

- ❑ **Conflict Resolution**
Techniques to address and manage workplace conflicts while building trust and commitment
- ❑ **Workplace Violence**
Managing anger, recognizing signs and preventing violence in the workplace
- ❑ **Finance for Non-Financial Managers**
Learn about budgeting, basic accounting, forecasting
- ❑ **Enhanced Business/Technical Writing**
Writing for results whether memos, letters, reviews, reports or proposals
- ❑ **Communication Skills**
Active listening and powerful presentation tools say it with impact and with positive results
- ❑ **Math Skill Development**
Increase level of math proficiency
- ❑ **Effective Presentations**
Get over jitters with confidence
- ❑ **Design/Innovative Thinking**
Challenges learners to team up and tackle a real-world change initiative



Workplace Technology/ Computer

On-site training support for systems and software upgrades or general computer proficiency.



- ❑ **Microsoft Office Suite**
Word, Excel, Access, PowerPoint, and Outlook
- ❑ **Adobe Acrobat Professional**
Learn to create, edit and review PDF files with the professional version upgrade
- ❑ **Other Software Programs**
Project Management (Microsoft) Crystal Reports, Visio, Mini-Tab
- ❑ **Customized Computer Training**
Our trainer, your workplace application (i.e. databases, Excel pivot tables)

Utilize CBI's training center equipped with personal computers or, our Portable Application Lab with laptop computers that we can bring to your site for any training or assessment.

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Lakeland
COMMUNITY COLLEGE
CENTER FOR BUSINESS & INDUSTRY

Soft Skills Development & Workplace Technology/ Computer Training Solutions



We find strengths and fill gaps with affordable, customized training solutions.



The Center for Business & Industry is in the "Business" of Training.

Soft Skills Development



Skill building programs are vital to ongoing business success. Develop and retain your employees.

- ❑ **Excellence in Customer Service**
Gain and sustain the competitive edge with genuine ongoing communication
- ❑ **Employee Engagement**
How to get others off their island and on the team
- ❑ **FISH!**
Fish Philosophy to energize your team, deliver remarkable customer service and increase employee retention



- ❑ **Team Building**
Know how to build a team; learn and focus on what inspires and motivates others
- ❑ **Supervising for Success**
Improve communication, team-building, conflict-handling and listening skills
- ❑ **Leadership Development**
Learn skills in leading and developing others using their strengths
- ❑ **Leadership Coaching**
Learn how to improve your personal effectiveness to coach others to maximize performance



The Center for Business & Industry (CBI) offers training at our location or yours, whichever is most convenient. Our training center is equipped with personal computers in an environment conducive to learning. Alternatively, our Portable Application Lab is equipped with laptop computers, allowing us to bring the training to you.

- ❑ **Emotional Intelligence**
Appropriately and effectively apply emotions and actions in a given situation
- ❑ **Establishing and Leading Virtual Teams**
Collaboration and communication coaching for those not physically present
- ❑ **Effective Problem Solving**
Critical thinking and decision-making tools to best solve/eliminate problems
- ❑ **Ethics in the Workplace**
Allowing good people to do the right thing and succeed in a healthy workplace
- ❑ **Project Management Essentials**
A disciplined approach to plan and execute projects



- ❑ **Change Management**
Vision, buy-in and implementation for changes in behaviors and attitudes
- ❑ **Culture Change Process**
Building trust and communicating every step along the way
- ❑ **Interviewing/Performance Reviews**
Hire the best candidate; provide actionable feedback to subordinates