

# The Center for Career Development and Training

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## People. Production. Results.

### KEY OUTCOMES

- + Increased communication ability
- + Return on Investment (ROI)
- + Increased Production
- + Employees with a strong sense of loyalty
- + Foster an Organizational Learning Culture
- + Improved Skills
- + Improved Confidence
- + The Identification of performance gaps
- + Increased morale
- + Increase customer retention and referrals
- + Experienced contributors who understand the company's values and goals
- + Enhanced communication

### CUSTOM TRAINING PROGRAMS

CCDT provides custom training programs for our business clients. We realize the ever-changing needs of your company and its external customers.

Our team of training and development professionals will design a program that focuses on results. We have clients that simply have staffing needs, clients who are in need of a full training program, and clients who take advantage of our services on an as needed basis.

Whether it's a larger or small project that you have in mind; CCDT will deliver.

### WHAT SETS US APART?

#### THE CCDT DIFFERENCE

CCDT is a career development and training company that focuses on decreasing the unemployment rate by training and placing individuals in need. We believe that the lack of proper training is the leading cause of unemployment, under employment as well as poor production in today's workforce.

We work with both the candidates who are looking for employment, and the employers who are in need of highly skilled and well qualified employees. Our uniquely designed training programs allow our clients to experience and train for the job in real-time.

CCDT believes that when employees understand the goals of the company and see how their work helps to achieve those goals, they are more productive.

The key to any successful company is repeat business and happy, dedicated, productive employees. We believe that the former is a result of the latter.

### REAL-TIME SIMULATION TRAINING

#### THE CCDT DIFFERENCE

CCDT uses real-time situational simulation training to ensure the most effective development of your employees. This means that if you are in need of a receptionist, you can rest assured that the candidate that we provide will have gone through our extensive training. The candidate will have taken phone calls, used office equipment, and even have been trained on your script\*. They will have been tested and trained on handling upset customers, the proper way to answer calls and place customers on hold, and more.

In other words, you receive an employee who is fully prepared for the job. Say goodbye to expensive and time consuming training sessions. CCDT trains with the purpose of an employee excelling at what they do. We provide people, we increase production, and we get results!

That's The CCDT Difference.

# COURSE GUIDE

Note: All courses can be tailored into packages that fit the needs of the individual and/or company's needs.

**FREE STAFFING** – Database of trained employees at no cost  
**\$0**

- + Your company is provided with trained employees at no cost.
- + You choose the number of employees you need- It's always free.
- + Each employee will undergo 5 hours of customer service training prior to beginning employment.
- + We will identify strengths and areas of improvement.
- + Full time, part-time, or short term (short term employees are required to complete the Basic Service Course, however; the employer is responsible for securing the payment for the course.)

**JOB SPECIFIC TRAINING** – Training that is specific to your needs  
**\$999 per company, per month with 50 or fewer employees (Customized Program)**

- + Designed to provide a “turnkey” employee.
- + Can be combined with other courses.
- + All individuals enrolled in the “JST” course will be provided with the basic service course at no additional cost.

Training Courses Include:

Receptionist  
Medical Office Assistant (customer service and communication duties only)  
Medical Assistants (bedside manner)  
Call Center Representative

\*Prerequisite: Basic Service, Communication

**EMPLOYER REQUIRED TRAINING** – Training that an employer requires prior to employment, but the potential employee is still responsible for paying.

**Cost based on training courses that employer requires.**

- + Designed to provide a no-cost training option to employers as well as fulfill staffing needs.
- + Employer Interviews candidate and makes job offer before candidate starts training.
- + Unlimited training options for employers.
- + Employer and candidate agree to provide payment via direct deposit from candidate's paycheck once employment has begun.

Training Courses May Include:

Receptionist  
Medical Office Assistant (customer service and communication duties only)  
Medical Assistants (bedside manner)  
Call Center Representative **and more.**

\*Prerequisite: Basic Service

**EMPLOYMENT READINESS TRAINING** – Preparation for perusing employment  
**\$99 per individual (Offered at no cost to individuals who qualify)**

- + Resume preparation
- + Interview techniques (includes mock interviews)
- + Interview preparation (attire, thank you letter, research etc.)
- + Situational training simulation to determine individual ability.

