

# Quality Training for Business Professionals



BUSINESS AND INDUSTRY SERVICES



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QUINEBAUG VALLEY  
COMMUNITY COLLEGE

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## The growth of a successful business comes from the growth of its people.

QVCC offers quality training programs, courses and workshops designed to upgrade employee skills, advance leadership and management capabilities, and support ever-changing job initiatives. All of our instructors are experts in their fields and bring relevant academic knowledge and professional/experiential learning to the classroom.

As you review our programs, please remember that any and all workshops can be fully customized to meet your company's specific needs. See page 1 for more details on customized training.

Please contact us for additional information or to discuss your training needs.

### **Andrew Morrison**

*Interim Director of Business & Industry Services*

860-932-4360

amorrson@qvcc.edu

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# Customized Training

QVCC is here to help your employees boost productivity, learn new skills, and refine existing procedures. Our customized training programs can be modified to meet the needs of your particular business and can be held at QVCC or onsite at your company.

Some of the most popular training programs include:

## **Business**

- 360-Degree Feedback
- Bookkeeping
- Business Writing
- Communicating by Phone and Email
- Cultural Competence in the Workplace
- Customer Service
- Grammar & Punctuation Review
- Interpersonal Communications
- MBTI
- Public Speaking
- Time Management
- Train the Trainer
- Workplace Skills for New Employees

## **Leadership**

- Building Dynamic Teams
- Budgeting for Managers
- Change Management
- Coaching, Mentoring and Motivating
- Developing a Learning Culture
- Developing Your Next Supervisor
- Fostering Entrepreneurship
- Project Management
- Skills for First-Time Supervisors
- Strategic Planning
- Leading Successful Meetings
- Making It Work With Millennials

## **Computer Software**

- Access
- Computer Basics
- Excel
- PowerPoint
- Photoshop
- Word
- QuickBooks

## **Human Resources**

- Performance Appraisals
- Interviewing Skills
- Harassment Prevention
- HR Fundamentals
- Stress Management

## **Manufacturing**

- Benchwork
- Blueprint Reading
- CNC Programming and Operation
- Internal Quality Auditing
- Manual Machining
- Metrology
- Process Improvement
- Quality Control
- Shop Math
- Shop Safety
- Six Sigma

## ***Don't see the program you need listed above?***

Let us know! We offer free consultations to determine if QVCC can develop a customized program that matches your company's exact needs. Contact Andrew Morrison at 860-932-4360 or [amorrison@qvcc.edu](mailto:amorrison@qvcc.edu).



# Leadership at All Levels

What is my leadership potential? How can I develop and apply that potential in ways that benefit my organization?

Leadership at All Levels, a four-module leadership development series, will help you answer these questions, regardless of your position on the organizational chart. The program operates from the assumption that leaders are made, not born, and that anyone is capable of increasing their value with their colleagues, teams and organizations.

By the end of the program, you will be able to:

- Identify your leadership strengths and areas needing improvement
- Adjust your communication styles in different situations
- Lead groups comprised of differing generational values and work styles
- Coach others to help them enhance their performance
- Resolve conflicts using a variety of approaches
- Turn a group of people into a team
- Use multiple thinking perspectives when making decisions
- Conduct meetings that are focused, efficient and productive
- Set clear directions for your department and achievable goals for reaching them
- Manage change proactively

Module 1	Personal Leadership
Module 2	Interpersonal Leadership
Module 3	Team Leadership
Module 4	Organizational Leadership

Time Commitment: 12 hours per module

Instructor: Rockie Blunt, Ed.D.

Rockie Blunt has operated Blunt Consulting Group, an organizational communications training and consulting company, since 1987. In his extensive training over many years at Quinebaug Valley Community College, he has earned a reputation as a lively speaker who delivers informative workshops. A graduate of Yale University, Rockie has a master's from Clark University and a doctorate in human resource education from Boston University. He is also an adjunct instructor at Assumption College.



