



**FALL 2009**

**WORKFORCE DEVELOPMENT AND PROFESSIONAL DEVELOPMENT PROGRAMS**

**Functional Manager (MDEV 6300 O)**

*A twelve-week performance management program for experienced managers*

Effective leadership is more than just knowing fundamental concepts. It's about successfully applying concepts in the work-place. The Functional Manager program, through a series of experiential workshop sessions, allows participants to explore and practice five key areas of management. Upon completion of the 48-hour program, the participants should be able to apply new knowledge to current industry challenges—in addition to issues such as “doing more with less” and “sharing best practices”.

***Who should attend:***

This program is for experienced managers, business professionals who manage the performance of others, and newly appointed managers who have already mastered the foundation skills of management.

Schedule #: 344665

Thursdays, September 17-December 12 from 8:00 a.m. - noon

Fee: \$2,350 for single enrollment

\$2,115 each for multiple enrollments

Instructor: J. Moore

**Women's Leadership Development Series: Foundations in Leadership (Mgmt 5278)**

This program is for you if you are interested in realizing more of your potential through an awareness of your own unique leadership style, the review and practice of key leadership skills, and an opportunity to network, exchange ideas, and learn from other women leaders.

Whether you are interested in advancing your career or becoming more effective in your current position, this program will provide some tools to get you there!

*Session 1: The Need for Leadership*

*Session 2: Leadership and Change*

*Session 3: Communication and Conflict*

*Session 4: Working for Self and Others*

Schedule #:344476

Fridays, Oct. 23 and 30 from 8:30 a.m. – 4:30 p.m.

Fee: \$595 includes course materials and lunch

Instructor: C. Phillips

**Fundamentals of Professionalism Certificate**

Make this year the time to feel more confident, get a raise, obtain a promotion, secure a new job, or embark on a new career! This 24 hour certificate program can benefit you if you work in a field such as health, information technology, government, law, education, industry, or in an energy-related occupation.

The certificate courses encompass three areas of professionalism:

- Professional Communication Skills-Business writing, grammar, customer service, and interpersonal communication are all aspects of communicating effectively.
- Professional Leadership Skills – The courses on decision making, managing your time and priorities, and moving into leadership can help you become the leader that others are enthusiastic about following.
- Professional Workplace Issues-The course on workplace ethics and managing change can assist you in gaining a personal edge in the job market and in building organizational and personal trust and respect.

Fall 2009

-Interpersonal Communications  
-Decision Making  
-Managing Your Time and Priorities  
-Workplace Ethics

Spring 2010

-Moving into Leadership  
-Business Writing Grammar  
-Customer Service  
-Managing Change

### **Interpersonal Communications (CPE 8101)**

Discover the importance of effective communications and how to develop a personal communication plan. In this course, you can also learn how to read body language and enhance your active listening skills.

Schedule #: 344368

Friday, Oct. 30 from 8:30-11:30 a.m.

Fee: \$125

Instructor: E. Bergstrom

### **Decision Making (CPE 8403)**

Learn how to determine your objective, specify criteria, and identify your options—all the steps you need to take before actually making the decision. Also learn about brainstorming and how to involve others in the decision-making process, as well as what must be done to implement a decision.

Schedule #: 344458

Friday, Nov. 6 from 8:30-11:30 a.m.

Fee: \$125

Instructor: E. Bergstrom

### **Managing Your Time and Priorities (CPE 8102)**

Master the ability to set goals, determine your priorities, overcome interruptions and distractions, and avoid procrastination. Understand delegation and how to efficiently run a meeting. Office biorhythms will also be discussed.

Schedule #: 344359

Friday, Nov. 13 from 8:30-11:30 a.m.

Fee:\$125

Instructor: E. Bergstrom

### **Workplace Ethics (CPE 8003)**

Today, organizations compete globally for customers, and having a competitive edge depends on the honesty and integrity of the company and its employees. Learn how to incorporate ethics training into your development programs, and learn what to do when you encounter unethical behavior.

Schedule #: 344377

Friday, Nov. 20 from 8:30-11:30 a.m.

Fee:\$125

Instructor: E. Bergstrom

## **Taking Care of Yourself in Tough Times: Finding Balance among Professional, Family and Personal Lives**

Unemployed?

Afraid you'll be next?

Under-employed after losing your "secure" job?

Carrying the load after a lay-off? Too busy to think?

Wondering why you have no time for your family while looking for a new or better job?

Considering a new, more sustainable career?

There's plenty to keep you stressed! And no matter your situation, who couldn't use a chance to network and compare notes with others trying to make it in this economy.

Come for this 3-hour look at how to keep a positive perspective on life and find a healthy balance among professional, personal, and family needs. This reflective exploration of life issues today will leave you feeling refreshed and renewed.

You'll absorb ideas about work, burnout, systems thinking, rituals, and alternatives. And you'll consider the space in your life for health, home, family, finances, career, community, learning, leisure, security, and spirituality.

Schedule #: 346023

HD FS 5046

Friday, Sept. 25 from 9:00 a.m. – 12:00 p.m.

