Classes available in a classroom or workplace setting:

Foundational Skills
- E-Mail Expert Skills
- Pinpoint Goal Setting
- Organizational Techniques for Busy People

Customer Relations
- Consistently Positive Service
- Consistently Positive Service – In Public Administration
- Handling Customer Conflict
- Positive Telephone Techniques
- Make Customer Service Your Business

Business & Office Technology
- Internet – Your Connection
- Intellectual Property
- Managing Company Knowledge
- Microsoft Outlook – Creating Tools to Work for You

Interpersonal Skills
- Critical Thinking & Decision Making
- Influencing/Negotiating
- Workplace Interpersonal Communication
- Public Speaking Confidence
- Stress Management

Professional Skills
- Conducting Effective Meetings
- Emotional Intelligence (EQ) & Business Leadership
- Powerful Presentations

Quality/Business Practices
- Assessing the Quality of Your Business
- Best Practices to Remain Competitive
- Competency Performance Strategies
- Employee Performance Enhancements

Process Improvement Turnaround
Managerial/Supervisory Skills
- Managing Change
- Motivating Employees
- Finance for Non-Financial Managers
- Performance Evaluations Made Easy
- Recruit, Train, Retain for Management Positions
- Teambuilding Techniques
- Working Styles
- The Value of Managing Practices

Leadership Development
- Balanced Scorecard
- Dynamic Leadership Principles
- Leading vs. Managing
- Strategic Initiatives Planning

Training & Education
- Adult Learning & Education
- Developing a Corporate University
- New Employee Training Program
- Training Assessment Companywide
- Training Return on Investment (ROT)
- Training & Education for the Future

We can provide customized training and enhance employee skills for the following areas:
- Small and Mid-size Businesses
- Retail Businesses
- Government Agencies
- Distribution Centers
- Manufacturing Companies
- Non-Profit Agencies

Additional Services

Training Needs Assessment Companywide
Competency Development to Improve Knowledge, Skills and Abilities
Performance Process Improvements to Increase Quality Levels
Skill Certifications to Create Consistency in Performance
New Employee Training; Develop an Entry-level Program

Send me more information on the services I have checked:
- Foundational Skills
- Quality/Business Practices
- Customer Relations
- Interpersonal Skills
- Professional Skills
- Leadership Development
- Business and Office Technology

Chaffey College Corporate Academy
Economic Development
5885 Haven Avenue, AD 190
Rancho Cucamonga
CA 91737-3002
909/652-4046
909/652-6048 Fax
www.chaffey.edu

Complete this card and mail it
Or, if you know of someone who may benefit from the Chaffey College Corporate Academy, please forward this information.

Name
Address
City, State, Zip
Day Phone
Evening Phone
Fax
Email Address
Employer Name

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