

Leadership & Management Certification

Attend 5 out of 6 seminars to receive certification.

- *Secrets of Great Customer Service*
- *Secrets to Create a "Whistle While You Work" Atmosphere in Your Business*
- *The Art of Influencing Others*
- *Developing Leaders in Small Business*
- *Secrets to Management Success*
- *Focus & Execute: Achieving Highest Priorities*



Secrets of Great Customer Service

Th	1:30-4:30pm	9/08	SCC, T-122	E. Ballance
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Find out what you need to do to attract new customers, keep them happy and keep them coming back. You'll learn skills to improve customer relationships, build customer loyalty and increase sales.

Secrets to Create a Positive "Whistle While You Work" Atmosphere in Your Business

T	9am-noon	9/27	SCC, T-120	J. Formica
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Would you like to reduce absenteeism and turnover? Stop the negativity and constant complaining in your workplace? By attending, you'll discover how to identify and conquer negativity in the workplace, tips to keep work exciting and stress free, and how to use humor to build positive relationships at work.

The Art of Influencing Others

W	9am-noon	10/05	SCC, CART-154	J. Bullins
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Develop creative ways to establish rapport and build relationships through a deeper awareness of the power of nonverbal communication. Learn how to avoid common communication barriers, methods for de-escalating difficult situations and resolving conflict effectively.

Developing Leaders in Your Small Business

T	9am-noon	10/11	SCC, T-120	D. Wolfe
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Do you seek to cultivate leaders within your organization? Are you ready to take charge of your business? Learn how to develop leadership traits, communication skills, and motivation while handling the negative.

Secrets to Management Success

W	1-4pm	11/09	SCC, T-122	J. Bullins
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This seminar offers skills and tools to help managers develop responsible employees, decrease struggles and conflict, encourage "accountable moments" as learning opportunities and provide appropriate workplace counseling when needed. All the secrets will be revealed!

Focus & Execute: Achieving Highest Priorities

F	9am-noon	11/18	SCC, T-120	L. Mitchell
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Learn the skills and tools needed to help balance the demands of your time, focus on priorities, improve work habits, boost productivity and gain a greater sense of control. Deal with time robbers - interruptions, procrastination, learning to say NO, organization, and clutter.

For more information or to pre-register, contact Brenda Orders at (910) 642-7141, ext. 419 or e-mail borders@scnc.edu or Beth Ward at (910) 642-7141, ext. 323 or e-mail bward@scnc.edu

