CUSTOMIZED TRAINING

The Center for Workforce Development will partner with your business or organization to deliver affordable, convenient, and customized courses to develop your employees’ knowledge and skills to become more effective and productive. Courses may be conducted at your workplace or on the Nassau Community College campus. Based on your scheduling needs, courses may take place days or evenings, weekdays or weekends.

Training options include programs in supervisory and management skills, human resources, communication, employment fundamentals, computer literacy and workplace safety. A sample of courses follows though we offer a wide variety of topics and can tailor a course to meet your specific workplace needs.

PROFESSIONAL DEVELOPMENT

SUPERVISORY/MANAGEMENT SKILLS
- Conflict Resolution
- Team Building
- Effective Communication
- Managing Multiple Priorities
- Successful Meetings

HUMAN RESOURCES & THE LAW
- Harassment Prevention
- Diversity in the Workplace
- Successful Hiring
- Performance Management
- ADA/FMLA Law

COMPUTER SKILLS: MICROSOFT OFFICE
APPLICATIONS FROM INTRODUCTORY CLASSES TO SPECIALIZED TRAINING TOPICS
- Word
- Excel
- Access
- Powerpoint
- Publisher

LITERACY SKILLS
- English as a Second Language
- Workplace Spanish
- Reading, Writing and Math Fundamentals

OTHER COURSES
- Customer Service
- Presentation Skills
- Stress Management
- Emotional Intelligence
- OSHA Training
NEGOTIATING THE BUSINESS DEAL (CED 1229 A1)
The lifeblood of business is making deals: deals that grow the company, deals that don’t backfire, deals that get the company out of trouble. Business deals are usually focused on just one or two goals, and so require special negotiating strategies tailored to a competitive environment.

Takeaways:
- Learn how to play win-win and hardball.
- Acquire the skills to avoid hidden landmines that may explode down the road.
- Learn how to get power and what to do when you don’t have enough.

Instructor: Louis Sroka, Esq.
CED 1229 A1: Meets: Wednesday, October 7, 6:00pm-9:00 pm
One Day Workshop Fee: $45

PROTECTING YOUR BUSINESS FROM CYBER-ATTACKS (CED 1230 A1)
Concerned about your data security including employee records, client credit card information or other privileged files? Organizations need to improve their cyber-security defenses to prevent cyber-attacks, and at the same time institute systems for rapid detection and incident response for when an attack occurs. It is known and often said in the industry that, “Prevention is ideal, but detection is a must.” Prevention technologies may eventually fail and without having true visibility into an organization’s network, the adversaries will continue to have a tremendous advantage over the defense.

Takeaways:
- Learn how to implement effective layered cyber-defenses.
- Acquire the knowledge to set up systems to rapidly detect & respond to cyber-attacks.
- Attain knowledge on how to mitigate risk and greatly reduce the impact, time and costs of dealing with cyber-attacks.

Instructors: Karin Dutton, Domenick Gandolfo, and Steven Rubin
CED 1230 A1: Meets: Wednesday, October 14, 6:00pm-9:00pm
One Day Workshop Fee: $45

USING MEDIA TO BRAND YOUR SMALL BUSINESS (CED 1232 A1)
Are you ready for your close-up? This course will provide basic media training for corporate leaders and small business owners. Learn how to look and sound your best in front of the (camera), how to prepare for an interview, build your brand and how to become an expert in your field. In this session, students will get to practice their (camera)-ready presence through role plays and study real life examples of what works and does not work.

Takeaways:
- Develop media-focused messaging for your small business.
- hone your camera-ready interview skills.

Instructor: Elisa DiStefano
CED 1232 A1: Meets: Wednesday, October 28, 6:00pm-9:00 pm
One Day Workshop Fee: $45

MAXIMIZING YOUR HR EFFORTS (CED 1233 A1)
Is managing your Human Resources (HR) shop a challenge given everything else you have to do? This session will focus on the recruitment, selection, and retention of talent - the key to your business’ growth and success. In addition, acquire information on how to streamline and organize your HR function to save time and effort, while ensuring you meet the legal requirements of an employer.

Takeaways:
- Learn best practices to attracting, developing and retaining the best talent for your growing business.
- Leave with free (or low cost) resources that can help automate HR processes, such as: posting jobs, on-boarding, payroll, benefits administration and legal filings.

Instructor: Juan Taveras
CED 1233 A1: Meets: Wednesday, November 4, 6:00pm-9:00 pm
One Day Workshop Fee: $45

BUILDING YOUR BUSINESS WITH ETSY® (CED 1234 A1)
Are you ready to expand your business? Start selling on Etsy. This easy to use website will help get you up and running in no time. Similar to eBay®, Etsy® is the latest trending marketplace on the web. If you trade in handmade or vintage items or unique factory-manufactured items, Etsy® offers a marketplace of over 54 million members.

Takeaways:
- Learn how to set up your personal storefront to start selling products.
- Acquire the skills to utilize Etsy®’s specialized marketing options.

Instructor: Maria Esposito
CED 1234 A1: Meets: Wednesday, November 18, 6:00pm-9:00 pm
One Day Workshop Fee: $45

Visit our website for other courses of interest being offered this fall including Certified Associate in Project Management (CAPM)®, LEED® Green Associate, and Continuing Education Credit courses for CPAs and Home Inspectors - ncc.edu/ContinuingEducation/WorkforceDevelopment