

LEARNING & DEVELOPMENT

COURSE CATALOG

OCTOBER 2012 — JUNE 2013



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

Turn the page and find out.

Learning & Development

To register for training courses and programs, call 610.376.6766 or visit GreaterReadingChamber.org

SUPERVISORY DEVELOPMENT

The Role of Supervisor/Manager

\$495 members; \$525 non-members
8 weeks | 3-hour sessions

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

Fall Term: October 24-December 12
8:30 am – 11:30 am

Winter Term: January 23-March 13
8:30 am – 11:30 am

Spring Term: March 27-May 15
8:30 am – 11:30 am

Managing & Building Workplace Relationships

\$495 members; \$525 non-members
8 weeks | 3-hour sessions

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.

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

Fall Term: October 23-December 11
8:30 am – 11:30 am

Winter Term: January 22-March 12
8:30 am – 11:30 am

Spring Term: March 26-May 14
8:30 am – 11:30 am

Leveraging Workplace Relations for Organizational Success

\$410 members; \$440 non-members
4 weeks | 3-hour sessions

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

Fall Term: October 11-November 8
8:30 am – 11:30 am

Winter Term: January 24-February 13
8:30 am – 11:30 am

Spring Term: April 25-May 16
8:30 am – 11:30 am

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 implement conflict resolution skills.

Who Should Attend: Lead Workers

Fall Term: September 26-December 12
9:30 am – 11:30 am | 6 pm – 8 pm

Winter Term: January 16-April 3
9:30 am – 11:30 am | 6 pm – 8 pm

MANAGEMENT DEVELOPMENT

Lessons In Leadership

\$1,500 members; \$1,650 non-members
Six full-day sessions

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

Fall Term: October 5-December 16
8:30 am – 4:30 pm

Spring Term: March 8-May 10
8:30 am – 4:30 pm

“Research reveals that employees work harder when they feel their contributions are valued. In essence, companies that are intentional about motivating their employees actually add to the bottom line!”

“Would you allow your 17 year old to drive a car without any driving instruction? Then why do Companies promote employees to new positions without giving them the necessary skills to perform their new role effectively? Training for newly promoted employees is beneficial to both the Company and the employee in terms of productivity, effectiveness and efficiency.”

Sales Pro

\$900 members; \$1150 non-member
Four full-day sessions | Dates to be determined

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 and Small Business Owners

Negotiating Skills

\$450 members; \$550 non-member
Discount for Sales Pro Participants: \$90
Two-day session | Dates to be determined

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

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

Check out our new online training coming, available via the Chamber's website, GreaterReadingChamber.org.



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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SKILLS
LESSONS
TRAINING PROGRAMS
BUSINESS
PROFESSIONAL
MANAGER
LEADERS