

JCCC CONTINUING EDUCATION

# Business and Leadership

ENHANCE YOUR SKILLS AND IMPROVE  
YOUR ORGANIZATION'S PERFORMANCE



For course details and to register, visit [jccc.edu/ce](https://jccc.edu/ce) or call **913-469-2323**.

# BUSINESS AND LEADERSHIP

## BUSINESS LEADERSHIP CERTIFICATE

Complete the certificate by taking the following classes within one year:

- Building and Sustaining Trust
- Coaching for Peak Performance
- Communicating for Leadership Success
- Delegating with Purpose
- Developing Yourself and Others
- Driving Change
- Resolving Workplace Conflict

### Accelerating Business Decisions\*

This course helps you learn how to accelerate the decision-making process, yet still make quality decisions in fast-paced environments with limited time and information. It also teaches you to identify your own and others' decision-making tendencies and understand how to balance situations requiring accelerated decisions.

### Addressing Poor Performance\*

Many leaders struggle with poorly performing employees despite repeated coaching. Build your skill and confidence in handling chronic performance problems. Focus on operational and behavioral issues, overcome defensive reactions, gather and use data to provide effective feedback, and balance seeking and telling to gain commitment for improvement.

### Advanced Coaching\*

You will advance your coaching skills through "active coaching" and understand the importance of seeing the daily opportunities that exist, even when those opportunities do not offer the chance to have a detailed discussion. Leaders sometimes miss opportunities to bring out the very best in all direct reports and empower employees to get things done. This course allows you to share your challenges with others.

NEW!

### Breaking Down Barriers through Awareness: Unconscious Bias

We all have prejudices that we are not even aware we have. Buried prejudice and biases are surprisingly influential underpinnings to all of the decisions we make, affecting our feelings and, consequently, actions. This phenomenon is called unconscious bias. The concept of unconscious bias or "hidden bias" has come into the forefront because the dynamics of diversity are changing. Primarily, it is very important to understand biases in order to overcome them. Your willingness to examine the filters through which you view and interpret yourself and others is an important step in understanding the roots of stereotypes and prejudice in our society and in our workplaces.

### Building and Sustaining Trust\*

Trust is directly linked to employee engagement, retention, productivity and innovation. This course introduces the actions leaders can take to build and sustain trusting relationships, as well as common trust breakers that can quickly erode or break trust. Applying these skills to build trusting relationships enables people to take risks, identify and solve problems, and collaborate to achieve business results.

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## **Building Intercultural Work Teams**

In our global world, working within diverse teams that reach across many cultures is a critical business need. Learn powerful strategies and practical skills needed to bridge crucial differences in language, culture and business protocols.

## **NEW! Bullying in the Workplace**

Bullying is called the silent epidemic. Although half of workers have experienced or witnessed bullying, policies and laws dealing with it are far less prevalent. This is, in part, because bullying can be hard to identify and address. People wonder, what does bullying look like? How can we discourage it in our workplace? What can I do to protect my staff and co-workers? All of these questions (and more) will be answered.

## **Coaching for Peak Performance\***

Understand the importance of four coaching techniques to facilitate more effective and efficient interactions. Since both proactive and reactive coaching discussions can be challenging, you will use your own situations to make the course relevant to them.

## **Creating Successful Staff Retreats**

A staff retreat can evoke some pretty strong emotions. Do you dread a week hanging around with people you would never invite home for dinner? Staff retreats still continue even in hard times. Why? Many of the things we really need to accomplish take longer than the two hours you have in meeting time. And, the retreat itself can bring about a change. Get the tools to create staff retreats that are successful and help bolster productivity, sales and a positive workplace culture.

\* This DDI course is approved by HRCI and SHRM for 3.5 hours.

## **Delegating with Purpose\***

Fewer resources, changing motivations, virtual employees and global workforces are challenges leaders face as they attempt to meet ever-increasing workplace demands. Identify tasks to delegate, select appropriate individuals, assess capabilities and commitment. Plan the delegation discussion including the level of decision-making authority, amount of support, and measuring and monitoring the delegation.

## **Developing Yourself and Others\***

Development is critical to attracting and retaining talent, employee engagement, preparing future leaders and ultimately ensuring the success of the organization. Learn a practical process to guide your own, as well as your direct reports, development planning efforts. Create plans that support the current and future business needs of the organization.

