



## 2019-2020 Training Menu

Certificates	Description	Course Title
<b>Interpersonal Skills</b>	This certificate is for all who seek to build their interpersonal skills in the workplace.	Building Trust and Collaboration in the Workplace
		The Art of Asserting Yourself
		Intercultural Communication
		Strengthening Work Relationships
		Active Listening Skills for Improved Communication
<b>Communication Skills</b>	This certificate is for all who seek to improve their communication skills in the workplace.	Effective Leadership Communication
		Dealing with Difficult People
		Powerful Presentation Skills
		Emotional Intelligence for the Workplace
		Managing Conflict on Your Team
<b>Project Management</b>	This certificate is for all who manage events and projects and coordinate communication with various stakeholders.	Project Management: Tools and Tips
		Working as a High Performing Team
		Problem Solving and Decision Making
		Managing Time & Boosting Productivity
		Process Improvement
<b>Business Writing</b>	This certificate is for all who want to learn to write with clarity, impact, and efficiency.	Business Writing for Professionals – Basic
		Business Writing for Professionals – Advanced
		Writing Effective Reports & Proposals
		Writing Effective Emails
		Grammar for Grownups
<b>Supervisory Skills</b>	This certificate is for all who already supervise or who aspire to supervise others.	Supervisory Essentials
		Managing Up & Down
		Empowering and Delegating
		Building Trust and Credibility
		Building Your Team
		Giving Feedback & Managing Performance
		Leading Productive Meetings
<b>Performance Management</b>	This certificate is for supervisors and managers seeking tools and resources to coach, motivate, and manage employee behaviors.	Coaching for Effective Performance
		How to Have Difficult Conversations
		Documenting Performance
		Resolving Workplace Conflict
		Engaging & Motivating Employees

Contact Us for Additional Training Needs

## Interpersonal Skills

### **Building Trust and Collaboration in the Workplace**

When people trust each other, they create strong teams, a positive work environment, and solid results. In this interactive workshop, you will learn how to build trust and collaboration at work. Topics include:

- The power of trust in relationships
- Identifying barriers to developing cooperative relationships
- How perceptions influence interpersonal interactions
- Using nonverbal and verbal skills to send clear messages
- Building working relationships using listening and feedback skills
- Building allies and relationships across departments
- Collaborating to build consensus and create results
- Practicing communication strategies to build trust and work more collaboratively with others

### **The Art of Asserting Yourself**

Would you like to state your point without appearing aggressive or weak? In this practical course, you will learn how to be appropriately assertive, even in challenging situations. Through self-reflection, group discussion, and role play, you will learn when and how to assert yourself, say “No,” set boundaries, and express your needs. Topics include:

- State your point without appearing hostile
- Flex your style to match the person and situation
- Express your desired outcome
- Use a 4-step process (DESC) to express your needs

### **Intercultural Communication**

Clear and effective communication is rarely easy, and it gets still more challenging in multi-cultural settings. While many well-known communication techniques when applied with extra care can help, awareness of how cultural differences affect communication style is the frosting on the cake. In this class, we will explore ways to employ both.

### **Strengthening Work Relationships**

People who have good work relationships enjoy their jobs, are happier and healthier, and produce better results. This interactive course provides you with strategies to build strong relationships with your colleagues. Topics include:

- Identify and capitalize on your unique strengths
- Build trust and manage assumptions
- Assess your emotional intelligence
- Express needs clearly and professionally
- Sharpen your verbal and non-verbal skills

### **Active Listening Skills for Improved Communication**

While most people think they listen well, surveys indicate the opposite. And if listening is the highest form of respect, developing your skills could be the most important leadership skill to develop. In this interactive workshop, you will learn how to:

- Pay attention to what is and is not being said
- Eliminate distractions and barriers to listening
- Practice specific techniques to demonstrate active listening

## **Communication Skills**

### **Effective Leadership Communication**

The most successful professionals demonstrate strong interpersonal skills. In this interactive workshop, you will learn how to:

- Identify communication styles to understand and influence others
- Assess your own communication skills
- Use proven techniques to build trust, credibility, and connections with others

### **Dealing with Difficult People**

Do difficult people frustrate you or devour your time and energy? Getting along with people you work with can greatly affect your company's bottom line—and increase your happiness at work. In this interactive workshop, you will learn how to:

- Identify the difficult people you encounter and understand what makes them tick
- Respond to behaviors such as yelling, blaming, teasing, manipulating—and more
- Use a variety of tools, tips, and techniques to manage difficult people and situations

### **Powerful Presentation Skills**

Would you like to wow the audience the next time you speak? Does speech anxiety, poor organization, or lack of creativity prevent you from connecting with your listeners? In this highly interactive course, you will learn how to:

- Overcome the fear of public speaking
- Tailor your talk to a specific audience
- Organize points for the greatest impact
- Use stories that connect with listeners
- Handle lapses and mistakes
- Develop strong delivery skills, including how to include visual aids
- Handle a Q&A session
- Keep your speech lively and engaging

### **Emotional Intelligence for the Workplace**

Tap into the power of emotions. Studies show that people with high Emotional Intelligence (EI) perform better at work, are more powerful leaders, and outperform those who depend on IQ alone. What is emotional intelligence, what is your emotional quotient (EQ), and how can you enhance your EI skills? Attend this highly interactive workshop to learn more about Emotional Intelligence and how it can help you to improve your professional relationships.

