



# Professional Development Workshops

## Now Offering SIX Professional Development Workshops at Little to No Cost!

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CareerSource Capital Region offers customized, quality training at little to no cost for local businesses to ensure their employees are prepared to meet the company's daily customer interaction challenges.

Topics include critical thinking, customer service, emotional intelligence, multi-generational communication, time management, and workplace etiquette.

## **Critical Thinking for On the Job Success**

Learn the importance of making evidence-based decisions by using critical thinking strategies for on-the-job success.

## **Improving Multi-Generational Communication**

Communicating in the workplace can be hard enough without factoring in different generational barriers. Learn tips and tricks that work for everyone when communicating with other generations.

## **How May I Help You? Delivering Excellent Customer Service**

Identifies attitudes and behaviors essential in providing excellent customer service. What is Excellent Customer Service? How about the ability of your organization to constantly and consistently exceed your customer's expectations, a simple goal yet only a few achieve it.

## **Staying Focused and Engaged: Tips on Time Management**

Discover the range of skills, tools and techniques used to manage time when accomplishing specific tasks, projects and goals, as well as, how to deal with the "Thief of Time," procrastination.

## **Performing Under Pressure: Using Emotional Intelligence to Drive Excellence**

Learn how to improve communications, build stronger relationships, reduce conflict and stress, and improve leadership skills.

## **Professionalism on the Job: Etiquette is for Everyone**

Explore how employees interact and communicate with each other in dealing with a variety of situations in the workplace such as proper cell phone etiquette, work ethic, email do's and don'ts, breakroom gossip, the top ten reasons people get fired and more.

**Companies are eligible for one workshop per program year (July 1 – June 30) at no cost.**

- \$299 per additional training session (up to 35 trainees)

### **Workshop/Training Session Bundles:**

- 2 for \$450 (almost \$150 savings)
- 4 workshops for \$900 (almost \$300 in savings)
- 5 workshops for \$1,200 (almost \$300 in savings)

For more information contact our team

**(850) 414-6085**

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**[www.careersourcecapitalregion.com/employers](http://www.careersourcecapitalregion.com/employers)**

Initiative supported by US DoL, HHS, and Ag. with awards totaling \$6,251,128 with 0% from non-government sources. Equal opportunity employer/program. Auxiliary aids & services available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TTD equipment via the Florida Relay Service at 711. A proud partner of the American Job Center network.