## **Driving Change\***

Driving Change provides the skills and resources leaders need to accelerate the process of implementing change and creating an agile work environment where people are more open to change. Learn how to use three change accelerators to turn resistance into commitment and inspire team members to take ownership of change.

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## **Effective Supervisory Skills**

As a supervisor, you are asked to empower your workforce using a team approach for greater productivity. Learn how to provide leadership for groups and hold them accountable for their own productivity, how to involve employees in their own appraisals, and strategies for training new employees.

## **Embracing Change\***

If there's one thing all organizations in today's economy have in common, it's that they are undergoing change. This course focuses on the role of individual performers in implementing change in the workplace. Participants discover their Change IQ, learn about the phases of change that many people experience, and are introduced to best practices that will enable them to tackle and overcome the new business challenges of today and tomorrow.

## **Engaging and Retaining Talent\***

This course helps leaders conduct the types of ongoing discussions needed to ensure that an organization retains key players regardless of whether these key players are satisfied and motivated, or have one foot out the door. It builds on core leadership skills and helps leaders (with or without direct reports) understand motivation, have discussions with direct reports about their motivations, motivate a group, and avoid demotivating people.

## **Get It Right: Find Work that You Love!**

We all want to be happy, but what are we doing to make that happen? You spend 40+ hours at work and if you are not happy there, it's heavily influencing the quality of your evenings and weekends. In this workshop, you can learn about readily available tools to guide you to the right work for you. You will also learn how to make your brain chemistry work for you instead of against you as you begin your journey to the right work for you.

## **Grant Writing Finally Made Easy**

Develop your grant writing skills and reduce time spent in the process with an exclusive step-by-step method. It begins with an introduction to grant writing with templates, and culminates with the business of grant writing including ethics and professionalism.

## **High Impact Feedback and Listening\***

When sharing feedback is part of an organization's culture, it is an effective business tool that reaches across all levels. In this course, you will learn how to effectively deliver both positive and developmental feedback. Also learn how to be receptive to feedback and how to listen to accurately understand the speaker's intended message. In the workplace, these skills help you optimize and sustain your own and your co-workers' performance.

## **Increasing Your Emotional Intelligence**

Emotional intelligence (EI) is the ability to identify, assess and control the emotions of oneself, of others and of groups. Develop your level of EI, identify negative consequences of unmanaged emotions on your personal effectiveness, and increase your empathy and social skills. Practice techniques that achieve greater self-awareness, self-control, and self-motivation to enhance employee relationships and increase productivity.

## **Managing Managers**

Managing managers takes courage, and in this course we give you a simple, but effective two-pronged approach focused on developing your business strategy while also improving your leadership skills.

**\* This DDI course is approved by HRCI and SHRM for 3.5 hours.**

## Maximizing Team Performance\*

Managers can misdiagnose the root causes of team conflict or less-than-optimal team performance when they consider only the capabilities or character of individual team members. Learn to work with teams to build the infrastructure that enables maximum performance. Gain experience in diagnosing and applying the five team success factors: results, commitment, communication, process and trust.

## Navigating Beyond Conflict\*

The differences people bring to the workplace can promote tremendous creativity and innovation. Those same differences also can contribute to misunderstandings, which can lead to discord and, if left unresolved, dispute. Learn how to recognize the warning signs of conflict and take action to prevent situations from escalating or to work out the conflict if it does escalate. Learn to mitigate negative impact, thus reducing the cost of conflict and improving business results.

## Negotiating for Results

People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well. This interactive workshop includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem-solving.

\* This DDI course is approved by HRCI and SHRM for 3.5 hours.

## Networking for Enhanced Collaboration\*

Today's jobs are more complex and demanding, increasing the need for information and expertise from diverse contacts across, and outside the organization. Associates must build business networks to contribute to their success and to enhance collaboration across the organization. This course will help learners increase personal and team value by teaching them to cultivate a network of associates they can contact for information, advice and coaching. Learners identify what information and expertise they need, identify who can provide it, practice asking for help, and then learn techniques for maintaining strong working relationships.

