PROFESSIONAL
DEVELOPMENT
TRAINING

N NORTHAMPTON
COMMUNITY COLLEGE

**CENTER FOR BUSINESS
AND INDUSTRY**

YOUR SOURCE
FOR COUNTLESS
SOLUTIONS

CBI
WHO WE ARE

Decades of business and industry experience and a powerful network of resources converge at the Center for Business and Industry (CBI), enabling our team experts to design and deliver targeted training and strategic solutions that improve performance, productivity and profits.

Whether delivered at your site or ours, services include leadership development, management and supervisor training, succession planning and human resources, quality and process improvement, IT / computer training, and more for businesses and nonprofits in the Lehigh Valley and beyond.

CERTIFICATE AND INDIVIDUAL TRAINING COURSE OPPORTUNITIES

CBI WORKSHOP REGISTRATION

Register for CBI Workshops by using our online system. Please visit **www.northampton.edu/business** and click on Search Courses. For questions or additional information, **contact cbi@northampton.edu**

TRAINING OPPORTUNITIES

4 Leadership, Management, & Professional Development

18 IT / Computer

24 Hospitality

26 Electronics Manufacturing

30 Corporate and Public Safety

All courses available for individual self – improvement, regardless of Certification Program.

NORTHAMPTON
COMMUNITY COLLEGE
CENTER FOR BUSINESS AND INDUSTRY

CUSTOMIZED PROGRAMMING TO MEET YOUR SPECIFIC BUSINESS NEEDS

CBI has been providing high value, high impact customized training to companies in a variety of vertical markets for over 15 years. Our clients range from small privately owned enterprises to worldwide Fortune 500 companies. We realize that every business is unique with its own culture and challenges.

That's where we can help.

Start by telling us about your organization and its culture. In turn, we'll collaborate with our assessment team to quickly identify opportunities, determine employee skill levels and ultimately create a customized training program that moves your business forward. From leadership development to energy audits, we'll make the process simple.

Contact us at **cbi@northampton.edu** or call us at 610·332·8678 to start the conversation.

llv leadership lehigh valley

lp leadership pocono

IMAGINE LIFE AS A LEADER

One overarching philosophy of leadership, customized for two distinct communities.

LOOKING TO ENHANCE LEADERSHIP SKILLS?

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.

Our programs are unique learning labs for leadership. We commit to develop 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.

PARTICIPANTS WILL:

- Learn the best practices of effective leaders in order to benefit their organization.
- Develop a deeper understanding of the problems, opportunities and resources existing within their community.
- Identify a field of community involvement for which they can advocate, support and/or serve.
- Both in-demand ten-month programs begin September 2023.

Find out more now, visit:
northampton.edu/LLV (Lehigh Valley)
or **northampton.edu/LP** (Pocono)
email **cbi@northampton.edu**
or call 610.861.5590

CBI OFFERS PROFESSIONAL COACHING FOR LEADERS AND MANAGERS

On occasion, managers and leaders need the opportunity to gain an outside perspective on their performance and ability to engage employees. At the Center for Business and Industry (CBI), we offer coaching services through our staff members who have extensive experience being the objective voice. We can be the means to validate solid practice, challenge performance and behavior that is counter-productive, and assist managers and leaders in taking their talents to the next level. Coaching plans are created for individuals based upon specific needs and are priced accordingly.

Please contact us at **cbi@northampton.edu** for more information.

MANAGEMENT CERTIFICATE PROGRAM

Employees are often promoted from within the organization without any formalized developmental training that teaches them how to manage work and other people to produce results for the organization. And, it is impractical to send employees off for weeks at a time to acquire the necessary knowledge, skills, and techniques they need to apply them to their new role with the company. For this reason, the Management Certificate program was built to serve all employers who want Supervisors, Managers, and High Potential Employees to be equipped with the skills they need to be successful in a leadership role.

THIS CERTIFICATE PROGRAM TEACHES EMPLOYEES HOW TO:
- Transition from worker to supervisor/manager of other workers
- Manage work and people
- Plan for achievement of results
- Align individual performance goals with the company's goals
- Coach employees' performance to achieve company goals and objectives
- Become self-aware in order to effectively communicate with different personality types
- Learn how to flex your management style to the needs of your individual team members
- Resolve conflicts in order to focus on results and promote teamwork

6 REQUIRED WORKSHOPS
to earn the Management Certificate with 4.8 Continuing Education Units (CEUs). (48 Instructional Hours)

Content is research-based and current best practices are presented. Instructional methods are experiential, individualized, and participatory.

REQUIRED WORKSHOPS:
Basic Management Skills
Effective Interactions
Coaching for Improved Performance
Managing the Performance of Others
Responsive Leadership
Conflict Resolution Strategies

ADMINISTRATIVE PROFESSIONAL CERTIFICATE

Experience the excitement of achieving personal and professional success while earning college-level certification. Expand your knowledge of the skills necessary to provide effective administrative support by exploring the latest best practices in the field. Understand what it takes to be an effective administrative professional and why this is essential to increasing performance, productivity and profitability — individually, as a team and organizationally. Gain practical experience by attending the highly interactive, competency-based workshops highlighted in the Administrative Professional Certificate Program.

