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**NORTHAMPTON**  
COMMUNITY COLLEGE

**CENTER FOR BUSINESS  
AND INDUSTRY**

[ FALL 2024 / JULY – DECEMBER ]

# PROFESSIONAL AND WORKFORCE DEVELOPMENT

Transform and grow in response to an evolving marketplace with the Center for Business and Industry (CBI). Our targeted professional development, training and strategic solutions improve performance, productivity and profits. Our areas of specialty include:

**Leadership**

**Consulting**

**Quality**

**Teambuilding**

**IT/Computer**

**Healthcare**

**Safety/OSHA**

**Innovation/Fab Lab & CIE**

**and more....**

**WE CAN HELP.**

**Let's start the conversation today.**

**workforce@northampton.edu**

**610.861.5064**

[ FALL 2024 ]

# CERTIFICATION AND INDIVIDUAL TRAINING OPPORTUNITIES

## 8 / Leadership, Management, & Professional Development

Culture and relationships matter in pursuit of satisfaction and results. What we create inside our organizations can translate into lasting success. Take your organization to the next level through targeted training experiences and strategic solutions provided by Leadership Learning and Development.

## 20 / IT / Computer

Software skills are crucial in the workplace, and NCC's computer training courses will help you master the most popular and relevant programs.

## 26 / Corporate and Public Safety

Create a culture of safety while having a positive impact on related direct and indirect expenses. Raise your workplace safety awareness along with your understanding of regulatory compliance responsibilities.

## CBI Workshop Registration

Go to [northampton.edu/cbiworkshops](https://northampton.edu/cbiworkshops)

For questions, or additional information, contact

[workforce@northampton.edu](mailto:workforce@northampton.edu)

610.861.5064



# IMAGINE LIFE AS A LEADER

One overarching philosophy of leadership,  
customized for two distinct communities.

## **LOOKING TO ENHANCE LEADERSHIP SKILLS?**

CBI's Leadership Lehigh Valley and Leadership Pocono empower people who actively engage in their own learning and want to learn more about their region and how it operates in terms of Government, Education, Social Services, Culture, and more.

Our programs are unique learning labs for leadership. We commit to develop leadership capability while encouraging participants to apply leadership skills to benefit their communities through service. Leadership and networking opportunities will also benefit the sponsoring organization.

## **PARTICIPANTS WILL:**

- Learn the best practices of effective leaders in order to benefit their organization.
- Develop a deeper understanding of the problems, opportunities and resources existing within their community.
- Identify a field of community involvement for which they can advocate, support and/or serve.
- Both in-demand ten-month programs begin September 2024.

Find out more now, visit:

**northampton.edu/LLV** (Lehigh Valley)

or **northampton.edu/LP** (Pocono)

email **workforce@northampton.edu**

or call 610.861.5064



# CUSTOMIZED TRAINING AND CONSULTING

With an extensive body of knowledge and best practice, CBI's highly experienced professionals focus on how that knowledge and practice can best be used through customization at every opportunity. We carefully assess organizational issues and opportunities and respond with highly specialized training and solutions that increase productivity by making people and systems better. Every business is unique, and consequently, each organization's needs are different. We partner with you to fully understand your culture and expectations, and match learning / development and solutions to your unique organizational challenges.

Our dynamic facilitators and trainers will work with your organization to customize offerings based on your specific need, interests, or vertical market. It's a results-oriented approach to increasing employee productivity and a proven way to build high-performing and profitable organizations.

Reach out to Shelly Mule, our Business Development Sales Professional for more information.

**[smule@northampton.edu](mailto:smule@northampton.edu)**

**610.861.5064**

# CBI OFFERS PROFESSIONAL COACHING FOR LEADERS AND MANAGERS

On occasion, managers and leaders need the opportunity to gain an outside perspective on their performance and ability to engage employees. At the Center for Business and Industry (CBI), we offer coaching services through our staff members who have extensive experience being the objective voice. We can be the means to validate solid practice, challenge performance and behavior that is counter-productive, and assist managers and leaders in taking their talents to the next level. Coaching plans are created for individuals based upon specific needs and are priced accordingly.

Please contact us at **[workforce@northampton.edu](mailto:workforce@northampton.edu)** for more information.

# MANAGEMENT CERTIFICATE PROGRAM

Employees are often promoted from within the organization without any formalized developmental training that teaches them how to manage work and other people to produce results for the organization. And, it is impractical to send employees off for weeks at a time to acquire the necessary knowledge, skills, and techniques they need to apply them to their new role with the company. For this reason, the Management Certificate program was built to serve all employers who want Supervisors, Managers, and High Potential Employees to be equipped with the skills they need to be successful in a leadership role.

## THIS CERTIFICATE PROGRAM TEACHES EMPLOYEES HOW TO:

- Transition from worker to supervisor/manager of other workers
- Manage work and people
- Plan for achievement of results
- Align individual performance goals with the company's goals
- Coach employees' performance to achieve company goals and objectives
- Become self-aware in order to effectively communicate with different personality types
- Learn how to flex your management style to the needs of your individual team members
- Resolve conflicts in order to focus on results and promote teamwork

## 6 REQUIRED WORKSHOPS

to earn the Management Certificate with 4.8 Continuing Education Units (CEUs). (48 Instructional Hours)

Content is research-based and current best practices are presented. Instructional methods are experiential, individualized, and participatory.

