



Course Catalog

Continuing Professional Education



 CONTINUING
**PROFESSIONAL
EDUCATION**
WEST CHESTER UNIVERSITY





COURSE CATALOG

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Communications



The following courses are offered by West Chester University professors or Organizational Development professionals. Instructors are all experts in their respective fields, and courses can be customized to fit your business needs.

Building a Positive Work Environment - This workshop is designed to support a positive professional environment that extracts the best from all team members. Content is delivered in three segments that work in tandem to build personal insight, develop interpersonal awareness, and encourage development of specific skills to create a high quality workplace for everyone. Segment one includes an assessment of each participant's personality, segment two discusses conflict management, and segment three explores elements of emotional intelligence. [Full-day]

Business Writing - This course teaches participants how to write effectively in a professional setting. Elements of writing are reviewed, including focus, organization, clarity, concision, and grammatical correctness. Additionally, this course examines rules for writing well, professional email etiquette, and report writing. Any employee who has regular written communication with coworkers or clients will benefit from the information provided. This course can be customized to address aspects of professional writing that specifically concern your business. [Half-day or full-day]

Communication and Team Building - This half-day workshop will help participants understand the stages of team building and provide strategies to use and create functional, cohesive teams in organizations. Discussing challenges and successes in team building and brainstorming ideas for creative teambuilding will be part of the workshop. Issues such as getting members to share a common mission, identifying team members' unique talents, and building effective collaboration to fulfill team goals will be explored. [Half-day]

Customer Service Communications - This full-day workshop provides the technical consultant with the critical communication skills necessary to succeed in the current customer-driven business environment. Each of the communication topics address key skill areas and provide a solid foundation for effective customer communication and service. Techniques introduced, such as clarifying questioning and paraphrasing, help the listener elicit the true meaning of the message sent and eliminate confusion or misinterpretations. The workshop combines facilitator instruction with interactive activities to include customized role-plays, group discussion, self-assessments, individual and group exercises. [Full-day: 8 CPEs | 7 PDCs | 7 PDUs]

Effective Listening - This half-day workshop shows how listening effectively is the key ingredient for mastering critical communication skills necessary to succeed in any environment. We'll address active listening techniques to navigate difficult situations in the workplace as well as in your personal life. Dynamics of effective communication will be examined with an emphasis on listening to gain a better understanding with varying audiences.

Accreditations

NASBA: CPEs | SHRM: PDCs | PMI: PDUs

Communications



Emotional Intelligence - This half-day workshop will help participants understand the concept of emotional intelligence (EI), gauge their own emotional acuity, learn specific strategies (like mindfulness and strategic listening) to increase their own EI. Presenters will discuss various types of emotional intelligence and explore how attendees can use skills they already employ in one setting to improve in others. The session includes an emotional intelligence quiz. [Half-day]

Managing Conflict in the Workplace - The half-day workshop enable participants to identify, understand, and practice strategies to resolve conflict more effectively. Specific conflict styles like avoidance or confrontation will be presented along with the situational impact of each. Special focus on how to work effectively with difficult people will be introduced along with presenting novel strategies. Participants will have an opportunity to examine their own challenges and successes and practice skills via role-plays. [Half-day]

Root Cause Analysis in Problem Solving - The ability to utilize problem-solving skills are a critical skill in today's complex work environment. The workshop is designed to introduce attendees to properly define a problem, reach a consensus and develop a solution in a team environment. Root cause analysis tools will be presented providing solution success methods to develop a resolution implementation plan for workplace challenges. [1 or 2 day (s): 14PDCs | 14 PDUs]

Working Across Generations - Today, up to four generations may work side by side in the workplace or virtually from multiple locations. Yet, these diverse employees enjoy different music, have different defining events, use different social media, and see different goals and means for getting a job done. Multiple generations can look upon one another with suspicion. In this course, attendees will gain the ability to optimize a diverse workforce, which makes the difference between a productive team and one that flounders. [Half-day]

