

Workforce Education and Training



Corporate Solutions



Portfolio of Training



ALAMO
COLLEGES

NORTHWEST VISTA COLLEGE

3535 North Ellison Drive
San Antonio, TX 78251
210.486.4400
www.accd.edu/nvc

Leadership Development

Training for Frontline Leaders, Supervisors and Managers

Development Dimensions International, Inc. (DDI) - Achieving Your Leadership Potential

This course bridges the widening gap between what is needed and required of today's leaders. A three-step process---Diagnose, Plan and Execute---helps learners stretch their capabilities and accelerate their leadership development.

DDI - Adaptive Leadership

This course raises leaders' awareness of the differences among people and situations. It teaches leaders how to tailor their approaches based on their team members' motivations, personality styles, the organizational environment and the situation.

DDI - Boosting Business Results

This course teaches leaders a proactive, strategic process they can apply to leverage their leadership skills so that business objectives will be realized.

DDI - Building An Environment of Trust

Because of the crucial link between trust and business success, leaders must realize the power of trust as a business tool. In this course, leaders learn how to avoid the trust breakers and take action to create an environment in which people take risks, identify and solve problems and work together to create and sustain high levels of trust.

DDI - Building Winning Partnerships

This course helps leaders identify their role in establishing alliances among work groups, management, customers and suppliers. They learn how to establish effective partnerships to meet customer needs by developing strategies for gaining people's commitment to working together.

DDI - Coaching for Improvement

This course helps leaders conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance.

DDI - Coaching For Success

This course develops leaders who help people achieve their goals and avoid problems—a positive experience for themselves and those being coached. Leaders learn a proven coaching process—a continuous cycle that ensures they identify coaching opportunities, provide needed coaching and support, observe performance and measure results until the desired outcomes are achieved. They learn how coaching for success benefits individuals, strengthens work groups and supports company objectives and priorities.

Conducting Effective Performance Reviews

Supervisors and managers learn to provide feedback, both positive and negative on a regular timely basis by setting goals and objectives to provide an agreed upon target for both management and employees. Participants learn to write and deliver performance feedback using a two-way communication appraisal process helping employees grow and develop.

DDI - Delegating For Results

In this course, leaders overcome their hesitation for delegation by learning skills for successfully matching people, responsibility and authority. This allows them to maximize involvement, productivity, motivation and growth for individuals, groups and the organization.

DDI - Developing Others

This course provides leaders, coaches and mentors with a practical process and the skills necessary to develop talent. It focuses on the leader's role before, during and after the development plan.

DDI - Essential Interviewing Skills

This course teaches participants how to interview for the behaviors, knowledge and motivations that are needed to be successful in a job.

DDI - Essentials of Leadership

This course teaches leaders how to get results through people. During the course, they learn a set of essential skills to meet both practical business needs and people's personal needs. Learners acquire a set of proven interaction skills, discover seven Leadership Imperatives for meeting today's challenges and realize their role as a catalyst leader—a leader who inspires others to act.

DDI - Facilitating Change

This course teaches leaders how to make change a positive experience for others by focusing people on a shared vision, building business partnerships, championing ongoing improvement and creating an environment in which learning is encouraged.

DDI - Getting Started as a New Leader

This course arms new leaders with the knowledge and skills they need to confront the challenges associated with getting their footing—and getting results more quickly—in their new leadership role. They learn how to focus their time and efforts on tasks that are most important to the organization's success. New leaders learn an approach that will accelerate their ability to achieve results through others.

DDI - Influential Leadership

Leaders learn influencing strategies and how to package ideas to gain the commitment of even the most skeptical coworkers and partners.

DDI - Launching a Successful Team

Leaders learn the process of setting up a team charter, including goals, ground rules and other important elements of a successful team. The course provides practical, actionable tools to help members stay on track, avoid the problems that plague many teams and achieve success.

FranklinCovey - Leadership: Great Leaders, Great Teams, Great Results

This course is customized to align with your organization's mission and strategic plan. Each Leadership topic session will delve deeper into the four imperatives of leadership: Inspire Trust, Clarify Purpose, Align Systems and Unleash Talent.

DDI - Leading Change

This course focuses on leaders' crucial role in effectively leading change initiatives in the workplace. Leaders learn how to introduce a change initiative and lead discussions with employees to explore how best to implement the changes. They also learn to help others overcome their resistance to change. These skills enhance a leader's ability to minimize the potentially negative effects of change on morale, processes and productivity.