## REQUIRED WORKSHOPS:

**Basic Management Skills**  
**Effective Interactions**  
**Coaching for Improved Performance**  
**Managing the Performance of Others**  
**Responsive Leadership**  
**Conflict Resolution Strategies**



# ADMINISTRATIVE PROFESSIONAL CERTIFICATE

Experience the excitement of achieving personal and professional success while earning college-level certification. Expand your knowledge of the skills necessary to provide effective administrative support by exploring the latest best practices in the field. Understand what it takes to be an effective administrative professional. Learn why this is essential to increasing performance, productivity and profitability, individually, as a team, and organizationally. Gain practical experience by attending the highly interactive, competency-based workshops highlighted in the Administrative Professional Certificate Program.

## THIS CERTIFICATE PROGRAM TEACHES EMPLOYEES HOW TO:

- Acquire the skills necessary to provide effective administrative support
- Receive professional training from qualified instructors with solid industry experience
- Learn the latest office practices applicable to a wide range of settings
- Increase productivity and effectiveness
- Improve competitiveness within your organization
- Increase skill sets and professional value

## 5 REQUIRED WORKSHOPS

to earn the Administrative Professional Certificate with 4.0 Continuing Education Units (CEUs). (40 Instructional Hours)

Successful completion awards employees the credentials valued by professionals in all industries.

## REQUIRED WORKSHOPS:

**Effective Interactions**  
**Achieving Personal Effectiveness**  
**Problem Solving Techniques**  
**Better Business Writing**  
**Introduction to Project Management**

# CUSTOMER SERVICE CERTIFICATE

Experience the excitement of achieving personal and professional success while earning credentials in the growing field of Exceptional Customer Service. Understand why building a culture of service is essential. Learn to increase performance, productivity, and profitability, individually, as a team, and organizationally. Exceed customer expectations, and your own, by attending the highly interactive, competency-based workshops highlighted in the Customer Service Certificate Program.

## THIS CERTIFICATE PROGRAM TEACHES EMPLOYEES HOW TO:

- Learn the latest customer service techniques applicable to a wide range of settings
- Receive professional training from qualified instructors with solid industry experience
- Achieve advanced professional skills
- Increase productivity and effectiveness
- Improve competitiveness within your organization
- Increase skill sets and professional value

## 5 REQUIRED WORKSHOPS

to earn the Customer Service Certificate with 4.0 Continuing Education Units (CEUs). (40 Instructional Hours)

This program is a unique opportunity for professionals seeking to expand their skills and earn credentials in the customer service profession.

## REQUIRED WORKSHOPS:

**Exceptional Customer Service**  
**Problem Solving Techniques**  
**Effective Interactions**  
**Working with Teams**  
**Conflict Resolution Strategies**

# LEADERSHIP CERTIFICATE PROGRAM

Good leaders are essential to the success of both the business and the humans working at a business. Great leaders connect people to their work, respond to whatever comes and pro-act at the first inclination that things are changing. Leading others is a daunting task in that we acknowledge our responsibility for the lives and well-being of those we lead. Everywhere we look, we may find a book or article that suggests it holds the key to help us be the ultimate leader.

What we know is that strong leadership requires hard work around understanding yourself, your organization, the world around you, and those you lead and serve. A comprehensive approach in response to the multi-faceted role of a leader is necessary to fully address the challenges associated with leading others.

## 7 REQUIRED WORKSHOPS

to earn the Leadership Certificate with 6.4 Continuing Education Units (CEUs).  
(64 Instructional Hours)

## REQUIRED WORKSHOPS:

**The Leadership Challenge (Two day program)**  
**Authentic Leadership**  
**Leading in a DEI Culture**  
**The Entrepreneurial Leader**  
**Balancing Management with Leadership**  
**Engaging Others to Lead**  
**Continuous Improvement for Leaders**

# LEADERSHIP, MANAGEMENT, AND PROFESSIONAL DEVELOPMENT

All courses available for individual self-improvement, or as part of Certificate.

**LEADERSHIP CLASSES ARE ON GROUND UNLESS NOTED OTHERWISE**

## ACHIEVING PERSONAL EFFECTIVENESS

High-performing organizations have focused employees who effectively manage their work and are resilient in the face of everyday challenges. In this interactive workshop, you'll explore professional and personal skills to help you function at your very best. This includes how to focus on what's important in your daily activities and self-care skills to manage stress and demands. You'll also be provided time to identify and practice skills: how to set goals, prioritize, manage activities and time, communicate with people, and find meaning in your work each day.

**Mon, Nov 4, 8AM – 4PM** LDRWK100.(27)  
**Fee \$289**

## AUTHENTIC LEADERSHIP

Transform relationships at all levels by knowing yourself, defining your purpose, creating transparency, and balancing interests. This session supports communicating a clear, consistent vision, using storytelling to inform and engage, and applying the power of targeted communication.