Fee: \$75

Instructor: Stouch

### **Resumes, Portfolios and You**

This course will provide insight and skills for those who want to highlight their career skills to be able to apply for an internal job posting or to apply for a position because you've been downsized. This course will cover resumes that pop, portfolios, cover letters, recommendation letters, job interviewing, etc.

Schedule #: 346014

Engl 5202

Friday, Oct. 2 and 9 from 9:00 a.m. – 3:00 p.m. includes lunch

Fee: \$200

Instructor: Weisser

### **Training Skills for Supervisors and Team Leaders: Teaching Others What You Know**

Supervisors and team leaders spend a part of everyday coaching, teaching, or training their employees.

Productivity of the workgroup depends on how well their supervisor can pass on what (s)he knows. This one day workshop will help supervisors train others, better, faster, and more effectively.

Schedule #: 344340

Mgmt 5241

Friday, Oct. 16 from 9:00 a.m. – 4:00 p.m.

Fee: \$300 includes handouts and lunch

Instructor: Stouch

## **Market Edge: Competitive Intelligence (CI) Certificate Program**

In today's marketplace, "the pace of technological development and the growth of global trade mean that today's business environment changes more quickly than ever before. Executives can no longer afford to rely on instinct or intuition when making strategic business decisions. In many industries, the consequence of making one wrong decision may be to see the company go out of business. Research shows that "competitive intelligence increases management's strategic planning comfort level" (Society of Competitive Intelligence Professionals). This program will provide businesses with tools to begin and maintain the competitive intelligence process. CI is a discipline with many ways to gather information through primary and secondary research. While this program will touch upon various aspects of "human/people" or primary research, the curriculum will emphasize secondary research sources that are not readily available through a typical internet search.

*Topics follow; classes include hands on practice using several database and websites:*

Overview of competitive intelligence; creating company lists

Find in-depth company information and big-picture industry trend information using database, Internet and print resources

Sources for financial information; International companies and industries

Search trade and regional business journals, magazines, and newspapers through databases

Government information including statistics on various industries; Web 2.0 as source for competitive intelligence

Resources about the discipline of competitive intelligence

*Benefits of this course include:*

- Improves organization's knowledge of its respective markets;
- Improves quality of organization's products relative to the competition;
- Improves communication across the organization regarding competitive activity;
- Enhances confidence in strategic planning

*If this sounds interesting but you're still not sure , come to the course preview on September 24 at 4:30 p.m. at the Library System of Lancaster County Office at Greenfield Corporate Center, 1866 Colonial Village Lane, Suite 107, RSVP to Rhonda Kleiman for the course preview at 207-0500 x1225 or [www.lancasterchamber.com](http://www.lancasterchamber.com) then "calendar of events".*

This class is limited to twelve people.

Schedule #:

Thursdays, Oct. 8, 15, 29, Nov. 5, 12 from 7:30-10:30 a.m.

Fee: \$695, Lancaster Chamber member \$495

Instructor: Kleiman

**Basic Math (Math 5951)**

If you can't remember what you learned in high school, now is the time to refresh some basic math concepts that you will use every day. This course will cover the basics: whole numbers, fractions, decimals, percents, graphs, charts, and tables.

*Section 1:*

Schedule #: 346474

Wednesday, Sept. 30-Oct. 28 from 8:30 – 10:30 a.m.

*Section 2:*

Schedule #: 346492

Thursday, Oct. 1-29 from 6:00-8:00 p.m.

Fee: \$150 includes book

Instructor: Shelly

**Conducting a Facilities Audit (CPE 8314)**

Facility operating costs have soared in the past few years. In order for organizations to manage their operations costs, it is necessary to understand the requirements of the building systems and equipment in terms of utility and energy consumption. The purpose of this workshop is to introduce you to the basics of a facility audit; to aid in understanding your facility and the cost of operations; and to prepare you to take the next steps to increase efficiency and reduce operation costs. This workshop is designed for facility managers, engineers and technicians for HVAC and BAS systems along with anyone else interested in the subject.

Schedule #: 346555

Wednesday, Nov. 4 from 8:30 a.m. - noon

Fee: \$249

Instructor: Staff

**Web 2.0 for Business (INFSY 5252)**

What is Web 2.0 and how can businesses use it to their competitive advantage? Learn all about it in this the big picture overview, which will explore the following: blogs, wikis, podcasts, webcasts, social networks, RSS feeds, twittering and other technologies, many which are free or low cost, easy to use and require little training. Through a variety of current examples, see how businesses are using these Web 2.0 tools to market and promote their products and services. The actual nuts and bolts of how to set these applications up will not be covered in this seminar.

Schedule #: 344467

Tuesday, Oct. 27 from 8:30-11:00 a.m.

Fee: \$ 75

Instructor: Kleiman

For more information or registration materials please call Penn State, The Lancaster Center at 717-299-7667 or contact us at [Lancaster@yk.psu.edu](mailto:Lancaster@yk.psu.edu)