

Anger Management

Anger can be an incredibly damaging force, costing people their jobs, personal relationships, and even their lives when it gets out of hand. Everyone experiences anger, so it is essential to learn how to control and channel this powerful emotion so it does not derail your personal and professional life. Anger Management seminars will teach participants how to identify their anger triggers and how to manage anger effectively using constructive approaches.

Attention Management

A distracted employee is a less effective employee. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. Attention Management is a useful skill that allows managers to connect with their employees on an emotional level and keep them focused on reaching personal and company goals. Participants will learn and practice strategies for staying more attentive, and therefore more efficient, accurate, and productive, at their job.

Body Language Basics

Often what is *not* said is just as important as what *is* said. Body Language Basics will provide your group with a great set of skills to interpret the non-verbal aspects of your interactions at the office and at home. Participants will better understand how their own body language is being interpreted and be able to adjust and improve the way they communicate through non-verbal cues.

Budgets & Financial Reports

Money matters can intimidate even the smartest people. Nevertheless, having a solid understanding of basic business financial terms and methods is crucial to most careers. When terms like ROI, EBIT, GAAP, and extrapolation come up in conversation, you need to know what people are talking about, and you need to be able to participate in the discussion. The Budgets and Financial Reports seminar will cover commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

Business Ethics Skills

A company's ethics will determine its reputation and long term success. Implementing a corporate ethics program will foster a successful company culture and increase profitability. A company's ethics influence interactions with customers, employees, suppliers, competitors, etc. News of dishonesty, greed, "creative" accounting, or other shady dealings can now spread faster and farther than ever before; it's essential every employee demonstrates good ethics in every interaction. Developing a Business Ethics program takes time and effort, but doing so will do more than improve business, it will change lives.

Business Etiquette

Have you ever been in a situation where:

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Business Etiquette will help participants look and sound their best no matter what the situation. This course examines the basics—consideration of others, dress/appearance, the workplace versus social situations, business meetings, proper introductions and “the handshake,” conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette.

Business Succession Planning

Business succession planning prepares successors to take on vital leadership roles when the need arises. Every company should have a succession plan in place, as it is not the expected absences that often cripple a company, but the unexpected ones. Whether you need to prepare someone to take over a position of leadership in a large corporation, or you need to pass the leadership torch for your small business, Business Succession Planning will teach you the difference between succession planning and mere replacement planning. Learn to identify future leaders and actively prepare them to take on growing responsibilities so your company thrives in the transition.

Change Management

Change is inevitable—will your organization see it as an obstacle or as an opportunity? All around us technologies, processes, people, ideas, and methods change, affecting the way we perform daily tasks and live our lives. The Change Management seminar offers participants an understanding of how change is implemented and gives them some tools for managing their reactions to change.

Coaching & Mentoring

It happened again. Your low performing employee failed to meet quota this month even after you spoke with him or her about the importance of meeting goals. This employee has a great attitude and you know he or she can do better. How do you motivate him or her to reach the goal? You are baffled and you know being frustrated makes matters worse.

Learn how to guide employees to higher performance via relationship building and goal setting. A good coach fosters great working relationships with employees through communication, understanding, and strategic goal setting. Get your team working toward common objectives, and keep the energy and momentum up for the long term.

Communication Strategies

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

The Communication Strategies seminar will help participants understand the different methods of communication and how to make the most of each of them. These strategies will trickle down throughout the organization and positively impact the way your staff communicates with one another and with customers.

Computers, Software & Technology

Keep in step with the expanding and ever-changing world of computers, software applications, and technology. Training programs and certifications for all experience levels will help you or your staff advance to the next level and stay ahead of the curve.

Whether you are interested in office applications such as Word, Excel, or Access, or more technical applications in web design and development or print design, we can develop the right course for you. You can even expand your business and marketing skills with courses in social media, or learn how to streamline your online presence by implementing a content management system.

Conflict Resolution

Dealing with conflict is important for every organization. If left unchecked, conflict can lead to lost production, absences, attrition, and even lawsuits. Participants will practice a seven-step conflict resolution process they can modify and use to resolve disputes of any size. Time will be dedicated to solution building and finding common ground. As part of the seminar, participants will also learn to deal with anger and use the Agreement Frame.

CPR/First Aid

Respond effectively and confidently to a medical emergency, providing life saving support until emergency care arrives. Subjects taught include adult and child CPR and AED, cardiac arrest, choking, and treatment for shock. The first aid portion of the course covers illnesses, bleeding injuries, musculoskeletal injuries, bites and stings, and more. This two year American Heart Association certification is accepted by teaching institutions, medical institutions, and many other occupations.

Creative Problem Solving

Effective problem solvers are an asset in the workplace because of their ability to transform problems into opportunities. The Creative Problem Solving seminar will give participants an overview of the entire creative problem solving process, as well as key problem solving tools they can use every day. Skills such as defining the problem, brainstorming, gathering information, analyzing data, identifying resources, and implementing a plan will be covered. Use this problem solving process for any kind of problem, large or small.

