



## Workforce Training Classes

### Soft Skills

- Our on-staff, certified True Colors™ instructor will conduct a personality assessment, which is an interactive corporate and educational training module designed to improve interpersonal and communications skills.
- Our on-staff, certified Insight Learning™ instructor can provide comprehensive training program for your organization with the mission to “empower people with the skills they need to succeed in life.”  
**These courses include:**
  - Stress Management
  - Anger Management
  - Interpersonal Skills
  - Time Management
  - Customer Service
  - Communications Skills
- Offer courses in Hospitality with such topics as bar coding and food service.

### True Colors (8 hrs)

Successful techniques for motivating positive achievement and positive attitudes. To identify and reduce stresses that put you and others "at risk". Strategies that develop rapport and team building. New communication skills and talents in a variety of life experiences, to recognize the values, joys, strengths, stresses and frustrations of each temperament group.

### Zig Ziglar

#### **Strategies for Success ( 15 hrs)**

- *Foundations for Success*
- *The Winner's Attitude*
- *Developing Excellence in Self & Others*
- *The Goals Formula*
- *The Productivity Factor*

#### **Selling ( 18 hrs.)**

- *The Psychology of Selling*
- *The Prospect*
- *The Product*
- *The Process*
- *Objections*
- *The Person*

### Continuing Education Courses

- We offer a variety of continuing education classes such as Dance, Yoga, Cooking, Small Business Development, Conversational Spanish, and American Sign Language.

To receive a schedule of these classes. Call Lisa Wilhelmi, our Director of Continuing Education.  
Phone: 501-760-4155 [lwilhelmi@npcc.edu](mailto:lwilhelmi@npcc.edu)

### Facility Usage

- National Park community College can also host your conference or training class on our campus. We have an auditorium, computer labs, and various classrooms available.

For more information about our facilities, Call Jill Johnson, our Director of Community Projects.  
Phone: 501-760-4324 [jjohnson@npcc.edu](mailto:jjohnson@npcc.edu)

### **Assuring Customer Loyalty (21 hrs.)**

- *Introduction to Assuring Customer Loyalty*
- *How to Turn Your Organization upside-down and Why This Must be Done*
- *Creating Superior Customer Value for Your Internal Customers Through Communication & Teamwork*
- *Creating Superior Customer Value for Your External Customers*
- *Everything You Need to Know about Customer Care and How to Create a Customer Care Plan*
- *Getting Closer to Your Customer through Flowcharting & Process Improvement.*