

SEMINARS

The Chamber's CBE offers a variety of seminars for regulatory compliance and professional development needs.

The Greater Reading Chamber of Commerce & Industry is an "HRCI Approved Provider" from SHRM.



Most seminars are covered by Wednet.
Please contact the Chamber for details.



AT A GLANCE

Management and Supervisory

Managing Difficult People

Situational Leadership

Critical Thinking and Problem Solving

Business Writing

Critical Conversations: "Having the Hard to Have Conversations"

Goal Setting and Prioritization Skills

Sharpening People Skills

Sensitivity & Harassment

Dealing Effectively with Conflict

What Customers Want

Customer Service

Communicating Effectively With Customers

Creating a Service Excellence Organization

Human Resources

Recruitment, Hiring and Retention Techniques

Employee Management/Counseling Performance

Overview of Compensation and Benefits

HR Recordkeeping and Essential Federal Employment Laws

Health - Safety - Environmental

Hazard Communication Training (OSHA 29 CFR 1910.1200)

Hazwoper Training (OSHA 29 CFR 1910.120)

Hazardous Waste Generator Training (EPA 40 CFR 265.26)

DOT Hazardous Materials Training (DOT 49 CFR 172.704)

MANAGEMENT & SUPERVISORY

Business Writing

In addition to the general discussion of objectives and challenges of contemporary business writing, this seminar will present a compact approach to the process of writing...an approach designed to assist administrative personnel to start, expedite, create, complete, and achieve results.

Time will also be spent on the nuances of email, including a checklist of do's and don'ts for communicating in the electronic world.

Topics

- Today's business writing (challenges, criteria and opportunities)
- How to get started
- Process and mechanics for writing
- Professional proofreading and editing
- Contemporary writing issues (collaborative and Internet-based writing help)

Who Should Attend

Those who would like to improve their writing skills.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

Critical Conversations: Having the "Hard to Have" Discussions

Communication is the most powerful tool we have in the workplace. Whether you are preparing for a "hard to have" conversation or discover yourself in the middle of one, you can influence the outcome. Take charge and responsibility today for the effectiveness of your conversations. Also included: How do you learn from your mistakes?

Topics

- When is a conversation critical?
- Identify the key skills to master "Hard to Have" discussions
- Position yourself—what are you looking to accomplish?
- How to speak to influence rather than control
- Recover from mistakes
- Recognize the lessons learned

Who Should Attend

Managers, supervisors and those looking to build skills to manage their communication with tact and professionalism.

Fee

\$115 for Members
\$140 for Non-members
Price includes all training materials and morning beverage.

Critical Thinking & Problem Solving

In today's fast paced business environment, many employees are faced with making decisions based on information that they gather or information that is obtained from others. Sometimes, there is too much information, and it is important to sort out the relevant from the unimportant.

Critical thinking is a skill that helps with making choices. If your employees need to improve in how to sort through and find the most important facts, examine evidence and reach sound conclusions, analyze issues from different points of view, or consider the consequences of certain approaches, they will benefit from learning techniques to think critically.

Topics

- How to evaluate information—what can I trust to be true?
- Forming conclusions based on evidence
- Explaining how you got to your conclusion or decision—a logical approach
- Self monitoring—am I using critical thinking properly?

Who Should Attend

Those who would like to improve critical thinking and problem solving.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

Dealing Effectively with Conflict

Supervisors and managers know that conflict in the workplace is common, is very natural, and is potentially a positive force. But it can also disrupt the work process, hurt morale and interfere with productivity if it is not addressed quickly, effectively and sensitively.

This seminar will provide participants with basic knowledge, insights, examples and practical techniques for resolving conflicts. Participants are encouraged to bring their own examples of past or present conflicts to be used in practical exercises.

Topics

- Sources of conflict
- Healthy vs. unhealthy conflict
- The stages of conflict
- Acting as a catalyst in resolving conflict
- Steps and guidelines of conflict resolution
- Practical examples

Who Should Attend

Managers, supervisors, team leaders.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

Goal Setting & Prioritization Skills

In this day of fiscal accountability, increased productivity, expectations and workloads, the adage those who fail to plan, plan to fail sums the necessity for effective planning and plan management.

This seminar will help participants develop framework for setting goals and objectives, establishing priorities and managing one of the greatest resources—time. Participants will learn how to develop manageable plans in which objectives can be measured. Learning how to prioritize goals and objectives will help participants gain control over projects and make more efficient use of time and limited resources.

Topics

- Defining goals and objectives
- Creating action plans
- Seminars/Workshop Offerings
- Setting priorities
- Gaining control of your time
- Time Management

Who Should Attend

Managers, supervisors and team leaders

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

Managing Difficult People

Whether you manage a group or work in a group, you work with internal or external customers, or you work in a large or small organization—it seems to be inevitable that you encounter difficult people.

This seminar will explore this workplace reality and will help you to understand the drivers behind the behaviors that create difficult situations. You will learn to diagnose particular behavioral styles, as well as the coping strategies you can use to diffuse tensions that these styles create.