Crisis Management and Communication

Weather a natural disaster, accident, product recall, or other organizational crisis with a well planned and skillfully executed crisis communication plan. First, develop a plan to address the public's need for information while minimizing legal liability. Next, practice executing the media response portion of your plan, and controlling "key messages." The final project is an on-camera interview scenario, where you will field questions related to a personalized mock crisis. Register your team for this training and be ready for any type of business crisis.

Critical Thinking Skills

Train your team to become more rational and disciplined thinkers by mastering the skills to evaluate, identify, and distinguish between relevant and irrelevant information. Critical Thinking allows you to analyze and assess information and make informed, effective decisions. It also provides the best chance of making the correct decision, and minimizes damages if a mistake does occur. Developing critical thinking skills will lead to improved productivity and decision-making at work, plus provide a great skill for everyday life.

Customer Service

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their paychecks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The Customer Service Seminar will look at all types of customers and how we can serve them better and improve ourselves in the process. Participants will develop a strong skill set including in-person and over-the-phone techniques, dealing with difficult customers, and generating return business.

Delivering Constructive Criticism

Delivering Constructive Criticism is a challenging, yet essential, work task. When an employee commits an action requiring feedback or criticism, it needs to be handled in a very specific way. If executed correctly, Constructive Criticism provides the ability for management to nullify problematic behaviors and develop well-rounded and productive employees. Constructive feedback shows an employee that management cares about him or her and will invest time and effort into his or her career.

Digital Photography

It does not matter if you are just starting your photography adventure or have been around digital cameras for years; UNLV's training workshops will help you take photos like a real professional. Learn about basic photography or expand your knowledge so you can move beyond the auto settings on your DSLR camera for more control and the best quality pictures. Training can be customized to your group's skill level and interests.

Emotional Intelligence

Emotional intelligence (EI) is the ability to recognize one's own feelings, understand the dynamics of the group, and comprehend how emotions influence motivation and behavior. High emotional intelligence is associated with career success, effective leadership, and personal well-being. EI skills including self-awareness, empathy, relationship building, decision making, leadership, and management of emotions can be learned and enhanced. EI training will help your group work and communicate better both as individuals and as a team.

Employee Motivation

When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. But the truth is, no matter what incentives we offer people, true motivation must come from within. The Employee Motivation seminar will give participants several tools to become a great motivator, including goal setting and influencing skills. Participants will also learn the most popular motivational models, and how to weave them together to create a custom program.

Facilitation Skills

Businesses increasingly rely on peer participation and consensus building during meetings rather than a top-down approach. Good facilitation skills are therefore becoming increasingly important for employees at all levels of your organization. A facilitator is in charge of a meeting's dynamics, allowing participants to fully engage on the issue at hand. A good facilitator helps attendees set (and follow) ground rules, stay on task, have an equal voice, and make decisions. This seminar will explain what facilitation is all about, plus give your participants some tools and techniques they can use to facilitate small meetings. A strong understanding of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

Financial Management

Managing your company's money goes well beyond just paying the bills. This seminar will cover key components of financial management including creating and managing your budget, policies and procedures to ensure quality internal controls, reading financial reports, preparing your agency for an audit, and understanding the Internal Revenue Service Form 990.

Foreign Language or ESL

Learn how to communicate cross-continentially and cross-culturally in our language classes for beginners and more advanced speakers. Language courses focus primarily on conversational skills for daily life or travel, including useful vocabulary and proper pronunciation. Study of culture and customs is also included. We currently offer ESL, Spanish, Italian, French, Chinese, and Japanese, but may be able to create curriculum for any other language.

Grant Writing

With difficult economic times impacting budgets, businesses and organizations must submit increasingly competitive grant proposals to help provide valuable services and enhance their operational infrastructure. Whether you are new to grant writing, have written a few small grants, or contributed to major grant proposals, grant writing training expands your professional writing skills and can make you a more valuable asset to your organization.

Health, Wellness & Fitness

We can custom design a broad range of health and wellness courses for health care professionals as well as for individuals interested in furthering their own knowledge in the areas of health education, wellness, preventative care, and fitness training. Let us customize a yoga class, tai chi series, or boot camp to meet your group's needs.

Human Resource Management

Tasks that used to fall under the responsibility of the human resources department have become a part of many managers' job descriptions. Allowing managers to tackle HR duties without training can lead to errors that can cost the company money or, even worse, a lawsuit. A seminar in Human Resource Management will give your managers the basic tools to handle numerous human resource situations such as interviewing, employee orientation, safety, harassment, discrimination, violence, discipline, and termination.

Interpersonal Skills

We've all met that dynamic, charismatic person who just has a way with others, and has a way of being remembered. An Interpersonal Skills seminar will help participants work towards becoming that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking. Attendees will also practice the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

Leadership

Challenge the idea that leaders are born, not made. While it is true that some people are natural born leaders, some leaders emerge in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it.

