

St. Clair County Community College

Better Intellectual Capital

Leadership and Supervisory Skills

Building a Collaborative Relationship with your Peers
Building a Constructive Relationship with Your Manager
Business Requirements Management
Building Strong Teams
Clarifying Team Roles and Responsibilities
Coaching: Bringing Out the Best In Others
Coaching for First-line Supervisors
Coaching for Optimal Performance
Coaching for the Supervisor
Collaboration and Negotiation
Collaborative Relationships
Communicating to Collaborate
Communication for Technical People
Communication for First-Line Supervisors
Conflict Management
Communication Strategies
Communication – Oral, Written and Email
Conflict Management and Coaching
Conflict Resolution and Crisis Management
Constructive Criticism & Discipline Skills for Managers
Consulting and Communication Skills for the IT Professional
Consulting Skills Refresher Sessions
Critical Thinking
Cultural Competency
Customer Satisfaction, Excellence in
Dealing with Emotional Behavior
Design of Experiments (DOE 1)
Diversity Awareness Workshop
Documenting Business and Technical Requirement
Effective Appraisal of Employee Performance
Effective Discipline
Effective Oral and Written Communication
Effective Written Communication and Email
Effective Problem Solving
Emotional Intelligence
Emotional Intelligence in Leadership
Employment Interviewing
Enterprise Architecture
Entrepreneurial Spirit – Operational Ownership
Establishing Performance Expectations

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Executive Level

Strategic Facilitation

Top Management RENEWAL: Vision, Mission, Values, Guiding Principles

Setting of Annual and Quarterly Goal and Action Plans Market Analysis

Voice of the Customer

Creation of Balanced Scorecard and Strategy Map

Certified Executive Coaching for Current and Next Level Succession Planning

Speaking, Image, Crisis

Speechwriting Project SME Support (strategic, financial, operations)

Think Tank (primary and secondary research, white papers)

Lean and Six Sigma Certification for Sponsors

PMO and Portfolio Management – Setting Up the Office for Strategic Implementation

Finance in Capital Markets

Finance for the Non-Financial Leader

Fostering Accountability in Self and Others

Frontline Leadership

Function Point Training

Fundamentals for Production: Front-line Leader Tool Set

Gaining Commitment to Preset Goals

Getting Your Ideas Across

Human Dynamics of Change and Transition

Identifying Work Priorities and Setting Goals

Improving IT Service Response to Business Demands

Information Technology Executive and Managerial Skills

Interview Techniques – “The Fact Finding Mission”

IT Strategy, Enterprise Architecture and Marketplace Transformation

Kepner-Tregoe Decision Making – Structured Problem Solving Technique

Knowledge Management and Succession Planning

Leadership Architecture

Leadership and Executive Coaching

Leadership, Executive Coaching and Strategy

Leadership and Self-deception

Leadership for First-Line Supervisors

Leading and Coaching a High Performance Organization

Legal Matters for Supervisors

Maintaining a Positive and Proactive Attitude

Managing Change

Managing in Difficult and Challenging Times

Managing IT Projects

Managing Supplier Partnerships

Managing with Metrics

Managing Remote Workers

Marketing the IT Organization Internally

Meetings, Effective

Meeting Techniques

Motivation and Employee Management

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Multi-Generational Teamwork
Negotiation & Assertiveness Skills
Operations Management
Performance Management
Personal Productivity
Politics of IT Project Management
Powerful Presentations
Presentation and Communication Skills for the IT Professional
Principles of Supervision and Leadership
Principles of Workflow Management
Proactive Listening
Problem Solving and Decision Making
Project Management 101
Resolving Team Conflicts
Setting and Achieving Metrics and Milestones
Strategic Leadership for Emerging Leaders
Stress Management
Supervisor Effectiveness, Improving
Survey Design – “Using Surveys Polling for Information”
Taking Corrective Action
Teambuilding
Teambuilding Adventure Challenge
Teambuilding/Project/Project Team Improvement Using “5 Dysfunctions of Teams” and DISC Approach
Teambuilding Training Intervention
Technical and Legal Writing
Technical Leadership for Architects
Technical Teambuilding & Technical Leadership Development Using DISC Methodology
Team Effectiveness, Improving
Team Facilitation, Effective
Team Oriented Problem Solving – 8 Disciplines Workshop
Telephone Skills for Superior Customer Satisfaction
Time Management
Time Management for IT Professionals
TSP Coach Training
Value Stream Mapping
Walkthrough Project
Writing Technical Information Effectively

For more information, please contact
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