**Thu, Oct 3, 8AM – 4PM** LDRWK142.(8)  
**Fee \$359**

## BALANCING MANAGEMENT WITH LEADERSHIP

Ultimately, as leaders, we are responsible for taking care of the business aspect as well as the people. Creating a structure that leads to success, setting and translating KPI's, and holding others accountable for results are key aspects of this session.

**Tue, Aug 13, 8AM – 4PM** LDRWK145.(7)  
**Fee \$359**

## BASIC MANAGEMENT SKILLS

Your company is counting on you to help the business thrive and grow. To do this, you must master certain basic management skills, including planning, organizing human capital and work, meeting management deadlines, delegating, communicating effectively, and aligning your departmental and company goals. This program provides an overview of the fundamentals and will bolster your ability to lead employees and manage work.

**Tue, Sep 10, 8AM – 4PM** LDRWK101.(67)  
**Fee \$289**

## BETTER BUSINESS WRITING

Writing is a key means of communicating and demonstrating professionalism on the job. This highly interactive program is designed to help the business communicator improve writing skills. Topics include preparing and organizing ideas, understanding the needs of the reader, avoiding common grammar and spelling mistakes, and editing. Participants have the opportunity to create and edit their own documents.

**Thu, Sep 26, 8AM – 4PM** LDRWK102.(27)  
**Fee \$289**

## BUILDING PROFESSIONAL STRENGTH

Organizations strive to present, promote and encourage professional behavior in their business dealings. Unless these concepts are defined and reinforced, employees can be unaware of the expectations desired by their organization. This online program seeks to define those concepts and promote professional behavior. It will relate professionalism to all aspects of an employee's work experiences.

**ONLINE Wed – Thu, Oct 16 & 17**  
**8AM – 12PM** LDRWK123.(17)  
**Fee \$289**

## COACHING FOR IMPROVED PERFORMANCE

Employees enter the workplace with diverse skill sets and levels of engagement and interest concerning work. Factor in the “do more with less” pressure supervisors and managers face daily, and the question becomes how do you motivate employees and encourage excellence in an increasingly difficult environment? Coaching is the answer. In this interactive workshop, learn how to help employees rise to the higher level of performance that a rapidly changing environment demands while creating successors in key positions so the organization is constantly preparing the next generation of leaders.

**Tue, Jul 30, 8AM – 4PM** LDRWK103.(60)  
**Thu, Nov 21, 8AM – 4PM** LDRWK103.(61)  
**Fee \$289**

## CONFLICT RESOLUTION STRATEGIES

While workplace conflicts are often inevitable, this one-day, interactive workshop provides tools to identify needs in conflict situations, manage stress, and promote conflict resolution. The program focuses on how communication styles affect conflict, the benefits of conflict, and five conflict styles to solve problems. Explore your own preferred styles, practice how to use skills, and apply a conflict resolution model for your workplace.

**ONLINE Tue – Wed, Aug 20 & 21**  
**8AM – 12PM** LDRWK104.(55)  
**Tue, Oct 29, 8AM – 4PM** LDRWK104.(56)  
**Fee \$289**

## CONTINUOUS IMPROVEMENT FOR LEADERS

Leaders keep their organizations healthy and thriving by embracing concepts of Lean, PDSA / Six Sigma. This session explores systems thinking, best practice, data driven leadership, and other key concepts for organizational success.

**Tue, Oct 22, 8AM – 4PM** LDRWK147.(7)  
**Fee \$359**

## EFFECTIVE INTERACTIONS

In the workplace, effective interaction skills are critical to building strong relationships, engaging people, and solving problems. This one-day interactive workshop focuses on two core skills: listening and assertive communication. You will self-assess and practice skills, explore the power of listening effectively and being direct, and plan for productive ways to engage people and get results.

**Tue, Oct 15, 8AM – 4PM** LDRWK105.(57)  
**Fee \$289**

## ENGAGING OTHERS TO LEAD

The goal of leadership must be to create other leaders. This session provides focus on coaching, delegating, and succession planning.

**Tue, Sep 24, 8AM – 4PM** LDRWK146.(7)  
**Fee \$359**

## EXCEPTIONAL CUSTOMER SERVICE

Every interaction with a customer is a chance to provide exceptional customer service. When customers aren't satisfied with products or services, the costs to the organization are high. In this interactive workshop, you'll explore strategies needed for customer service excellence, internally and externally. Emphasis is on identifying goals for your organization and job, how to defuse stressful interactions, and ways to provide the very best experience for every customer.

**Thu, Dec 5, 8AM – 4PM** LDRWK107.(28)  
**Fee \$289**

## INTRODUCTION TO PROJECT MANAGEMENT

This exciting introductory program explores the basic skills necessary to become an effective project manager, including meeting management/leadership concepts. Working within the Project Life Cycle (Initiation, Planning, Execution, and Closure), you'll learn and apply tools that support successful execution.

**Tue, Jul 16, 8AM – 4PM** LDRWK109.(25)  
**Fee \$289**

## LEADING IN A DEI CULTURE

As a leader, you are charged with creating both personal practice and a model of behavior that supports equity in an inclusive, diverse community. This session provides clear definition of the terms and challenge of creating / maintaining a productive, desirable workplace.