DDI - Leading High-Performance Teams

This course provides team leaders with the tools and skills to perform three primary responsibilities—diagnose, coach and reinforce – that support their team's growth. Leaders learn to diagnose behaviors and conditions that limit team performance. They are equipped to assess team strength and weakness, as well as to use coaching and reinforcing skills to be a catalyst for high performance and continuous improvement.

DDI - Making Meetings Work

This course helps leaders save time and resources by leading meetings that support business needs. Leaders learn how to plan, facilitate and follow-up on meetings (including virtual meetings) to ensure that there is a payoff for the time invested in meetings.

DDI - Managing Performance Problems

This course builds leaders' skills in handling chronic performance or work-habit problems or serious misconduct. They learn how to document the problem and explain what the employee must do to address it. Leaders are skilled

DDI - Mastering Interaction Skills

Using job-related situations, this supplemental course helps leaders significantly improve their confidence and mastery in using leadership skills. Leaders explore the issues that they face, practice their skills and receive feedback on their use of the interaction process skills.

DDI - Motivating Others

In this course, leaders learn how to proactively create an environment in which people are highly motivated to perform. Participants learn the three factors that affect the motivation of employees—focused work, interpersonal support and individual value. As a result of this course, they will be able to determine which factor(s) is “low,” and emerge with both a plan of specific actions and the skills needed to build group and individual motivation.

Occupational Workforce Spanish for Managers

This conversational Spanish focuses on basic communication skills and pronunciation, along with industry specific expression used to communicate with workforce personnel. This course helps supervisors and managers to team and communicate with Hispanic employees increasing productivity and building successful employer/employee relationships.

DDI - Planning and Critical Path

This workshop is designed to help leaders fine-tune their planning skills. It teaches leaders an eight-step process for developing effective plans and gaining the commitment of people who influence or have a stake in a plan’s success.

DDI - Problem Analysis and Decision Making

This workshop provides tools that enable leaders to solve problems proactively and gain others’ commitment to solutions and decisions. Leaders will make high-quality, effective decisions and learn to recognize how personal bias, tunnel vision and marginal commitment influence decisions.

DDI - Rapid Decision Making

This course helps leaders accelerate the decision-making process yet still make quality decisions in fast-paced environments with limited time and information. They also learn how to determine when it is appropriate to use this approach and when to slow down the process and apply a more traditional, analytical approach.

DDI - Reaching Agreement

This course focuses on the dynamics of group agreement and the importance of having everyone’s commitment. It teaches seven techniques for making clear, high-quality decisions that have the buy-in and commitment of every group member.

DDI - Resolving Conflict

This course teaches leaders how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic—regardless of which stage a conflict is in. Leaders also learn the true cost of conflict to an organization and techniques for handling even the most challenging conflict-related discussions effectively.

DDI - Retaining Talent

This course helps leaders understand their critical role in retaining organizational talent. They learn to identify what it takes to keep employees happy and satisfied and how to conduct “quick check” discussions critical for retaining valuable employees. By taking a proactive approach to retaining people and encouraging people to openly discuss what it will take for them to stay; leaders can create an environment in which people feel valued and satisfied in their jobs.

DDI - Reviewing Performance Progress

This course helps leaders drive performance and accountability by replacing the “dread” of performance reviews with the “human touch” that builds trusting relationships with the people who report to them. Leaders learn to conduct effective discussions that recognize people’s success and plan for their future development.

DDI - The Service Leader’s Role

This course helps leaders identify the barriers to service excellence and provides them with five leader practices to create a service culture.

DDI - Setting Performance Expectations

This course helps leaders drive performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving it. When leaders conduct effective setting expectations discussions, people feel more motivated to perform well because they see how their efforts make a difference.

DDI - Supporting Leadership Development

This course is designed specifically for the managers of leaders being trained in DDI’s Leadership Skills. It helps managers understand both the concepts and techniques their direct reports are learning and what they need to do to support the organization and their new leaders in this critical leadership development initiative.

DDI - Targeted Selection

This course teaches participants how to build better selection systems that identify, hire and promote top talent. Participants will learn how to look for what they want and can persuasively sell the organization and the opportunity to the best prospects.

Professional Development

Training for Workforce And Teams

DDI - Adapting To Change

This course develops the confidence and skills needed to face change and welcome it as an opportunity to grow and learn.

Advanced Writing Skills

This course looks at writing proposals, business cases, letters of recommendation and letters of persuasion, refusal or action. E-mail etiquette is also discussed, along with the dos and don'ts.

