Dealing with Difficult Co-Workers

Tuesday, Oct. 6, 9 am to 4 pm
Instructor: Andrew DeLaura

You really can't afford not to deal with difficult people at work—they are not going to go away! Complaining is not going to solve the problem. Why not get the skills needed to deal with them? This seminar will cover how to:

- Handle the 10 Most Difficult Types of People
- Handle inappropriate workplace behavior
- Deal with ego-driven co-workers
- Build a better relationship with a tough boss
- Use language that reduces tension and creates rapport

Respecting Diversity: Awareness, Understanding, Inclusion

Tuesday, Oct. 20, 9 am to 4 pm
Instructor: Louise Summa

The workplace has become more diverse, and awareness has grown of the negative effects of a workplace that is not respectful of diversity. This program focuses on the characteristics of a work environment that values differences. This lively and highly interactive program will:

- Cover the legal, moral, and strategic aspects of diversity
- Discuss barriers to inclusion including stereotyping and prejudice
- Provide illustration and practice in culturally sensitive communication

TWO-DAY CLASSES

Manage Any Project on Time, on Target, on Budget

Tuesdays, Oct. 27 & Nov. 10,
8:30 am to 4:30 pm
Instructor: Bill Lovett

This seminar offers a comprehensive, concise process that will develop skilled and successful project managers. Day 1, participants learn all aspects of managing any project from the initial assignment to the final evaluation. Day 2, project managers will have the opportunity to present a project plan to the group for assessment and feedback. Topics covered include:

- Determining goals & objectives
- Selecting the project team
- Clarifying assumptions & constraints
- Work breakdown structure
- Planning preventive actions & preparing contingencies
- Project mapping
- Project evaluation
- Risk assessment
- Creating schedules
- GANTT, CPM, & PERT
- Monitoring projects

New Technologies Seminar

Green Is Free: How Companies Can Increase Profits through Sustainability

October 15, 2009

Thursday 3:30 to 5:30 pm

Presenter Dean Schroeder \$50 per participant

Highlighting the dramatic results of Subaru of Indiana Automotive, Inc.

- 14% reduction in electricity consumption per car since 2000 (800 cars per day)
- No waste shipped to a landfill since May 2004



RAPID PERFORMANCE MODULES

Course Information

Location:

QVCC Danielson Campus
Room C127

Cost: \$129 per participant; \$99 each for 3 or more participants from one company or organization

Instructor: Dan Pelley. Dan has been working with QVCC for over 12 years and is recognized as one of the leading presenters in his field. With Dan's broad background in industry as well as management development, his seminars consistently receive excellent ratings from those who attend. He received his Bachelors Degree from the University of Bridgeport and his M.B.A. from Northeastern University.

Instructor: Carmen Brickner.

Carmen is a dynamic trainer and presenter with corporate experience in the areas of human resources, finance, Information technology and business process improvement. She specializes in strategic & human performance development, leadership development, and lean process improvement.

ONE-DAY CLASSES

Course Information

Location:

QVCC Willimantic Center

Cost:

\$199 per participant;
\$169 each for 3 or more participants from one company or organization

Instructor: Andrew DeLaura .Andy has extensive experience as a training manager and trainer and has designed and supervised significant productivity improvement programs for industrial clients. He has delivered uncompromising customer service training programs for public service agencies as well as the automotive and pharmacy dispensing industries in Connecticut. He earned a Bachelor of Science Degree in Business Administration from the University of New Haven.

Instructor: Louise Summa. Louise Summa serves as the Human Resources Director, HRIS Manager, and employee relation designee at Three Rivers Community College. Louise has developed presentations on the national and regional level in areas dealing with employee development.

TWO-DAY CLASSES

Course Information

Location:

QVCC Danielson Campus
Room C127

Cost: \$329 per participant;
if 3 or more, \$279 each for 3 or more participants from one company or organization

Instructor: Bill Lovett. Bill was trained as an engineer at Villanova University. He worked in industry as an engineering manager and ultimately earned a Masters Degree in Education at the University of Rhode Island. Bill now provides management development training as a consultant to numerous companies that have included Gillette, Texas Instruments, General Electric, and United Technologies.

New Technologies Instructor

Dean Schroeder

Valparaiso University
Associate Dean and
Director of the Graduate
Programs in Management,
College of Business
Administration.

Dean is an award-winning author, international business consultant, and corporate board member. He co-authored "Ideas Are Free: How the Idea Revolution is Liberating People and Transforming Organizations" with colleague Alan Robinson.



Enroll Now!

Call (860)412-7300 or

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