**Tue, Nov 19, 8AM – 4PM** LDRWK143.(8)  
**Fee \$359**



Please visit [www.northampton.edu/CBIWorkshops](http://www.northampton.edu/CBIWorkshops) or click on the QR code to access the course catalog and register for workshops.

## MANAGING THE PERFORMANCE OF OTHERS

Performance appraisals and annual reviews are among the most dreaded management tasks. In this session, learn how to shift the focus from yearly performance appraisals and annual reviews to the broad spectrum of performance management. Among the topics explored: professional employee development, personal development training goals, cross-training, challenging assignments, and regular performance feedback.

**Tue, Aug 27, 8AM – 4PM** LDRWK112.(59)  
**Mon, Dec 9, 8AM – 4PM** LDRWK112.(60)  
**Fee \$289**

## PRESENTING WITH CONFIDENCE

Many people say that giving a presentation is high on their list of stressful activities. In this half-day session, you will learn more about your natural strengths and ways to increase your confidence while enhancing your skills to connect clearly and meaningfully with your audience. Learn more about what makes an effective presenter and the importance of body language in communication. We'll focus on how to plan, organize, and present information. Discover ways to most effectively assess and engage your audience for greatest impact and connection.

**ONLINE Tue, Sep 24**  
**8AM – 12PM** LDRWK114.(25)  
**Fee \$140**

## PROBLEM SOLVING TECHNIQUES

Solving a problem is a process: Define the issue, sort symptoms from causes, generate ideas, make sound decisions, implement the solution, and monitor outcomes to ensure success. This one-day workshop provides a critical-thinking framework to approach problems and decisions in systematic and creative ways. Learn when to solve a problem on your own or benefit from group problem-solving. In this interactive program, you will practice and identify practical ways to apply skills every day in the workplace.

**Mon, Oct 21, 8AM – 4PM** LDRWK115.(28)  
**Fee \$289**

## RESPONSIVE LEADERSHIP

While managers routinely search for the “best” style of leadership, research clearly indicates that no single, all-purpose leadership style exists. Instead, successful leaders learn to adapt their behavior to respond to the dynamics and demands of each unique situation and use a diagnostic approach that encourage creative thought and flexibility to optimize outcomes. Case studies, instruments, and group discussions will be engaged to help identify your own style and how to use it more effectively.

**ONLINE Wed – Thu, Jul 24 & 25**

**8AM – 12PM**

LDRWK116.(61)

**Mon, Sep 30, 8AM – 4PM**

LDRWK116.(62)

**Fee \$289**

## THE ENTREPRENEURIAL LEADER

To respond to changes in our environment, leaders choose to embrace the thoughts, habits, and behaviors of entrepreneurs to lead others to successful outcomes. An overview of Design Thinking is included in this session.

**Tue, Jul 23, 8AM – 4PM**

LDRWK144.(7)

**Tue, Dec 10, 8AM – 4PM**

LDRWK144.(8)

**Fee \$359**

## THE LEADERSHIP CHALLENGE

In this two-day session, participants use self-reflection coupled with stakeholder feedback to design their courses to exemplary leadership. This newly redesigned format from Kouzes and Posner uses the Leadership Practices Inventory to examine the frequency with which leaders demonstrate the most powerful behaviors in engaging colleagues and team members: Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage the Heart. Within this leadership framework, participants create a plan to incorporate the practices of successful leaders into the execution of their roles in order to realize their full leadership potential. Pre work is required for this workshop.

**Mon – Tue, Sep 16 & 17, 8AM – 4PM** LDRWK141.(8)

**Fee \$925**

## WORKING WITH TEAMS

In order to actively engage the talent of each individual in the workplace, teams are often formed to create a basic working unit. These collaborative environments require interaction, open communication, and the ability to function effectively as a member of a working group. This program focuses on the roles and responsibilities of a team and its members, the actions of a successful unit, stages of team development, and strategies to effectively manage individual differences within the group.

**Wed, Nov 13, 8AM – 4PM**

LDRWK121.(29)

**Fee \$289**

**“I love hearing some of the issues other organizations have and how despite different industries, the issues are generally the same. It also allows brainstorming from other perspectives.”**

**Participant in Engaging Others to Lead**

# QUALITY CONSULTING

**Certificate Available for Customized Application  
at Your Place of Business**

We have transitioned quality classes from open enrollment classwork to customized contract training and consulting engagements. As you are seeking to upskill your workforce or gain support from quality professionals for your unique challenges, please inquire and speak with us about the learning and consulting opportunities we can customize to your environment and culture. We look forward to serving you in this more targeted manner in the future!

**CONTENT INCLUDES BUT IS NOT LIMITED TO:**

- Lean / Six Sigma
- Continuous Improvement Process and Tools
- Quality Theory and Practice
- Root Cause Analysis
- Baldrige Criteria for Excellence
- Assessment / Dashboards / Data Utilization
- Supply Chain Management
- Quality Leadership / Culture of Quality

**workforce@northampton.edu**  
**610.861.5064**





# TEAM BUILDING EXPERIENCES

NCC offers a set of unique opportunities to help you build your team.

