

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.

Contact Merri for more information about cost savings if you are interested in participating in multiple sessions or have multiple employees who would like to attend!

Training Date	Course Title / Course Description	Time / Location
January 16, 2018	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 #70090	9 am - 12 pm O'Neill Extended Campus
February 22, 2018	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 #70095	9 am - 12 pm O'Neill Extended Campus
March 13, 2018	Roles and Responsibilities of a Leader: As a leader you are responsible for everything that happens or fails to happen. Leaders/managers/supervisors participating in this session will obtain practical knowledge as they explore the roles and responsibilities of being a leader. For the new managers and leaders, this will assist them in navigating past the dysfunctional structures and procedures that many of them inherit and limit the number of difficult situation they find themselves involved in. This training will instruct managers and leaders to look beyond assumptions and past perceptions of the company or previous leaders and help them to focus on the bigger picture. CRN #70096	9 am - 12 pm O'Neill Extended Campus
April 11, 2018	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 #70100	9 am - 12 pm O'Neill Extended Campus
May 3, 2018	Time Management: Discover techniques to help you master your time and maximize your effectiveness at home and on the job. In this interactive training, learn how to plan, schedule and defend your time against time-wasters and procrastination. Learn to focus time and energy on your high-return activities and stop saying "yes" when you really mean "no". Explore the advantages of delegation and learn when it is both appropriate and beneficial for you to do so. CRN #70101	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