**NEW!**

## Onboarding: The Essential Rules for a Successful Onboarding Program

Most employees decide to leave a job within their first 18 months with an organization? When an employee does leave, it usually costs about three times their salary to replace them. You can greatly increase the likelihood that a new employee will stay with you by implementing a well-designed onboarding program that will guide the employee through their first months with the company. This course will explore the benefits of onboarding, show you how to design an onboarding framework, give you ways to customize the program for different audiences (including managers and executives), and demonstrate how to measure results from the program.

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## **Positively Smart**

This workshop will help you understand how you are unintentionally getting in your own way and how your own brain can be working against you. You'll get the tools to turn this situation around and use the natural brain processes to your advantage. If you regularly apply these strategies, you will quickly find that achieving your vision of success is easier and your quality of life is improved.

## **Reinforcing Leadership Development\***

There is a significant gap between the time and money spent on leadership development and on-the-job application of new skills. The breakdown is the result of managers not investing the time with leaders before training to set up expectations or supporting them afterwards. Managers walk away with the skills and resources they need to support their leaders before, during and after training, so that your organization realizes a return on investment in leadership development.

## **NEW! Research Skills for Business**

In this age of information overload, it can be hard to know where to find good information that you can trust. If you're doing research for an important project, report or proposal, how do you find information that you can count on? This course will teach you how to research any topic using a number of different tools. We will start with basic techniques, such as reading, memory recall, note-taking, and planning. We will also talk about creating different kinds of outlines for different stages of your project, and how to move from the outline to actual writing, editing, and polishing. Most importantly, we will talk about how to use all kinds of sources. After you complete this course, you'll be ready to find reliable information on any topic, and turn that information into a compelling, accurate piece of writing.

## **Resolving Workplace Conflict\***

Today's business environment presents new and growing challenges forcing organizations to continually increase productivity, improve quality, shorten cycle time and reduce costs. At the same time, the way people work and communicate with one another is changing, creating added stress and complexity. Learn how to recognize the signs of escalating conflict and take appropriate action to minimize damage.

## **Setting Goals and Reviewing Results\***

This course will show the positive effect of shifting the traditional role of planner and evaluator from the leader to a shared responsibility between leader and employee. This shift builds employee ownership and allows the leader to focus on coaching and developing throughout the performance cycle. Leaders will experience how to use effective (SMART) goals to help them and their employees track progress and fairly evaluate outcomes.

## **Strategies for Influencing Others\***

Whether it's an innovative breakthrough or a simple process improvement, making it happen generally requires commitment from others in the organization. The best way to gain this commitment is to have a strategy for each stakeholder. This course shows leaders and individual contributors how to package their ideas in a way that will win over even the most skeptical individuals. Learn strategies for effectively capturing people's attention, transforming their perspectives, and gaining their commitment to taking action.

\* This DDI course is approved by HRCI and SHRM for 3.5 hours.

# BUSINESS AND LEADERSHIP

## Strengthening Your Partnerships\*

Partnerships, whether internal or external, are more important than ever in reaching organizational goals. Strong partnerships can mean achieving objectives, yet changing boundaries and responsibilities make it difficult to build and sustain partnerships. This course focuses on six checkpoints that help partners identify and focus on important issues and promote open communication. In addition, learners are also introduced to the Partnership Scorecard, a tool used to provide feedback and measure progress on key elements of the partnership.

## NEW! Skills for the Administrative Assistant

Work is not the only thing that matters in life, but most of us want to take pride in what we do. While we don't have to like the people we work with, or report to, at the very least we should be able to interact positively with them. The biggest influence on our job satisfaction is our relationship with others. Our work should not be a burden to us and our offices shouldn't be battlefields. We are human beings working with other human beings. This course is about working to the best of your abilities, and encouraging the best in those who work with you, or for you.

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## NEW! Strong Start\*

You've spent the time and money to hire the right person. Now that they're here, how do you get them off to a running start, and ensure that they stay for the long haul? Your organization invested to put the right people in the right jobs. And while your selection process may be accomplishing that goal, new people might not be living up to expectations. Strong Start® is the course your organization needs to ensure that new people begin contributing quickly.



## The A.R.T. of Interviewing\*

This course focuses on the responsibility of the interviewer to provide the job candidate with a quality experience and explores the consequences of interviewer behaviors. It raises learners' awareness of the important role that they play, and equips them with skills to run an effective interview that yields meaningful behavioral data.