Technical Writing - High quality technical writing requires effective and persuasive communication in a clear and concise manner. Attendees will learn to adapt their writing style by understanding their audience and analyzing the purpose of the document more closely. Participants will examine writing samples and make corrections using techniques provided in course. Revising and re-writing documents within the prescribed guidelines is a major component of the workshop. Participants may bring their own work for revision, provided it is not confidential. [Full-day: : SHRM – 7 PDCs | PMI – 7 PDUs]

Accreditations

NASBA: CPEs | SHRM: PDCs | PMI: PDUs

Leadership



Business Ethics - Over the course of an employee's business career, they will come across a number of ethical issues. Mishandling these issues can irrevocably damage one's reputation, career, and an organization. Many ethical issues in business are somewhat predictable and knowing the correct course of action is the key to ethical conduct. This course addresses the practical side of ethics; how to manage and respond to the predictable ethical issues that one encounters regularly in the workplace. The course content is designed to help the audience improve their ethical thinking and decision making, with an emphasis on applying these skills to workplace challenges, and it includes interesting and highly relevant case studies. [Full-day: 8 CPEs | 7 PDCs | 7 PDUs]

Effective Decision Making - This full-day workshop will help participants develop their critical thinking, decision making, and problem solving processes for the workplace. They will discover individual biases and blind spots, and learn how to diagnose common decision traps. Attendees will also apply the 12 rational tools to improve individual and group problem solving. "Framing" or using several perspectives for making decisions will be introduced along with how to reduce the negative influences. The workshop is interactive with individual and group exercises referencing case studies to enhance learning. [Full-day: 8 CPEs | 7 PDCs | 7 PDUs]

New Manager Essentials - This course is a 2-day event that provides your staff with the essential skills necessary to manage and lead others in the workplace. Course is adaptable to your work environment and may be delivered across two full days or four half-days. Organizations may choose to include their commitments and values to *customize the event*. It is highly recommended to include [Gallup's CliftonStrengths](#) assessment. The "Strengths" assessment is completed online prior to course and coaching occurs on first course day to review top 5 leadership strengths of your staff by a Certified Strengths Coach. Managers will understand why and how specific leadership skills are essential to successfully motivate and move others within an organization, as well as learn skills for personal productivity and self-development. The use of scenarios and role plays throughout the workshop creates an interactive learning experience with strategies that are easily implemented. This course is designed to equip managers with the tools and strategies necessary to create collaborative, innovative, and effective teams that deliver results. [2-Days – delivered in full or half days]

Organizational Leadership - How can you move from management to leadership? A manager's transition from commanding to inspiring their employees is the focus of this course. Throughout, various leadership styles are reviewed, and each participant's personal default leadership style will be identified. This course also teaches the best practices of leaders that maximize team performance, and communication skills necessary for effective leadership. [Full-day]

Situational and Transformational Leadership - Leaders often face situations that require different leadership styles to promote teamwork and cooperation. An effective situational leader evaluates many variables in their workplace to inform the use of a specific leadership style. This course explores "Situational Leadership" and teaches participants how to tailor their leadership approach the situation on hand. The inherent challenges of team leading are compounded when a company is undergoing significant changes. A transformational leader can ensure continued teamwork and corporation during this turbulence. Strategies and techniques associated with "Transformational Leadership" are explained in the second half of this course. [Full-day: 8 CPEs | 7 PDCs | 7 PDUs]

CliftonStrengths® - Don Clifton's strengths-based approach to management and leadership fuels great teams and individuals every day. The CliftonStrengths assessment is an essential ingredient for empowering people to set and achieve their goals while being more engaged, being more productive in their workplace role and strive toward achieving a higher quality of life. Uncover what makes you and your staff unique and reveal how to perform at an elevated level when you know your talents. Discover how to build relationships and be a better teammate while developing leadership skills that target your strengths. Work with our Certified Strengths Coach to reveal and capitalize on your teams' natural talents. Whether you're an individual looking to improve or a leader wanting to empower your people to perform better, CliftonStrengths will highlight your most prominent attributes. [Half day]