Anger Management

The co-worker who can productively confront his/her team mate about a negative attitude increases the team's chance of success as well as minimizes destructive conflicts. Learning to defuse angry customers not only keeps customers loyal, but often increases repeat business. This course helps participants and their organizations maintain an edge over the competition.

Beginning Computers

Participants are provided with a basic introduction to computers which includes memory, storage devices and the operation of the motherboard.

DDI - Building Trust

This course gives you hands-on proven strategies for developing teamwork, partnerships and productivity through the building of trust in the workplace.

Budgets & Managing Money

This course will familiarize participants with the key concepts of finance and accounting to aid in forecasting and budgeting. Understanding financial statements and the cycle of finance can help keep your department out of the red.

Business Writing that Works

This course helps participants develop their business writing skills using the Four C's – clear, concise, complete and correct. It covers the basics of writing – grammar, spelling, punctuation and sentence structure, along with an understanding of passive and active voice.

CISCO Networking Academy

The Cisco Networking Academy program is a comprehensive in-class and online program that enables students to develop valuable information and communication technology skills for increased access to opportunities in the global economy.

CISSP Boot Camp

This 5-day course provides an excellent foundation for learning the concepts, topics and standards of the Common Body of Knowledge (CBK) as well as preparing the student for the CISSP certification exam.

Color Style Analysis

This course gives participants the opportunity to learn more about their preferred style of communication, the four colors associated with different styles and the strengths, needs, stresses and ideal work environment for each style.

DDI - Communicating and Listening

This course is designed to equip employees with the skills they need to communicate clearly and listen carefully.

DDI - Communicating With Others

This interactive skill practice course helps participants understand the impact of effective interaction skills. It teaches them to recognize and overcome communication barriers and interact effectively with others.

Computer-Based Testing (CBT)

The ACT Center helps organizations develop and deliver licensing and certification assessments aimed at ensuring that individuals bring the necessary skills to their work. Currently, the ACT Center Network delivers 20 assessments including Automotive Service Excellence (ASE), Association of Social Workers Boards (ASWB), American Board of Ophthalmology (ABO), just to name a few.

CE Mirror Courses

A variety of IT courses are offered for non-credit students called CE Mirror Courses. Non-credit students sit in the same classes with credit students, receive the same instruction and are awarded CEUs upon successful completion of a course instead of academic credit. Courses may include but are not limited to Systems Administration, Computer Forensics, Multimedia and Computer Programming.

DDI - Contributing to Meeting Success

This interactive course gives employees the skills to save meeting time, keep meetings moving forward efficiently and commit to and follow through on post-meeting actions.

Cultural Diversity in the Workplace

This class looks at the diverse workplace and defines what diversity is today, how to manage diversity in the workplace, barriers to diversity and the benefits of a diverse organization.

DISC Behavioral Style Analysis

Participants will learn about the concept of behavioral styles and the four styles of behavior, D-I-S-C. They will determine their own behavioral style, become aware of what motivates each style and how to communicate with each style on a personal and professional level.

Engineering Ethics

This seminar will review ethical guidelines directly relating to the professional responsibilities of Engineers. These range over the engineering disciplines from civil to electrical to biomedical Engineering. Contact hours can serve to satisfy CPE requirements.

Facilitator Training

This course is designed to prepare participants to work within the four roles of a facilitator, as well as, utilize performance improvement tools and techniques for organizational teams.

FranklinCovey - FOCUS: Achieving Your Highest Priorities

This course helps participants to identify and focus on top priorities, manage information, overcome procrastination, renew enthusiasm and become more effective by understanding the principles of time management.

DDI - Fast Start For Teams

This course walks team members through the process of setting up a team charter. It provides practical, actionable tools to help members stay on track, avoid the problems that plague many teams and achieve success.

DDI - Feedback Fundamentals

This course helps employees use feedback to enhance their job performance and ensure their success. The course emphasizes seeing feedback as objective information about performance that can help them improve the way they work.

DDI - Impacting Your Work Processes

This course focuses on individual work processes. It gives your people the skills to take ownership of their jobs and streamline their processes to improve performance.

DDI - Improving Personal Productivity

This course—which can be kicked off in a workshop or provided as a just-in-time reference tool—gives employees the skills they need to increase their productivity while decreasing stress levels.

DDI - Influencing Others

This course is designed to assist participants in developing various initiatives for creating and following a plan for influencing others.