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## Time Management

Time is money, and much is lost in disorganization and disruption. Review ways you can organize and prioritize for greater workplace efficiency. Learn to get a grip on your office space, organize your workflow, use your planner effectively, say no without guilt, and delegate some of your work to other people.

## Tough Topics on Employee Hygiene

This course has two major themes. First, we'll give you a framework for having those tough conversations. We'll also give you some guidelines for customizing that framework for your organization. Then, we'll look at some common tough conversations that come up, including body odor, flatulence, poor clothing and hair decisions, and bad breath. Participants will have a chance to role play a tough situation. You'll walk away well prepared for any kind of challenging conversation.

## Train the Trainer

In today's business climate, more and more people are becoming trainers, either by choice or because their job demands it. This course is designed to provide you with skills, information and practical experience to become an effective workplace trainer. Topics include facilitation techniques, learning design, PowerPoint design tips, dealing with difficult students, presentation skills and much more.

\* This DDI course is approved by HRCI and SHRM for 3.5 hours.

## Valuing Differences\*

Valuing Differences gives leaders effective skills and tools for exploring others' unique perspectives, understanding and leveraging people's inherent differences, challenging devaluing behavior, and creating an environment in which people's differences are respected and used.

## Working as a High-Performance Team\*

For a team to achieve peak performance, its members must involve, support and trust one another, and they must share information and commit to a process that will lead to success. This course will enhance team effectiveness and maximize not only performance, but also impact on the organization as a whole. You will learn the personal, interpersonal and business advantages of working together as a unit and be introduced to a set of best practices for optimal results.

## **NEW!** Working With You is Killing Me

From chronic complainers to idea-stealers, boundary pushers to just plain jerks, a toxic co-worker can ruin your day – and your life! Everyone – including the lucky few who've never had to work with a difficult person – will benefit from this program. It brilliantly portrays how employees on any career path and at any level of an organization can be undone by a problem co-worker. The amount of time spent worrying, avoiding, raging and obsessing over toxic employees can affect performance on the job and peace at home. This program provides the antidote, showing exactly how to take responsibility for addressing the problem and put a stop to it all. It shows employees how to "unhook" from difficult situations in four simple ways: physically, mentally, verbally and with a business tool (memo, email, log, etc.).

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# COMMUNICATIONS

## BUSINESS COMMUNICATION CERTIFICATE

Complete the certificate by taking the following three full-day required classes plus three half-day electives within one year:

- Building a Team Even If You Aren't the Leader
- Speaking/Presenting for Business Meetings
- Writing for Business Results

### ELECTIVES:

- Building Intercultural Work Teams
- Editing, Revising and Polishing Business Writing
- Engaging Your Audience
- Grammar, Punctuation and Proofreading Tips
- How to Transform Disagreement in Meetings
- Listening to the Verbal and Nonverbal
- Persuasive Writing for Business
- Speaking to Influence Decisions and Actions

Completion of this certificate can be transferred as 3 credit hours toward BUS 150 Business Communications.

### 7 Tips for Writing Awesome Marketing Content That Gets a Response

This hands-on workshop uses fun, fast-paced activities and games to teach a new way to create marketing content – faster. Participants learn to: write emails, blogs, web content and social media content; produce content quickly – on difficult deadlines; write for audiences with short attention spans; and use the latest industry writing standards.

### Be Prepared: Fundamentals of Crisis Communication

When things go wrong is when your employees, customers and community need you most; and when it comes to crisis communications, every second counts. A well-designed crisis communication plan can determine your company's reputation and even its survival. In this one-day workshop learn how to prepare for your own worst-case scenario. Crisis communication is best planned when cooler heads can prevail, and this step-by-step course will help you do just that.

### Building a Team Even If You Aren't the Leader

Working within and leading a team requires excellent communication skills. Through interactive exercises and discussions, you will understand teams and team members; embrace diversity and unity; investigate conflict and its resolution; recognize hazards to the team and its mission; identify leadership and communication styles; practice interpersonal techniques; and learn the guidelines for urgent situations.

### Communicating for Leadership Success\*

Leaders will learn how to meet the personal and practical needs of their team members and how to communicate in order to spark action in others to achieve business results. They will also get tips on how to provide positive feedback that recognizes and motivates individuals and teams to help others get back on track.

