

Community & Corporate Training Center

MISSION STATEMENT: *We are committed to providing local businesses with superior customized training services designed to improve employee skills, enhance productivity, and contribute to the economic development of the community.*

Faculty/Staff

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Dick Howk **Director of Workforce Development**
Iowa State University - Engineering courses, William Penn College - Business courses, H.B. Maynard - Industrial Engineering Training, ASQC - Quality Training, Industry - Engineering Management (30 years), BAT Certified Trainer
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Description of Programs

The Division of Community and Corporate Training offers a wide range of non-credit and continuing education services. This includes customized workforce training for business and industry (which may also be offered for college credit), and tourism industry, computer classes, and professional development workshops. Noncredit continuing education courses include seminars for personal enrichment, instruction in specialized technical areas, hobby instruction, professional continuing education, and adult training programs. Continuing education

offers a variety of classes online as well that can be taken from the convenience of your home or office.

Students enrolling in non-credit courses generally do not need to meet specific admissions requirements or have a certain level of prior education. These courses are not designed to meet college degree requirements, but may provide needed CEUs (continuing education units) for professionals upgrading their skills or lead to industry recognized certifications such as in the computer or hospitality industry. Certificates of completion are awarded for each course. Registration for classes may be completed in person, on the phone, via fax or email. Tuition and registration fees vary from course to course. Individuals or groups often have ideas for a special class, event, or seminar they would like the College to develop. Community and Corporate Training works with many non-profit organizations, government entities, and businesses to provide educational support, and we welcome your ideas. We will assist in the development of self-supportive events that are consistent with the mission of the College.

Short term extension classes are offered throughout the year. These classes are organized when there is a need for refresher courses, related instruction, or classes to upgrade or update skills of individuals already employed. Extension classes requested by industry will be designed to meet industry needs.

Customized Workforce Development Programs

The College offers short non-credit courses designed to improve an organization's performance. Seminars are customized for a specific business, industry or organization and can be taught on site or on campus. Curriculum options include Achieve Global (formerly Zenger Miller) and in-house development. For more information visit our website at www.shortclass.com and click on the "Workforce Department" link or call Dick Howk at 501-760-4349. Seminar topics available include, but are not limited to:

Management/Leadership/Supervision

- Helping Your Team Reach Consensus
- Making the Most of Team Differences
- Solving Problems: The Basic Process
- Solving Problems: Tools & Techniques
- Taking Correction Action
- Establishing Performance Expectations
- Clarifying Customer Expectations
- Giving & Receiving Constructive Feedback
- Coaching: Bringing Out the Best in Others
- The Basic Principles for a Collaborative Workplace
- Moving from Conflict to Collaboration
- Expressing Yourself: Presenting Your Thoughts & Ideas

Proactive Listening
Handling Emotions Under Pressure
Personal Strategies for Navigating Change
Raising Difficult Issues With Your Team
Stress Management
First Line Supervisor
Business Admin. & Management
Communicating with People
Skills of Managing People
Conflict Resolution
Team Building
Problem Solving
Interpersonal Relations
Critical Thinking Skills
General Multi-task Skill Training
Implementing Change
Time Management

Technical

Hydraulics/Pneumatics
Math for Machine Technology
Blueprint Reading
Basic Welding Basic Electricity-AC/DC
Industrial Electricity /NEC
Pipe Welding
Machine Shop
Precision Measurement
Shop Math & Tech Math
Digital Electronics
Soldering
AC & Refrigeration
Mechanical Drafting
AutoCAD

Apprenticeship Programs (4-year programs)

Electrical Apprenticeship and Plumbing Apprenticeship

Production

Statistical Process Control
Quality Management & Production Maintenance Controls
ISO 9000 Overview
OJT-Train the Trainer
Waste Management
Work Flow Management
Bottleneck Reduction

Computers

Basic Computer Training
Computer Programming
Microsoft Windows Office Suite
Microsoft Word
Microsoft Excel
Microsoft Access
Microsoft Outlook
Microsoft PowerPoint
Microsoft Publisher
QuickBooks Pro

Health & Safety

First Aid
CPR
EMT
First Responder
Electrical Safety
Forklift Safety/Forklift Rodeo
Forklift Training-Train the Trainer
Blood Borne Pathogens
OSHA Safety-Train the Trainer
PPE Overview
Power Industrial Truck Safety
Hearing Conservation
Rigging
Hazard Communication
Environmental Management

Work Skills

These seminars address the basics of success in the workplace, employer expectations including appropriate dress, regular attendance, and other aspects of a strong work ethic as well as broad guidelines for day-to-day interactions with others.

What It Takes to Succeed
Speaking with Confidence
Getting the Information You Need
Managing Life Outside Work/ Handling Emergencies & Resisting Temptations

Business

Business Basics
Starting a Small Business in Arkansas
Writing Business Plans
Getting Government Contracts

Zig Ziglar

Restrains and limitations of time, budget, and resources often prevent employers from providing quality training for employees or work teams. Each Ziglar topic involves a 12-hour unit of instruction and can be broken into two-hour modules. All training can be offered day or evening at your convenience. Specific topics include:

Selling!
Strategies for Success
Customer Service

ZIGGETS are 50-minute presentations that are perfect for short employee training. Each 50-minute lesson is rich in content with two to three key points that can be put to work immediately. Call us and we'll help you choose the right zigget for your organization.

Customer Service
Sales
Team Development
Marketing
Management
Personal Development

True Colors

For over 26 years, True Colors has been teaching people how to discover their greatest strengths and understand the strengths of others. We invite you to discover what life-changing experiences others have found with True Colors. Learn how True Colors programs have affected: Students, teachers, administrators and entire school districts; corporate and organizational environments; individual's personal and professional lives; and thousands of individual's family and friends. People of all ages, backgrounds, and occupations can benefit from the concepts revealed by the True Colors program. Your organization can see immediate results, including better communication, more harmonious relationships, improved morale, strengthened teams, reduced absenteeism, and decreased turnover.

Online Courses - www.ed2go.com/npcc

There are over 100 online courses offered in the following categories: computers, internet, small business, large business management, legal, personal enrichment and nursing. Each course runs for six weeks and consists of 12 lessons. The lessons are supplemented by interactive quizzes, assignments, tutorials, and online discussion areas available via the internet. Students who finish an entire course will receive a letter of completion. Learn at home or in the office, day or night, for your convenience. All you need to participate is Internet access and a valid

email address. Additional requirements, if any, will be listed in the course description. All registration and orientation will be completed online. For more information go to www.ed2go.com/npcc

Career Certificate Programs Online - www.ed2go.com/npcc

The Career Certificate programs can provide you with the experience you need to find exciting opportunities in these fast growing fields. Part online classes and part correspondence courses, these programs vary from 140 contact hours to 620 contact hours to complete. Several programs are currently available: Medical Coding and Billing, Medical Transcription, Medical Office Assistant, Home Inspector, and PC Repair. Program completion certificates are issued by Ed2Go and are not eligible for college credit hours. For more information go to www.ed2go.com/npcc. These courses are NOT for college credit.