



**SOUTHWEST VIRGINIA
TECHNOLOGY
DEVELOPMENT CENTER**

Operated by The University of Virginia's College at Wise

PROFESSIONAL DEVELOPMENT PROGRAMS

2010

Regardless of your industry, continuous improvement is the key to your organization's success. If you are not improving, your survival is threatened. It is not merely enough for companies in today's environment to survive. We must get better and better if we intend to keep up with, let alone surpass our competition.

The following Professional Development Programs allow you to do just that, continuously grow your own people and increase your organization's effectiveness.

Media Training

An interview or press conference offers an organization its best chance to make a good impression and to get its message to the public. This Media Training program teaches ways a company, organization or individual can prepare for both welcome and unwelcome media attention. Instruction will be provided on techniques in working with the media in various interview situations. Real-life examples and interview practice sessions will be featured.

Basic Business Etiquette

"Don't let your first impression be your last one!" This program takes the confusion out of business etiquette by focusing on one's visual and vocal presence.

Human Resource Certification

Prepare for the PHR/SPHR Certification exam by taking this program. This program will review topics relevant to the exam including strategic management, workforce planning and employment, HR development, total rewards, employee/labor relations and risk management.

Performance Coaching

Improving the confidence and effectiveness of employees requires a skilled coach. This program provides managers, supervisors and team leaders' skills and techniques for coaching for peak performance. High Impact activities and role plays are a key component of this program.

Business Communication

Examine, practice and adhere to the writing processes that are completed in the professional environment. Develop sensitivity for the audiences' adaptation and learn how to write clearly and concisely. Participants will learn how to engage an audience by using visuals to illustrate messages and data. In completing this program, participants will be able to effectively draft business correspondence, reports and proposals. Proofreading and revision techniques will also significantly improve upon completion of this program.

The Art of Problem Solving

Participants will develop skills to approach and solve almost any problem presented in the workplace and in everyday life. This program will teach participants the techniques that will enable them to identify the problem, find the root cause and develop/apply a solution to the problem. They will also learn how to monitor the solution to ensure the problem does not reoccur.

Maximize Personal Productivity through Time Management

Participants will learn how to control the way time is spent and to prioritize, develop, plan and stick to it. This program will enable participants to single out the truly important from the merely urgent. Participants will learn how to focus on the activity with the biggest payoff, set goals that can be achieved and identify goals worth achieving. Completion of this program will afford participants the ability to master time and take action now based on desired future results.

Personalities at Work in the Workplace – The DiSC Personality Profile

Have you ever wondered how your personal behavior impacts others in the organization? In this program, you will learn to understand work behavior tendencies, and the importance of respecting, appreciating, and valuing individual differences. Your effectiveness in accomplishing task will be enhanced by improving your relationship with others. You will also develop strategies for working together to increase productivity.

Facilitation Basics & Advanced Facilitation

Facilitation skills make meetings more manageable by teaching essential tools for creating more effective outcomes. The introduction program will explore steps in implementation, keys to success and appropriate applications. The advanced program will offer various management consensus building tools along with demonstrations and coaching feedback.

MS Project

This program is a three-day introduction to Microsoft Project. Participants will be taught how to maximize their effectiveness in managing projects using this powerful software.

Project Management Certification Prep

This five-session program will cover fundamental Project Management Principles and will prepare participants to take the Project Management Professional (PMP) Exam. Obtaining this globally recognized credential demonstrates the knowledge and skill necessary to lead successful project teams.

Managing Generations

For the first time in history, there are four generations in America's workforce. Organizations can't afford to ignore any generation. As generational issues immerge, these challenges keep teams from performing at optimal levels. This program will explain the different sets of expectations for each generation and illustrate techniques to bridge the generational gap within your organization. In particular, we will identify the four different generation groups, describe the personality traits of each group, and describe and explore the recruitment, training, management, retention, and communication issues among the generations.

Producing Big Results on a Small Budget with Open Source Business Intelligence

Business intelligence (BI) is more important than ever as companies must invest every dollar wisely to survive and prosper in these challenging times. This introductory program will define BI, illustrate how companies use BI, introduce a standard set of BI tools and review the top open source applications.

Effective Supervisor

This five-session program provides supervisors, team leaders or individuals who want to move into leadership roles within their organizations the skills necessary to meet the challenges of an ever-changing and fast-moving work environment. This five day series focuses on core competencies such as Personal Leadership, Team Building, Business Communications, Basic HR, Performance Coaching, Problem Solving and Time Management. Participants are provided outside reading and will be introduced to experienced mentors who will provide support throughout the program.

**Spring 2010
Program Calendar**

Professional Development	Media Training	February 16 &17
	Basic Business Etiquette	February 25
	Disc Personality Profile	March 4
	Business Intelligence	March 8
	PMP Certification Prep- Abingdon	March 9 &10, 16-18
	Business Communication	March 18
	The Art of Problem Solving	March 25
	Performance Coaching	April 29
	Maximize Personal Productivity	April 15
	Microsoft Office 2007	
	Excel (beginner)	March 12
	Access (beginner)	March 19
	PowerPoint (beginner)	March 26
	Outlook (beginner)	April 9
	Publisher (beginner)	April 16
	Word (intermediate)	April 23
	Excel (intermediate)	May 7
	Access (intermediate)	May 14
	PowerPoint (intermediate)	May 21
Leadership Academy	The Effective Supervisor	March 25, April 8 & 22, May 6 & 20
	The Effective Supervisor- Duffield	April 1, 15 & 29, May 13 & 27
LIVE-IT – Personal Enrichment	Income Tax Preparation	January 25
	Quick Books	February 1
<i>Managing Your Career Series</i>	Choosing a Career Direction	February 9
	Explore your Work Options	February 11
	Take Action: Job-Hunt Prep	February 16
	Job Search Strategies	February 18
	Brownie Try-It	February 15
	Cub Scouts	March 1
	Hunter Safety	March 9-11
	Genealogy on the Web	March 15
	Boating Safety	March 22
	Running 101: Intro to Running	March 29
	Performance Coaching	April 12
	Security Issues	April 19
	Essential Money Skills in a Bad Economy	April 26

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Small Business Basics	First Steps to Business Ownership	February 23
	Managing Generations - Abingdon	February 24
	Financing your own Business	March 9
	Marketing on a Budget	March 23
	Managing Employees, Insurance & Risk Management	April 6
	Creating a User Friendly Website	April 20
	Quick Books	April 27
	Internet Marketing	May 4
	Security	May 11
	Having an Internet Business	May 18

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