THIS CERTIFICATE PROGRAM TEACHES EMPLOYEES HOW TO:
- Acquire the skills necessary to provide effective administrative support
- Receive professional training from qualified instructors with solid industry experience
- Learn the latest office practices applicable to a wide range of settings
- Increase productivity and effectiveness
- Improve competitiveness within your organization
- Increase skill sets and professional value

5 REQUIRED WORKSHOPS
to earn the Administrative Professional Certificate with 4.0 Continuing Education Units (CEUs). (40 Instructional Hours)

Successful completion awards employees the credentials valued by professionals in all industries.

REQUIRED WORKSHOPS:
Effective Interactions
Achieving Personal Effectiveness
Problem Solving Techniques
Better Business Writing
Introduction to Project Management

CUSTOMER SERVICE CERTIFICATE

Experience the excitement of achieving personal and professional success while earning credentials in the growing field of Exceptional Customer Service. Understand why building a culture of service is essential to increasing performance, productivity and profitability — individually, as a team, and organizationally. Exceed customer expectations, and your own, by attending the highly interactive, competency-based workshops highlighted in the Customer Service Certificate Program.

THIS CERTIFICATE PROGRAM TEACHES EMPLOYEES HOW TO:
- Learn the latest customer service techniques applicable to a wide range of settings
- Receive professional training from qualified instructors with solid industry experience
- Achieve advanced professional skills
- Increase productivity and effectiveness
- Improve competitiveness within your organization
- Increase skill sets and professional value

5 REQUIRED WORKSHOPS
to earn the Customer Service Certificate with 4.0 Continuing Education Units (CEUs).
(40 Instructional Hours)

This program is a unique opportunity for professionals seeking to expand their skills and earn credentials in the customer service profession.

REQUIRED WORKSHOPS:
Exceptional Customer Service
Problem Solving Techniques
Effective Interactions
Working with Teams
Conflict Resolution Strategies

LEADERSHIP CERTIFICATE PROGRAM

Good leaders are essential to the success of both the business and the humans working at a business. Great leaders connect people to their work, respond to whatever comes and pro-act at the first inclination that things are changing. Leading others is a daunting task in that we acknowledge our responsibility for the lives and well-being of those we lead. Everywhere we look, we may find a book or article that suggests it holds the key to help us be the ultimate leader.

   What we know is that strong leadership requires hard work around understanding yourself, your organization, the world around you, and those you lead and serve. A comprehensive approach in response to the multi-faceted role of a leader is necessary to fully address the challenges associated with leading others.

7 REQUIRED WORKSHOPS
to earn the Leadership Certificate with 6.4 Continuing Education Units (CEUs).
(64 Instructional Hours)

REQUIRED WORKSHOPS:
The Leadership Challenge (Two day program)
Authentic Leadership
Leading in a DEI Culture
The Entrepreneurial Leader
Balancing Management with Leadership
Engaging Others to Lead
Continuous Improvement for Leaders

LEADERSHIP, MANAGEMENT, AND PROFESSIONAL DEVELOPMENT

All courses available for individual self-improvement, or as part of Certificate.

`LEADERSHIP CLASSES ARE ON GROUND UNLESS NOTED OHERWISE`

ACHIEVING PERSONAL EFFECTIVENESS

High-performing organizations have focused employees who effectively manage their work and are resilient in the face of everyday challenges. In this interactive workshop, you'll explore professional and personal skills to help you function at your very best. This includes how to focus on what's important in your daily activities and self-care skills to manage stress and demands. You'll also be provided time to identify and practice skills: how to set goals, prioritize, manage activities and time, communicate with people, and find meaning in your work each day.

`ONLINE` **Wed, Nov 15 & Thu Nov 16, 8AM – 12PM**   LDRWK100.(25)
Fee $279

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.

Tue, Oct 3, 8AM – 4PM   LDRWK142.(6)
Fee $349

BALANCING MANAGEMENT WITH LEADERSHIP

Ultimately, as leaders, we are responsible for taking care of the business aspect as well as the people. Creating a structure that leads to success, setting and translating KPI's, and holding others accountable for results are key aspects of this session.

Thu, Aug 10, 8AM – 4PM   LDRWK145.(5)
Fee $349

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.

Mon, Sep 18, 8AM – 4PM   LDRWK101.(63)
Fee $279

BETTER BUSINESS WRITING

Writing is a key means of communicating and demonstrating professionalism on the job. This highly interactive program is designed to help the business communicator improve writing skills. Topics include preparing and organizing ideas, understanding the needs of the reader, avoiding common grammar and spelling mistakes, and editing. Participants have the opportunity to create and edit their own documents.

Thu, Sep 21, 8AM – 4PM   LDRWK102.(25)
Fee $279

BUILDING PROFESSIONAL STRENGTH

Organizations strive to present, promote and encourage professional behavior in their business dealings. Unless these concepts are defined and reinforced, employees can be unaware of the expectations desired by their organization. This program seeks to define those concepts and promote professional behavior. It will relate professionalism to all aspects of an employee's work experiences.

