



measurable objectives and accountability within the organization. Leadership techniques to effectively deal with the challenges of leading change and establishing a culture of continual improvement is explained a ‘real-world’ context. A capstone project generated tangible value for the organization is a key aspect of this program. Participants draw on their experiences and share their perspectives. Call Jim Britton at 542-7744, ext. 346, for pricing and details. ([jbritton@ccsnh.edu](mailto:jbritton@ccsnh.edu))

*This program has been approved for college credit. Participants successfully completing this program will earn 3.0 credit hours provided by River Valley Community College.*

27282   CBUS0184A   New Perspectives on Retirement   Mar 10   7:00-8:30pm   W   \$69   Keene   B Vechiotti  
 Would you like to learn more about achieving an active, revenue generating, and meaningful life as a “retiree?” This course will show you how to transition to a new career. You’ll overcome any sense of loss; you’ll enjoy the “24-hour marriage,” and you’ll develop new perspectives regarding health and finances. It also offers sound advice on the psychological challenges associated with retiring. This program is for husbands and wives, and anyone interested in capitalizing on the freedom to do what you want.

27287   CBUS0185A   Strategy Development for the Recovery   Mar 25-Apr 29   8:30am-3:30pm   Th   \$1799   Keene   B Vechiotti  
 The course will assist you and your management team in developing a realistic recovery strategy for long term success. One that is competitive and responsive to market needs now and in the future. It will guide you in challenging your current thinking and tactics. It will identify best practices in taking a closer look at the current marketplace and help you decide how to mobilize and deploy all your key assets for sustainable success. Each week you’ll put together how you’ll connect the dots from reassessing your business model to developing and implementing your strategy for staying ahead of the competition.

27288   CBUS0188A   Train-the-Trainer   Jan 13-Feb 3   9:00am-1:00pm   W   \$99   Keene   F Fredericks  
 Whether you need to train inexperienced trainers or infuse positive energy into seasoned trainers, this train-the-trainer program will teach participants how to determine the needs of the students, improve classroom charisma, handle disruptive participants, use activities effectively and more. Learn how to: Identify the characteristics of an exceptional trainer; Identify different behavioral styles and adapt training as necessary; Participants will demonstrate their understanding of the new material through completion of case studies; Explain what a solid training program is; Be able to describe a need analysis and why it is a necessary and important step in any training; Explain how to use various materials for making stand up lecture programs captivating; Develop strategies to handle disruptive participants; Demonstrate a strong knowledge of highlights and pitfalls of various visual and audio aids; plus understanding of classroom setup; Present information in a clear, concise and engaging manner. Participants will demonstrate successful understanding of key concepts during a practice presentation.

27289   CBUS0189A   Time & Stress Management   Feb 17-Mar 10   9:00am-1:00pm   W   \$99   Keene   F Fredericks  
 The two topics of time management and stress management are often addressed together because they are so closely interrelated. In this program, participants will see how effective time management is as a primary means to a less stressful life. The practices they will learn can help them to reduce their stress and reclaim their personal life. Objectives: See the myth about stress and time management; Describe and understand the major causes of workplace stress; Highlight the biggest time wastes and how to eliminate them; Realize how to overcome the common symptoms of poor stress and time management Evaluate and adapt to wise principles of good stress and time management; Describe and understand the techniques to manage stress; Describe and understand the techniques to manage time; How to deal with change in the workplace (positive or negative); Communicating is one of the key elements; Empowerment – understanding the value of it.

27290 CBUS0190A Business to Business Sales Essentials Jan 26- Feb 2 9:00-11:50am T \$299 Keene J Anderson  
 27316 CBUS0190B Business to Business Sales Essentials Jan 28 - Feb 4 9:00-11:50am Th \$299 Claremont J Anderson  
 A must for B-2-B sales reps from entry level to seasoned pro, particularly those who need increased results from the same market in less time. This course provides hands-on application of current best-practices for Prospecting, Qualifying, Time/Territory Management, and creating a personal Sales Process. Leave with new tools for locating and qualifying new accounts, and organizing activity for maximum impact. Bring in your toughest sales challenges, and prepare to win!

27291 CBUS0191A Sales Leadership Feb 9-16 9:00-11:50am T \$299 Keene J Anderson  
 27317 CBUS0191B Sales Leadership Feb 11-18 9:00-11:50am Th \$299 Claremont J Anderson  
 Out of ideas for motivating the sales staff? Need to create heroes instead of being the one everyone leans on? Are your contests, rewards, and incentives met with yawns from the sales team? If these scenarios sound familiar, this course is for you. Learn proven techniques for turning the uncertainty of change into a powerful sales generating process. Take away proven insight, tools, and programs you can implement immediately for both short and long term sales team performance improvement.

27258 CBUS0182A Full 20 Segment Professional Sales Skills and Best Practice Course  
 Jan 27-Mar 31 2:00-4:50pm W \$1249 Claremont J Anderson  
 30 Hours complete sales training program includes four modules: Sales Fundamentals \* The Client \* The Sale \* Retention Complete sales training from nationally renowned sales specialist Jon Anderson. Covers all aspects of training including: Sales Consistency in Performance and Growth, Setting Ground Rules, Learning Skills, Benefits versus Features, Selling Styles & Methods, Non-Verbal Communication, Relationship Management and Client Appreciation, Time and Territory Management, Accountability and Responsibility ... and more!