Experiential learning is a great way to get your team to higher levels of performance. Blend learning and fun to help build communication, trust, morale, and a shared vision of purpose.

Contact [workforce@northampton.edu](mailto:workforce@northampton.edu) to book an experience now.



## **ESCAPE ROOM EXPERIENCE AT FOWLER**

Escape rooms are designed to trigger collaboration and creative thinking by using the diverse experiences and abilities of the group to generate answers to puzzles and beat challenges set up as the pathway to the ultimate solution – Escape! Participants express the following benefits:

- Renewed connections
- Stress relief
- Enthusiasm for the group

If your team needs a refresh or an enhanced appreciation of each other, consider an Escape Room experience. The experience could also be a celebration of all the innovative ways your team found to make work happen during challenging times.

## **FAB LAB**

Experience our 8,000 square foot state-of-the-art makerspace at the Fowler Family Southside Center where your employees can work together to dream, design, and create projects that foster teamwork. Work with wood, metal, resin, 3-D printers, and laser cutters. The Fab Lab staff can help you customize programs based on your group's interests.

## **FOWLER DEMO KITCHEN**

Prepare and share a delicious meal in NCC's Fowler Family Center demo kitchen! Featuring fully equipped cooking stations, our program team will work with you to plan and prepare a meal with your co-workers. We can offer themes such as an Italian dinner, international cuisine, or a friendly "Chopped"-style competition.

## **JOINT FAB LAB/DEMO KITCHEN PROGRAMS**

Can't decide whether to offer a creative project or a cooking experience? Do both with your team by working jointly with NCC staff to create an unforgettable experience of creating kitchen products and enjoying cuisine with your team! For example, some team members could be designing a custom cheese board, wine caddy, or etched glassware, while other are working on the perfect charcuterie board. Then reconvene later in the Beverage Training Center to share your new knowledge.

# IT / COMPUTER

## CREATING A HIGH IMPACT POWERPOINT PRESENTATION

Part of giving an effective presentation is using your presentation software properly. Visualize yourself using PowerPoint to give a GREAT presentation. When you have completed this online course, you will be able to do just that! You will know how to properly use PowerPoint to enhance your presentation. You will recognize how to WOW your audience and not overwhelm them. Two 4-hour sessions.

**ONLINE** Wed – Thu, Oct 2 & 3  
 8AM – 12PM PPTOL100.(4)  
 Fee \$269

## INTRODUCTION TO MICROSOFT 365

This introductory online workshop covers the basics of Microsoft 365, which includes SharePoint, OneDrive, and Teams. The differences between each will be discussed. Join us to learn more about this powerful collaboration tool.

**ONLINE** Wed, Aug 14  
 8AM – 12PM INTMS365.(2)  
 Fee \$125

## MICROSOFT EXCEL BEGINNING – ONLINE

Designed for those looking to gain skills such as: how to perform calculations, how to modify and format a worksheet, print workbook contents, as well as manage larger workbooks. Offered in a convenient online format via Zoom, so internet access is required. Two 4-hour sessions.

**ONLINE** Wed – Thu, Jul 17 & 18  
 8AM – 12PM EXBEGOL100.(15)

**ONLINE** Wed – Thu, Nov 6 & 7  
 8AM – 12PM EXBEGOL100.(16)  
 Fee \$269

## MICROSOFT EXCEL BEGINNING SEMINAR

On ground workshop. Learn how to perform calculations, modify and format a worksheet, print workbook contents, as well as manage larger workbooks. Windows knowledge required.

**Wed, Sep 11, 8AM – 4PM** EXBEG100.(17)  
 Fee \$269

## MICROSOFT EXCEL INTERMEDIATE – ONLINE

Advance your skills with Microsoft Excel in an online class format. Topics included are: advanced formulas, lookup functions, organizing worksheet data with tables, utilizing charts, PivotTables, slicers and PivotCharts. Offered in a convenient online format via Zoom, so internet access is required. Two 4-hour sessions.

**ONLINE** Wed – Thu, Aug 7 & 8  
 8AM – 12PM EXINTOL100.(15)

**ONLINE** Wed – Thu, Dec 4 & 5  
 8AM – 12PM EXINTOL100.(16)  
 Fee \$269

## MICROSOFT EXCEL INTERMEDIATE SEMINAR

On ground workshop. Advance your skills in Microsoft Excel. Topics covered include advanced formulas, lookup functions, organizing worksheet data with tables, utilizing charts, PivotTables, slicers and PivotCharts. Prerequisite: Excel Beginner Seminar (EXBEG100) or equivalent knowledge.

**Wed, Oct 9, 8AM – 4PM** EXINT100.(17)  
 Fee \$269

**“I learned tips that will save time and improve the overall professionalism of my work. I think this is probably the best course I have taken in all professional development courses, CBI and otherwise at NCC. The facilitator took the time to help every student with questions and examples. Her knowledge on the subject and ability to teach the material in practical, relatable ways was outstanding. I highly recommend this course.”**

Participant in Creating a High Impact PowerPoint Presentation

### **MICROSOFT EXCEL ADVANCED – ONLINE**

This online program is designed for experienced Excel users. The workshop will cover lookup and decision-making functions, auditing and error-handling, date and text functions, what-if-analysis, and macros. Offered in a convenient online format via Zoom, so internet access is required. Two 4-hour sessions.