Topics

- Defining and understanding difficult behavior
- Identifying root causes of behavior
- Coping with various types of behavior
- Understanding behavior blindness

Who Should Attend

Those who must deal with difficult behavior in the workplace whether it is a direct report, a co-workers or a customer over the phone.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

Sensitivity and Harassment

Despite widespread publicity about the perils of harassment and cultural sensitivity concerns, surveys demonstrate that many businesses operating in the United States have yet to address the problem.

Failure to adopt a pro-active and aggressive stance on this issue, however, can result not only in costly lawsuits, but also in a loss of employee morale, decline in productivity, and an erosion of a company's public image.

Sensitivity to other cultures, race and sexual harassment in the workplace, presents a clear and present danger to businesses. Companies need to understand the whole issue of sensitivity/sexual harassment. They need to consider the disturbing statistics behind an often hidden problem, the legal grounds available to victims, the current trends in the law, and the ways that companies can protect themselves.

Key Learning Points

CONSIDER: Listen, empathize, and follow the "platinum rule" by treating others as they'd like to be treated.

RESPECT: Show regard for all races, religions, cultures and ages and value the talents each person brings to the workplace.

LEARN: Be open to information about different cultures, customs and perspectives of your co-workers. Learn to communicate with kindness and clarity.

Who Should Attend

Managers, supervisors, team leaders and HR professionals.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.



Sharpening People Skills

Successful managers must create positive relationships with numerous customers, employees, and superiors. The “people skills” needed to establish and maintain these relationships include active listening skills, effective communication, the ability to give and receive feedback, fostering trust and a sense of humor. This seminar will include tips for understanding non-verbal cues, dealing with difficult people and how to be positive when you aren’t having a good day!

The seminar will be highly interactive, including role-playing.

Topics

- Active listening—do you hear what I hear?
- Effective verbal communication—say what you mean, mean what you say
- Constructive feedback—How to give it and how to receive it
- Nonverbal cues—if looks could kill
- Difficult people—making their day
- Positive attitude adjustment—making your day

Who Should Attend

Managers, supervisors, team leaders and anyone who deals with people

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

Situational Leadership

Designed to give participants an introduction to several different leadership models, this seminar will focus on the use of situational leadership. Participants will engage in hands on activities and lively discussion.

Topics

Participants will learn several leadership styles and the application of each to working with groups or in supervisory roles. Participants will learn from real examples how to adjust leadership style to meet the motivational and developmental needs of employees.

Who Should Attend

Managers, supervisors, team leaders

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

CUSTOMER SERVICE

Communicating Effectively with Customers

One major study shows that 94% of customer service problems are based at least in part on faulty communication. So what are the best proven ways for communicating effectively with members? Come learn.

Topics

- Reading personality types and how to deal with them
- How to communicate by phone, in person and in writing
- Dealing with difficult customers

Who Should Attend

Any individual who has direct or indirect customer contact.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

Creating a Service Excellence Organization

How do organizations like Disney or Southwest Airlines create consistent service excellence? What are the seven secrets to creating a culture of service excellence? Come learn these and the following:

Topics

- Diagnosing your organization
- Creating the right culture and processes
- Auditing and measuring customer satisfaction

Who Should Attend

Any individual who has direct or indirect customer contact.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.



What Customers Want

Some research shows that more than two-thirds of customers leave due to how they perceive they were treated. What are the five absolute "Do's" and five absolute "Don'ts" of customer interactions?

Topics

- Why customers leave
- The most common customer complaints
- What the research shows
- What customers really want

Who Should Attend

Any individual who has direct or indirect customer contact.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

HUMAN RESOURCES PROFESSIONAL

Employee Management/ Counseling Performance

Simply put, performance management includes activities to ensure that goals are consistently being met in an effective and efficient manner. A formal system for evaluating employee performance can help the employer identify and correct performance problems. Information in this topic will give you some sense of the overall activities involved in employee performance management.

Topics

- Overview of employee performance management
- Establishing performance goals
- Observing and providing feedback
- Evaluating performance (performance reviews/appraisals)
- Rewarding performance
- Recognizing performance problems
- Performance improvement/development plans

Who Should Attend

Professionals who have recently assumed an HR position, HR managers, HR specialists who want to understand other HR functions; and supervisors and managers who oversee HR activities.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

2.5 HRCI credits



HR Recordkeeping and Essential Federal Employment Law

Employers are required to follow and administer many employment laws. We will identify the primary laws that have the greatest impact on employers today. Participants will leave with a working knowledge of the laws and better ability to defend the organization's position. One consideration often overlooked by companies is the safeguarding of their human resource records. Participants will learn what documents should be included in the personnel file and how to maintain confidentiality of such records.

Topics

- Overview of key federal employment laws
- Record retention requirements for employers under Federal and PA laws
- Maintenance of personnel files and records
- Purging documents

Who Should Attend

Professionals who have recently assumed an HR position, HR managers, HR specialists who want to understand other HR functions; and supervisors and managers who oversee HR activities.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

2.5 HRCI credits



Overview of Compensation & Benefits

This seminar will focus on the general issues for compensation when developing a competitive compensation and benefits program. Participants will get an overview of the steps to follow in developing, designing and implementing the major components for compensation and benefits programs.