IT Marketing Skills Achievement Award

The Marketable Skills Achievement award is a sequence of non-credit courses totaling 144-359 contact hours. Included are areas such as Cisco Certified ZNetwork Associated (CCNA), Administrator (MCSA), Web Designer, among others.

DDI - Interaction Skills for Success

This course presents the basics on how to work well together, reduce wasted time, lessen conflict and influence interactions in a positive way.

Introduction to Microsoft Office Suite

This course provides an introduction to application software utilizing the Microsoft Office Suite. Participants will learn basic functions in Microsoft Work, Excel and PowerPoint.

Introduction to Windows

This course provides training on the Windows Operating System and its evolution. Included is file management in Windows, copying, moving, deleting, saving files and the tools available through Windows to maintain an efficient computer.

DDI - Investing In Your Learning

This course teaches organizations one of the most direct ways employees can contribute to bottom-line organizational performance, continuously learning and renewing their skills. The payoff for individuals is greater career success, job satisfaction and a higher level of employability, developing into lifelong learners to help increase their level of performance.

Job Readiness

This course helps participants to identify tools to aid in job searches, how to fill out job applications, create a usable resume and learn the art of interviewing.

Learning About Learning

This course covers the VARK assessment for learning styles. Participants are assessed to look at the best method in which they learn – Visual, Aural, Read/write and Kinesthetic.

DDI - Making Effective Decisions

This course helps employees master a systematic approach to making better and faster decisions that will result in more effective performance.

DDI - Making Sense of a Business: A Simulation®

In this engaging business simulation, employees run a business hands-on to understand the rationale behind management decisions and realize how they can add to the company's success.

Management Skills for the Administrative Assistant

This course helps participants in support positions to increase productivity by learning to organize, prioritize, self-manage and build relationships through the three critical communication skills of active listening, skillful use of questions and an awareness of what your body language says about you.

Online Courseware

The ACT Center Network is a resource for the development of our community's workforce and economy and it offers thousands of online courseware titles from leading courseware developers. The courseware is cost-effective, easy to use and designed to blend seamlessly.

DDI - Optimizing Team Performance

This course recharges teams by providing a framework to diagnose strengths and weaknesses, tools to continually improve performance and a process to build action plans that optimize performance.

DDI - Partnerships For Improvement®

In this course, employees see the value of reducing unnecessary hand-offs and eliminating non-value-added activities in internal and external partnerships. They also learn a framework for cultivating and improving their partnerships.

DDI - Personal Empowerment: Taking Initiative

This course seeks to change the mind-set that empowerment is something that is given. It helps employees see that they can and should look for improvement opportunities.

Problem Solving and Decision Making

This course helps participants learn to use the fishbone analysis problem solving model for identification (root cause) of problems, in order to use various techniques for determining solutions, planning and implementation for win-win decisions.

Professional Ethics – Making Good Decisions

This course helps participants understand the difference between ethics and morals, along with the value of ethics. It covers tools and techniques that can be used when faced with ethical dilemmas.

Public Speaking: Presentation Survival School

This course helps participants gain the confidence and skills needed to plan, research, write and present in business and public arenas.

Stress Management

This course explores the harmful long-term effects of stress on mental and physical health and provides strategies for managing individual stress more effectively. Strategies include changes in lifestyle, relaxation and exercise, music, humor and a variety of other coping techniques.

DDI - Supporting Others

In this course, participants learn why supporting one another at work is important and how it can be done to ensure the success of everyone involved—the employees, their coworkers and the organization.

DDI - Taking Action® Handbook

This course is designed to serve as a reference guide for teams and individuals involved in continuous improvement, which requires ready answers to problems or questions as they arise—answers based on data, not hunches or guesses. Using tools that uncover the data and provide the answers helps ensure successful improvement efforts.

DDI - Taking Action® To Solve Problems

This program is a flexible, consolidated way to introduce continuous improvement and provide people with the tools to guide them through the process.

Taking Charge of Your Development

This course enables employees to initiate, create and execute their own development plans with their leader. Having employees who continuously learn and improve skills enables your company to quickly adapt to and capitalize on opportunities.

Techniques For a High-Performance Workforce

This course is a competency-based system designed to give employees and leaders skills needed to increase productivity, improve product and service quality, build a high-performance workforce and more.

The Power of Teaming

This course provides the skills and techniques to enable participants to design a workplace full of inspiration, creativity and innovation. This class discusses the FISH! Philosophy to not only help create a positive workplace, but also a culture that creates excellent customer service.