# COMMUNICATIONS

## Communicating with Impact\*

Many organizations focus on technical skills as all-important to success in the workplace. Yet strong interpersonal skills are equally essential in transforming individual contributors into exceptional performers who have a greater impact in their roles. This foundational course provides individuals with a powerful set of interaction skills that enables them to communicate more effectively with colleagues and customers and, in the process, build trust, strengthen partnerships and achieve desired results.

## Conversations to Inspire Performance\*

This course provides a new uncomplicated approach to performance management. Instead of semiannual reviews driven by managers, this new process is about having regular, meaningful dialog. In these everyday conversations, leaders coach and develop, making the time they invest reap better performance and stronger relationships with their direct reports.

## Editing, Revising and Polishing Business Writing

Once drafted and composed, your written communication has another stage. Editing is deciding what changes to make, revising is making the changes, and polishing is making it sound good. One slipped word or one convoluted sentence can create a misunderstanding. Learn to avoid wordiness, misplaced verbs and modifiers, unrepresented pronouns, inappropriate tone, unfortunate informality and other writing issues.

\* This DDI course is approved by HRCI and SHRM for 3.5 hours.

## Engaging Your Audience

Audience engagement is often forgotten in our fast-paced business world. Did you know that the seating arrangement can predetermine the level of engagement? Did you know that most adults who listen to a lecture remember only 5 percent of the content 24 hours later? Researchers have found that curiosity, opportunity, relevancy and novelty (CORN) capture and hold people's attention. Get your audiences involved and excited with 50-plus interactive techniques that will CORN-feed your next audience.

## Grammar, Punctuation and Proofreading Tips

The tools, tips and techniques presented in this course will help you develop the competence and confidence you need in written communication. You will concentrate on grammar concerns: effective sentence structure, proper punctuation and correct word usage. You will be able to compose appropriately written correspondence with clarity and conciseness by the end of the course.

## How to Transform Disagreement in Meetings

Meetings can dissolve into a mess of entangled opinions and injured feelings. Teams that function well embrace dispute and conflict as a way to uncover the best decisions and plans of action. Once the team has navigated through the disagreement, members find commitment and trust on the other side.

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# COMMUNICATIONS

## Listening to the Verbal and Nonverbal

Listening is a neglected leadership skill. By honing your listening skills, you will gather information, develop rapport, and influence those around you. Consider words, meanings and messages within the context of nonverbal communication. Learn how to project confidence and calm at your next meeting, to determine if your customer is telling the full truth, and to understand your boss's silence.

## Persuasive Writing for Business

Whether it's reports, proposals, presentations, letters or emails, every business communication exists to persuade as well as inform. Learn the principles of persuasion and the practical skills that can advance your career and leadership potential.



## Speaking and Presenting for Business Meetings

Help tame the anxiety you feel when you have to stand up or speak up in a meeting. Learn four ways to connect with your audience. Discover movement, gesture, vocal and facial expression, speed, volume, pitch and pause as the tools of your trade. Deliver a personal or organizational story with the "Simple Steps to Storytelling." Small-group and share-pair exercises will provide a safe place to polish your speaking and presenting skills.

## Speaking to Influence Decisions and Actions

Learn techniques that embed content into the collective memory of your audiences. In an interactive, experiential learning environment, we will apply and practice effective techniques that drive the speaker's content into the memory of audience members, so they can digest content, retrieve information, and act on convictions effectively and efficiently.

## Technical Writing Boot Camp – Complex Manuals, Reports and Training Materials that Employers Love

Learn secret professional techniques to write any kind of technical content easier, faster and better. Learn to: write about technical topics that you know nothing about; write about complex subjects for an executive, lay or consumer audience; write step-by-step procedures; meet impossible deadlines; and write for audiences with "short attention spans."

## Writing for Business Results

Each element in effective business writing helps create memorable and informative connections that lead to actions and the business at hand. Practice collaborative writing and common messages such as inquiries, responses to complaints and compliance requests, and bad news. Additional topics include email management, ancillary elements of letters, and informal and formal reports and proposals.

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## BUSINESS ACCOUNTING CERTIFICATE

Take any four of the courses below to complete the certificate within one year:

- Accounting Basics
- Analyzing Financial Statements
- Budgeting Fundamentals
- Cost Accounting
- Not-For-Profit Finance and Accounting
- Profit Planning and Cost Analysis

Accounting Basics is strongly recommended as a prerequisite for those without an accounting background.

