

CENTER FOR LEADERSHIP & WORKFORCE DEVELOPMENT



Lehigh Carbon Community College



*Improved Productivity
*On-Site Training

*Custom Learning Solutions



*Solutions for Business and Industry

YOUR Future.
OUR Focus.

www.lccc.edu



YOUR Future. OUR Focus.



For the past 40 years, LCCC has led workforce development in eastern Pennsylvania, partnering with small and large organizations in the fields of business, industry, health care, government, and finance—to close skill gaps and cultivate employee peak performance.

The Center for Leadership & Workforce Development (CLWD) applies its expertise in guiding more than 100 businesses, ranging from 1 to 12,000 employees.

An affordable, accessible solution in leadership and workforce development, the CLWD identifies performance improvement needs and ties them to your business plan, then deploys a network of independent, field-experienced adjunct faculty to develop needs-specific training.

Training can be provided by our expert facilitators at your site or any LCCC campus. The CLWD also provides organizational development consulting, professional development, and open-enrollment courses.

In some cases, costs for all or part of your training can be obtained through government funding. Talk to your LCCC Representative for your possible funding options.



WEDnetPA is funded by the state Department of Community and Economic Development and administered by Lehigh Carbon Community College, one of 32 WEDnetPA partners statewide. You may qualify for WEDnetPA funding if your company is based in Pennsylvania, is a manufacturing or technology-based business.

CENTER FOR LEADERSHIP & WORKFORCE DEVELOPMENT

Lehigh Carbon Community College

Our Purpose.

The Center for Leadership & Workforce Development at Lehigh Carbon Community College (LCCC) provides custom learning solutions that improve performance and support economic development in our region.

The Leadership & Workforce Development team will partner with you to provide customized learning solutions to equip your front-line employees, supervisors and managers with effective workplace skills to strengthen your organization.

The Donley Center | Allentown, PA

Lois Yeakel, Director

610.799.1961

lyeakel@lccc.edu

Doni Binczak, Manager

610.799.1950

dbinczak@lccc.edu

The Morgan Center | Tamaqua, PA

Maureen Donovan, Assistant Director

610.799.1245

570.668.6880

mdonovan@lccc.edu

Leadership ... Equipping Leaders for Today and the Future

Customized Training Solutions

Supervisor Boot Camp:

This 15-session program will help participants understand the Role of the Supervisor. Learn the difference between “leading and bossing.” They will learn how to create an environment for optimal productivity. They will focus on developing self-confidence and looking at common supervisory mistakes and how to avoid them.

The Leadership Transition:

The Leadership Transition™ workshop is specifically designed to help leaders identify those things they must let go of, as well as those things they must learn to develop, that will help them achieve the expectations organizations and people have of them as a leader. The primary goal is to assist them in making the necessary changes that will help them transition more fully in their role as a leader. The learning will help them engage team members in a manner that inspires their employees’ commitment to the purpose and goals of the enterprise.

Apples & Oranges:

This interactive board game helps develop business acumen and financial literacy for managers, supervisors and front-line employees. In one day employees at any level can develop a real understanding of the flow of resources in your company and see the “big picture”, so they can make meaningful contributions to the business.

Creating an Accountability Mindset:

Participants in this series of workshops will have the opportunity to gain new skills in developing personal accountability in dealing with ever-changing work activities. They will explore how to handle new assignments or projects, utilize creative thinking to solve problems, create a participative team environment and overcome barriers to planned or unplanned change.



Other Custom Workshops

- Customer Service
- Team Building
- Time Management
- Conflict Resolution
- Email Management For Increased Productivity
- Performance Management
- Supervisory Skills Overview
- Meeting Management
- Managing Change
- Marketing With Social Media
- Problem Solving
- Critical Thinking and Decision Making
- Business Coaching
- Diversity
- Leading Multiple Generations

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Technology | Health & Safety and WorkKeys

Advanced Manufacturing Technology Training

Whether it's enhancing the skills of the current maintenance technicians or wanting to develop an internal pipeline for the future, we can help put a plan together to meet current and future needs.

Success is built upon the e-learning and Hands-On training provided using Allegheny Learning System and Amatrol Equipment. The e-learning is the theoretical material the student requires to understand the topic. The hands-on reinforcement is performed on industrial quality equipment. The combination is designed to help the student retain up to 75% of what she/he has learned.

- Electrical
- PLC's
- Mechanical
- Hydraulics
- Pneumatics
- Inter Pneumatics
- Pneumatic Troubleshooting
- Measurement Q
- Pumps
- Electric Motors
- Industrial Wiring

OSHA, Health & Safety

- Powered Industrial Trucks Operator Certification
- Forklift Train the Trainer
- Warehouse Safety
- Combustible Dust Compliance
- Control of Hazardous Energy (Logout-Tagout)
- Respiratory Protection Program
- Emergency Planning and Preparedness
- Fire Extinguisher Training
- Incident Investigation
- Safety Committee Training
- Fall Prevention and Protection
- Safety for Supervisors
- Emergency Action Planning and Evacuation
- Occupational Safety Risk Management
- Job Safety Analysis-General Industry
- Hazard Waste Operations



The WorkKeys System

Job Profiling: Job profiling offers a concrete way for organizations to analyze the skills needed for specific jobs and to describe those needs to employees or job applicants.

