

CBI Workshops Upcoming Programs May 2024

Leadership Lehigh Valley & Leadership Pocono – Class of 2025 now open for registration!

CBI's Leadership Lehigh Valley and Leadership Pocono empower people who actively engage in their own learning and want to learn more about their region and how it operates in terms of government, education, social services, culture, and more. Both programs are unique learning labs for leadership where we commit to developing leadership capability while encouraging participants to apply leadership skills to benefit their communities through service. Leadership and networking opportunities will also benefit the sponsoring organization. Both 10 month programs will begin in September 2024 and are now open for registration. For more information including schedule, pricing, and registration information, please visit northampton.edu/llv (Leadership Lehigh Valley) or northampton.edu/lp (Leadership Pocono). Questions? Email workforce@northampton.edu.

Coaching for Improved Performance - Online

Employees enter the workplace with diverse skill sets and levels of engagement and interest concerning work. Factor in the “do more with less” pressure supervisors and managers face daily, and the question becomes how do you motivate employees and encourage excellence in an increasingly difficult environment? Coaching is the answer. In this interactive online workshop, learn how to help employees rise to the higher level of performance that a rapidly changing environment demands while creating successors in key positions so the organization is constantly preparing the next generation of leaders.

May 1-2, 8am-Noon, \$289. Zoom platform

[Learn more and register!](#)

Basic Management Skills

Your company is counting on you to help the business thrive and grow. To do this, you must master certain basic management skills, including planning, organizing human capital and work, meeting management deadlines, delegating, communicating effectively, and aligning your departmental and company goals. This program provides an overview of the fundamentals and will bolster your ability to lead employees and manage work.

May 6, 8am-4pm, \$289. Fowler Center, Room 605

[Learn more and register!](#)

Microsoft Excel Intermediate Seminar - Online

Advance your skills with Microsoft Excel in an online class format. Topics included are: advanced formulas, lookup functions, organizing worksheet data with tables, utilizing charts, PivotTables, slicers and PivotCharts. Offered in a convenient online format via Zoom, so internet access is required. Two 4-hour sessions.

May 8-9, 8am-Noon, \$269. Zoom platform

[Learn more and register!](#)

Exceptional Customer Service

Every interaction with a customer is a chance to provide exceptional customer service. When customers aren't satisfied with products or services, the costs to the organization are high. In this interactive workshop, you'll explore strategies needed for customer service excellence, internally and externally. Emphasis is on identifying goals for your organization and job, how to defuse stressful interactions, and ways to provide the very best experience for every customer.

May 13, 8am-4pm, \$289. Fowler Center, Room 605

[Learn more and register!](#)

Authentic Leadership

Transform relationships at all levels by knowing yourself, defining your purpose, creating transparency, and balancing interests. This session supports communicating a clear, consistent vision, using storytelling to inform and engage, and applying the power of targeted communication.

May 14, 8am-4pm, \$359. Fowler Center, Room 605

[Learn more and register!](#)

Microsoft Excel Beginning Seminar

On ground workshop. Learn how to perform calculations, modify and format a worksheet, print workbook contents, as well as manage larger workbooks. Windows knowledge required.

May 15, 8am-4pm, \$269. Fowler Center, Room 635

[Learn more and register!](#)

Problem Solving Techniques

Solving a problem is a process: Define the issue, sort symptoms from causes, generate ideas, make sound decisions, implement the solution, and monitor outcomes to ensure success. This one-day workshop provides a critical-thinking framework to approach problems and decisions in systematic and creative ways. Learn when to solve a problem on your own or benefit from group problem-solving. In this interactive program, you will practice and identify practical ways to apply skills every day in the workplace.

May 20, 8am-4pm, \$289. Fowler Center, Room 605

[Learn more and register!](#)

Responsive Leadership

While managers routinely search for the "best" style of leadership, research clearly indicates that no single, all-purpose leadership style exists. Instead, successful leaders learn to adapt their behavior to respond to the dynamics and demands of each unique situation and use a diagnostic approach that encourage creative thought and flexibility to optimize outcomes. Case studies, instruments, and group discussions will be engaged to help identify your own style and how to use it more effectively.

May 22, 8am-4pm, \$289. Fowler Center, Room 605

[Learn more and register!](#)

Conflict Resolution Strategies

While workplace conflicts are often inevitable, this one-day, interactive workshop provides tools to identify needs in conflict situations, manage stress, and promote conflict resolution. The program focuses on how communication styles affect conflict, the benefits of conflict, and five conflict styles to solve problems. Explore your own preferred styles, practice how to use skills, and apply a conflict resolution model for your workplace.

May 30, 8am-4pm, \$289. Fowler Center, Room 605

[Learn more and register!](#)

Thank you for supporting NCC & CBI!