## Building Your Business Plan

Do you dream of running your own business? Does your existing business or department need to update its blueprint for success? Take this hands-on workshop with a local business leader and get to work on creating or upgrading your business plan.

This workshop is taught by John Miller, president and CEO of National Chromium Company, Inc., and former director of human resources for Day Kimball Healthcare. Using his experience and expertise, John will guide students through the best practices in developing and communicating a successful business plan.

After completing the course, you will walk away with a new or updated business plan, along with the skills necessary to sell the plan to potential investors or financial organizations.

Time Commitment: 6 hours

Instructor: John Miller



## HR Boot Camp

This two-day workshop examines essential human resources responsibilities. It serves as both a strong introduction for those new to HR and a solid review of key issues and best practices for current HR professionals. Topics include:

- State and federal laws that frame the employee-employer relationship
- Employment issues and how to address them
- Writing employee handbooks
- Effective interviewing techniques
- Legal information about hiring and firing
- Keeping records and documenting employee behavior
- Sexual harassment, hostile work environment, and workplace bullying
- Conducting performance appraisals
- Working with a company's training and development efforts

Time Commitment: 14 hours

Instructor: Grace Blunt, Esq.



## ISO 9001:2015

This three-day Internal Quality Auditing workshop prepares participants to perform internal audits for an ISO 9001:2015 Quality Management and Quality Assurance System. Participants will:

- Learn accepted guidelines for conducting internal audits
- Discuss the auditor's role
- Review the ISO 9001:2015 Quality Standard
- Practice preparing for an ISO audit using a case study
- Use a model internal audit procedure and accompanying forms
- Prepare for an on-site audit
- Perform an internal quality audit

On the third day of the seminar, participants will perform an internal quality audit at a local manufacturing facility

Time Commitment: 21 hours

Instructor: Chip O'Lari



## Learning How to Give and Receive Feedback

How can I improve my communication skills? How can I improve my workplace and personal effectiveness?

This six-week course is designed for anyone seeking to improve their overall communications and leadership effectiveness. Those working in team settings or in supervisory capacities will benefit from this experiential real-life workshop. Participants will work in small groups and practice giving and receiving feedback, and push their comfort zone boundaries. Topics include:

- Understanding the important principles of giving and receiving feedback
- Adjusting your communication styles in different situations
- Becoming more effective at setting clear expectations
- Coaching and mentoring others more effectively
- Resolving conflict and avoiding significant workplace issues
- Understanding the importance that recognition plays in all relationships
- Conducting one-to-one meetings more effectively

Time Commitment: 18 hours

Instructor: Robert Tetreault



## Workplace Skills for New Employees

Beginning a new job is challenging for first-time employees who must learn about their organization, their coworkers, and themselves.

This half-day workshop introduces new hires to the dimensions of that learning process and helps them successfully navigate the early stages of their business careers. Topics include:

- Understanding organizational culture
- Observing business etiquette
- Professional communication skills (social style, listening, telephone, email)
- Working with older generations
- Motivating yourself toward success (emotional intelligence)
- Learning on the job (4 stages of skills development)

Time Commitment: 3 hours  
Instructor: Rockie Blunt, Ed.D



## Making it Work With Millennials

It's well known that millennials — those born between 1981 and 1996 — are the largest generation in the U.S. labor market. It is estimated that by 2025, they will comprise 75 percent of the workforce.

No longer the “new kids,” they are rapidly assuming managerial and leadership positions. It is imperative that younger and older age groups come to understand, respect, and work cooperatively with each other. This half-day session shows you how to begin that process. Topics include:

- Defining the various generations
- Perceiving and being perceived by others
- Communicating to different outlooks
- Managing and motivating different age groups
- Millennials' training and learning preferences
- Adapting to different values

Time Commitment: 3 hours  
Instructor: Rockie Blunt, Ed.D.





Being an effective supervisor means working with others to achieve a department's goals and objectives. This workshop introduces new supervisors to their major responsibilities, and shows them how to utilize their newfound authority for the benefit of their staff and department.