Training Courses Include:

Microsoft Word and Excel  
Email techniques  
Basic office equipment use

\*Prerequisite: None  
(This course does not include job placement assistance)

**BASIC SERVICE** – Customer service training  
**\$699 per individual**

- + 6 week course
- + The importance of the customer relationship.
- + Non-verbal communication
- + Voice Characteristics
- + Acknowledgements
- + Taking Complete Messages

\*Prerequisite: None

**BASIC SERVICE EXTENDED** – For those looking to obtain the Certified Client Relations Professional credential, or in need of additional skills.  
**\$999 per individual**

- + 9 week Course
- + Basic Service Course plus 15 additional hours of applied Learning

\*Prerequisite: Basic Service

**BASIC SERVICE ACCELERATED** – For those clients who show an exemplary talent for customer service already and are well experienced in the craft.  
**\$199 per individual**

- + 2 day Course (1 day of testing, 1 day of instruction)

\*Prerequisite: Test out of course (test is hands-on, real time testing)

**COMMUNICATION** – Designed to provide a creative approach to effective communicating.  
**\$699 per individual**

- + The importance of communication
- + Experienced Conveyance
- + Gestures
- + Positive Language

\*Prerequisite: Basic Service

**CONFLICT MANAGEMENT AND CLIENT RETENTION** – Real-Time Situational Training  
**\$899 per individual**

- + Managing internal and external conflict.
- + The importance of acknowledgements.
- + Positive Language
- + Experienced Conveyance
- + Keep the client- Tools to retain customers and increase production.

\*Prerequisite: Basic Service, Communication, and Say This, Not That (MTC)

**CERTIFIED CUSTOMER RELATIONS PROFESSIONAL** – Credential  
**\$2,696 per individual**  
**\$495- for individuals who have already taken all prerequisites.**

\*Prerequisites: Basic Service Extended, Communication, Conflict Management and Client Retention, Dynamic Communication (MTC), Say This Not That (MTC)

- + Credential designed to demonstrate the participants overall ability to handle customers in a professional way, deal with and handle conflict, and retain clients.
- + Participants looking to obtain this credential need to inform us immediately as payment options may vary.

## **CONCENTRATION COURSES (CC)**

Specialized courses that are career focused and include an internship/Externship.

- + Perfect for career oriented individuals who may or may not have a college degree
- + Focuses on a specific career path

**PRODUCT SALES AND BUSINESS DEVELOPMENT** – Learn consultative selling, why product knowledge is key, and strategic steps to close the deal.  
**\$799**

- + The Art of Consultative Sales
- + Active Listening and Asking the Right Questions
- + Pitching the Solution

Prerequisites: Basic Service

**COLLECTIONS ACCOUNT AND CREDIT MANAGEMENT** –Learn account receivables and the laws and regulations of the collections industry.

**\$899**

- + Setting Expectations
- + Getting the Agreement
- + Analyzing the Customer
- + Handling Objections
- + FDCAP Regulations

**DENTAL OFFICE ADMINISTRATION AND PRACTICE MANAGEMENT** – Learn the intricacies of the dental front office and how to successfully manage a practice.

**\$1149**

- + Patient Scheduling
- + Telephone Sales
- + Confirmation Calls
- + Client Re-activation
- + Dental Software

## **MICRO TRAINING COURSES (MTC)**

A series of short courses that deliver “bite-sized” learning sessions.

**Cost Varies**

- + Caters to the technologically advanced society (Generation X and Millennials).
- + Decreases the amount of time spent on training while continuing to provide the benefits.
- + Great for short attention spans.

**DYNAMIC COMMUNICATION (MTC)** – Take your communication from dull to dynamic!

**\$199**

Module 1: Word Shift

- + Decreases the amount of time spent on training while continuing to provide the benefits.
- + Great for short attention spans.

Module 2: Body Language

- + Decreases the amount of time spent on training while continuing to provide the benefits.
- + Great for short attention spans.

**ACKNOWLEDGEMENTS (MTC)** –Learn the importance of a simple acknowledgement

**\$149**

Module 1: Basic Acknowledgements

- + Decreases the amount of time spent on training while continuing to provide the benefits.
- + Great for short attention spans.

#### Module 2: Developed Acknowledgements

- + Decreases the amount of time spent on training while continuing to provide the benefits.
- + Great for short attention spans.

#### Module 3: Adding Body Language

- + Decreases the amount of time spent on training while continuing to provide the benefits.
- + Great for short attention spans.

### **SAY THIS, NOT THAT (MTC)** – Sometimes it is...what you say....

**\$99**

#### Module 1: Basic Acknowledgements

- + Decreases the amount of time spent on training while continuing to provide the benefits.
- + Great for short attention spans.

#### Module 2: Body Language

- + Decreases the amount of time spent on training while continuing to provide the benefits.
- + Great for short attention spans.

**EACH COURSE CAN BE SPECIFICALLY DESIGNED TO FIT THE NEEDS OF YOUR ORGANIZATION. FULL CURRICULUMS OF THE COURSES ARE AVAILABLE UPON REQUEST.**