Business & Industry Training Services

Business and Industry Training Services provides the industry base of Alamance County a wide variety of options for their training needs. Cost-effective programs and courses are constantly being tailored to meet the specific needs of a diverse company population.

Alamance Community College can provide staff to assist with planning, developing and delivering of short- or long-term training classes.

Contact Jeff Bright, Assistant to the President for Business and Industry Training, at 336-506-4207 for pricing and further information on your training needs.

Fee Schedule

<table>
<thead>
<tr>
<th>Hours</th>
<th>Fee</th>
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<tbody>
<tr>
<td>0 to 24</td>
<td>$65*</td>
</tr>
<tr>
<td>25 to 50</td>
<td>$120*</td>
</tr>
<tr>
<td>51+</td>
<td>$175*</td>
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You select the time and dates that best suit your business’ schedule and budget.

For registration information, contact

Sheila Bissette
336-506-4151
sheila.bissette@alamancecc.edu

or

Jeff Bright
336-506-4207
jeffrey.bright@alamancecc.edu

*Add $3.00 if sessions are held at an ACC Campus.
Logistical Structure Training
Task Oriented Skills

Knowledge and Formation (establishing criteria and standards for task expectations)
• Workplace Organization
• Professional Boundaries
• Dealing with Change

Goals and Objectives (agreeing on procedures for task accomplishment)
• Establishing Goals & Objectives
• Innovative Thinking
• Seeking Consensus Through Negotiation

Communication Process (sharing facts and feelings for task functioning)
• Intro to Communication Process
• Sending Messages
• The Art of Listening

Decision Making Process (using information to diagnose barriers in regard to task attainment)
• Successful Problem-Solving
• Tools and Strategies
• Continuous Process Improvement

Social Structure Training
People Oriented Skills

Leading by Example (building workplace relationships)
• Creating a Positive Impression
• How to Motivate
•Maintaining a High Morale

Interacting with Others (dealing with differences in points of view and personal styles)
• Art of Persuasion
• Handling Conflict and Office Politics
• Getting and Giving Feedback

Sharing and Coaching (negotiating and managing internal behavior)
• Turning Groups Into Teams
• The Dynamics of a Group
• Coaching & Counseling

Trust and Confidence (organizing support mechanisms within the group)
• Character Building
• Understanding Diversity
• Creating an Environment of Respect

Personal Structure Training
Self Oriented Skills

Leadership Awareness - Part I
• Attitude
• Understanding Social Structure in the Workplace
• Understanding Generational Gaps in the Workplace

Leadership Awareness - Part II
• Values and Ethics
• Assessments
• Simulations
• Hat Factory

Social Structure Training
People Oriented Skills

Leading by Example (building workplace relationships)
• Creating a Positive Impression
• How to Motivate
• Maintaining a High Morale

Interacting with Others (dealing with differences in points of view and personal styles)
• Art of Persuasion
• Handling Conflict and Office Politics
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Sharing and Coaching (negotiating and managing internal behavior)
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• Coaching & Counseling

Trust and Confidence (organizing support mechanisms within the group)
• Character Building
• Understanding Diversity
• Creating an Environment of Respect

Growth Structure Training
Electives

• Interviewing 101
• The 3 R's of Time Management
• Retention Skills
• Managing Stress
• Maximizing Customer Service
• Effective Team Meetings
• Business Letter Writing
• Preventing Sexual Harassment
• Recognizing and Rewarding
• The Art of Disciplining and Dismissing
• Maintaining Your Energy Level
• Appraising Employee Performance
• Going From Good to Great
• Challenges of the Legal Environment

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