## **Session 1: Developing Supervisory Skills**

- Planning, Organizing, Motivating and Facilitating Work
- Supervising Former Co-workers
- Delegating and Giving Instruction
- Listening and Giving Feedback

## **Session 2: Bringing Out the Best in Your Staff**

- Communicating with Different Personalities
- Motivating and Coaching Employees
- Using "Emotional Intelligence"
- Managing Problem Employees

## **Session 3: Developing Leadership Skills**

- Creating A "Team" Environment
- Seeing Yourself as Problem-Solvers
- Working With Internal and External Customers

Time Commitment: 21 hours

Instructor: Rockie Blunt, Ed.D.



# Train the Trainer

Transform your talented employees into talented trainers!

“Doing” and “teaching” are not mutually inclusive skills – an employee might know how to run a piece of machinery or provide excellent customer service, but it takes an entirely different set of skills to teach someone else how to accomplish those same tasks. This three-day workshop covers the essential stages in creating and delivering effective instruction, resulting in trainers ready to contribute to your company’s workforce development goals.

## **Session 1**

- Adult Learning Theory and Styles
- Instructional Design
- Learning Objectives

## **Session 2**

- Instructional Methods
- Effective Presenting Skills
- Using Visual Aids

## **Session 3**

- Handling Difficult Situations
- Practice Training
- Evaluating the Presentations

Time Commitment: 21 hours

Instructor: Rockie Blunt, Ed.D.



## Workshops with John Rich

John Rich, Ed.D., has taught leadership and team development for Fortune 100 companies including Bank of America, Fleet Financial, The Hartford Financial Services, Polaroid and Rhode Island Hospital. He has coached executives at all levels of these organizations and brings more than 20 years of corporate and interpersonal skill building. He has a doctorate in organizational development from the University of Massachusetts Amherst.

### **Cultural Competence & Interpersonal Effectiveness**

Respecting co-workers is expected in the workplace, but understanding co-workers can take some time. In this workshop, employees will identify barriers to mutual understanding that enter the workplace from a lack of awareness of the differences and similarities that exist between us. By exploring what they know and don't know about their co-workers, participants will leave the workshop with an understanding of the differences that exist in their workplace, how these differences affect behavior, and how to be more effective in responding to these differences.

Time Commitment: 7 hours

### **Project Management in Action**

By working together on a hands-on project, workshop participants will learn various approaches to project planning, implementation, and management. Through activities and discussion, participants will examine the advantages and disadvantages of the various project management approaches covered in the workshop. Well-suited for supervisors and mid-level managers, this workshop is also a great skill-builder for any employee who functions in a collaborative capacity.

Time Commitment: 3 hours

### **Building Dynamic Teams**

Acting as a team requires an understanding of differences and how to maximize the skills and benefits people bring to a team. This hands-on workshop will give people an experience of forming a team and having to overcome an obstacle as they move toward completion of a successful project. Workshop topics include skill differentiation, decision-making styles, interpersonal communications and conflict resolution.

Time Commitment: 3 hours



## How to Register Your Employee(s)

To register an employee for a QVCC training program, the following information must be provided to Business & Industry Services at (860) 932-4360:

1. Student/Employee Name (w/ middle initial if possible)
2. Date of Birth
3. Mailing Address
4. Email Address
5. Phone Number

Employee's phone and email contact information will be used to alert the employee in the event of a course cancellation, weather delay, etc. Please provide the most appropriate phone number and email address to suit this purpose.

### How To Pay

Companies can pre-pay by credit card at the time of registration, or QVCC can issue an invoice upon completion of the training program.

### Refund Policy

*Companies are advised that registration constitutes contract for payment. Companies will be charged for any registered employees who do not attend and/or complete their program. To avoid such a charge, companies must withdraw employees no fewer than five business days prior to a program's start date. If a program is cancelled by QVCC due to low enrollment, companies that pre-paid for an employee's registration will be issued a full refund.*



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742 Upper Maple Street • Danielson, CT 06239  
[www.QVCC.edu](http://www.QVCC.edu)