Once you learn the techniques of true leadership and influence, you will be able to build the confidence required to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. Taking the lead means you will face challenges and have to make tough decisions, but with practice leadership can become natural and rewarding.

Managing Managers

Acquire the special finesse required to provide essential skills, guidance, and empowerment to your management team. Effective leadership by you will, in turn, prepare them to guide and motivate their own teams and produce fantastic results. This seminar will expand participants' management skill set and provide methods for them to teach and lead both new and experienced managers.

Marketing

The way you market your business, organization, or group can have a great impact on its future success. We offer training programs in branding, marketing strategies, and social media. We can customize a curriculum to support your group's current marketing strategy or provide ideas for new directions.

Nonprofit Management & Operations

Build the foundation of knowledge required for effective operation and management of a nonprofit organization. Available seminars cover topics including ethics and values in nonprofit governance, legal compliance and public disclosure, strategic fundraising, donor and volunteer relationships, and financial oversight and reporting. We can also customize training for your nonprofit's board of directors. Whether you work for a nonprofit, manage a nonprofit, or serve on a nonprofit board, we offer a wide selection of training seminars to meet your specific needs.

Nutrition

Learn more about food, your body's nutritional needs, and the benefits of leading a healthier lifestyle. Complement your active lifestyle or fitness routine by learning how to fuel your body the proper way. Identify the different nutrients we need in our body as well as the effects of insufficient and excessive intakes of these dietary sources. Learn about the digestion and absorption process and why people have food allergies or food intolerances to certain types of food. Nutrition courses can be tailored to your group's unique needs or interests.

Performance Management

Utilizing Performance Management processes will ensure your organization and its employees are focused on the same priorities, leading to improved performance and productivity. The process benefits the organization itself by improving production and reducing waste. It helps individual employees set and meet career goals, build new skills, and open lines of communication with supervisors. Performance Management is more nimble in the face of change than a traditional formal review process; goals and methodology can be adjusted mid-stream to improve work outcomes. Enroll your team in a Performance Management seminar and begin applying the principles right away.

Pet Care & Safety

Be prepared in the event of a pet accident or medical emergency. Learn pet CPR and choking management, pet bandaging techniques, and how to build a pet first-aid kit. This workshop is open for all animal lovers and is hands-on, using stuffed animals to simulate situations and pet emergencies. Pets do not attend this class.

Personal Fitness Training

Prepare for a career as a personal trainer with a NCAA-accredited National Academy of Sports Medicine certification. The course will cover basics of human movement, resistance training, flexibility, cardiovascular training, balance, core, reactive training, speed, agility, and quickness. You will gain hands-on experience with fitness assessments and learn how to work with future clients. In addition to classroom instruction, a concurrent online component is included. Upon completion, participants will be prepared to successfully pass the certification exam.

Project Management

In the past few decades, organizations have discovered something incredible: the principles used to create enormous successes in large projects can be applied to projects of any size. As a result, many employees are expected to understand and apply effective project management techniques. Project Management will give participants an overview of the entire project management process, as well as key project management tools they can use every day. Working with project planning documents, such as needs assessments, risk management plans, and communication plans will provide benefits throughout your organization.

Public Speaking

Become a poised and powerful public speaker. Opportunities to speak in front of a group provoke anxiety for many people, yet the benefits of being a confident speaker can be enormous. Presentation skills help you to lead, persuade, motivate, educate, and manage others. Course topics include overcoming nervousness, planning your presentation, effective delivery, using humor, visual aids, answering questions, and handling difficult situations. After this one day crash course you will know the key elements of a powerful presentation and understand how to make a positive and lasting impact on your audience.

Stress Management

Maximize the positive stress in your life and minimize the negative stress; the first motivates us and the second can overwhelm us. The Stress Management seminar will introduce participants to a three-option method for addressing any stressful situation, as well as give them a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. Your group will also walk away from the seminar understanding what lifestyle elements they can change to reduce stress.

Supervising

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it. The Supervising seminar will help leaders become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

Test Preparation

Studies have shown students who receive test taking skills and strategies develop confidence and competence to attain the highest possible score. These test preparation courses will explain the nature and format of each section of the exam and teach you skills needed to maximize your performance in each of these areas. If you are seeking admission into a school or program, you will benefit from enrolling in a test preparation course.

Time Management

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis; stress declines and personal productivity soars! Train your staff to become highly effective individuals who are able to focus on the tasks with the greatest impact to them and the organization. Time Management seminar participants will gain a skill set that includes personal motivation, delegation skills, organization tools, and crisis management.

Wine Fundamentals

Let our professional sommelier take you through an introduction to wines or give those with a basic knowledge more expertise. If you have a specific region or wine you would like to learn about or you are about to take an excursion to wine country, we can tailor a course to your needs. We can customize training for a restaurant's food and beverage staff, or develop a session for a group of friends.