**ONLINE Wed, Oct 18 & Thu Oct 19,
8AM – 12PM**   LDRWK123.(16)
Fee $279

COACHING FOR IMPROVED PERFORMANCE

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 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.

Mon, Jul 10, 8AM – 4PM   LDRWK103.(56)
Thu, Nov 16, 8AM – 4PM   LDRWK103.(57)
Fee $279

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.

**ONLINE Wed, Aug 23 & Thu, Aug 24,
8AM – 12PM**   LDRWK104.(51)
Tue, Oct 17, 8AM – 4PM   LDRWK104.(52)
Fee $279

CONTINUOUS IMPROVEMENT FOR LEADERS

Leaders keep their organizations healthy and thriving by embracing concepts of Lean, PDSA / Six Sigma. This session explores systems thinking, best practice, data driven leadership, and other key concepts for organizational success.

Tue, Oct 24, 8AM – 4PM   LDRWK147.(5)
Fee $349

EFFECTIVE INTERACTIONS

In the workplace, effective interaction skills are critical to building strong relationships, engaging people, and solving problems. This one-day interactive workshop focuses on two core skills: listening and assertive communication. You will self-assess and practice skills, explore the power of listening effectively and being direct, and plan for productive ways to engage people and get results.

Wed, Oct 4, 8AM – 4PM   LDRWK105.(53)
Fee $279

EMOTIONS AT WORK: EFFECTIVELY MANAGING WHAT LIES BENEATH

We are all feeling some pressure right now. It may be work, or home, or the pandemic overall, but emotions are much closer to the surface than we like. If you are an organizational leader, you most certainly have employees struggling right now with more acute emotional experiences given life circumstances and/or work situations. This workshop will examine the various ways we interact with and manage our emotions while providing you skills to take some control back. We will look at different kinds of emotion, ways to adapt, and practices that will help us get back in the driver's seat. Come explore what lies beneath and learn tools to take charge.

Mon, Aug 7, 9AM – 12PM   LDRWK146.(5)
Fee $125

ENGAGING OTHERS TO LEAD

The goal of leadership must be to create other leaders. This session provides focus on coaching, delegating, and succession planning.

Thu, Sep 7, 8AM – 4PM   LDRWK146.(5)
Fee $349.00

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.

Mon, Dec 11, 8AM – 4PM   LDRWK107.(26)
Fee $279

INTRODUCTION TO PROJECT MANAGEMENT

This exciting introductory program explores the basic skills necessary to become an effective project manager, including meeting management/leadership concepts. Working within the Project Life Cycle (Initiation, Planning, Execution, and Closure), you'll learn and apply tools that support successful execution.

Mon, Jul 24, 8AM – 4PM   LDRWK109.(23)
Fee $279

LEADING IN A DEI CULTURE

As a leader, you are charged with creating both personal practice and a model of behavior that supports equity in an inclusive, diverse community. This session provides clear definition of the terms and challenge of creating / maintaining a productive, desirable workplace.

Tue, Nov 14, 8AM – 4PM   LDRWK143.(6)
Fee $349

MANAGING THE PERFORMANCE OF OTHERS

Performance appraisals and annual reviews are among the most dreaded management tasks. In this session, learn how to shift the focus from yearly performance appraisals and annual reviews to the broad spectrum of performance management. Among the topics explored: professional employee development, personal development training goals, cross-training, challenging assignments, and regular performance feedback.

Wed, Aug 9, 8AM – 4PM   LDRWK112.(55)
Tue, Dec 5, 8AM – 4PM   LDRWK112.(56)
Fee $279

Please visit **www.northampton.edu/CBIWorkshops** or click on the QR code to access the course catalog and register for workshops.

"I really enjoyed every aspect of this. I felt understood and was easy to understand the material being taught. It was more of an open opportunity to discuss and learn than it was just being taught."

Participant in Managing the Performance of Others

PRESENTING WITH CONFIDENCE

Many people say that giving a presentation is high on their list of stressful activities. In this half-day session, you will learn more about your natural strengths and ways to increase your confidence while enhancing your skills to connect clearly and meaningfully with your audience. Learn more about what makes an effective presenter and the importance of body language in communication. We'll focus on how to plan, organize, and present information. Discover ways to most effectively assess and engage your audience for greatest impact and connection.

Thu, Aug 28, 8A – 12PM   LDRWK148.(3)
Fee: $135

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.

Fri, Oct 27, 8AM – 4PM   LDRWK115.(26)
Fee $279

QUALITY CLASSES

Certificate Available for Customized Application at Your Place of Business

We have transitioned quality classes from open enrollment classwork to customized contract training and consulting engagements. As you are seeking to upskill your workforce or gain support from quality professionals for your unique challenges, please inquire and speak with us about the learning and consulting opportunities we can customize to your environment and culture. We look forward to serving you in this more targeted manner in the future!