WorkKeys Assessments: WorkKeys assessments present workplace situations, reading materials, problems, and messages for the employee to respond to and/or resolve.

KeyTrain: KeyTrain is the complete online and training solution for basic workplace skills based upon the WorkKeys assessment system. These lessons include review tutorials, skill demonstrations, and interactive work-related exercises.

Computer Training Preview

Get an idea about the computer topics and programs offered by attending a Preview Workshop at your company's location. You'll see what can be offered and customized and have the opportunity to ask questions. This is a great chance to meet the instructor and preview the topics.

Offered Programs

Microsoft Office Transitions – Moving from Office 2003 to 2010:

Discover new and enhanced features that will make your software transition much easier.

Basic – Intermediate – Advanced Word: Learn the basics of word processing, opening, creating, saving, closing and printing documents. Intermediate MS Word, work with graphics and long documents. Learn how to automate Word and use Mail Merge. Advance in MS Word, learning more with tables, print labels and envelopes, and create documents with multiple columns, headers and footers.

Basic – Intermediate – Advanced Excel: Begin the basics with Excel by learning about spreadsheets and moving around. Enter and edit data, work with formulas and functions. Learn to format and print your spreadsheets. Learn more intermediate skills on formatting, printing and charting your data. Work with templates and macros. Advance your knowledge by completing a variety of projects that will increase your skills in building worksheets, charting, financial analysis, data analysis and predictions.

Powerful PowerPoint Presentations: Discover the features that will turn an ordinary presentation into a memorable experience.

E-Mail Management: Does worrying about what's going on in your inbox prevent you from doing what you really need to be doing? Discover how to process email instead of "checking it." Learn the rules of email and other powerful hints, tips and techniques for setting you free from your inbox so you can get your life back!

Social Media Marketing: Because social media is around us more and more, companies are starting to see the value in adding it to their marketing mix. However, many are unsure where to start or how to develop a plan. By using social media correctly you can engage your audience in new ways, be more personable, develop new connections, and maintain the ones you have.

Microsoft Office Specialist Certification

Microsoft Office Specialist: Help your employees meet today's business performance requirements with this new credential—Microsoft Office Certification. This certification is a valuable, professional credential which is a globally recognized standard for digital literacy and desktop computing proficiency. Candidates who certify on these programs maximize office productivity and are much better prepared to support business goals and objectives. Participants can choose to be certified in one or several of the following programs: Word, Excel, PowerPoint, Outlook, and Access.

Lehigh Carbon Community College is an official Certiport Testing Center for Microsoft Office Specialist certification candidates.



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Healthcare | CPR and First Aid

Professional Development for Healthcare

Certified Nurse Aid Program: This intensive 5-week program prepares participants to pass the state certification exam.

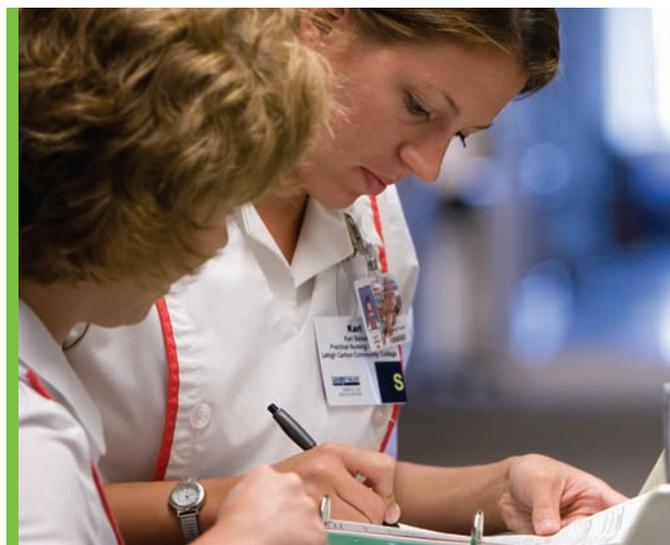
Supervisor Lessons in Leadership for Healthcare: This workshop enables Supervisors to balance tasks and goals with relations on the team. Striking that balance is the key to excellent care and goals attainment. Giving performance feedback, communicating, managing change, and resolving natural conflicts that stem from a fast paced environment are included in this program. A DISC communication style profile is part of the is workshop.

Emerging Leaders in Healthcare: Promoting your managers from within requires career management, assessment, self evaluation and leadership development. Often managers in healthcare settings were excellent technicians or nurses, that doesn't make them effective leaders of others. This program addresses the difference between managing and leading, systems thinking, building influence, self management, and organizational change modules.

