

Business and Industry Classes

- If you have a group of employees that you would like to train any of our *Business and Industry Classes can be brought to your business* and customized for your workforce (there are some minimum class sizes.)
- Call our Business Training Center to inquire how you can offset some of your training costs by accessing the *\$1M New Hampshire has appropriated for industry training through the NH Job Training Grant Fund*

CUSTOMIZED TRAINING - Supervisory Skills & Leadership

17368 CBUS0176A Supervisory Skills Certificate Program

A 12-hour course designed for front-line and new managers. Includes a study of Communication Skills, Motivating Your Employees, The Decision Making Process, Conflict Management, Building a Cooperative Team, Mentoring, Coaching and Counseling.

17369 CBUS0177A Leading From Within TM - Advanced Leadership Development

This 13-week program for experienced organizational leaders emphasizes the integration of leadership competencies with the clarity and strength of character as being critical to establishing a climate of trust. Learning builds on the experience of the participants and provides skills and techniques necessary to be effective and overcome current individual and organizational issues and challenges. Emphasis is on building collaboration and developing measureable objectives and accountability within the organization. Leadership techniques to effectively deal with the challenges of leading change and establishing a culture of continual improvement are explored in a 'real-world' context. A capstone project that generates tangible value for the organization is a key aspect of this program. Participants draw on their experiences and share their perspectives.

Call Jim Britton at 542-7744, ext. 346, for pricing and details. (jbritton@ccsnh.edu)

SALES SKILLS AND TRAINING

17370	CBUS0178A	One Day Sales Workshop	Oct 28	10:00am-5:00pm	W	\$299	Claremont
				One hour off for lunch			
17371	CBUS0178B	One Day Sales Workshop	Nov 18	10:00am-5:00pm	W	\$299	Lebanon/HTTI Mt Support Road
				One hour off for lunch			

- Characteristics of top performers
- Goal Setting, Territory Planning, and Time Management
- Preparation and Call Planning
- Prospecting Techniques and Getting Past Call Reluctance
- Differentiation
- Personality Profiles
- Value-based selling techniques
- Relationship-based selling techniques
- Growth strategies

This is an intense, 6-hour power-selling workshop.

17372 CBUS0182A Full 20 Segment Professional Sales Skills and Best Practices Course

Sep 1-Nov 6 3:30-4:50pm TF \$1249 Claremont

30 Hours complete sales training program includes four modules: Sales Fundamentals * The Client * The Sale * Retention Complete sales training from nationally renown sales specialist Jon Anderson. Covers all aspects of training including: Sales Process & Skills Mastery, Core Sales Competencies, Goal Setting & Forecasting, Prospecting, Managing Objections, Achieving Consistency in Performance and Growth, Setting Ground Rules, Learning Skills, Benefits versus Features, Selling Styles & Methods, Non-Verbal Communication, Relationship Management and Client Appreciation, Time and Territory Management, Accountability and Responsibility ... and more!



Specifically For Manufacturers

*River Valley Community College has
CNC Training in conjunction with
the State Work Opportunity Council. New and existing employees can be trained through the
STAR Program with no cost through a Department of Labor grant.
Call now for more details! Sessions are planned at regular intervals.*

Lean Enterprise Certificate Program

17373 CBUS0183A **Lean Enterprise Certificate Program*** Sep 3-Jan 7 8:00am-4:00pm Th
 Call 542-7744 ext. 346 for more details no classes on December 24 & 31

NOTE: Completion of both Fundamentals and Intermediate Lean Enterprise are covered in the Lean Enterprise Certificate Program.

Fundamentals of Lean Enterprise

This course introduces the student to the theory, fundamentals, principle tools and the application of Lean for Manufacturing and the Front Office. Case Studies, simulations, and actual problems are used to immerse students in the transformation of a manufacturing environment. In order to maximize the investment students have committed to this program, students are required to work on two projects that directly transfer the content from this course into a real world application that can benefit their own working environment. Students will work in small groups in order to share knowledge and experiences as they complete their project. Students will be required to present their project results to the rest of the class.

Intermediate Lean Enterprise

This course builds upon the fundamental topics presented and experienced during Fundamentals of Lean Enterprise. Students gain working knowledge of critical Lean Enterprise implementation tools that are critical to the performance of any business environment. In addition, more case studies, simulations, and actual problems are used to maintain the interaction and knowledge retention with the students. The students will choose the improvement event(s) for the application day based on key subject areas (Cell Flow, Pull Systems, TPM, Set Up Reduction, Lean Six Sigma) and the opportunities identified during the Value Stream Maps from Fundamentals of Lean Enterprise. All Application Days are run in a structured Kaizen format in order to allow the students to gain experience in facilitating Kaizen events. As in the previous course, students will work in small group in order to share knowledge and experiences as they create their project. Students will be required to present their project results to the rest of the class.

For more information, call 603-542-7744, ext. 346.