

Customized Training

Want more from your employees but don't know where to start?

We help you bridge the skills gap.



Our Training

Customized – focusing on areas of specific concern to employers.

Flexible - occurring at the times that are most convenient to you and your employees, with minimal employee down time.

On Site Training - minimizing the cost of travel and employees time away from work.

Affordable - reasonable hourly rates.

Our Instructors

Our instructors, including Shasta College faculty and professionals actively involved in the business community, are on the leading edge of training strategies and solutions. Their training and experience enable them to present information with practical applications in your business environment.

Call today for your free consultation!

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Employee Training

*Customized Training
to meet your
Business Needs*



**Economic and Workforce
Development Division**

Affordable Training Delivered To Your Site!

Customer Service Training

These interactive modules will be designed to address customer service scenarios that occur in your business setting ensuring your employees can immediately apply what they have learned to the job.



Customer Service training includes:

- *Customer Service*
- *Communication*
- *Ethics and Values*
- *Conflict Resolution*
- *Stress Management*
- *Time Management*
- *Attitude in the Workplace*
- *Handling Organizational Change*
- *Decision Making & Problem Solving*

Leadership Excellence Certificate Program

Three Certificates of Completion are available. The certificates are categorized in three areas:

- **Leadership**
- **Management Excellence**
- **Leadership and Planning**

The topics identified for the various areas of training are as follows:

Leadership

Concepts of Leadership, Human Behavior, Communications, Leadership Styles, Time Management, Presentations

Management Excellence

Human Resources, Employee Issues, Leading, Motivation, Teamwork, Meetings, Performance, Change, Diversity, Developing a Culture

Leadership and Planning

Strategic Planning, Performance Measures, Vision/Mission/Goals & Objectives, Project Management

Computer Training

Customized computer skills training can be provided at your location or in our computer lab:

- **Word**
- **Excel**
- **Access**
- **PowerPoint**
- **QuickBooks**



Mandated Reporter Training

This training is designed to assist educators, health practitioners, law enforcement officers, child care providers, social workers, religious and youth group workers, probation officers, in understanding their respective duties and responsibilities under the state law.

It will train you to identify suspected child abuse and its reporting responsibilities.