Team Building and Leadership - The varying personalities of team members can make it difficult for managers to lead effectively. This course teaches participants strategies and techniques that promote cooperation among team members. Participants will learn how differences in personality influence interactions, and how to utilize each team member's strengths to build highly functional teams. Additionally, the difference between Leadership and management is explored, and participants will develop personal improvement plans to become more effective managers and leaders. [Full-day: 8 CPEs | 7 PDCs | 7 PDUs]

Time Management - This half-day workshop will provide attendees with strategies for more effective time management to implement into their work and personal lives. Participants will explore ways to categorize tasks and set priorities as well as practical ways to approach tasks such as breaking difficult tasks into manageable pieces. Time Management helps attendees plan when to work on various jobs and how to appropriately delegate. [Half-day]

Leadership



The *LCC* Certificate Program

is a partnership of United Way of Chester County, West Chester University and the Chester County Chamber of Business and Industry. The program's mission is to strengthen social service organizations in Chester County by educating skilled and concerned citizens and matching their interests and talents to fill positions on nonprofit boards of directors. Leadership Chester County is unique in its highly academic and comprehensive approach to educating volunteer leaders. Eight sessions cover 15 topics in nonprofit governance, community building and individual leadership skills, while covering key Chester County issues and introducing its non-profit service sector. The customized board placement service offers meaningful application of the training upon graduation. *This program has been approved for 60 contact hours from West Chester University by the PA Certified Public Manager®.* Additional information: <http://www.leadershipchestercounty.org/>.



Certified Public Manager® After successful completion of the LCC Program, graduates will possess the leadership skills to satisfy Level 1 requirements of the CPM certificate. CPM is a nationally recognized, public sector, leadership development program governed by the National CPM Consortium. It is the foundation of AACPM membership and recognized by ASPA. Certified Public Managers come from public, private and non-profit sectors and the certificate is recognized by more than 40 states and growing. (<http://www.cpmconsortium.org/directory>)

Accredited programs of Level 1 are delivered by educational institutions who have been approved as an "affiliate" of the CPM Program, where Level 2 is administered by Millersville University, the sole provider for the Commonwealth of PA, for maintaining standards and compliance of the overall program. The PA CPM Level 2 phase is comprised of 242 hours primarily distance education courses with a more public sector, practitioner-based approach (<https://www.millersville.edu/admissions/graduate/programs/noncreditprograms/pacpm/index.php>). If you have completed the LCC Program or interested in pursuing CPM certification, contact ejenkins@wcupa.edu for further information.

Manufacturing Topics



Lean courses will be tailored to fit your industry and organizational needs. In addition to manufacturers, pharmaceutical and medical industries benefit from lean, gaining efficiency and profitability throughout the entire value stream, from drug/device discovery, to sales and marketing.

Intro to Lean Principles - Lean seeks to highlight and then eliminate waste that is not adding value in the eyes of the customer helping you to reduce the cost of safely producing high quality products and services on-time. Intro to Lean Principles begins the process to help organizations identify and implement an action plan to reduce wastes and inefficiencies. Employees will be equipped with skills to identify and eliminate unnecessary costs. The understanding of Lean principles is accomplished through classroom instruction and participation along with exercises, brainstorming and simulations. [1 Full-day or 2 Half-days]

Next Steps:

The 5S Workplace Organization - This workshop is designed to deliver the fundamental concepts of 5S to your workforce so your organization can begin putting this powerful system to work. Sort, Set In Order, Shine, Standardize, Sustain - together, these 5 simple principles form the basis of the 5S System. 5S is a powerful front-line tool for simplifying work processes, improving equipment maintenance, ensuring safety and product quality and eliminating waste. 5S is the basis for any on-the-job process improvement activity. At the completion of the course they will present the final results to company management. [Option: 1 Full-day or 3 Half-days]

The Value Stream Management System - Value Stream Management simplifies the planning process for Lean implementation, ensuring quick deployment and greater success. It uses metrics and reporting to visually identify bottlenecks and areas of opportunities to improve your processes with the Lean tools. The central feature of this system is the value stream management storyboard, a tool representing an eight-step process for Lean implementation. The storyboard brings together people, tools, metrics and reporting into one visual document. This course will enable the learner to create and interpret both current and future-state value stream maps and to recognize how a value stream map is used to improve an organization's processes. The participants will develop a value stream map for a key process in your organization. [24 hours, Typically 4 per week for 6 weeks]