**ONLINE** Wed – Thu, Sep 18 & 19  
8AM – 12PM EXADVOL100.(6)  
Fee \$269

### **QUICKBOOKS DESKTOP**

This two-day on ground workshop will cover the basics and more about the desktop version of the QuickBooks program.

Wed, Nov 13 & 20, 8AM – 4PM PCBUS101.(2)  
Fee \$518

### **QUICKBOOKS ON THE GO**

This two-day on ground workshop will cover the basics and more about the new online version of the QuickBooks program.

Wed, Dec 4 & 11, 8AM – 4PM PCBUS102.(2)  
Fee \$518

### **TIME MANAGEMENT USING OUTLOOK**

In this short online course, students will learn how to use the tools in Microsoft Outlook to practice effective time management skills and complete more of your important daily tasks.

**ONLINE** Tue, Sep 10, 9AM – 12PM OUTBA101.(2)  
Fee \$125

**FLEXIBLE  
SCHEDULES!  
ALL ONLINE**

# IT EDUCATION IT-ED

Online IT education courses offered at CBI benefit anyone looking to begin or advance a career in various areas of information technologies, IT.

To register, visit our website at [northampton.edu/ited](http://northampton.edu/ited)

## COMPTIA A+ CERTIFICATION

The A+ Certification Program is the preferred qualifying credential for technical support and IT operational roles. A+ demonstrates comprehension of hardware, software, operating systems, system troubleshooting, technology repair, networking, mobility, security and operational procedures. This online program will prepare you for the CompTIA A+ 220-1101 and 220-1102 certification exam. Self-paced online program, voucher for exam is included in price.

**START ANYTIME**  
**Fee \$850**

COMAP220.(4)

## COMPTIA NETWORK +

Organizations and IT professionals face new network challenges and complexities as they navigate through increased security concerns, hybrid working environments, and the need for maximum performance and increased productivity. In today's digital world, it's more important than ever for organizations to trust that their networks are secure, uninterrupted and flexible. Network+ reflects current skills related to network engineers and prepares professionals to work effectively and efficiently, supporting and optimizing today's network environments. Self-paced online program, voucher for exam is included in price.

**START ANYTIME**  
**Fee \$495**

NETPL108.(4)

## COMPTIA SECURITY +

CompTIA Security+ is a global certification that validates the baseline skills you need to perform core security functions and pursue an IT security career. It establishes the core knowledge required of any cybersecurity role and provides a springboard to intermediate-level cybersecurity jobs. Security+ incorporates best practices in hands-on troubleshooting, ensuring candidates have practical security problem-solving skills required to assess the security posture of an enterprise environment, recommend and implement appropriate security solutions, monitor and secure hybrid environments (including cloud, mobile, and IoT), operate with an awareness of applicable laws and policies, including principles of governance, risk, and compliance, and identify, analyze, and respond to security events and incidents. Self-paced online program, voucher for exam is included in price.

**START ANYTIME** SECP601.(4)  
**Fee \$595**

## GOOGLE DATA ANALYTICS CERTIFICATE PROGRAM

Designed to prepare learners for jobs in data analysis upon completion of the certificate, the program was developed by Google and covers the fundamentals of data analysis, including the collection, transformation, and organization of data in order to draw conclusions, make predictions, and drive information.

**START ANYTIME** GITDA100.(4)  
**Complete within 6 months.**  
**Fee \$1850**



Please visit [www.northampton.edu/CBIWorkshops](http://www.northampton.edu/CBIWorkshops) or click on the QR code to access the course catalog and register for workshops.

## GOOGLE DIGITAL MARKETING & E-COMMERCE CERTIFICATE

This certificate program is industry-recognized and endorsed by the American Association of Advertising Agencies (4A's) and the American Advertising Federation (AAF). This hands-on, self-paced professional certificate program is designed and taught by experts at Google. It teaches learners how to use tools and platforms across 7 industry-leading partners (Canva, Constant Contact, Hootsuite, HubSpot, Mailchimp, Shopify, and Twitter), and Google Ads and Google Analytics. Like all of Google's certificates, the Google Digital Marketing & E-commerce Certificate is fully online with no prerequisites, and can be completed in three to six months of part-time study.

**START ANYTIME** GITME100.(4)  
**Complete within 6 months.**  
**Fee \$300**

## GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE

This hands-on, self-paced professional certificate program, fully developed by Google, introduces learners to the fundamentals of IT support that are critical for success as an entry-level IT Support Specialist. Troubleshooting, customer service, networking, operating systems, system administration and security are taught during this program.

**START ANYTIME** GITSP100.(5)  
**Complete within 6 months.**  
**Fee \$300**

## GOOGLE PROJECT MANAGEMENT CERTIFICATE PROGRAM

This hands-on, online program developed by Google is designed to prepare learners for jobs in project management. Topics covered within this program include the project management life cycle, PMI and Scrum Guide, managing schedules, budgets, and teams, understanding organizational structures, business processes, and how to effectively lead and communicate with project management best practices.