CONTENT INCLUDES BUT IS NOT LIMITED TO:

- Lean / Six Sigma
- Continuous Improvement Process and Tools
- Quality Theory and Practice
- Root Cause Analysis
- Baldrige Criteria for Excellence
- Assessment / Dashboards / Data Utilization
- Supply Chain Management
- Quality Leadership / Culture of Quality

> **"The hands-on group interactions were great. I haven't had that much fun in a classroom in a long time."**

Participant in Effective Interactions

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.

ONLINE **Wed, Jul 19 & Thu Jul 20,**
8AM – 12PM   LDRWK116.(57)
Mon, Sep 25, 8AM – 4PM   LDRWK116.(58)
Fee $279

THE ENTREPRENEURIAL LEADER

To respond to changes in our environment, leaders choose to embrace the thoughts, habits, and behaviors of entrepreneurs to lead others to successful outcomes. An overview of Design Thinking is included in this session.

Tue, Jul 25, 8AM – 4PM   LDRWK144.(5)
Wed, Dec 6, 8AM – 4PM   LDRWK144.(6)
Fee $349

THE LEADERSHIP CHALLENGE

In this two-day session, participants use self-reflection coupled with stakeholder feedback to design their courses to exemplary leadership. This newly redesigned format from Kouzes and Posner uses the Leadership Practices Inventory to examine the frequency with which leaders demonstrate the most powerful behaviors in engaging colleagues and team members: Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage the Heart. Within this leadership framework, participants create a plan to incorporate the practices of successful leaders into the execution of their roles in order to realize their full leadership potential.

Mon, Aug 28 & Tue Aug 29, 8AM – 4PM   LDRWK141.(6)
Fee $875

WORKING WITH TEAMS

In order to actively engage the talent of each individual in the workplace, teams are often formed to create a basic working unit. These collaborative environments require interaction, open communication, and the ability to function effectively as a member of a working group. This program focuses on the roles and responsibilities of a team and its members, the actions of a successful unit, stages of team development, and strategies to effectively manage individual differences within the group.

Fri, Nov 3, 8AM – 4PM   LDRWK121.(27)
Fee $279

TEAM BUILDING EXPERIENCES

NCC offers a set of unique opportunities to help you build your team.

Experiential learning is a great way to get your team to higher levels of performance. Blend learning and fun to help build communication, trust, morale, and a shared vision of purpose.

Contact **cbi@northampton.edu** to book an experience now.

FAB LAB

Experience our 8,000 square foot state-of-the-art makerspace at the Fowler Family Southside Center where your employees can work together to dream, design, and create projects that foster teamwork. Work with wood, metal, resin, 3-D printers, and laser cutters. TheFab Lab staff can help you customize programs based on your group's interests.

FOWLER DEMO KITCHEN

Prepare and share a delicious meal in NCC's Fowler Family Center demo kitchen! Featuring fully equipped cooking stations, our program team will work with you to plan and prepare a meal with your co-workers. We can offer themes such as an Italian dinner, international cuisine, or a friendly "Chopped"-style competition.

JOINT FAB LAB/DEMO KITCHEN PROGRAMS

Can't decide whether to offer a creative project or a cooking experience? Do both with your team by working jointly with NCC staff to create an unforgettable experience of creating kitchen products and enjoying cuisine with your team! For example, some team members could be designing a custom cheese board, wine caddy, or etched glassware, while other are working on the perfect charcuterie board. Then reconvene later in the Beverage Training Center to share your new knowledge.

ESCAPE ROOM EXPERIENCE AT FOWLER

Escape rooms are designed to trigger collaboration and creative thinking by using the diverse experiences and abilities of the group to generate answers to puzzles and beat challenges set up as the pathway to the ultimate solution – Escape! Participants express the following benefits:

> Renewed connections
> Stress relief
> Enthusiasm for the group

Admiration and respectIf your team needs a refresh or an enhanced appreciation of each other, consider an Escape Room experience. The experience could also be a celebration of all the innovative ways your team found to make work happen during challenging times.

IT / COMPUTER

CREATING A HIGH IMPACT POWERPOINT PRESENTATION

Part of giving an effective presentation is using your presentation software properly. Visualize yourself using PowerPoint to give a GREAT presentation. When you have completed this online course, you will be able to do just that! You will know how to properly use PowerPoint to enhance your presentation. You will recognize how to WOW your audience and not overwhelm them.

`ONLINE` **Wed, Oct 11 & Thu Oct 12,**
8AM – 12PM   PPTOL100.(2)
Fee $259

EVOLVE YOUR BUSINESS WITH SOCIAL MEDIA

Join us for this short course on how to maximize marketing efforts for your business. Instagram, Facebook, Snapchat, and Pinterest will be discussed. We will also explore various free marketing tools as well as the logistics of automated text messaging and billboard advertising. Discover how technology can streamline your processes, uphold your reputation in business and develop a timeline for success. Participants MUST have a personal Facebook and Instagram account created prior to attending class.

Mon, Oct 16, 9AM – 12PM   PCWEB302.(36)
Fee $99

MICROSOFT EXCEL BEGINNING – ONLINE

Designed for those looking to gain skills such as: how to perform calculations, how to modify and format a worksheet, print workbook contents, as well as manage larger workbooks.

