BUSINESS SKILLS

ACHIEVING STELLAR SERVICE EXPERIENCE
Owning the Customer Experience™
Reaching for Stellar Service™
Build a Content Marketing Strategy
Managing Difficult Conversations™
Dazzling Your Customers™
Teaming Up for Seamless Service™
Caring for Customers™
Healing Customer Relations™
Capstone: Achieving Stellar Service™

COMMUNICATION & CONFLICT MANAGEMENT
Communication I: Plan & Deliver
Communication II: Mutual Understanding & Results
Conflict Resolution I: Causes & Styles
Conflict Resolution II: Situations & Decisions
Conflict Resolution III: Dialogues & Behaviors
COACHING SERIES
Coaching for Success I, II
Coaching for Peak Performance

HR ESSENTIALS & ORGANIZATIONAL DEVELOPMENT
Wage & Hour-Employment & Labor Law
Safety First!
Setting Goals and Achieve Results (Annual Performance Reviews)
Improving your New Hire Orientation (permanent & seasonal personnel)
Essential Interviewing Skills
Executive Coaching and Employee Coaching: Available Upon Request

HR ESSENTIALS LUNCH SERIES
Power Lunch Series designed with Chico Chamber of Commerce Members’ interest in building skills and knowledge of resources. Free to Chico Chamber Members and $10 and for non-members.
Labor Law, presented by Vigilant-Counsel for Employers
Interviewing & Recruitment Methods
Creating a Culture of Safety, Vigilant-counsel for Employers
Build a Content Marketing Strategy

INDIVIDUAL CONTRIBUTOR
Effectively Working with Multi Generations
Multitasking for Excellence
Your Brain at Work
Mastering a Positive Attitude
Other Related Courses:
Setting Goals and Achieve Results

PRACTICAL PROJECT MANAGEMENT*
This 24-hour course is designed sequentially to lead participants through the principles of good project management. (24-hour course)
1. Key Elements of Project Management and Project Initiation Plan Development and Work Breakdown Structure (WBS)
2. Project Life Cycle: Scheduling, Delivery, Control and Closure
3. Project Timeline Management and Applying Tools

TRAINING FOR TRAINERS
Part I: Adult Learning: Theory & Practice
Part II: Presentation & Facilitation
Part III: Organizational Skills, Logistics & Design
Part IV: Coaching & Feedback
TWI Job Instruction

COMPLIANCE, QUALITY & SAFETY
AB 1825 SEXUAL HARASSMENT PREVENTION
AB 1825 Sexual Harassment Prevention
CONTINUOUS IMPROVEMENT
Lean Principles
Business Process Mapping I, II
Value Stream Mapping I, II
Basic Problem Solving
Rapid Change Over Processing Set Up Reduction
Total Productive Maintenance
Visual Management
Introduction to Kaizen

DRUG AND ALCOHOL EDUCATION
FORKLIFT OPERATION*
Fall
Spring
Summer I
Summer II
Safety First!
OSHA
OSHA 10* (10 hours)
OSHA 30* (20 hours) Prerequisite of previous completion of OSHA 10
SAFETY
Safety: Awareness-Forklift, Lockout/Tagout
Safety Incident Interview Techniques
TWI Job Instruction
NSF FOOD SAFETY HACCP
HACCP Training
COMPUTER SKILLS
MICROSOFT EXCEL 2007/2010
Basic I, II, III
Intermediate I, II, III
Advanced I, II, III
Basic Computers
Outlook: Using calendars and email

MANAGER & SUPERVISOR DEVELOPMENT
COACHING SERIES
Coaching for Success I, II
Coaching for Peak Performance

HR REAL IN THE FIELD FOR SUPERVISORS & MANAGERS
Your HR Role as the Supervisor/Manager
Setting Goals and Achieve Results (Annual Performance Reviews)
Best Practices of Managing Attendance & FMLA Compliance
Reasonable Accommodations & the Interactive Process
Workplace Violence Prevention
Effective Practices of Handling Terminations and Dismissals
Essential Interviewing Skills

LEADERSHIP ACADEMY
Maximizing Your Strengths – Empowering Staff & Self
Setting Goals & Achieve Results
Strengthening Your Collaborative Leadership Style
It Changed Again – Adapting & Driving Change
Strengthening Your Emotional intelligence
DDI Web-Based Training: Virtual Leaders

MANAGER DEVELOPMENT SERIES
Setting Goals and Achieve Results
Communication for Leadership success™
It Changed Again – Adapting & Driving Change
Workload Management™
Making Meetings Work
Building Trust
Delegating
Accelerating Business Decisions™

MOTIVATION: SELF & TEAM
Empowerment: Taking Initiative & Action™
Motivating Others™
Team Motivation
Building Trust
Mastering a Positive Attitude

SUPERVISOR DEVELOPMENT I
Team Lead & Supervisor Readiness
Super Worker to Supervisor I & II
Understanding Personalities
Coaching for Success I & II
Team motivation
Managing priorities
Effectively Managing Challenging people

SUPERVISOR DEVELOPMENT II
Effectively Working with Multi Generations
Multitasking for Excellence
Shift Management: People, Process, Planning & Productivity