Kaizen for the Shop Floor - Kaizen, meaning continuous improvement, is a central philosophy of lean manufacturing. This workshop provides the training and skills needed to understand, plan, and implement kaizen. Participants will receive a Kaizen for The Shop Floor workbook, and spend roughly the same amount of time in the classroom as on the floor implementing their improvement ideas. At the completion of this course, participants will present final results to company management. [24 hours, Typically 4 per week for 6 weeks]

Let WCU know your desired IT topic for technical training and we will locate the Microsoft Subject Matter Expert to bring to your site or hold at our location for the best cost. Courses must have a minimum of 6-8 attendees. Call to discuss your organization's specific Microsoft topic for your IT staff. Below, are the more frequently requested one day MS courses. All topics may be tailored in both content and length. When inquiring, please specify MS Office version.

MS Access Level 1 is designed for students who wish to learn the basic operations of the Access database program to perform their responsibilities and understand the advantages a relational database can bring to their business processes. Attendees will learn how to manage data, create a new database, construct tables, design forms and reports, create queries to join, filter and sort data.

MS Access Level 2 expands knowledge of database design, writing advanced queries, structure existing data, share data across applications and customize reports. Expanding and applying your new skills will result in a more robust, functional database for your users. Recommended for students who may be pursuing the MS MOS Expert level of certification.

MS Access Level 3 teaches advanced Access features such as database management, advanced form design, packaging a database, encryption, preparing for multi-user access and more. Knowledge of these features separate database professionals from the casual database user and provide the attendee with marketable jobs skills as well as preparing the student to take the MOS Certification exam.

MS Excel Level 1 is designed for those who desire to gain the skills necessary to create, edit, format and print basic Excel worksheets. You will gain a foundational understanding of the basic functionality in Excel and begin navigating the environment. Attendees will use formulas and functions to perform calculations in worksheets and modify by manipulating cells and data, while searching for and replacing data. Begin to work with larger workbooks containing multiple worksheets and learn how to customize Excel to meet your needs.

MS Excel Level 2 is for students who desire the skills necessary to create templates, sort and filter data, import, export and analyze data plus work with Excel on the web. Learn how to create advanced formulas and organize data into tables. Discover the power of PivotTables and PivotCharts and how slicers can make data filtering easy while visualizing your data. Additionally, learn to analyze data with lookup functions and other enhancements.

MS Excel Advanced will extend participants' knowledge into some of the more specialized and advanced capabilities of Excel by automating some common tasks, applying advanced analysis techniques to more complex data sets, collaborating on worksheets and sharing data with other applications. This course, as well as Levels 1 & 2 can be used to prepare for the MS Specialist (MOS) Certification Exam.

MS Office Level 1 is designed for any person with a basic understanding of Microsoft Windows who needs to use Microsoft® Outlook® to compose and send email, schedule appointments and meetings, manage contact information and tasks and use notes.

MS Office Level 2 will explore how to customize the environment, schedule appointments & events, manage and organize activities, share and work with multiple calendars, schedule meetings and create tasks and manage the advanced settings when working with email messages.

MS Office 2016 Transition - This course builds upon the foundational Microsoft® Office 2007/2010 knowledge and skills you've already acquired. It focuses on the enhanced features to improve the way you manage, organize, present and distribute company data and information. Explore a variety of enhancements from Word's ability to edit PDF files to the new Flash Fill functionality in Excel that dramatically increases the speed when adding data to a spreadsheet. Discover how the Cloud has been deeply integrated into the Office experience and how collaborating with colleagues has never been easier.

MS Outlook Part 1 will help attendees become familiar with the Outlook interface, and then use Outlook to manage email communications, including composing, reading, and responding to emails; schedule appointments and meetings; manage contact information; schedule tasks and create notes; and customize the Outlook environment to suit personal preferences.