`ONLINE` **Wed, Jul 19 & Thu Jul 20,**
8AM – 12PM   EXBEGOL100.(11)
`ONLINE` **Wed Nov 8 & Thu, Nov 9,**
8AM – 12PM   EXBEGOL100.(12)
Fee $259

MICROSOFT EXCEL INTERMEDIATE – 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. Prerequisite: Excel Beginner Seminar (EXBEG100 / EXBEGOL100) or equivalent knowledge.

`ONLINE` **Wed, Aug 2 & Thu Aug 3,**
8AM – 12PM   EXINTOL100.(11)
`ONLINE` **Wed, Dec 6 & Thu Dec 7,**
8AM – 12PM   EXINTOL100.(12)
Fee $259

MICROSOFT EXCEL ADVANCED – ONLINE

Designed for experienced Excel users. Workshop will cover lookup and decision-making functions, auditing and error-handling, array functions, date and text functions, importing and exporting, what-if-analysis, and macros.

Wed, Sep 13 & Thu Sep 14,
8AM – 12PM   EXADVOL100.(3)
Fee $259

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.

Tue, Sep 26, 8AM – 4PM   EXBEG100.(14)
Fee $259

"I loved that the course was designed more as learning by example compared to lecturing. It really fit my learning style."

Participant in Excel Advanced Online

MICROSOFT EXCEL INTERMEDIATE SEMINAR

On ground workshop. Advance your skills in Microsoft Excel. Topics covered include advanced formulas, lookup functions, organizing worksheet data with tables, utilizing charts, PivotTables, slicers and PivotCharts. Prerequisite: Excel Beginning Seminar (EXBEG100 / EXBEGOL100) or equivalent knowledge.

Wed, Oct 25, 8AM – 4PM   EXINT100.(14)
Fee $259

MICROSOFT OUTLOOK BASICS

Email is one of the most widely used methods of communication in the business world today. However, Outlook is more than just email. In this online course, you will learn to use the power of Outlook to help with your email, calendar, and tasks.

ONLINE **Tue, Sep 12, 8AM – 12PM**   OUTBA100.(4)
Fee $125

QUICKBOOKS DESKTOP

This two day on ground workshop will cover the basics and more about the desktop version of the QuickBooks program.

Wed, Nov 1 & Wed Nov 8, 8AM – 4PM PCBUS101.(1)
Fee $518

QUICKBOOKS ON THE GO

This two day on ground workshop will cover the basics and more about the new online version of the QuickBooks program.

Wed, Dec 6 & Wed Dec 13, 8AM – 4PM PCBUS102.(1)
Fee $518

FLEXIBLE SCHEDULES! ALL ONLINE

IT EDUCATION
ITED

Online IT education courses offered at CBI benefit anyone looking to begin or advance a career in various areas of information technologies, IT.

To register, visit our website: **northampton.edu/ited**, scroll down to "What We Offer" and click on "IT Education Certificate Programs."

COMPTIA A+ CERTIFICATION

The A+ Certification Program is the preferred qualifying credential for technical support and IT operational roles. A+ demonstrates comprehension of hardware, software, operating systems, system troubleshooting, technology repair, networking, mobility, security and operational procedures. This online program will prepare you for the CompTIA A+ 220-1101 and 220-1102 certification exam.

START ANYTIME   COMAP220.(3)
Fee $850

COMPTIA NETWORK +

Organizations and IT professionals face new network challenges and complexities as they navigate through increased security concerns, hybrid working environments, and the need for maximum performance and increased productivity. In today's digital world, it's more important than ever for organizations to trust that their networks are secure, uninterrupted and flexible. Network+ reflects current skills related to network engineers and prepares professionals to work effectively and efficiently, supporting and optimizing today's network environments.

START ANYTIME   NETPL108.(3)
Fee $495

COMPTIA SECURITY +

CompTIA Security+ is a global certification that validates the baseline skills you need to perform core security functions and pursue an IT security career. It establishes the core knowledge required of any cybersecurity role and provides a springboard to intermediate-level cybersecurity jobs. Security+ incorporates best practices in hands-on troubleshooting, ensuring candidates have practical security problem-solving skills required to assess the security posture of an enterprise environment, recommend and implement appropriate security solutions, monitor and secure hybrid environments (including cloud, mobile, and IoT), operate with an awareness of applicable laws and policies, including principles of governance, risk, and compliance, and identify, analyze, and respond to security events and incidents.

START ANYTIME   SECPL601.(3)
Fee $595

GOOGLE DATA ANALYTICS CERTIFI-CATE PROGRAM

Designed to prepare learners for jobs in data analysis upon completion of the certificate, the program was developed by Google and covers the fundamentals of data analysis, including the collection, transformation, and organization of data in order to draw conclusions, make predictions, and drive information.