### Accounting Basics

Learn the essential language, concepts and processes of accounting, presented in a practical, nontechnical fashion. Cover the nature of accounting and generally accepted accounting principles, as well as the process of accounting, accounting equations, debits and credits, and accounting cycles.

### Analyzing Financial Statements

Learn the accounting terms and concepts that will help you interpret your company's true financial performance. You will cover the information required for accurate financial statements, what such statements reveal and the ratios used in their analysis.

### Budgeting Fundamentals

Cover the basics of budgeting in a simple, nontechnical manner. Topics include budgeting concepts and terms; planning, building and implementing a budget; and budgetary management and control. The preparation of operating and capital budgets are emphasized.

### Cost Accounting

Understand the concepts of managerial accounting that identifies, defines, allocates, measures, reports and analyzes current and predicted costs. Learn the purpose and process of cost accounting; components of a product's cost; terminology used in cost accounting; how costs behave; how to prepare a cost of production report and more.

### Finance for Non-Financial Managers

This information-packed workshop includes how to: read balance sheets and income statements; analyze retained earnings and cash flow statements and calculate key financial ratios through interactive exercises, relevant examples and attendee participation.

### **NEW!** Internal Controls and Fraud

Get an overview of internal controls and how to reduce risks to the company. Discuss management's responsibility for internal controls and ways internal controls can help prevent fraud. Explore the key features of internal controls as well as how to design an effective control system. Case studies and examples will help you better identify good internal control systems.

### **NEW!** Not-For-Profit Finance and Accounting

Learn how to read and understand a not-for-profit's financial statements. Also get a basic understanding of the financial and accounting reporting practices for a not-for-profit organization.

### Profit Planning and Cost Analysis

Learn the necessary information to make better business decisions. Identify various cost behaviors, predict costs using Excel, use cost-volume-profit calculations, business segment reporting, how to measure performance through use of return-on-investment and residual income methods, use operations performance metrics and more.

# PROCESS IMPROVEMENT

## **NEW!** Keeping Score in Business

Do you believe that knowing how your business is doing will help you to know what to do next? Balanced scorecards – frequently used in business, industry and government – align mission and vision with organizational strategy, and can help you improve both internal processes and outcomes. This class is designed to apply your company's vision to measurable, actionable activities. You will learn how to tie your scorecard to your vision, develop a scorecard team, collect data, evaluate results and deploy the right corrective actions.

## **Facilitating Quality**

The facilitator's job is to support everyone to do their best thinking and practice, to understand their common goals, and assist in achievement without taking a particular position in the discussion. When it comes to quality, it is critical to the facilitator's role to have the knowledge and skill to be able to intervene in a way that adds to the group's creativity rather than take away from it. Learn about the essential facilitation aptitudes; good meeting practices; a variety of listening skills including ability to paraphrase; stacking a conversation; drawing people out; balancing participation; and making space for more reticent group members, and how all of these relate to improving quality.

## **NEW!** Business Process Management

Business process management helps organizations leverage processes to achieve their goals and be successful. Once processes are implemented, they must be monitored, evaluated, and optimized to make sure they are still meeting the goals that they were designed to accomplish. A business that can successfully manage its processes is able to maintain a competitive edge, while increasing productivity and efficiency and decreasing costs. This course will introduce you to business process management. You will learn how business processes can help improve their company's bottom line by providing a higher level of quality and consistency for customers.

## **NEW!** Process Improvement with Gap Analysis

The gap analysis tool can help you define problems and identify areas for process improvement in clear, specific, achievable terms. It can also help you define where you want to go and how you are going to get there. This course will give you the skills you need to perform an effective gap analysis that will solve problems, improve processes, and take your project, department, or organization to the next level.

## **Lean Six Sigma Black Belt**

Black Belts are experienced and well-trained Lean Six Sigma professionals who provide project management, statistical analysis, financial analysis, meeting facilitation and project prioritization for the organization. The typical Black Belt leads several projects with enterprise scope, coaches and mentors Green Belts, and understands how to define a problem to quickly drive toward a solution. Black Belts often manage Lean Six Sigma projects and are the liaison between the staff and the project sponsors and managers.