27299	CHEA0129A	Walk the Path of the Patient: A Series for Serious Caregivers: Three Part Series	Feb 4-18	1:00-4:00pm	Th	Claremont	E Sarson
						\$199 for all three sessions	
27318	CHEA0129B	Walk the Path of the Patient: A Series for Serious Caregivers: Three Part Series	Jan 14-28	1:00-4:00pm	Th	Keene Campus	E Sarson
						\$199 for all three sessions	

*Deliver Information to the Patient*—in the way they like to hear it. Not every patient wants their caregiver to hold their hand and “feel their pain.” Some patients just want the facts and are uncomfortable having their hand held; others need their caregiver to get to know them and tell them gently. Four distinct styles describe how patients like to receiver/give information: Dominance, Influence, Steadiness or Conscientiousness. Caregivers sort the four communication styles; identify the style of their most difficult patients, and learn to flex their style to deliver information to all patients.

*Listening to Deliver World Class Patient Service.* Is your patient service the BEST around? The very first HCAHPS question asks, “How often did nurses treat you with courtesy and respect?” Listening is the key to attaining outstanding patient service—it is more than just hearing. True listeners receive, interpret, and respond to verbal messages without screening out the intended meaning or purpose of a message. Caregivers will learn exactly what drives patient’s perceptions of courtesy and respect, and techniques to transform these perceptions.

*Addressing the Emotional Needs of a Patient.* Today’s caregivers are doing more with less! Finding time to understand and incorporate the “emotional needs” of a patient into treatment plans and daily interactions is a difficult challenge. Yet, understanding patients’ emotional needs is one of the biggest drivers of patient satisfaction scores; problems arrive when patients feel others do not validate their emotions. This workshop will help your caregiver address and meet the emotional need of the patient—by just tucking it in to routine medical care.

27304 WKS0039A Succeeding in a Tough Market Apr 9 8:30am-3:30pm F \$299 Keene R. Vecchiotti  
 A down economy presents opportunities for flexible small businesses. You can prepare for the recovery now by making long-term moves, streamlining operations, retaining talent and organizing to compete effectively. For maximum benefit bring one or two of you managers with you. There will be opportunities to hear what other owners and entrepreneurs are doing to assure the future success of their businesses. (One hour lunch)

27305 WKS0040A Leadership for Small Businesses Apr 16 8:30am-3:30pm F \$299 Keene R. Vecchiotti  
 One of the most misunderstood and misused word in the business jargon of the day is leadership. You'll learn how leadership is a process that brings leaders and people who execute will together to achieve common objectives. This course discusses the differences in how women and men lead and how the differences can converge to strengthen a business. It also examines the competencies leaders need to meet the challenges of the 21<sup>st</sup> Century. (One hour lunch)

27307 WKS0041A Managing Change When the Ground Is Shaking  
 Apr 23 8:30am-3:30pm F \$299 Keene R. Vecchiotti  
 When you're in an earthquake, it's hard to get a foothold and even harder to make forward progress. Learn how you can anticipate changes and prepare a first response in tough economic times. This course will discuss how external changes can be predicted. It discusses how to understand and profit from incremental and dramatic change. Practical exercises will help you see changes ahead in your business and prepare a plan to succeed ahead of the competition. You'll have a better appreciation for how change is critical to survival and in creating opportunities for sustainable success. (One hour lunch)

27319 CENR0240A Social Networking- Afternoon for Non-Profits  
 Jan 20 1:00-4:00pm W \$35 Claremont S. Eaton

27320 CENR0240B Social Networking- Afternoon for Non-Profits  
 Jan 27 1:00-4:00pm W \$35 Keene S. Eaton  
 Participants will learn to create a social networking site. They will learn information about the importance of doing social networking and determine what their message is and how to convey that using social networking.

27321 CENR0241A Social Networking- Evenings for Business Owners  
 Jan 20 5:30-8:30pm W \$35 Claremont S.Eaton

27322 CENR0241B Social Networking- Evenings for Business Owners  
 Jan 27 5:30-8:30pm W \$35 Keene S.Eaton  
 Participants will learn to create a social networking site. They will learn information about the importance of doing social networking and determine what their message is and how to convey that using social networking.

27325 CBUS0193A Critical Project Management Skills Jan 14 9:00-11:50am Th \$99 Claremont N.Pangaro  
 27327 CBUS0193B Critical Project Management Skills Mar 11 1:00-4:00pm Th \$99 Claremont N.Pangaro  
 27329 CBUS0193C Critical Project Management Skills May 6 9:00-11:50am Th \$99 Claremont N.Pangaro

This course begins with the fundamentals of Project Management and leads participants through to the more advanced subjects. With emphasis on such diverse skills as effective communication, risk management, resource management and cost and schedule controls, participants can expect to acquire the skills necessary to: Identify, build and motivate project teams; Set goals and objectives for projects; Define and manage project constraints; Estimate costs ; Control project changes, and Measure project performance. After this workshop, participants will have the knowledge and confidence to handle project risks, motivate team members, communicate effectively, and deliver project deliverables on time—and on budget.

27326 CBUS0194A The Essentials of Project Management Feb 4 9:00-3:00pm Th \$99 Claremont  
 27328 CBUS0194B The Essentials of Project Management Feb 18 9:00-3:00pm Th \$99 Keene

27330	CBUS0194C	The Essentials of Project Management	Apr 1	9:00-3:00pm	Th	\$99	Claremont
27331	CBUS0194D	The Essentials of Project Management	Apr 5	9:00-3:00pm	M	\$99	Keene

When project teams understand their roles and responsibilities within the project organization *and* the overall project management framework, they are much more likely to succeed. Organizations with these strong teams will be primed and ready for success in all endeavors. In this course, participants will learn the fundamentals of project management to improve their performance as project team members; they will: Identify critical functions on project teams ; Set and understand objectives; Identify activities associated with successful project performance; Understand the importance of dependencies, project schedules and budgets Upon completion, participants will understand the need to optimize project activities, estimate and control costs, schedule and control changes to the project, and measure project performance.