MS Outlook Part 2 will explore the advanced features provided with the Outlook interface, such as advanced message, calendar and contacts management. Use the Tasks and Journal workspaces provided in the application to manage task assignments to you and others, and to record interactions with colleagues. Learn to share workspaces with other users, and use Outlook data files to save and back up your important information.

MS PowerPoint Level 1 explores the PowerPoint environment and teaches attendees how to create a new presentation to convey the key points of a message through the use of text, graphics and animation. Learn how to format text on multiple slides to enhance clarity, enhance the visual appeal, add and modify graphical objects, add tables and charts to present data in a structured form and finalize the presentation for delivery.

MS PowerPoint Level 2 course is for students who desire the skill to work with design templates, various types of hierarchies, processes or other diagrams, special effects, web presentations and advanced presentation delivery. In addition, attendees will modify the PowerPoint environment, customize design templates, add SmartArt; work with media as well as collaborate on a presentation to distribute a secure presentation.

MS Project Part 1 - covers the critical knowledge and skills a project manager needs to create a project plan with Project during the planning phase. Attendees will start a project, work with calendars, to manage tasks and resources. Learn to customize Project interface, manage time frames, assign tasks and level work resources. In addition, they will add summary tasks and milestones to share and export their projects for delivery.

MS Project Part 2 - is built around executing, monitoring and controlling tasks accomplished using the advanced commands found on Project tabs. Learn to manage the Project environment with links, customized fields and options. Manage task structures and create network diagrams, custom views, critical paths and analyze earned value to share your timeline views.

MS Publisher Level 1 - Publisher is a desktop publishing software application capable of producing certificates, newsletters and other printed publications. Publisher offers a large selection of "building blocks" that can be dragged into your documents helping to create page elements such as calendars, newsletter sidebars and borders. Publisher integrates mail merge features which is handy when sending publications to customer lists. Learn to export publications as HTML web pages or PDF documents. With a user-friendly interface, Publisher makes it easy to create and edit publications.

MS Word Level 1 is designed to help us move smoothly through the task of creating professional looking documents. Students will learn how to use Word to create and edit simple documents, format, add tables and lists; add design elements and layout options; and proof documents.

MS Word Level 2 will help attendees work with tables and charts to organize and summarize data. Learn to use styles and themes to customize and add images and graphics to further display information. Discover how to add building blocks of information and updatable fields to the document to improve efficiency. Control how text flows around graphics, between paragraphs and pages while using section, page and column breaks to maintain consistency. Learn the mail merge feature to personalize content. Additionally, learn how to create and use macros to automate tasks.

Interacting with Mobile Devices in Microsoft® Office 365™- Microsoft® Office 365™ provides you with the capability to be productive wherever you are by providing access on your desktop, tablet, and on phone (Windows devices Mac, iPad, iPhone, and Android). Microsoft® Office 365™ can access everything from a mobile device such as a smartphone (iPhone® and Android™) to a tablet PC, Mac or an iPad®. This course will show you in a few simple steps how to use your mobile device to work productively with Office 365.

Microsoft® Outlook® for Office 365™ (Desktop or Online)- Course builds on the foundational knowledge of the Microsoft® Office 365® online apps and helps attendees, with previous experience with Outlook version(s), relate and locate familiar features within the new 365 environment. Course will provide techniques to help organize and track correspondence while introducing customization to email flow. If attendee has no prior Outlook experience, a full day introductory course is recommended.

Microsoft® Office 365® Online (with Teams)- Microsoft Teams is the hub for teamwork in Microsoft® Office 365® by granting your team the capability to effortlessly create a shared workspace to readily work together and chat, meet, share files, and work with business apps. Microsoft Teams in Office 365® allows your team to communicate more effectively with group chat, online meetings, calling, and web conferencing. Learn to work together by easily collaborating on built-in Office 365 apps such as Word, PowerPoint, SharePoint, and Excel, and further customize your workspace by adding Microsoft apps and third-party services, all while keeping your team secure. This course is an introduction to Microsoft® Office 365® with Teams in a cloud-based environment. It can be used as an orientation to the full suite of Office 365 cloud-based tools, or the Teams lessons can be presented separately in a seminar-length presentation with the remaining material available for later student reference. This course introduces working with shared documents in the familiar Office 365 online apps—Word, PowerPoint, and Excel—as an alternative to installing the Microsoft® Office desktop applications. Course also introduces several productivity apps—Teams, Yammer, Planner, and Delve—that can be used in combination by teams for additional communication and collaboration.