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# PROCESS IMPROVEMENT

## **NEW!** New Product Development Process Using Lean

New product development process is a key element for any business to survive or grow. This course will help you to understand the fundamental elements of a successful new product development process and how to reduce waste and assure the business processes are lean. Effective implementation of Lean throughout the enterprise is one of the most difficult yet beneficial endeavors any business can achieve.

## **Lean Six Sigma Green Belt – Step 1. Define**

Green Belts are professionals well versed in the Lean and Six Sigma methodologies, and understand the application of process improvements that eliminate non-value added steps, reduce lead time and begin to reduce process variations. They collect data, make initial interpretations and begin to formulate recommendations that are fed to Black Belts or the sponsoring managers. This module covers an introduction to Lean and Six Sigma concepts, including lean operations, project management, team development and management, and design for Six Sigma. It focuses on the define phase, which establishes the project goals, customer requirements and project deliverables and expectations.

## **Lean Six Sigma Green Belt – Step 2. Measure**

In this module, you will learn to identify key measures, create and execute data collection plans, examine process variation and establish performance baselines. These abilities will be enhanced by learning how to calculate sigma levels throughout the process. *Step 1 is a prerequisite for this course.*

## **Lean Six Sigma Green Belt – Step 3. Analyze, Improve & Control**

In this module, you will learn how to analyze the data collected from the Lean Six Sigma process to look for root causes, as well as quantify the gap between “current state” and the “desired state.” Additionally, you will learn how to search for improvement opportunities in the process. In the Improve Phase, you will learn how to generate and test possible solutions, select the best solutions, and design implementation tests. The Control Phase focuses on documenting and implementing the tools identified in the implementation plan, including the monitoring plan, creating and updating standardized processes, documenting procedures, creating and deploying response plans, and transferring ownership of the updated process.

*Steps 1 and 2 are prerequisites for this course.*

## **Lean Six Sigma Green Belt for Healthcare**

Health systems today face many of the same challenges that have prompted manufacturers and service providers to focus on continuous improvement practices. These challenges include customer demands and expectations for high quality; escalating competition that is driving the need to reduce waste and lower costs; and multidimensional problems that require cross-organizational solutions. Designed for healthcare professionals, this 45-hour, instructor-led course will teach participants how to identify, frame and effectively solve quality problems in healthcare organizations at the Green Belt level using D-M-A-I-C tools and processes.

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# ONLINE COURSES

## BUSINESS & LEADERSHIP

- A to Z Grant Writing
- Achieving Success with Difficult People
- Addressing Poor Performance
- Administrative Assistant Applications
- Administrative Assistant Fundamentals
- Basic Management Skills
- Basics of Conflict Resolution
- Becoming a Grant Writing Consultant
- Building Teams That Work
- Consulting – Managing Your Own Business
- Customer Service Representative (CSR) Exam Prep
- Effective Selling
- Facilitating Adult Learners
- Fundamentals of Supervision and Management
- Fundamentals of Supervision and Management II
- Get Grants!
- Introduction to Business Analysis
- Introduction to Nonprofit Management
- Leadership
- Leading Virtually
- Learning Styles In The Classroom
- Managing Customer Service
- Marketing Tools and Tips for Success
- Marketing Your Nonprofit
- Mastery of Business Fundamentals
- Nonprofit Fundraising Essentials
- Operational Risk Management
- Principles of Time Management
- Professional Risk Manager (PRM)
- Professional Sales Skills
- Sales and Marketing Professional
- Starting a Nonprofit

## COMMUNICATIONS

- Advanced Grant Proposal Writing
- Business Marketing Writing
- Business Writing for Busy Professionals
- Editing and Proofreading for Business Writers
- Effective Business Writing
- Fundamentals of Technical Writing
- Grammar Essentials
- Mastering Public Speaking
- Professional Communication
- Writing Effective Grant Proposals

## FINANCE

- Accounting Fundamentals
- Accounting Fundamentals II
- Bookkeeping Administration
- Bookkeeping Administration Expert
- Business Finance of Non-Finance Personnel
- Chartered Tax Professional
- Credit Derivatives Training
- Ethics Seminar CE Courses
- Financial Mathematics
- Financial Risk Manager (FRM)
- Fundamentals of Accounting
- Market Risk – Basic, Intermediate, Advanced
- Sarbanes-Oxley Act Training
- Tax Law Updates

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