Topics

- Current compensation trends
- Compensation policy
- Alternative compensation programs
- Types of benefits
- Issues that impact benefits
- Benchmarking benefits

Who Should Attend

HR professionals, mid-management and financial managers

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

2.5 HRCI credits



Recruitment, Hiring, Retention Techniques

Recruiting, hiring and retaining your employees can be challenging in these times. Recruiting and hiring the right person for the job can be easy—if you know how. Help your organization retain seasoned employees. The seminar will include a discussion on basic ideas and steps to take to encourage employee retention.

Topics

- Developing a recruitment/hiring process
- Negligent hiring
- Cost of poor hires
- Top ten reasons to terminate
- Replacement cost
- Retention process

Who Should Attend

Professionals who have recently assumed an HR position, HR managers, HR specialists who want to understand other HR functions; and supervisors and managers who oversee HR activities.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

2.5 HRCI credits



HEALTH–SAFETY–ENVIRONMENTAL

First Aid/CPR and AED

“In the absence of an infirmary, clinic, or hospital in near proximity to the workplace... a person or persons shall be adequately trained to render first aid...” (OSHA: General Industry Stds., Subpart K, Sec. 1910.51)

This seminar satisfies OSHA training requirements. Graduates will receive an American Heart Association Heartsaver First Aid two-year certification, along with American Heart Association Heartsaver Adult CPR & AED two-year certification.

Note: all participants should wear comfortable clothing.

Topics

- Standard first aid is designed specifically to fit the needs of business and industry
- Adult CPR covers how to recognize and care for breathing and cardiac emergencies in adults
- Automated external defibrillator covers how to use an AED to analyze a victim's heart rhythm and, if necessary, how to deliver a shock that may re-establish an effective rhythm

Who Should Attend

Non-professional first responders and rescuers required to obtain course credentials documenting completion of First Aid/CPR and AED training.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and lunch.

Forklift Operator Training

OSHA standards require training and evaluation of employee forklift operators. This program will provide required classroom training for operators of powered industrial trucks to comply with OSHA. Employers must also provide their employees with hands-on training and evaluation with their equipment at their work site.

The formal training utilizes videos, written tests and other visual aids to help decrease the employer's potential liability from an operator's mistake which could damage materials and property or cause serious injury or death. Upon successful completion of this program, each student will receive an operator's manual, certificate of completion of the classroom training and an operator's identification card to be signed by their employer upon completion of the hands-on training and evaluation of competency.

Topics

- General safety and truck inspection
- Operation of the truck including the recommended 3-point dismount to prevent leg injury
- Updated safety rules that will provide new operators with the latest training to help achieve OSHA compliance

Who Should Attend

Operators of powered industrial trucks.

Fee

\$115 Members
\$140 Non-members
Price includes all training materials and morning beverage.

Forklift: Train the Trainer

This course is for companies that want their own training personnel. This seminar will train your employee(s) to become a “Fork Lift Operator Trainer.” As amended, 29 CFR 1910.178L (b) iii states ... “that the person selected should have the knowledge, training, and experience to train powered industrial truck operators and evaluate their competence.”

Topics

- Organization of the training session
- Steps to effective training
- Practical applications
- The use of media presentations
- OSHA requirements per 29 CFR 1910.178
- New OSHA regulations and S.O.P's
- Presentation of driver training program
- Trainers' obstacle course
- Obstacle course performed by students
- Classroom presentation by students

Who Should Attend

Employees selected to be an internal forklift trainer in their organization.

Fee

\$495 Members
\$520 Non-members
Price includes all training materials, catered lunch, certificate of completion and trainer's manual.

Hazard Communication Training–OSHA 29 CFR 1910.1200

This topic covers hazard evaluation, determination and communication including development of a Hazard Communication Program including labeling and other forms of warning, material safety data sheets and employee training.

Fee

\$160 Members
\$185 Non-members
Price includes all training materials and afternoon beverage.

Hazwoper Training–OSHA 29 CFR 1910.120

This topic covers the annual refresher which is designed to train employees involved in hazardous waste operations, critique incidents that have occurred in the past, and review other relevant topics.

Fee

\$160 Members
\$185 Non-members
Price includes all training materials and afternoon beverage.

Hazardous Waste Generator Training–EPA 40 CFR 265.16

This topic covers defining hazardous waste according to EPA regulations including: hazard identification, handling and required RCRA hazardous waste generator training.

Fee

\$160 Members
\$185 Non-members
Price includes all training materials and afternoon beverage.

DOT Hazardous Materials Training–DOT 49 CFR Part 172.704

This topic covers safety training for HAZMAT employees including emergency response information, HAZMAT protection methods (including specific measures the HAZMAT employer has implemented to protect employees from exposures), and methods and procedures for avoiding accidents. It is directed at Receiving and Shipping Employees.

Fee

\$160 Members
\$185 Non-members
Price includes all training materials and afternoon beverage.

