



Essential Skills for Business

Our **Essential Skills for Business series** offers targeted programs to help organizations improve the relationships between managers, team leaders and supervisors, and their team members. Our results-driven programs help improve productivity, enhance employee motivation and retention, and develop employees' work habits and potential.

The following courses can be done in half-day instructor led sessions, as individual on-line modules for students, or a combination of the two.

Course Topics Include:

- Essential Skills of Leadership
- Essential Skills of Communication
- Resolving Conflicts
- Providing Performance Feedback
- Developing Performance Goals and Standards
- Supporting Change
- Coaching Job Skills
- Communicating Up
- Delegating
- Effective Discipline
- Improving Work Habits
- Managing Complaints

For more information:

Call 610-799-1961

or email workforce@lccc.edu



Lehigh Carbon
COMMUNITY COLLEGE

CENTER FOR LEADERSHIP &
WORKFORCE DEVELOPMENT

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LCCC is a regionally accredited education institution. LCCC is a Commonwealth ITQ Approved Education Provider.

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