Microsoft® Office OneNote® 2016/365- In our fast-paced digital world, the need to capture ideas, meeting notes, and to-do items is ever present. Microsoft® Office OneNote® 2016/365 provides a way to efficiently create, collect, and organize your notes in an electronic notebook. With capabilities that conveniently revise your notes with type, highlighting, and ink annotations, OneNote offers a solution to share and collaborate ideas with coworkers, friends, and family. Providing an easy navigation to save, search, and find notes, Microsoft® Office OneNote® 2016/365 will make both your ideas and world more organized. This course will introduce you to using OneNote notebooks to store a wide variety of content in an organized structure, access the content from anywhere, and ability to share it with others. In addition to creating and modifying OneNote notebooks, this course will introduce inserting images and embedding files into notebooks, categorizing content, sharing content with OneDrive®, and exporting content to other file formats. To increase your productivity with Microsoft Office, you will also learn how OneNote and the other applications in the suite are integrated. **Note:** Please specify if the OneNote is for Office 365 or 2016 as the instructor will need to know beforehand so we may order correct reference materials.

Microsoft® Office® Word Tips and Tricks 2013/2016/2019 or 365 Suites- Course was created based on customer needs and teaches attendees how to proficiently use Microsoft Word. Attendees will learn how to create engaging, polished, and professional documents to put your best work forward. Course will provide meaningful Microsoft Word Tips and Tricks from experts to develop the Word skills you need to succeed and with more efficiency.

Microsoft® Office 365® Planner- Microsoft Planner helps you take the chaos out of teamwork by providing a simple way to create new plans, organize and assign tasks, share files, chat about work, and get group updates and progress. Planner can be used to manage activities amongst various team members and keep the group's work on schedule. With Planner users can organize work visually by both categorizing tasks, based on status, or on who they are assigned. Planner provides for easy updating of status or changes in assignments, allowing your team the opportunity to get more organized quickly. This course will teach users how to effectively manage activities, navigate the Planner Interface, and learn how to create an efficient plan in Planner to collaborate, communicate, and share resources with members of your organization. Attendees can expect to gain knowledge on how to successfully, efficiently, and productively work with Planner.

Microsoft® Office OneDrive® for Business- OneDrive for Business allows a way for organizations to simply share, work together, and collaborate on the same files, while protecting and securing important information. With OneDrive you and your team can create, view, edit, and share files in real-time, anywhere – anytime, leading to your team not only working smarter, but faster. To ensure your files are both safe and protected, OneDrive for Business has features that allows administrators to manage security policies and easily recover files from accidental deletes. Course provides users with a strong understanding of the OneDrive for Business basics and how to manage files so that users can increase efficiency and effectiveness with OneDrive. With increased knowledge of how to operate OneDrive for Business, users will learn how to safely and more seamlessly collaborate with both people inside and outside the organization. Most commonly used in conjunction with Office 365; however, may be offered with Office 2013/2016/2019 Suites.

Microsoft® Office 365® SharePoint® Modern Experience: Site User- Microsoft® SharePoint® is a platform specifically designed to facilitate collaboration, allowing people to use familiar applications and Web-based tools to create, access, store, and track documents and data in a central location. In this course, users will learn about and use a SharePoint Team Site to access, store, and share information and documents. Course provides users with a strong understanding of SharePoint features and capabilities to increase user efficiency and effectiveness with SharePoint, and with the documents and data stored in SharePoint. Furthermore, effective use of the new Modern UI and Office 365 integrations will streamline tasks and facilitate collaboration with colleagues in other Office 365 and third-party apps.

