

Critical Business Skills



Our Business is Your Success

Does your workforce possess the critical skills necessary to not only do their job but also to excel at it?

The Center for Workforce Solutions (CWS) at Anne Arundel Community College offers credit and continuing education training in critical business skills that improve interpersonal and management skills to enhance leadership, customer service, communication, problem solving, decision-making and time management, and to respect and embrace diversity. The Center can also blend renowned curriculum such as AchieveGlobal and Development Dimensions Incorporated with case studies from your operation for a customized, yet cost effective, solution.

CWS offers a full complement of training solutions to meet your business' needs. Training can be as short as a few hours or span several months or longer depending upon your budget and your goals for improved workforce performance. For added convenience, classes are offered at one of our three locations, at your place of business or online. These are just some of ways in which we can help your workforce with their critical business skills:

Leadership

- The Basic Principles of a Collaborative Workplace
- Establishing Performance Expectations
- Frontline Leadership
- Influencing Others
- Leading Change
- Leading Your Team to Optimal Performance
- Learning to Lead
- Managing Your Priorities
- The Hallmarks of Supervisory Success
- The Leader in Each of Us
- The Principles and Qualities of Genuine Leadership
- Trust: Strengthening the Foundation

Workplace Sensitivity

- Create a Respectful, Harassment Free Environment
- Diversity Training: A Winning Balance
- Fair, Square and Legal

Employee Development

- Achieving Stellar Service
- Business Etiquette and Protocol
- Creating a Service Culture
- Identifying Work Priorities and Setting Verifiable Goals
- Personal Empowerment: Taking Initiative
- Serving a World of Customers
- Train the Trainer
- Working with Difficult People
- Effective Communication

Performance Improvement Services

- Instructional Design Support
- Performance Gap Analysis
- Work Style Assessments