START ANYTIME
(complete within 6 months)   GITDA100.(3)
Fee $1850

GOOGLE DIGITAL MARKETING & E-COMMERCE CERTIFICATE

This certificate program is industry-recognized and endorsed by the American Association of Advertising Agencies (4A's) and the American Advertising Federation (AAF). This hands-on, self-paced professional certificate program is designed and taught by experts at Google. It teaches learners how to use tools and platforms across 7 industry-leading partners (Canva, Constant Contact, Hootsuite, HubSpot, Mailchimp, Shopify, and Twitter), and Google Ads and Google Analytics. Like all of Google's certificates, the Google Digital Marketing & E-commerce Certificate is fully online with no prerequisites, and can be completed in three to six months of part-time study. Please disregard any "start" or "final enrollment" dates listed on the registration page.

START ANYTIME
(complete within 6 months)   GITME100.(3)
Fee $300

GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE

This hands-on, self-paced professional certificate program, fully developed by Google, introduces learners to the fundamentals of IT support that are critical for success as an entry-level IT Support Specialist. Troubleshooting, customer service, networking, operating systems, system administration and security are taught during this program. This certificate program is open for registration now and can be started at any time.

START ANYTIME
(complete within 6 months)   GITSP100.(4)
Fee $300

GOOGLE PROJECT MANAGEMENT CERTIFICATE PROGRAM

This hands-on, online program developed by Google is designed to prepare learners for jobs in project management. Topics covered within this program include the project management life cycle, PMI and Scrum Guide, managing schedules, budgets, and teams, understanding organizational structures, business processes, and how to effectively lead and communicate with project management best practices.

START ANYTIME
(complete within 6 months)   GITPM100.(3)
Fee $1850

HEALTHCARE EDUCATION

The Center for Healthcare Education offers public health and healthcare topics including, but not limited to: infection control; blood borne pathogens; CPR, First Aid, AED; food sanitation and nutrition; injury prevention; workplace first aide; emergency medical response; and stress management. Additionally, workplace assessments to identify health and safety concerns can be requested and scheduled to meet necessary safety and health objectives.

northampton.edu/healthcare
healthcare@northampton.edu

DIVERSITY
EQUITY
INCLUSION

EXPLORATION OF MULTIPLE ASPECTS OF DIVERSITY, AND HOW WE CAN CHOOSE TO BE INCLUSIVE PROFESSIONALLY AND PERSONALLY

As conversations about Diversity, Equity, and Inclusion have moved to a prominent position in both the personal and professional areas of our lives, you likely have felt a need to better understand the issues and the complexity of the challenge before us as we seek to forge cultures and relationships that are genuinely open and inclusive.

Join us this Fall to discover what is meant by Diversity, Equity, and Inclusion through a series of short topic sessions that will provide context, definition and opportunities to challenge your own mind-set / mode of operation.

Multiple two-hour online learning sessions around specific topics, taught by NCC faculty and staff who have both experience and formal education in DEI. Programs will launch in **Fall 2023**. You may register for one, several or all. In addition to receiving direct information, you will engage in social learning groups to explore your experience and strategies moving forward.

Please visit **www.northampton.edu/CBIWorkshops** or click on the QR code to access the course catalog and register for workshops.

HOSPITALITY

FOOD SERVICE SANITATION

The NRA ServSafe Manager Certificate is a combination of home — study and review in — class, giving students the opportunity to take the ServSafe certification exam. Required reading prior to class: ServSafe Manager Book Stand alone 8th Edition ISBN 978-0-86612-709-7 — read upon receipt!

Tue & Thu, Aug 8 & 10, 9AM — 1PM	FDBWK100.(67)
Tue & Thu, Dec 5 & 7, 9AM — 1PM	FDBWK100.(68)
Fee $155	

Please visit **www.northampton.edu/CBIWorkshops** or click on the QR code to access the course catalog and register for workshops.