Online Courses



To activate individual/group logons, contact ejenkins@wcupa.edu , 610-425-7435. [Online Registration](#)

Managerial Styles: Sharks, Carps, and Dolphins - Working with a variety of personalities can be a challenge in business and in social gatherings. The aggressive shark, the passive carp, and the adept dolphin all exist for us to interact with regularly in our work and personal environments. This 4-hour online workshop presents 3 recognizable styles and explains how to spot them, how to work with them, and how to become your best dolphin. Based on 30+ years of experience with a variety of organizations, the presenters provide memorable descriptions with examples that are easily absorbed into our consciousness. Awareness of one's personal managerial style, as well as others, is a benefit to everyone when used as a catalyst to initiate change, positively. Managerial Styles is a valuable coaching tool for any new or seasoned manager in the workplace. Learning is accomplished via video presentations, real life scenarios and thought-provoking, situational review and quizzes.

\$100

Fundamentals in Project Management - This 12-hour course is designed to provide those new to project management with the essential basics. Online users will be equipped with the technical and procedural knowledge so they can apply the methods and tools to successfully undertake their first projects. Problem solving is interspersed with the following nine modules:

- ◆ Project initiation and organization
- ◆ Scope definition and development of the concept
- ◆ Planning of activities and resources
- ◆ Risk analysis, monitoring and control
- ◆ Estimations, budget and cost control
- ◆ Quality planning and control
- ◆ Performance control and change management
- ◆ Training and team building, communication
- ◆ Project closing, lessons learned

\$300

[12 contact hours/PDUs]

Advanced Project Management - This 18-hour online experience is for those who already possess the fundamentals in project management and would like to add to their knowledge or perfect skills in preparation for certification. The 9 advanced modules include:

- ◆ Methodology, stakeholders and roles within a project
- ◆ Estimations of costs and duration, planning and scheduling, and communication
- ◆ Distribution and supervision of work, integration management, quality assurance, performance reports and earned value analysis
- ◆ Identification, quantification, criticality and cost of risk
- ◆ Risk response and monitoring
- ◆ Supply management and contract management
- ◆ Acquisition and development of the team, diagnostic and measures
- ◆ Problem solving, negotiation and conflict management
- ◆ Business and projects, processes and project marketing

\$375

[18 contact hours/PDUs]

Project Management



Project Management Professional Exam Prep - PMP Exam Prep is a 5-day workshop designed to review the 10 Knowledge Areas of the PMBOK, including Project Management Institute's (PMI) code of professional responsibilities in preparation to pass the PMP Certification Exam. The format of the workshop will conduct a review of each PMP knowledge area stressing all topics that frequently show up on the exam. Following each area review, participants are given a mock exam containing questions similar to those found on actual PMP exam. Questions are reviewed in class to clarify any issues. The PMP exam includes a description of the structure accompanied with suggestions for taking the exam. Proven advice is provided by a certified PMP on how to prepare for the examination.

[5 days: 35 PDUs]

Project Management Fundamentals - This course teaches the basic concepts, approaches, techniques and tools for planning and managing projects. All functional areas of project management are discussed and presents project concepts and definitions, the project lifecycle and the construction of a project plan. A process for planning projects is used as the framework for the course modules. Each step in the process is described in detail for building a complete project plan that addresses all functional project planning areas. The tasks for managing the project launch, delivery, and close are presented as well as tracking and updating the project's progress. This course is available in a wide variety of configurations. The core modules recommended for this workshop can be modified, replaced or supplemented while delivery may be customized for 2-5 days in length.

[2-5 days: 16-40 CPEs | 14-35 PDCs | 14-35 PDUs]

Project Management Simulation Training - This course uses the software tool SimulTrain[®], a proven method for preparing people for high-risk business challenges without disastrous consequences. Simulation training provides critical coherent project management lessons in costs, deadlines, quality and team morale in a close-to-reality environment. Learn how simulation training can impact your bottom line and discover why so many companies have used SimulTrain[®] to educate their employees in more than 50 countries worldwide. With an emphasis on the creative side, simulation training engages its users and makes this 2-day training memorable.

