

## Examples of Customized Training & Consulting

Staff training is available on virtually any topic that meets your agency's unique needs.

### **Business Management & People Skills**

Project Management  
Organizational Development  
Strategic Planning  
Leadership and Supervision  
Coaching  
Performance Appraisals  
Communicating Effectively  
Building Effective Teams  
Dealing with Difficult People  
Business Writing  
Anger Management  
Public Speaking  
Mediating Conflict  
Financial Management for the Nonaccountant  
Front-Line Leadership  
Powerful Presentations  
Power of Positive Language  
Sexual Harassment Avoidance  
Stress Management  
Superior Customer Service  
Supervisory Skills for Technical Professionals  
Turning Conflict into Productivity  
Technical Report Writing  
Emergency Preparedness for Businesses

### **Project Management**

Project Management Professional (PMP) Certification Series  
Managing the Project's Scope--Integration  
Managing the Project's Time--Scheduling  
Managing the Project's Budget  
Managing the Project's Team--Human Resources  
Managing the Project's Risk--Ethics  
Managing the Project's Contract--Procurement  
Managing the Project's Quality—Review

### **Computers & Information Technology**

*Basics:* Introduction to the PC, Keyboarding, Windows, Intro to Vista, Intro to XP  
*Microsoft Office software:* Word, Excel, PowerPoint, Access, Outlook, Publisher, etc., at all levels of ability  
QuickBooks, Quicken  
Design software: InDesign, Illustrator, Photoshop  
*Internet:* Flash, HTML, Dreamweaver, Java, Internet Security  
Software Testing  
Website Development  
Help Desk  
*Programming:* Perl, ASP.Net, PHP, MySQL, Alice, Python, C+  
Online courses

### **Languages**

Any foreign language!  
Our most commonly requested include American Sign Language, Arabic, Chinese, Czech, French, German, Greek, Hindi, Italian, Japanese, Korean, Persian, Polish, Portuguese,

Russian, and Spanish.  
Command Spanish training for specific professions and industries such as landscaping, warehousing, hospitality industry, health care, police, etc.

**ESL**

English as a Second Language  
Beginner, Intermediate, Advanced, and Professional Levels  
Listening and speaking  
Conversation  
Pronunciation  
Writing  
Grammar  
Reading and Vocabulary  
Business Professional  
Communication Skills for the Medical Professional  
Anatomy & Physiology for English Language Learners  
Professional Writing

**Health Care**

Medical Terminology  
Medical Billing and Coding  
Medical Office Assistant  
Certified Nursing Assistant  
Phlebotomy  
Medicine Aide  
EMT-B Recertification  
Refresher Nursing  
Nursing Updates: Diabetes, NCLEX, pharmacology updates, tuberculin skin testing, and so on  
RN Case Manager  
Dental Assisting  
Critical Thinking in Nursing  
CPR  
Community Living Assistant  
Bioterrorism Updates for Health Care Staff  
Pandemic Flu Preparedness  
Tools for Caregiver Success

**Motorcycle Safety**

*MVA and MSF certified courses:*  
Basic Rider, Alternate Basic Rider, Experienced Rider,  
Total Control Advanced Riding Clinic

**Adult Basic Skills**

Basic Math  
Basic Reading  
Basic Writing  
GED Exam Preparation  
Basic Skills for Employability  
Computer Literacy  
Basic Living Skills for Persons with Developmental Disabilities

**Wellness**

Yoga  
T'ai chi  
Relaxation Exercises  
Fit and Fabulous in 15 Minutes  
Improve Your Memory  
Dance/Movement Therapy

In addition, if you see a course in our quarterly **Noncredit Schedule of Classes** that you would like your staff to take, you can arrange a group discount and a timeslot that will be held specifically for your employees. Still don't see the course you want? We'll create it for you!