COMMAND SPANISH

Learn common vocabulary, phrasing, and practice speaking in Spanish to improve communication amongst your employees. Customized curricula focuses on specific industries to promote a more efficient and safe workplace. Course length is flexible (12 – 20 hours) and features topics including Command Spanish for:
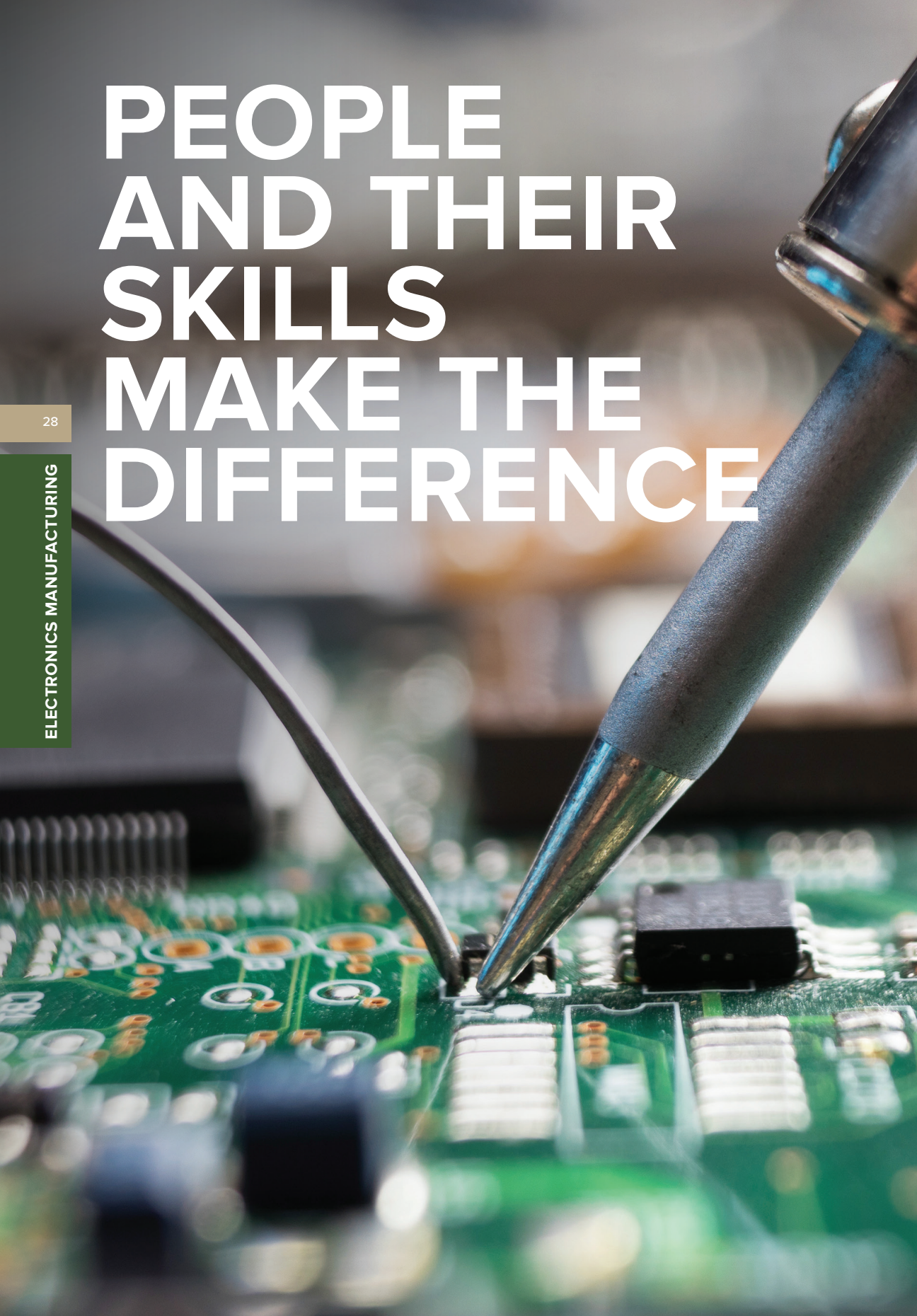
- Nursing
- Law Enforcement;
- First Responders, Paramedics, and EMTs
- Construction;
- Industry, Manufacturing, and Warehousing
- Physician's Offices

For more information, contact Calinfo@northampton.edu to customize a class for your organization.

PEOPLE AND THEIR SKILLS MAKE THE DIFFERENCE

ELECTRONICS MANUFACTURING

IPC CERTIFICATIONS

Industry and government created and approved acceptability standards. Most commonly used standards in the electronics industry for reliability of assembly and fabrication.

IPC/WHMA-A-620, REQUIREMENTS AND ACCEPTANCE FOR CABLE AND WIRE HARNESS ASSEMBLIES CERTIFICATION

The first industry consensus standard for cable and wire harness fabrication and installation. Published by IPC, with an international reputation as the source for end product acceptance, the IPC\WHMA620 defines Product classes as well as criteria for meeting target, acceptable, process indicator, and defect conditions. A comprehensive and technically accurate program, used for training Application Specialists at all levels, including buyers, sales teams and management. Companies, for eligibility questions about WedNet funding contact Michele Salkin at msalkin@northampton.edu.

Fri, Aug 11, 18 & 25, 8AM – 4:30PM   IPC620.(9)
Fri, Nov 3, 10 & 17, 8AM – 4:30PM   IPC620.(10)
Fee $949

IPC-A-610: ACCEPTABILITY OF ELECTRONIC ASSEMBLIES CERTIFICATION

Most widely used standard in the electronic industry (published by IPC); with an international reputation as the source for end product acceptance criteria for consumer and high reliability printed wiring assemblies. This industry developed/approved program includes training, certification, and instructional materials. Learn methods and techniques on how to use, navigate, locate, and apply the criteria in IPC610 standard to the appropriate product class of items in production. Students will be able to determine if assemblies in question meet form, fit and function requirements for the product class involved. Companies, for eligibility questions about WedNet funding contact Michele Salkin at msalkin@northampton.edu.

Fri, Jul 14, 21 & 28, 8AM – 4:30PM   IPC610.(10)
Fri, Oct 13, 20 & 27, 8AM – 4:30PM   IPC610.(11)
Fee $949

Please visit **www.northampton.edu/CBIWorkshops** or click on the QR code to access the course catalog and register for workshops.

