

LEARNING & DEVELOPMENT

COURSE CATALOG

JANUARY 2012 — JUNE 2012



what does your business need to keep enough of the right people?

Turn the page and find out.

SUPERVISORY DEVELOPMENT

The Role of Supervisor/Manager

\$495 members; \$525 non-members

Create a strategy to hire the right people, gain greater commitment from your team, help your organization remain legally compliant, and help to affect your company's bottom line through systematic problem solving.

Who Should Attend: Supervisors, Managers and Leaders newly promoted or those who want to refine their skills

Winter Term: Wednesdays, January 25 through March 14
8:30 am – 11:30 am
6:00 pm – 9:00 pm

Spring Term: Wednesdays, March 28 – May 16
8:30 am – 11:30 am

Managing & Building Workplace Relationships

\$495 members; \$525 non-members

Understand the barriers to effective communication and improve your communication skills. Promote positive behavior changes within your team that directly impact the overall performance of your department and organization.

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Spring Term: Wednesdays, March 28 through May 16
8:30 am – 11:30 am

Leveraging Workplace Relations for Organizational Success

\$410 members; \$440 non-members

Gain specific insight on how to respond effectively with your peers, subordinates and managers. Implement strategies to manage and prevent conflict.

Who Should Attend: Lead Workers, Supervisors, Managers, Professionals

Winter Term: Mondays, January 30 through February 20
8:30 am – 11:30 am

Spring Term: Mondays, April 9 through April 30
8:30 am – 11:30 am

Tuesdays, April 10 through May 1
6:00-9:00 pm

Lead Workers Certificate Program

\$610 for members; \$640 non-members

Understand your role as a lead worker and optimize your human capital resources to improve work habits, communicate up and down including business writing and implementation conflict resolution skills.

Who Should Attend: Lead Workers

Winter Term: Mondays, January 16 through April 2
9:30 am – 11:30 am

Spring Term: Mondays, February 27 through May 14
6:00 pm – 8:00 pm

MANAGEMENT DEVELOPMENT

Lessons In Leadership

\$1,500 members; \$1,650 non-members

Learn how to thrive during change and create a motivational environment where your employees become better performers and more productive on an individual basis. Refine your coaching skills and apply these skills with your employees for continued improvement.

Who Should Attend: Managers and future Managers

Six sessions: Fridays, March 16, 30, April 20, 27, May 18, 25
8:30 am – 4:30 pm

Sales Pro

\$900 members; \$1150 non-member

Develop a frame work within which you can maximize your current business relationships and gain tactics and ideas for creating new relationships leading to new business.

Who Should Attend: Sales Professionals, Marketing Professionals, Small Business Owners, anyone responsible for driving revenue in their organization.

Four sessions: Thursdays, March 29, April 26, May 10, June 7
8:30 am – 4:30 pm

“The key to gaining the competitive edge in business is learning to link people, performance and results together through effective training initiatives.”

Negotiating Skills

\$450 members; \$550 non-member
Discount for Sales Pro Participants: \$90

Learn how to leverage your resources and negotiate with confidence for improved business results.

Who Should Attend: Sales Professionals, Marketing Professionals, Small Business Owners and anyone who encounters daily negotiations in their line of business

Two-day session: Wednesday, March 14 and Thursday, March 15

PROFESSIONAL SKILLS

Effective Business Writing

\$285 Members; \$315 Non-member

Communicate clearly, concisely and efficiently within your organization.

Who Should Attend: Anyone who does writing including email correspondence, reports or written presentations

Winter Term: Tuesdays, February 28 – March 13
8:30 am – 11:30 am

Spring Term: Tuesdays, April 24 – May 8
6:00 pm – 9:00 pm

HR Administrative Certificate Program

\$325 members; \$355 non-members

Become a more effective business partner in your organization and leave with skills you can bring to the table.

Who Should Attend: Anyone with responsibilities in the Human Resource arena

Spring Term: Tuesdays, April 3 through 24
8:30 am – 11:30 am

Winning Through Customer Service

\$325 members; \$355 non-members

Demonstrate professionalism on the job while building a proactive, problem-solving culture. Recognize characteristics of human behavioral style and opportunities to adapt their personal style. Have a positive impact on your customer base and prospects as a result of this training.

Who Should Attend: New or experienced Customer Service Reps

Winter Term: Thursdays, March 1, 8 and 15
8:30 am – 11:30 am

WORKSHOPS & SEMINARS

Leveraging LinkedIn workshops

Leveraging LinkedIn for the HR Professionals

Presenter: Shawn Doyle

\$85 for members; \$105 for non-members

Gain key insights for effective recruiting and benefit from Shawn's expertise by developing relationships through your connections and attract highly qualified people to your organization.

Who Should Attend: Anyone with responsibilities in the Human Resource arena

Thursday, February 15

8:00 am – noon

Leveraging LinkedIn — Advanced workshop

Presenter: Shawn Doyle

\$85 members; \$105 non-members

Who Should Attend: Small business owners, sales and marketing professionals, entrepreneurs, anyone looking to increase their social business networking community

Thursday, February 15

1:00 pm – 5:00 pm

So what does your business need to keep enough of the right people?

I am pleased to be able to assist you in keeping the right people on your team. Professional development and training better equips your employees to deal with the uncertainties and difficulties that we encounter in the business environment while helping to develop loyalty among your staff.

I partner with your organization to help determine the areas of greatest need and create a customized program for your organization that will allow you to realize your strategic goals.

Whether it be Leadership Development, Lean Manufacturing/Lean Office, Regulatory Training or Supervisory Development, I can provide the resources you need.

Call me.

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LUNCH 'N' LEARN SEMINARS

All classes are held from Noon-1:30 p.m.
 Cost is \$12 members; \$15 non-members per seminar

The Five Dysfunctions of a Team (Lencioni)

Tuesday, January 17

Presenter: Marilyn Walker
 Develop a style of motivation and communication to better engage your team. Realize these results through a more productive team.

Who should attend: Senior Leaders and Management, and HR/Organizational Development

Change Management

Tuesday, January 31

Presenter: Kathleen King
 Learn how to successfully face the challenges of dealing with the current economy and help unify initiatives at your company.

Who should attend: Small Business Owners, Professionals, and anyone looking for effective ways to deal with change in the workplace

Sales Pro, Lessons in Leadership & Negotiating Skills

Tuesday, January 24

Presenter: Shawn Doyle
 Be introduced to leadership development skills for becoming a better sales/marketing professional and explore the art of negotiating within your business.

Who should attend: Managers and future Managers, Sales Professionals, Marketing, Small Business Owners

Out-Boarding

Tuesday, February 7

Presenter: Kathleen King
 Gain powerful tools to maneuver through a career change and take the next steps for professional development.

Who should attend: Anyone in the HR arena, soon to retire, those anticipating a layoff, or have experienced a layoff.

LEAN CHAMPION

Please ask us about our upcoming Lean Champion training! Experience the benefits of applying Visual Management, implementing Kaizen, and receive training on how to become a leader of Lean within your organization.

eLEARNING

Keep your eyes open for our new online training coming in 2012!