### **Managing Conflict on Your Team**

How well do you and your team members “do” conflict? In this interactive workshop, you will learn how to develop your conflict resolution skills. You’ll learn how to address disagreements, explore other points of view, and communicate more effectively. Topics include:

- Recognizing the difference between disagreement and conflict
- Understanding the underlying causes of conflict
- Exploring conflict from various viewpoints
- Using active listening to demonstrate understanding
- Applying de-escalation techniques
- Detoxifying the emotional message
- Dealing with difficult, passive, or aggressive behaviors

### **Project Management**

#### **Project Management: Tools and Tips**

- Basic principles of project management.
- Creating a project scope, timeline, and budget and how to monitor processes throughout the lifecycle of the project.
- Understanding the relationship between scope, budget, and resources
- Understanding the role and challenges of a project manager.
- Identifying project team members and stakeholders
- Plan implementation and reporting

#### **Managing Time & Boosting Productivity**

If only I had more time! If this is your mantra, then this workshop is for you. Find out how to get the most out of your day by taking control of the time you have. You will learn how to get rid of bad habits, time wasters and distractions. Topics include:

- Identifying and eliminating your time wasters
- Balancing competing priorities and changing demands
- Establishing boundaries
- Applying tips and techniques to boost your energy and efficiency
- Creating an action plan

#### **Process Improvement**

Do you want to improve efficiencies and achieve measurable results? Process improvement combines the skills needed to manage resources while continuously striving to improve products and services.

Topics include:

- Applying the Plan-Do-Check-Act (PDCA) Cycle
- Describing and measuring the current process
- Planning the change
- Implementing and monitoring the plan
- Checking results
- Taking action and sustaining results



### **Working as a High Performing Team**

High performance teams exhibit cohesion and collaboration—the result of a conscious effort to build trust, manage conflict and work cooperatively. In this interactive workshops, you will learn how to:

- Articulate team values, strategies, mission and goals
- Use communication techniques to build cohesion and collaboration
- Manage conflict and change
- Create a positive work environment

### **Problem Solving & Decision Making**

Whether making routine or critical decisions, using a problem-solving model will ensure that your decisions are rational and logical. In this interactive workshop you will learn how to:

- Develop a clear problem statement
- Apply the 5-step problem solving method
- Ask critical questions
- Make high-quality decisions

## **Business Writing**

### **Business Writing for Professionals (Basic)**

Do you struggle with putting your ideas into writing? Learn how to sharpen your skills in this practical, interactive course. You'll review the basics AND get feedback on your writing style. Topics include:

- Selecting the best way to communicate
- Adapting to multiple audiences
- Structuring messages to get the results you want
- Focusing on style and tone
- Avoiding the most common mistakes

### **Business Writing for Professionals (Advanced)**

If you write frequently, you already know the basics. But could you write more clearly and concisely? Would you like to use fewer words to get better results? If so, then this interactive workshop is for you. Topics include:

- Clarifying your goal
- Structuring messages for maximum impact
- Formatting to enhance readability
- Avoiding confidentiality and legal issues
- Editing and proofreading to enhance credibility

### **Writing Effective Reports & Proposals**

Do you find writing reports or proposals time-consuming or frustrating? In this interactive workshop, you'll learn how to organize information to make your documents easier to write AND read. You will learn how to:

- Develop a clear document using a 4-step process
- Position your key points for maximum effect
- Create impact with graphics and formatting
- Develop clear conclusions and recommendations

### **Writing Effective Email**

Do you spend too much time writing and responding to email? Could you write more clearly and concisely? If you answered yes to either of these questions, then this workshop is for you. Through practical, hands-on exercises, you will learn how to plan, organize, write, and edit messages to get the results you want. You will learn how to:

- Write to your reader's expectations
- Focus on tone and style
- Organize ideas
- Develop more effective subject lines, openings, and closing
- Exercise "Netiquette"
- Edit ruthlessly

### **Grammar for Grownups**

Do you remember the grammar rules you learned in school? Have the rules changed? In this practical course, you will review grammar rules, identify common grammatical errors, and refine your writing style. You will learn how to:

- Identify the most common grammatical mistakes
- Avoid confusing adjectives and adverbs
- Identify prepositions, conjunctions, and interjections
- Punctuate properly
- Identify sentence fragments, run-ons, and comma splices
- Use tools and techniques to check your grammar, spelling, and punctuation

## **Supervisory Skills**

### **Managing Up & Down**

How can you enhance your working relationship with your boss, your direct reports, and your coworkers or colleagues? In this hands-on workshop, you will learn how to be more effective by understanding how to get the resources, information, advice, and permission you need to do your job well. You will learn how to:

- Use a toolbox of strategies to develop successful partnerships and build trust
- Give positive and constructive feedback
- Manage performance issues
- Engage and motivate employees to give their best effort

### **Empowering and Delegating**

Could you accomplish more and have greater success by empowering others and delegating effectively? In this interactive workshop, you will learn how to:

- Apply the Situational Leadership model to manage different team members and tasks
- Identify when to direct, coach, support, or delegate
- Explore the types of tasks you could be delegating
- Generate buy-in



*Customized Solutions • Expert Training • Professional Results*  
*Delivered by CCCE of the San Mateo County Community College District*

### **Building Trust and Credibility**

Trust is the foundation of strong relationships. How can you demonstrate your trustworthiness, even in challenging situations? In this interactive workshop, you will learn how to integrate trust-building habits at work. You will learn how to:

- Assess your own and others' strengths and styles
- Adapt your style to the person and situation
- Make strong first impressions
- Manage assumptions; identify filters and barriers
- Practice the art of non-defensive listening
- Build trust to create allies

### **Building Your Team**

Great teams produce great results. In this interactive workshop, you will learn how to enhance communication, build trust, and align team members around shared goals. You'll discover strategies and apply techniques to help team members plan, communicate, perform, and deliver. You will learn how to:

- Build a high-performance team
- Align team performance around strategy, vision, and goals
- Set challenging and productive goals
- Hold team members accountable
- Develop cooperation between team members
- Engage and motivate team members

### **Giving Feedback and Managing Performance**

According to Ken Blanchard, author of the One Minute Manager, "Feedback is the breakfast of champions". Yet, most employees say that their supervisors give inadequate or unclear feedback. In this practical workshop, you will learn how to:

- Use the 1-minute praise and 1-minute redirect models of feedback
- Practice giving supportive and constructive feedback
- Prepare for challenging conversations
- Create a performance development or coaching plan

### **Leading Productive Meetings**

Make the most of your meeting time and gain commitment and accountability from participants. In this interactive workshop, you will learn how to:

- Develop a targeted agenda
- Include the right people
- Encourage attendees to think critically and participate actively
- Apply strategies for dealing with challenging people and situations
- Communicate and document action items and deadlines

## Performance Management

### Coaching for Effective Performance

How could you help your team members to give their best effort and reach their full potential? Coaching involves working with your team to determine motivators and de-motivators, roadblocks to success, and ways to move forward. In this highly interactive workshop, you will learn how to:

- Recognize team members' strengths and challenges
- Plan effective coaching sessions using the GROW model
- Clearly communicate issues, expectations, and measurements
- Develop action plans for career development or performance improvement

### How to Have Difficult Conversations

What happens when you find yourself in an awkward or uncomfortable situation? Although difficult conversations cannot be avoided, they can be managed. Learn how to have more authentic, productive conversations with others in this practical workshop. You will learn how to:

- Focus on conversations that have the biggest impact on results
- Plan for success: Establish the purpose, select the time and place, identify the desired outcome
- Share strong opinions without shutting down other viewpoints
- Practice the skills to get to dialogue
- Turn dialogue into desired results

### Documenting Performance

Should you or shouldn't you document performance conversations with your employees? Unless you have a photographic memory, you are unlikely to remember every performance conversation. This workshop will take the guesswork out of documenting performance issues. You will learn how to:

- Document all types of issues—from poor to stellar performance
- Handle sensitive and disciplinary issues
- Use the FOSA method (Facts, Objectives, Solutions, Actions) to document performance
- Create and monitor a performance plan

### Resolving Workplace Conflict

Conflict can't be avoided, but could the way you handle it be improved? Handling conflict constructively can build trust in your relationships and increase your credibility. In this interactive workshop, you will learn how to:

- Recognize the underlying causes of conflict
- Identify strategies for responding to conflict
  - Practice listening and giving feedback in tense situations
  - Use effective de-escalation techniques
  - Detoxify emotional messages
- Practice a 5-step process to deal with difficult, passive, or aggressive behaviors





Customized Solutions • Expert Training • Professional Results  
Delivered by CCCE of the San Mateo County Community College District

### **Engaging & Motivating Employees**

When employees are motivated, they are engaged in their work and produce better results. In this interactive workshop, you will learn how to use specific techniques to motivate and engage your team. You will learn how to:

- Identify your employees' key motivators and de-motivators
- Recognize traits of motivated employees
- Uncover barriers to engagement
- Deal effectively with disengaged or unmotivated employees
- Incorporate best practices for engaging employees
- Create an action plan to increase engagement and motivation on your team

## **Custom Programs for Organizations**

*We know you have options when it comes to choosing the right partner to develop your leaders and teams. CCCE Corporate Training Solutions delivers powerful learning solutions that your leaders and teams can apply immediately and continue using to achieve long-term results. If you have a training need not listed in the menu above, please contact Jonathan Bissell [bissellj@smccd.edu](mailto:bissellj@smccd.edu) or 650-574-6179, or visit our website at <https://smccd.edu/corporateedu>.*