FranklinCovey - The 7 Habits of Highly Effective People

This course provides participants with a robust and tactical implementation plan to fully integrate the 7 Habits into their lives. Designed for anyone looking to become a more effective person – regardless of your occupation, position, or stage in life.

DDI - Training Others

This course gives employees the skills they need to effectively help others prepare for new tasks and responsibilities. It will also help build employee commitment to and understanding of the importance of training to your organization.

Train the Trainer

This training provides participants with a systematic approach to delivering effective instruction. The basic principles of adult learning are covered with emphasis on design, development and delivery of training.

Understanding Project Management

Designed to give participants a high level understanding of project life cycles including roles, risk, contingency planning, budgets and common terminology used in various projects.

DDI - Valuing Differences

This course gives people effective tools for appreciating others' unique perspectives, understanding people's inherent differences and collaborating in a mutually beneficial way.

Whale Done!TM The Power of Positive Relationships

This program will assist managers and employees in understanding the power of positive relationship in the workplace. Based on Ken Blanchard's book the concepts of building trust, accentuating the positive and redirection are explored with an interactive session at SeaWorld.

DDI - Working As A Team

This course teaches employees the personal, interpersonal and organizational advantages of working together, whether in teams or work groups.

DDI - Working Through Conflict

This course discusses how to manage conflict by dealing with differing ideas, interests, or perceptions. Participants will also learn how to avoid the negative effects it has on quality, productivity, cooperation and communication.

Quality Skills Development

Training for Quality and Process Improvement

5S's and Cleaning is Inspection

This course provides the basics of the Five S's (sort, set in order, shine, standardize, sustain) – the cleaning and straightening activities that are the foundation for all workplace improvements. Especially useful in manufacturing environments, pilot teams and implementers of Lean Manufacturing.

Introduction to Lean Manufacturing

This course provides a basic awareness of Lean Manufacturing, a process improvement methodology in which production and/or service processes are optimized to create maximum value for customers, while minimizing time, cost and errors.

Just in Time Pull System (JIT)

This course provides an introduction to Just In Time (JIT) which is defined as “a philosophy of manufacturing continuous improvement, based on planned identification and elimination of all waste and continuous improvement of productivity”.

Plan-Do-Check-Act (PDCA)

This course trains participants on how to use FOCUS PDCA as a tool for process improvement, the 7 ingredients needed for a process improvement environment and obstacles that can hinder a process improvement environment.

Process Mapping

This course teaches the fundamentals of process mapping as a tool for process improvement. An engaging learning environment focusing on hands-on training is utilized to increase participant understanding of process mapping methodology which promotes immediate on-the-job application of the information presented.

Variable Reduction Team Concept (VRCT)

Designed to teach participants the importance of variance in manufacturing and that by reducing it, maximum process capability can be realized.

Sales / Customer Service Development

Training for Customer Service and Sales

Customer Service Skills

This course provides the skills needed to demonstrate professionalism, communicate effectively, enhance customer relations, accountability, customer problem analysis, team work, understand quality management and build effective supervisor relations to secure the competitive advantage.

DDI - Service Boosters

This course is full of learner-driven activities that help service providers focus on applying specific service skills in more advanced, challenging situations.

DDI - Service Plus®

This course helps create that level of service, helps eliminate customer defections and strengthens customer satisfaction and loyalty. The program gives service providers more than a list of do's and don'ts by providing a toolbox of skills for effectively and efficiently handling all types of customer interactions.

Building Relationships for Success in Sales

Strategic friendships will make or break any business, no matter how big and no matter what kind of market place. This course helps participants identify strategies for building and maintaining strategic relationships for successful sales.

Dynamite Sales Presentations

This course helps participants focus on formal written proposals and in-person presentations. Impress clients with knowledge of products and services, along with an understanding of their problems and the solution(s) they need.

Overcoming Objections and Nailing the Sale

This course will help sales professionals plan, prepare and execute presentations that address customer concerns reduce the number of objections encountered and improve upon closing techniques. Learn to recognize when a prospect is ready to buy and be prepared to present options and be willing to negotiate.

Prospecting for Leads like a Pro

This course helps participants to become skilled at networking and targeting potential prospects by understanding the 80/20 rule. Know who to target and how to target them by building a prospecting plan to turn leads into customers.

Using the Telephone as a Sales Tool

This course helps participants learn to use the telephone to supplement and enhance their marketing and selling mix for an increase in sales and repeat business. Get past the discomfort of cold calls by learning how to warm up your sales approach and maximize your efficiency over the phone.