**START ANYTIME** GITPM100.(4)  
**Complete within 6 months.**  
**Fee \$1850**



# HEALTHCARE EDUCATION

The Center for Healthcare Education offers public health and healthcare topics including, but not limited to: infection control; blood borne pathogens; CPR, First Aid, AED; food sanitation and nutrition; injury prevention; workplace first aide; emergency medical response; and stress management. Additionally, workplace assessments to identify health and safety concerns can be requested and scheduled to meet necessary safety and health objectives.

[northampton.edu/healthcare](https://northampton.edu/healthcare)  
[healthcare@northampton.edu](mailto:healthcare@northampton.edu)



# COMMAND SPANISH

Learn common vocabulary, phrasing, and practice speaking in Spanish to improve communication amongst your employees. Customized curricula focuses on specific industries to promote a more efficient and safe workplace. Course length is flexible (12 – 20 hours) and features topics including Command Spanish for:

- Nursing
- Law Enforcement;
- First Responders, Paramedics, and EMTs
- Construction;
- Industry, Manufacturing, and Warehousing
- Physician's Offices

For more information, contact **Calinfo@northampton.edu** to customize a class for your organization.

# CORPORATE & PUBLIC SAFETY

## OSHA 10-HOUR CONSTRUCTION OUTREACH TRAINING PROGRAM

The 10-Hour Construction Outreach Program is to provide entry level construction workers a broad awareness on recognizing and preventing hazards on a construction worksite. The training covers a variety of safety and health hazards which a worker may encounter at a construction worksite. Emphasis is placed on OSHA's Focused Four Hazards.

**Mon – Tue, Oct 21 & 22, 8AM – 2PM** SAF125.(63)  
**Fee \$200**

## OSHA 30-HOUR CONSTRUCTION OUTREACH TRAINING PROGRAM

The 30-Hour Construction Outreach Training Program is to provide people with some safety responsibility broad awareness on recognizing and preventing hazards on a construction worksite. This course will provide an orientation and expansion of information as it relates to occupational safety and health. Participants will be made aware that workers must receive additional training on hazards specific to their job. The training covers a variety of safety and health hazards which a worker may encounter at a construction site with an emphasis on OSHA's Focused Four Hazards.

**Mon – Thu, Oct 21 – 24, 8AM – 4PM** SAF126.(26)  
**Fee \$500**

## OSHA 10-HOUR GENERAL INDUSTRY OUTREACH PROGRAM

This course is intended to be an orientation to occupational safety and health. This 10-hour program will provide entry-level industry workers with a broad awareness to recognize and prevent hazards and safety issues on a general industry site. Participants will receive an OSHA-10 completion card for attending and completing the program.

**Mon – Tue, Oct 7 & 8, 8AM – 2PM** SAF118.(127)  
**Fee \$200**

## OSHA 30-HOUR GENERAL INDUSTRY OUTREACH TRAINING PROGRAM

The 30-hour General Industry Outreach Training Program is to provide people with some safety responsibility with a broad awareness on recognizing and preventing hazards on a general industry site. This course will provide an orientation and expansion of information as it relates to occupational safety and health. Participants will be made aware that workers must receive additional training on hazards specific to their job. The training covers a variety of safety and health hazards which a worker may encounter at a general industry site with an emphasis on hazard identification, avoidance, control and prevention, not OSHA standards.

**Mon – Thu, Oct 7 – 10, 8AM – 4PM** SAF119.(39)  
**Fee \$500**

# WHY SAFETY TRAINING MATTERS



Create a culture of safety

Have a positive impact on insurance costs

Raise awareness in your facility

# NCC IS ONE OF 26 OTI EDUCATION CENTERS IN THE COUNTRY

NCC is an OSHA Training Institute (OTI) Education Center, a national network of non-profit organizations authorized by OSHA to deliver occupational safety and health training for all levels of workers. We are authorized to deliver on-ground and on-line OSHA numbered course trainings specific to a variety of industries to keep your employees safe and mindful of best practices related to creating a safe work environment. Courses delivered go deep into specific safety, health and train-the-trainer topics to save you time and hard dollars while building a culture of safety at your company.

To view a comprehensive class schedule, please visit [northampton.edu/MAOTIEC](http://northampton.edu/MAOTIEC). For questions or on-site delivery requests, please call 610-332-6596 or email [MAOTIEC@northampton.edu](mailto:MAOTIEC@northampton.edu).



Participants who attend the OSHA 511 & OSHA 501 (General Industry) or OSHA 510 & OSHA 500 (Construction) will be certified as an OSHA 10 & 30 Hour Outreach instructor, enabling companies to save hundreds of dollars on on – site training.

