



north star computing

COMPUTER RESOURCE CENTER



Professional Development

Effective Business Writing (up to 9 Hours)

Price: \$290 or 3 vouchers (vouchers can only be used for classes on the regular schedule)

Though businesses increasingly rely on technology, technological skills alone do not guarantee success in the workplace. You must still develop your ideas, express them clearly, and persuade others of their viability. This course offers effective strategies to sharpen your writing skills by structuring your ideas logically, exercising diplomacy in letters and reports, and shaping your arguments.

Advanced Business Writing (up to 15 Hours)

Price: \$490 or 5 vouchers (vouchers can only be used for classes on the regular schedule)

This course includes all the material covered in our Effective Business Writing class, and takes it a step further. It is geared toward people who have the responsibility to write business documents that help support the goals of their company. In order to successfully create a variety of business documents, you need to thoroughly understand which documents work best for specific situations and how to produce them. In this course, you will learn how to choose the best document to use and prepare to write the document to help you achieve your business goals.

Conducting Interviews (up to 6 Hours)

Price: \$145 or 2 vouchers (vouchers can only be used for classes on the regular schedule)

Identify the benefits of interviewing skills and the various types of interviews; define success factors; and identify the steps involved in writing and finalizing the success factors for a position. Establish a plan for an interview and prepare an office for an interview. Handle an interview by developing an understanding of the various types of candidates, conduct an interview by following a specific structure, and use effective communication techniques when interviewing. Identify the types of bias, the steps involved in evaluating a candidate, and several criteria for ranking candidates. Identify the follow-up tasks that should be performed after an interview. List the provisions outlined by EEO and identify appropriate and inappropriate questions, including those that are not permissible according to the law. Define *disability*; identify the questions that are prohibited by the ADA, hire prospective employees legally under the Immigration Reform and Control Act, and use Form I-9.

Conducting Meetings (up to 3 Hours)

Price: \$95 or 1 voucher (vouchers can only be used for classes on the regular schedule)

Identify the benefits, types and misconceptions about meetings, plan a meeting, participate in a meeting, and close a meeting. Identify the types of meeting leaders and the characteristics of an effective meeting leader, the process to follow when making decisions in a meeting, and explain how to identify and minimize groupthink in meetings. Identify the main causes of conflict and the ways to resolve conflict in meetings, and the common difficult personality types in meetings, and identify the characteristics of a positive and negative climate and the steps to build a positive climate when communicating. Identify the ways to communicate clearly in a meeting, communication styles to avoid, and the ways to enhance relationships with participants. Identify the common barriers to listening effectively and the steps to become an active listener, and how to ask effective questions and the four types of questions that are helpful during a meeting. Identify the different ways nonverbal messages can be sent, and interpret nonverbal communication and identify the steps to improve nonverbal communication.

Training • Consulting • Rentals • Testing Center

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Dealing with Difficult Employees (up to 6 Hours)

Price: \$145 or 2 vouchers (vouchers can only be used for classes on the regular schedule)

This course will teach supervisors and managers to face the task of dealing with difficult employees; those who often come in late, don't work hard, procrastinate, or keep morale low. You will learn how to determine the causes of employee performance problems and learn what interventions steps to take. Rather than dictate performance changes, managers are encouraged to give constructive feedback to help employees improve work ethic and morale. A six-step Intervention Model will offer good suggestions about communication, a plan of improvement, and problem resolution. The Intervention Model also shows how to deal effectively with discipline and termination situations. All employee performance issues, including management responsibility, are discussed in detailed case studies.

Sexual Harassment (up to 6 Hours)

Price: \$145 or 2 vouchers (vouchers can only be used for classes on the regular schedule)

Avoid sexually harassing behavior, realize the cost of sexual harassment to an organization, and identify the psychological, health-related, and career-related effects of sexual harassment. Describe the law against sexual harassment and the types of sexual harassment, and understand an organization's liability if a non-employee harasses an employee. Identify behaviors constituting verbal, nonverbal, and quid pro quo types of sexual harassment, types of sexual harassment behaviors, and recognize the impact of sexual harassment in the workplace. Prevent sexual harassment in the workplace, respond appropriately if you or your co-workers are being harassed, and handle personal conversations in the workplace. Identify the need for a sexual harassment policy in an organization, respond appropriately to the employee being harassed and to the accused, and identify the repercussions of sexual harassment on the organization.

Time Management (up to 6 Hours)

Price: \$145 or 2 vouchers (vouchers can only be used for classes on the regular schedule)

Identify the benefits of time management, evaluate productivity, and identify goals and set priorities. Develop time management plans by identifying goals, creating daily plans, and recognizing obstacles. Use technology to save time instead of wasting time; and maintain a reasonable workload by saying "no." Increase productivity by controlling interruptions and meetings, and recognizing factors that adversely affect productivity. Avoid information overload by identifying causes, screening information, controlling paperwork, and using a filing system to organize your office; and communicate effectively.

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