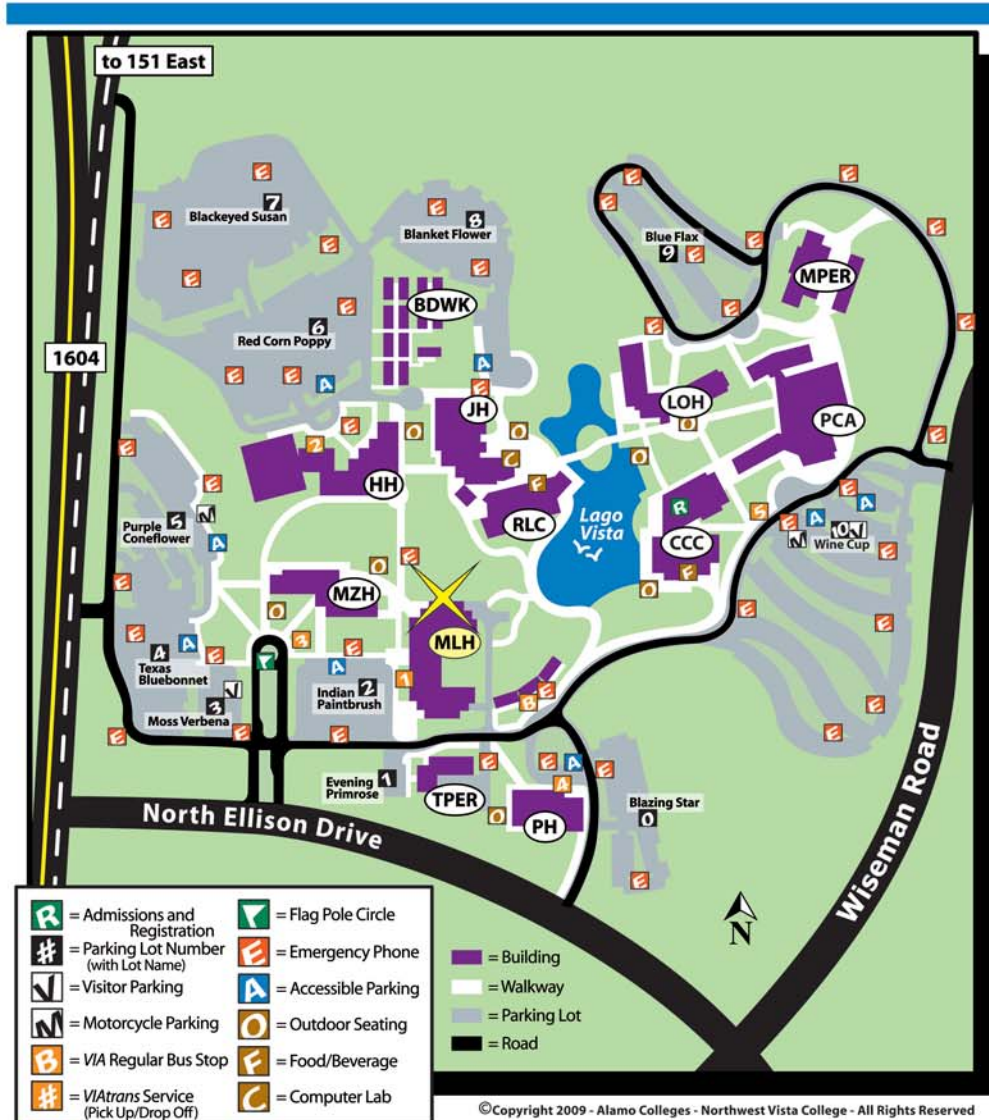
DEVELOP YOUR WORKFORCE...

INCREASE YOUR COMPETITIVE ADVANTAGE

For More Information call (210) 486-4400



NVC Campus Map



BDWK Boardwalk	CCC Cypress Campus Center	HH Huisache Hall	JH Juniper Hall
LOH Live Oak Hall	MZH Manzanillo Hall	MLH Mountain Laurel Hall	PCA Palmetto Center for the Arts
PH Pecan Hall	RLC Redbud Learning Center	TPER Texas Persimmon Physical Plant	MPER Mexican Persimmon Physical Plant

3535 North Ellison Drive • San Antonio, TX 78251 • 210.486.4400 • www.accd.edu/nvc/workforce

In Partnership with



Developing the 21st century workforce™



FranklinCovey®