



NIAGARA COUNTY COMMUNITY COLLEGE

CORPORATE AND BUSINESS DEVELOPMENT  
50 MAIN STREET, LOCKPORT, NY 14094-4529  
PHONE 716-433-1856. FAX 716-433-5155  
WWW.NIAGARACC.SUNY.EDU

# SUNY-funded Professional Development Course Schedule

FALL 2008/SPRING 2009

All classes will be held at:

NCCC Department of Corporate Training  
50 Main Street  
Lockport, New York 14094

Cost: \$25/person for 3-hr classes; \$45/person for 6-hr class

For reservations, please contact: 433-1856 or email: [bmichel@niagaracc.suny.edu](mailto:bmichel@niagaracc.suny.edu)

## **COACHING & FEEDBACK** (3 HOUR CLASS)

Focus is on applying guidelines for effective coaching and feedback sessions. Topics include: determining purpose of coaching/feedback session, planning the session, motivating the employee, and the follow-up activities.

*November 19th: 1:00-4:00pm*

## **COMMUNICATION** (3 HOUR CLASS)

Identify key communication components, develop knowledge of the communication process, and demonstrate effective communication skills and effective listening techniques.

*February 18th: 1:00-4:00pm & March 25th: 1:00-4:00pm*

## **CONFLICT RESOLUTION** (3 HOUR CLASS)

Resolving team conflicts early is an important way to prevent the team's effort from stalling, or even breaking down altogether. This session provides an approach for getting people to clear the air, come to terms, and find ways to work more constructively together.

*March 25th: 9:00am – noon & April 22: 1:00-4:00pm*



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### **CUSTOMER SERVICE** **(3 HOUR CLASS)**

To help professionals gain insight into customer behaviors and attitudes, and develop the necessary skills to build and maintain positive customer relations with both internal and external customers.

*January 21st: 9:00am – noon & April 22: 9:00am - noon*

### **DIVERSITY** **(3 HOUR CLASS)**

This session will examine the dynamics that exist in the workplace environment and what are the appropriate actions/responses through communication and teamwork.

*March 11th: 9:00am – noon & January 21<sup>st</sup>: 1:00-4:00pm*

### **EFFECTIVE RELATIONSHIPS** **(3 HOUR CLASS)**

Learn to develop a strategy for building and maintaining an effective relationship with managers and peers. Understand the impact these relationships have on the participant's own ability to successfully do their jobs.

*February 18th: 9:00am – noon & March 11th: 1:00 – 4:00pm*

### **PERFORMANCE MANAGEMENT** **(3 HOUR CLASS)**

Focus will be on setting objectives, identifying performance indicators, determining expectations, and continual feedback.

*November 19th: 9:00am – noon*

### **SUPERVISORY LEADERSHIP** **(6 HOUR CLASS)**

A guide to transition into the leadership role focusing on the challenges of leadership, characteristics of an effective leader, identifying your style components, developing your human relations skills, understanding the leader's role in team building and motivation, demonstrating effective communication and listening skills, and the leader's responsibility as a role model.

*January 14th: 9:00am – 4:00pm*

*February 25th: 9:00am – 4:00pm*

*April 8th: 9:00am – 4:00pm*