CORPORATE & PUBLIC SAFETY

OSHA 10-HOUR CONSTRUCTION OUT-REACH TRAINING PROGRAM

The 10-Hour Construction Outreach Program is to provide entry level construction workers a broad awareness on recognizing and preventing hazards on a construction worksite. The training covers a variety of safety and health hazards which a worker may encounter at a construction worksite. Emphasis is placed on OSHA's Focused Four Hazards.

Mon, Oct 16 & Tue, Oct 17, 8AM – 2PM   SAF125.(57)
Fee $200

OSHA 10-HOUR GENERAL INDUSTRY OUTREACH PROGRAM

This course is intended to be an orientation to occupational safety and health. This 10-hour program will provide entry-level industry workers with a broad awareness to recognize and prevent hazards and safety issues on a general industry site. Participants will receive an OSHA-10 completion card for attending and completing the program.

Mon, Sep 11 & Tue, Sep 12, 8AM – 2PM   SAF118.(110)
Fee $200

OSHA 30-HOUR CONSTRUCTION OUTREACH TRAINING PROGRAM

The 30-Hour Construction Outreach Training Program is to provide people with some safety responsibility broad awareness on recognizing and preventing hazards on a construction worksite. This course will provide an orientation and expansion of information as it relates to occupational safety and health. Participants will be made aware that workers must receive additional training on hazards specific to their job. The training covers a variety of safety and health hazards which a worker may encounter at a construction site with an emphasis on OSHA's Focused Four Hazards.

Mon – Thu, Oct 16 – 19, 8AM – 4PM   SAF126.(24)
Fee $500

OSHA 30-HOUR GENERAL INDUSTRY OUTREACH TRAINING PROGRAM

The 30-hour General Industry Outreach Training Program is to provide people with some safety responsibility with a broad awareness on recognizing and preventing hazards on a general industry site. This course will provide an orientation and expansion of information as it relates to occupational safety and health. Participants will be made aware that workers must receive additional training on hazards specific to their job. The training covers a variety of safety and health hazards which a worker may encounter at a general industry site with an emphasis on hazard identification, avoidance, control and prevention, not OSHA standards.

Mon – Thu, Sep 11 – 14, 8AM – 4PM   SAF119.(37)
Fee $500

WHY SAFETY TRAINING MATTERS

Create a culture of safety

Have a positive impact on insurance costs

Raise awareness in your facility

NCC IS ONE OF 26 OTI EDUCATION CENTERS IN THE COUNTRY

NCC is an OSHA Training Institute (OTI) Education Center, a national network of non-profit organizations authorized by OSHA to deliver occupational safety and health training for all levels of workers. We are authorized to deliver on-ground and on-line OSHA numbered course trainings specific to a variety of industries to keep your employees safe and mindful of best practices related to creating a safe work environment. Courses delivered go deep into specific safety, health and train-the-trainer topics to save you time and hard dollars while building a culture of safety at your company.

To view a comprehensive class schedule, please visit **northampton.edu/MAOTIEC**. For questions or on-site delivery requests, please call 610-332-6596 or email **MAOTIEC@northampton.edu.**

Mid Atlantic OTI Education Center

An Authorized

OSHA Training Institute Education Center®

Participants who attend the OSHA 511 & OSHA 501 (General Industry) or OSHA 510 & OSHA 500 (Construction) will be certified as an OSHA 10 & 30 Hour Outreach instructor, enabling companies to save hundreds of dollars on on – site training.

OSHA CLASSES

OSHA 510 Occupational Safety & Health Standards for Construction

OSHA 500 Trainer Course in OSHA for Construction

OSHA 511 Occupational Safety & Health Standards for General Industry

OSHA 501 Trainer Course in OSHA for General Industry

EXPLORE

FAB
LAB

THE FAB LAB IS PLEASED TO ANNOUNCE

a customized training opportunity in CAD for organizations that are interested in upskilling their workforce. The NCC Fab Lab offers personalized training for up to six employees of your choice. This 8-hour day customized training will include a continental breakfast and boxed lunch for your employees. Software ranges from Solidworks, Fusion 360, Revit, AutoCAD and Adobe Illustrator.

For more information call 610.332.8665 or email fablab@northampton.edu for a private tour or to learn more about our business membership opportunities.

THE FOLLETT FAMILY CENTER FOR INNOVATION & ENTREPRENEURSHIP

Our Center for Innovation and Entrepreneurship and greatly expanded Fab Lab provides students, community members and employers a dynamic, state-of-the-art space for education and training related to developing an entrepreneurial mindset — supplying tools and the support required to launch new businesses and expand professional opportunities.

From brainstorming an idea to prototyping a product, to learning the entrepreneurial skillset to solve business challenges — there is something for everyone.

Check **northampton.edu/cie**
for more information.

N NORTHAMPTON COMMUNITY COLLEGE | **CENTER FOR BUSINESS AND INDUSTRY**

northampton.edu/cbi / 610.332.8678 / cbi@northampton.edu