

PROFESSIONAL DEVELOPMENT OPPORTUNITIES

An essential part of any successful business plan is to make sure that your employees have up-to-date training. Becoming a Northeast Nebraska Workforce Partner will put you in a position to jump ahead of the competition by maximizing your training investment. In this joint effort, training is being offered to give business leaders and staff opportunities for personal and professional growth close to home. The cost per course is \$120/person.

Training Date	Course Title / Course Description	Time / Location
January 17, 2019	Customer Service Excellence: Are you a Customer Magnet? In today's competitive environment, you can't stop at gaining new customers; you have to be relentless at retaining customers through exceptional customer service. Do your employees approach their work with the 'voice of the customer' in mind? This seminar will teach basic customer service principals that anyone with customer contact can apply to increase customer satisfaction and retention. CRN #70208	9 am - 12 pm O'Neill Extended Campus
January 31, 2019	Generational Differences: As the Baby Boomers continue to retire, employers are looking for ways to prepare for the changes and the challenges ahead. With five generations currently in the workforce, there are notable differences that distinguish each and defines their workplace styles, preferences, and decision making. This training examines generational gaps, and solutions for managing and inspiring relationships that enhance and support one another. CRN #70209	9 am - 12 pm O'Neill Extended Campus
February 21, 2019	Positive Communication: The purpose of communication is to get your message across to others clearly and unambiguously. Doing this involves effort from both the sender of the message and the receiver. And it's a process that can be fraught with error, misinterpretation, confusion and missed opportunity. In this training, participants will explore the many opportunities and barriers that lead to and/or inhibit successful communication. They will explore breakdowns and roadblocks that stand in their way both personally and professionally, and they will learn best practices to convey their thoughts and ideas effectively. CRN #70210	9 am - 12 pm O'Neill Extended Campus
March 19, 2019	Team Building: For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not. In this training, participants will explore the different aspects of a team, as well as ways they can become a top-notch team performer. They will be given the details and concepts of what makes up a team, and explore the laws of team-building and traits that lead to team success. CRN #70213	9 am - 12 pm O'Neill Extended Campus
April 11, 2019	Understanding Ourselves and Others: Our success at work and happiness in life depends in large measure on our ability to relate well to others; therefore, it is important for us to increase our understanding of people we work and live with. Through the understanding of ourselves and others it is possible to manage such differences so work relationships are enhanced, productivity is increased, and there is more richness and spice to life. This session will help you identify the basic differences in people and how each of us needs to cope, embrace, and celebrate our differences. CRN #70214	9 am - 12 pm O'Neill Extended Campus
May 7, 2019	Engaging and Motivating Others: It's no surprise. Employees who feel they are valued and recognized for their contributions are more motivated and productive at their jobs. In this program, learn how to promote and grow a more dynamic, engaged and positive workforce. Understand what elements contribute to a positive work environment and set the stage for individuals to meet their goals and experience professional successes. CRN #70215	9 am - 12 pm O'Neill Extended Campus

**REGISTER
TODAY!**

CALL : (402) 336-3590 or (800) 421-6322
IN PERSON: O'Neill Extended Campus
 Mon.-Fri. 8-5. Major credit cards accepted.

Tuition and fees for all non-credit classes must be paid at the time of registration. Registration into a class will not be made until tuition and fees have been received by the College. Requests to drop a class must be made through the Registrar's Office 24 hours prior to the day the class begins.



In cooperation with O'Neill Chamber of Commerce and Atkinson Economic Development