## **OSHA CLASSES**

**OSHA 510 Occupational Safety & Health Standards for Construction**

**OSHA 500 Trainer Course in OSHA for Construction**

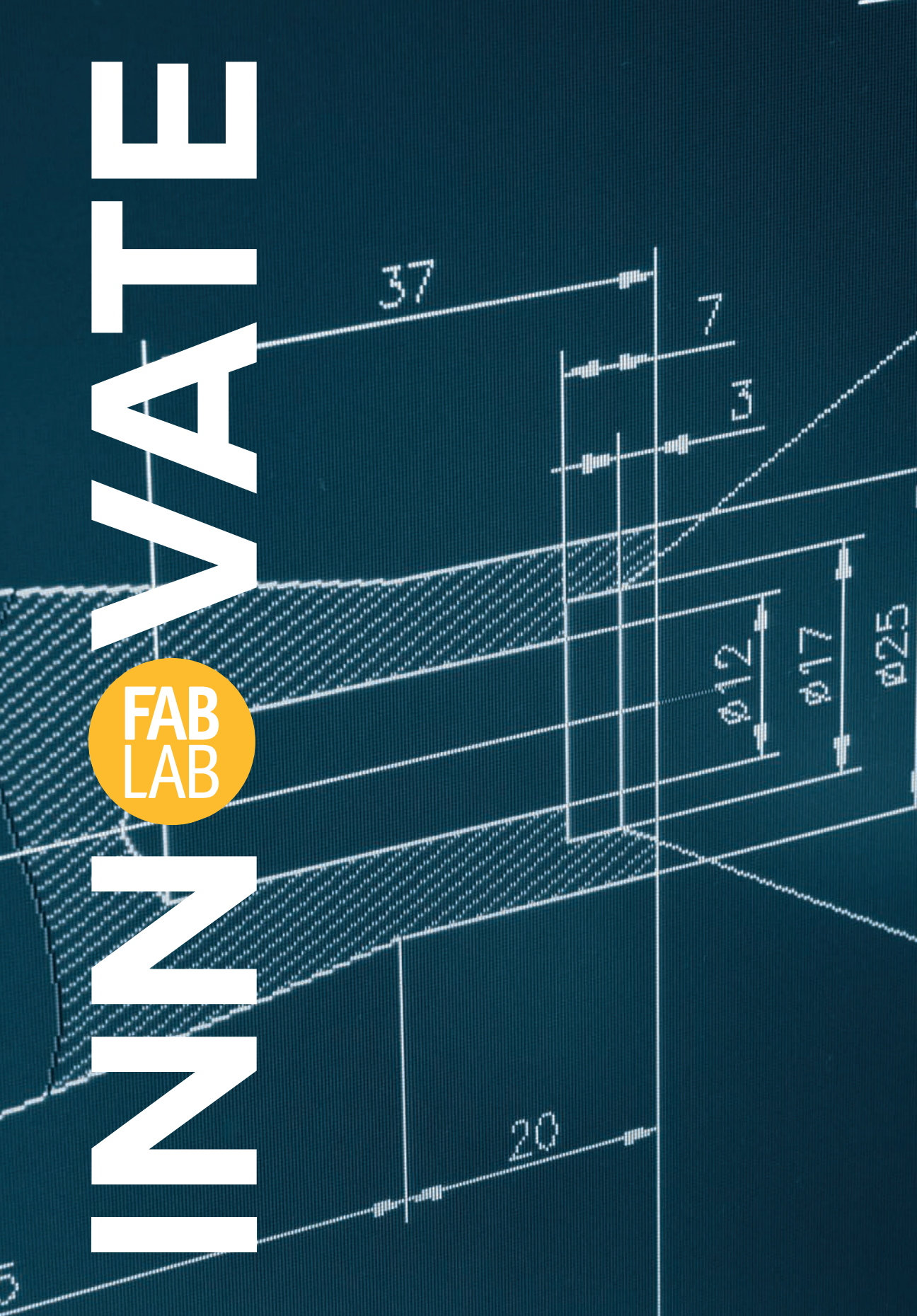
**OSHA 511 Occupational Safety & Health Standards for General Industry**

**OSHA 501 Trainer Course in OSHA for General Industry**



# INNOVATIVE

FAB  
LAB



# CUSTOMIZED CAD TRAINING

NCC Fab Lab offers personalized training for up to six employees of your choice. This 8-hour day includes a continental breakfast and lunch.

Software opportunities include:

**Solidworks**

**Fusion 360**

**Revit**

**AutoCAD**

**Adobe Illustrator.**

For more information call

**610.332.8665** or

email [fablab@northampton.edu](mailto:fablab@northampton.edu)

for a private tour or to learn

more about our business

membership opportunities.



Our Center for Innovation and Entrepreneurship (CIE), coupled with the Fab Lab, provides a dynamic, creative environment to develop an entrepreneurial mindset, supplying tools and the support required to launch new businesses and expand professional opportunities.

The CIE is host to Lehigh Valley 1 Million Cups, a national program that educates, engages and connects entrepreneurs with the community. This free weekly event meets at 9am on Wednesdays and is open to the public.

For more info, contact [cie@northampton.edu](mailto:cie@northampton.edu)

Northampton Community College  
Center for Business and Industry  
Fowler Family Southside Center  
511 East Third Street  
Bethlehem, PA 18015

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[ FALL 2024 / JULY – DECEMBER ]



**CENTER FOR BUSINESS  
AND INDUSTRY**

[northampton.edu/cbi](http://northampton.edu/cbi) / 610.861.5064 / [workforce@northampton.edu](mailto:workforce@northampton.edu)