[2 days: 14PDCs | 14 PDUs]

Project Management with Microsoft Project - This hands-on course provides an understanding of MS Project, and participants will develop skills necessary to utilize the program effectively. Topics include basic and task specific functions, utilization of PERT/Gant, resource management, and calendar work schedule manipulation. In addition, participants will customize Microsoft Project views and menus. This 2 or 3-day program is designed around a plan, with pre-course contacts, classroom sessions, a review & mentoring session, and a Planning and Budgeting project where participants present to their peers as a learning metric.

[2 or 3 days: 14-21 PDCs | 14-21 PDUs]

Project Risk Management - This 2-day course is designed to provide participants with a practical, in-depth understanding of risk management methodologies and best practices. Attendees are presented with techniques for identifying, assessing, monitoring, controlling, reporting and analyzing project risks and their impact on project costs and schedules. Templates and case studies will reinforce risk management concepts, tools and methods to effectively manage risk and meet stakeholder expectations. Workshop is in accordance with PMI PMBOK.

[2 days: 16 CPEs | 14 PDCs | 14 PDUs]

Project Management with Agile - This course teaches Agile principles and practices used in project management to manage change through flexibility, adaptation, and direct communication. During this interactive 3-day course, participants develop and employ an Agile design with Sprint Planning and Scrums. Simulation is used to reinforce important principles while managing an Agile project in a dynamic real-time environment.

[3 days: 24 CPEs | 21 PDCs | 21 PDUs]

Accreditations

NASBA: CPEs | SHRM: PDCs | PMI: PDUs

Project Management



Project Management for Human Resources - Managing human resource (HR) projects tend to challenge management in that the project range may be quite varied from the selection of a new Performance Management System to managing a corporate reorganization to unifying a corporate culture after a merger or acquisition. Contemporary research examines why projects fail and identified the top ten reasons. This course is designed to examine the reasons for failure and strive to improve a project's success. The course introduces the use of project management tools and techniques to achieve goals, produce products, deliver services, and meet targeted objectives. Participants will examine the role of the project manager and their involvement in managing the life-cycle of a project through defining task, time management, scheduling, and resource allocation.

[2 days: 14 PDUs (PMI) | 14 PDCs (SHRM)]

Accreditations

NASBA: CPEs | SHRM: PDCs | PMI: PDUs

Special Topics



DNA and Your Team - This unique half-day team building session currently is offered through the West Chester University DNA Discussion Project. The course explores ancestry DNA findings to consider if and how this information may change narratives, behaviors and perspectives among your employees. Each member's DNA ancestry is used to develop deeper connections when working together in an ever more diverse culture. The course assists in increasing communication and leadership skills. Team-building exercises help participants work through their communication difficulties with team members who may seem different yet at the same time, shed light on just how connected we all are as humans. Each person will receive an ancestry DNA kit to mail in prior to team building session. [Half-day]

First Aid, CPR, and AED Training for the Workplace

This course is taught by a National Safety Council certified instructor, and provides a First Aid/CPR/AED certification to participants who successfully complete the training. Instruction will include basic life support; acting in an emergency; heart attack and chest pain; burns; allergic reactions; shock; poisoning; and bodily injury. Employees will learn vital knowledge needed to respond to a medical emergency efficiently and effectively. Certifications from this nationally accredited course can help your company meet its compliance requirements, and create Safety team leaders who safeguard your employee's well-being. [5 ½ - 6 hours]

Sales Training



Advanced Consultative Selling - This course is designed for individuals that sell solutions, have a customer-facing role and those responsible for business development, as opposed to individuals that sell physical products. Sales techniques and skills taught in this program enable the participant to achieve annual sales goals, build rapport, and develop customer relationships at the appropriate levels within their clients' organizations. Using questioning techniques, the salesperson helps the customer see the problems they must address and positions the solution such that it resolves those issues. [2 days: 14 PDCs]

Professional Selling Skills - This course is designed for individuals who are either responsible for business development or have a customer-facing role. The critical selling skills taught in this program enable the participant to achieve annual sales goals by developing and nurturing customer relationships at the appropriate levels within their clients' organizations. Using the Logical Selling Process, participants apply sales tips and techniques to develop customer relationships and close business. [Full-day: 7 PDCs]