Adventure in Attitudes for Healthcare: This is the classic human relations program that's been changing lives and attitudes for over 20 years. Content focuses on listening under difficult circumstances, self motivation, dealing with emotions—yours and theirs; and creative problem solving. Caregivers need to refuel and this program will empower them to do it.

Apples & Oranges: Business Acumen for Healthcare

Managers & Supervisors: This exciting business simulation has participants "run a healthcare organization" for three years in half a day. Teams make decisions that impact cash flow, inventory, triage decisions, staffing, and return on investment. Accounting terms come to life through actions and decisions so participants clearly see their direct impact on the bottom line—no matter what their department.



CPR and First Aid

Heartsaver – CPR: CPR for Lay Persons requiring two-year American Heart Association certification cards. This course teaches students obstructed airway skills and mouth mask skills, trains students in the use of barrier devices (face shield and mouth-to-mask device) and also how to deal with aesthetic issues and transmission of infectious diseases. Use of defibrillation (AED) is discussed.

Heartsaver First Aid: The Heartsaver First Aid Course provides the skills to effectively assess and maintain life from the critical minutes immediately following an emergency until the arrival of emergency medical services personnel. The course also provides corporations with a complete health and safety training solution for First Aid, CPR and AED.

BLS – CPR Recertification: Prerequisite: Current CPR certification. This American Heart Association course is a knowledge/skills testing session only. Review session limited to any current knowledge/skills updates. Course completion card valid for two years.

Other Opportunities

CDL Driver Training & Testing and Customized Training Available

Driver Training CDL Class A: This program provides the participant with the skills and knowledge necessary to become a professional tractor-trailer driver. Successful candidates will have passed their CDL skills, road, and knowledge tests.

Driver Training CDL Class B: This program provides a participant with the skills and knowledge necessary to become a professional straight truck driver. Successful candidates will have passed their CDL skills, road, and knowledge tests.

Commercial Driving Virtual Training: Introducing the L3 Omni Sim driving simulator, providing a real-world driving environments and vehicle behaviors to train and improve driver decision making and behavior over a wide range of maneuvers. Customized curriculum includes: Driver Decision Making Ability, Shifting Techniques, Fuel Management, Speed Management, Space Management, Adverse Conditions, and Emergency Maneuvers.

Road Athlete: The Road Athlete System is an interactive system designed especially for professional truck drivers. It is designed to improve health and safety on the road. The road is the play field. The driver is the quarterback. Learn 12 daily lifestyle factors to improve health, reduce stress all leading to a safer and more professional working environment on the road.

Yard Jockey: The Yard Jockey is responsible for the movement and spotting of containers to facilitate the needs of the warehouse in unloading and loading material for shipment or storage. A current, up-to-date CDL Driver's License is required without points.

Public Safety, Jobs Training, GED and ESL

Public Safety Leadership Center: Through public and private partnerships, we offer community-based training for fire fighters, police officers, emergency medical, public health and disaster response teams; as well as business and community groups.

Jobs Training: LCCC offers programs to prepare individuals for jobs immediately following completion. Examples: 36-Hour Logistics & Warehouse Certificate Program, Customer Service Certificate, Insurance Call Center Professional Certificate, Payroll Certification, Pharmacy Technician Diploma, Nurse Aide Training and Medical Office Diploma.

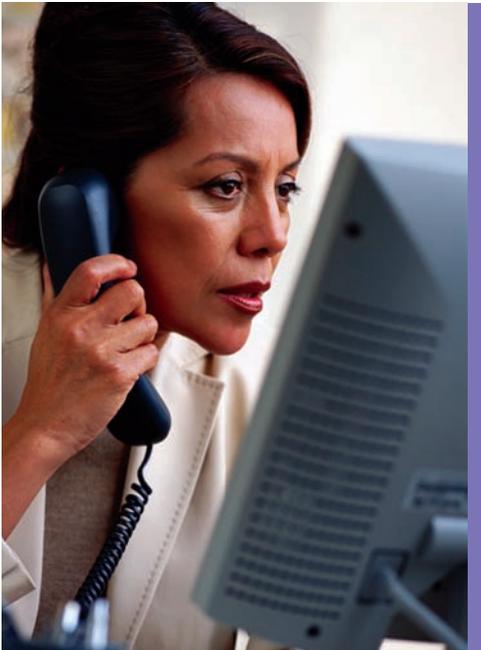
GED (General Equivalency Diploma): As a test site, LCCC offers the official GED test twice a month.

ESL (English Second Language): LCCC offers beginner, intermediate, and advanced ESL classes which include speaking, listening, reading and writing for the non-native English speakers.

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For a listing of all Leadership & Workforce Development courses offered at Lehigh Carbon Community College, contact the Center for Leadership & Workforce Development at 610-799-1961 or www.lccc.edu/clwd for more information.



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